












OUR PERFORMANCE

Q3 October - December 2021

Indicator	Annual Target	Q3 performance	Year to date
 How easy were we to deal with? (repairs and lettings process)	3.20	2.35	2.35
 % of customers say we were right first time (repairs)	88%	93.3%	93.3%
 % of appointments made and kept	98%	98.68%	98.63%
 % of emergency responsive works orders completed on time	99.46	100%	99.9%
 % of responsive works orders completed on time	99.2%	99.76%	99.3%
 % of customers very satisfied with the repairs service overall	75%	86.7%	86.7%
 % of customers very and fairly satisfied with the repairs service overall	91%	95.6%	95.6%
 % of customers very satisfied with service provided during the lettings process	65%	66.7%	66.7%
 % of customers very and fairly satisfied with service provided during the lettings process	91%	66.7%	66.7%
 % of customers satisfied with the grounds maintenance service overall	98%	93%	97%
 % of customers very or fairly satisfied overall with the Byker investment and planned maintenance programme	90%	92%	93%