












OUR PERFORMANCE

Q2 July - September 2022

Indicator	Annual Target	Q2 performance	YTD
 How easy were we to deal with? (repairs and lettings process)	2.90	2.98	3.17
 % of customers say we were right first time (repairs)	88%	89%	88%
 % of appointments made and kept	98.25%	98.45%	98.23%
 % of emergency responsive works orders completed on time	99.75%	100%	100%
 % of responsive works orders completed on time	99.20%	97.97%	97.64%
 % of customers very satisfied with the repairs service overall	80%	77.21%	75.14%
 % of customers very and fairly satisfied with the repairs service overall	91%	91.91%	91.59%
 % of customers very satisfied with service provided during the lettings process	65%	72.73%	72.73%
 % of customers very and fairly satisfied with service provided during the lettings process	91%	100%	100%
 % of customers satisfied with the grounds maintenance service overall	98%	80%	80%
 % of customers very or fairly satisfied overall with the Byker investment and planned maintenance programme	90%	82.35%	91.42%