

Our performance figures 2019/20

Our performance measures	2019/20			
	Q1	Q2	Q3	Q4
Overall satisfaction (over 3 months)	85.35%	85.84%	84.08%	84.7%
Overall satisfaction with repairs (over 3 months)	82.59%	81.47%	80.10%	79.3%
Satisfaction with customer service centre (over 3 months)	86.50%	89.1%	86.82%	88.95%
New home satisfaction (re-lets only)	81.48%	83.3%	90.32%	84.21%
Rent collected as % due	95.26%	95.86%	95.91%	96.1%
Rent loss due to voids*	1.15%	1.13%	1.22%	1.3%
Current tenant arrears as % of annual rent debit	4.13%	4.47%	4.77%	3.9%
Percentage of properties with valid gas certificates	99.94%	99.99%	99.96%	100%

* For our general rent and older people's homes.