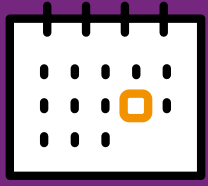


Bolton at Home

Our performance from April-December 2019

Targets included where applicable



96.94%

repairs completed where appointments made and kept

Target 96.5%

100%

extreme emergencies responded to within timescale

Target 100%



93.79%

tenant satisfaction with most recent repair

Target 92.5%

0.64%

of homes not meeting the Decent Homes Standard

We are working towards an end of year (March 2020) Target of 0%



99.96%

emergencies responded to within timescale

Target 100%

25.6 days

average re-let time of minor voids (empty properties requiring minor repairs and improvements before a new tenant can move in) Target 29 days



1.56%

rent loss from empty homes

Target 1.43%

560

complaints received



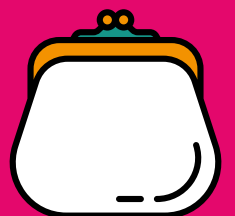
101.8 days

average re-let time of major voids (empty properties requiring significant work)

Target 98 days

214

paid work outcomes achieved by Work Club members



94.78%

Careline calls answered within 60 seconds

Target 97.5%

623

tenants and residents registering for support via UCAN centre work clubs and Working Wardrobe



291

training and education outcomes achieved by Work Club members

97.3%

of rent collected out of rent due

Target 98.9%



£4,203,201

total financial gains for tenants through our Money Advice Service, against a target of £5,150,000 by March 2020



97.2%

new tenancies sustained within the first 12 months

Target 90%