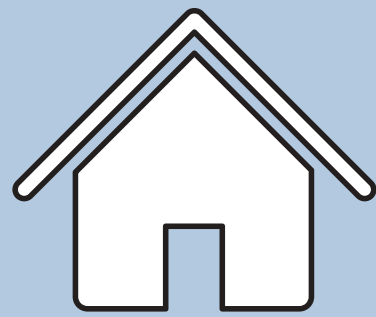


**97 new ASB cases reported**



**AVERAGE TIME TO RE-LET EMPTY PROPERTIES 56 DAYS**



**100% of properties with a gas certificate**



**Average Tenant arrears £346.00**  
**Average UC arrears £346.00**



**Overall satisfaction 93 %**  
**Satisfaction with repairs and maintenance 85 %**

**PERCENTAGE OF REPAIR APPOINTMENTS KEPT-90%**



**Average time to complete repairs 9.5 Days**