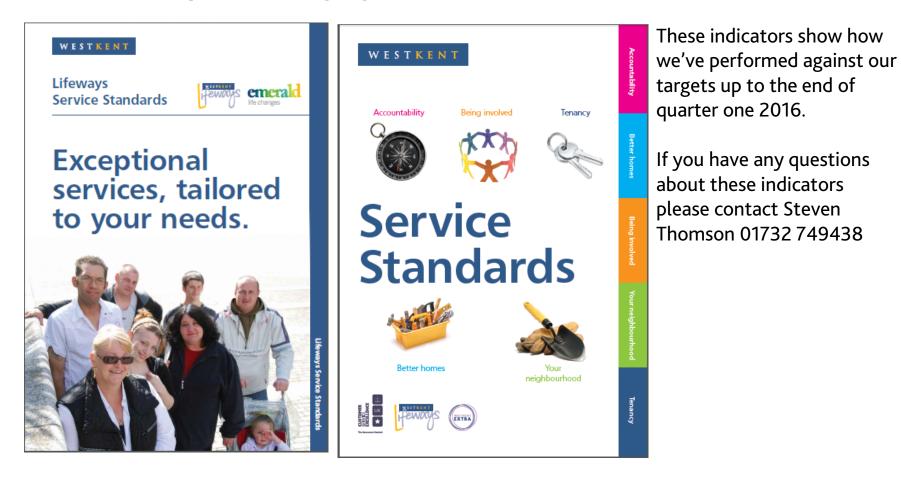


## Performance data

## How are we performing against our service standards?





Places to live. Space to grow.

	Places to live. space to grow.							
Indicator Name	Target / Benchmark	Q1 31 March	Q2 30 June	Q3 30 Sept	Q4 31 Dec	Rating		
Better Homes								
Jobs completed within timescale	96%	97%	96%	98%	96%			
Gas safety checks overdue	0	0	0	0	0			
Residents Satisfaction for repairs (excluding grounds maintenance)	94%	81%	-	83%	93%			
Being Involved								
Resident satisfaction overall with West Kent	-	-	-	-	-			
'Right person; right answer; first time'	85%	88%	88%	87%	86%			
Community engagements	-	19,583	14,513	731	397	Monitor		
Resident involvement engagements		2,129	1,136	747	594	Monitor		
Complaint responses within timescale	-	45%	54%	50%	55%			
Resident satisfaction with complaint handling	-	50%	53%	60%	-	Monitor		
Your Neighbourhood								
Resident satisfaction with being kept up to date	-	56%	38%	57%	64%	Monitor		
Resident satisfaction with how their anti-social behaviour was resolved	-	-	38%	71%	73%	Monitor		

WestKent

	Places to live. Space to grow.							
Indicator Name	Target / Benchmark	Q1 31 March	Q2 30 June	Q3 30 Sept	Q4 31 Dec	Rating		
Tenancy								
Resident satisfaction with their new home	95%	97%	93%	93%	92%			
Number of days to turn around and re-let a property	21	28	28	25	23			
Current tenant rent arrears	3%	2.8%	2.7%	2.7%	2%			
Number of evictions	-	0	8	2	4	Monitor		