

Performance data

How are we performing against our service standards?



These indicators show how we've performed against our targets up to the end of quarter one 2016.

If you have any questions about these indicators please contact Steven Thomson 01732 749438

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

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