

	KEY PERFORMANCE INDICATOR	Reidvale Target	Reidvale Q3	PFPS Target	PFPS Q4
Customer	The average time in working days for a full response at Stage 1 (complaints)	5	3.4 days	5	3.9
	The average time in working days for a full response at Stage 2 (complaints)	20	17 days	20	27.4
	% of complaints responded to in full at Stage 1	100%	100%	95%	91%
	% of complaints responded to in full at Stage 2	100%	100%	95%	93%
	Total Gross Arrears as a % of Rent Due	3.6%	5.17%	5.95%	5.43%
	Total Rent Collected as % of Rent Due	99.9%	100.22%	100%	98.94%
	Total Void Loss as % of Rent Due	0.5%	1.59%	2.11%	1.46%
	Average Time to Relet Properties in Calendar Days	13	25.07	25	48.41
	% of Total Lets to Homeless Referrals	45%	34.2%		
	Number of Anti Social Cases Reported	-	28	No target	19
	Number of ASB Cases Resolved in the year	100%	100%	100%	100%
	% of New Tenants Satisfied With New Home	98%	100%		
Property	% of Emergency Repairs Completed Within Target	100%	85.91%		
	% of Reactive Repairs Completed Right First Time	97%	93.28%	90%	94.10%
	How many times in the reporting year did not meet your statutory duty to complete a gas safety check	0	0	No target	28
	Ave. Time Taken to Complete Emergency Repairs	4 hours	3.54 Hours	24 hours	9.04
	Ave. Time Taken to Complete Non-Emergency Repairs	2 days Urgent repairs 8 days reactive	2.5 Days	28 days reactive	20.02
	% of Non-emergency repairs complete within target	98%	95.40%		
	Number of properties in scope of the ESSH that meet the standard	100%	95.40%	30%	35.7%
People	% of days lost through Staff Absence Due to Sickness	1.5%	TBC	<3.7%	2.46%
	Unenforced turnover			<15%	3.23%
	Mental Health & Stress absence (% of total days absence)			<25%	0%
Community	Total number of projects supported through Community Investment Fund			10	19
	Amount invested in social value projects			£90,000	£369,539

Total social value projects (excluding Community Investment fund)			10	19
Annual well-being Social Value			£10m	£11,738,558
Vacant commercial space used for social value activities			1 site	2 sites
Number of people supported with education, employment or training			170	566
Number of people supported to get online or use the internet			150	287
Number of people supported with money advice or financial inclusion			750	1475
Number of people engaged in social value activities			600	2,491
Opportunities for young people			500	723

Reidvale Housing Association Satisfaction Survey Outcome November 2022

Indicator	Percentage of satisfied tenants 2019	Percentage of satisfied tenants 2022
Satisfaction with overall service	95%	84%
Satisfaction that rent provides good value for money	97%	83%
Satisfaction with how good your landlord is at keeping tenants informed	98%	90%
Satisfaction with opportunities to participate	98%	91%
Satisfaction with the quality of your home	87%	71%
Satisfaction with the quality of repairs	91%	82%
Satisfaction with contribution to the management of the neighbourhood	80%	79%