

Prospect's Performance



Target achieved



Target not achieved

Customer Experience



- 34 complaints received
- 4 compliments received
- £6.8k of fuel vouchers issued
- 99 items gifted to help keep properties warmer and/or reduce fuel bills.
- 30 tenants helped by welfare rights service

- 32 complaints responded to within timescale

Repairs and Maintenance



- 936 number of repairs completed
- window replacement programme ongoing in Morvenside

- 2.4 hrs to complete emergency repairs
- 4.2 days to complete non emergency repairs
- 96% repairs “right first time”
- 95% satisfied with repairs
- 100% gas checks on time

Neighbourhood & Community



- 7 antisocial behaviour cases reported
- 4 new tenants
- 131 average bids per property
- 0 refusals



- 71% of antisocial behaviour cases closed within 32 calendar days target
- 71% of allocations to homeless households



- Properties were empty for average of 35 days

Value for Rent & Service Charges



- 0 tenants evicted
- 0 properties abandoned
- 79 stairs cleaned weekly
- All landscaping areas cut back and tidied up



- 5.8% rent arrears



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