

Prospect's Performance



Target achieved



Target not achieved

Customer Experience



- 25 complaints received
- 4 compliments received
- £1225 of fuel vouchers issued
- 110 tenants helped by welfare rights service
- 30 tenants helped by energy advice service

- 25 complaints responded to within timescale

Repairs and Maintenance



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

- 1.9 hrs to complete emergency repairs
- 2.2 days to complete non emergency repairs
- 97% repairs “right first time”
- 96% satisfied with repairs
- 100% gas checks on time

Neighbourhood & Community



- 4 antisocial behaviour cases resolved
- 2 new tenants
- 230 average bids per property
- 0 refusals



- 75% of antisocial behaviour cases closed within 32 calendar days target
- 50% of allocations to homeless households
- Properties were empty for an average of 17.4 days

Value for Rent & Service Charges



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



- 5.9% rent arrears



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