

## Tower Hamlets Homes Business Critical Indicators

Year to date performance: December/Quarter 3

●	At or above target	
●	Below target, above minimum	
●	Below target, below minimum	

BCI Name	Target YTD	Minimum Score <sup>1</sup>	Performance YTD	Trend <sup>2</sup>
<b>Customers</b>				
Percentage of issues resolved at first point of contact	70%	67%	91.6%	n/a <sup>3</sup>
Percentage of residents agreeing 'THH does what it says it will do'	80%	76%	78.4%	↑
Overall Satisfaction: Residents	82%	78%	82.2%	↑
<b>Homes &amp; Neighbourhoods</b>				
% of properties with a current gas safety certificate	100%	100%	100%	↔
% of repairs completed right first time	83%	78.9%	87.6%	↑
% of tenants rating the repairs service as excellent, good or fair	93%	88.4%	92.6%	↑
Major Works Invoices Issued	100%	95%	54%	↑
Satisfaction With Caretaking	85%	81%	85.7%	↑
Major Works Programme Delivery	85%	81%	101.6%	↑
Percentage of residents rating capital works as excellent, good or fair	75%	71%	96.4%	↑
<b>Organisational</b>				
Average time to relet empty homes - Short term (days)	24	25.2	23.8	↑
Average time to relet empty homes - Long term (days)	55	57.8	44.1	↑
% rent collected (of rent due)	100%	99.5%	98.19%	↓
Service charge collected (£M)	100%	99%	97.8%	↓
Major works charge collected (£M)	100%	95%	112.0%	↓
Void Rent Loss as % of Rent Due	0.6%	0.63%	0.37%	↓

<sup>1</sup> Minimum Score: Lowest value to avoid indicator showing 'red'<sup>2</sup> TREND: Compared to previous quarter<sup>3</sup> YTD performance reported is to Q2