

Q1 IN NUMBERS

BHA's performance for April till June FY 2023/24

CUSTOMER SATISFACTION



73.7 % satisfied with the quality of their home



74.7 % feel their rent is good value for money



80.5 % feel they're kept informed of services and decisions



73.7 % satisfied with Repairs service



66.3 % satisfied with BHA's contribution to the management of their neighbourhood



92.3 % satisfied with standard of home when moving in



68.1 % satisfied with opportunities to participate in BHA's decision-making process



84 % satisfied with These Homes experience



CUSTOMER EXPERIENCE & ENGAGEMENT



3,520 calls received



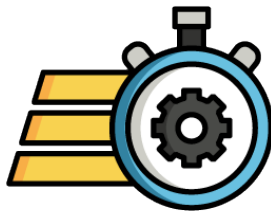
97.6 % customer calls answered



92 % customers calls answered within 30 secs



32 complaints received



31 complaints responded to within timescale



17 compliments received



16 customers participated in Customer Voice Group



160 Customer Connect visits



7,527 Alertacall 'OK Each Day' contacts

NEIGHBOURHOOD SERVICES



82 average bids
per property



32 number of
homes allocated



20.6 days to re-let
homes



49.5 % allocation to
homelessness



4.9 % gross
rent arrears



0.6 % void loss as a
% of rent due

REPAIRS & MAINTENANCE



1,575

Repairs completed



3.2 hours
to complete
Emergency repairs



7.4 days
to complete
Non-emergency repairs



83 %
repairs
'Right First Time'



120

Pre inspections



140

Post inspections



30

Damp & Mould inspections



98

Damp & Mould works instructed

SOCIAL INNOVATION

97.8% tenancies sustained for the first year



87 Befriendees

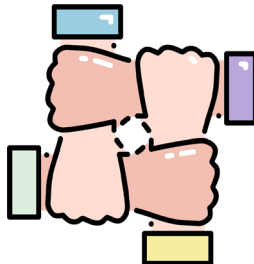


138 Fuel Bank vouchers disbursed

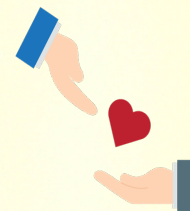


26 customers supported

£10,103
Fuel poverty payments disbursed



£85,539
total income maximised for customers



88
customers referred for tenancy sustainment support