

Q1 IN NUMBERS

BHA's performance for Apr till Jun 2024/25

CUSTOMER SATISFACTION



78 % satisfied with the quality of their home



73.3 % feel their rent is good value for money



80 % feel they're kept informed of services and decisions



80 % satisfied with BHA's contribution to the management of their neighbourhood



70 % satisfied with opportunities to participate in BHA's decision-making process



86.7 % satisfied with Repairs service



95.2 % satisfied with standard of home when moving in



82 % satisfied with These Homes experience

CUSTOMER SATISFACTION

CUSTOMER EXPERIENCE & ENGAGEMENT



3,241 calls received



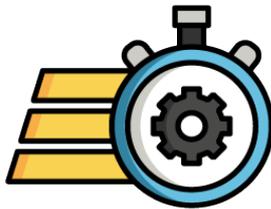
95 % customer calls answered



94 % customers calls answered within 60 secs



50 complaints received



88 % complaints responded to within timescale



7 compliments received



9 Scrutiny Panel members

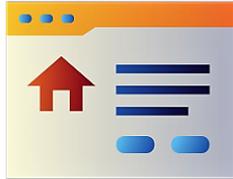


755 Customer Connect visits



7,637 Alertacall 'OK Each Day' contacts

NEIGHBOURHOOD SERVICES



88.3 average applications per property



43 number of homes allocated



36.9 days to re-let homes



23.3 % allocation to homelessness



5.3 % gross rent arrears



0.58 % void loss as a % of rent due

REPAIRS & MAINTENANCE



1,400

Repairs completed



3.1 hours
to complete
Emergency repairs



7.3 days
to complete
Non-emergency repairs



81.2 %
repairs
'Right First Time'



122

Pre inspections



151

Post inspections



30

Damp & Mould inspections



95

Damp & Mould works instructed

SOCIAL INNOVATION

94 % tenancies sustained for the first year



111 Befriendees



£177,220
total income maximised for customers

110 Fuel Bank vouchers disbursed



13 customers supported

£5,308
Fuel poverty payments disbursed

