

# Q2 IN NUMBERS

BHA's performance for Jul till Sep 2024/25

## CUSTOMER SATISFACTION



**69 %** satisfied with the quality of their home



**77 %** feel their rent is good value for money



**82 %** feel they're kept informed of services and decisions



**84 %** satisfied with BHA's contribution to the management of their neighbourhood



**73 %** satisfied with opportunities to participate in BHA's decision-making process



**74 %** satisfied with Repairs service



**78 %** satisfied with standard of home when moving in



**84 %** satisfied with These Homes experience

CUSTOMER SATISFACTION

# CUSTOMER EXPERIENCE & ENGAGEMENT

\* Figures are cumulative from Apr 2024



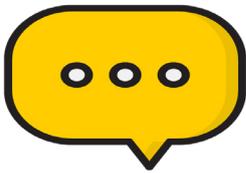
**3,224** calls received



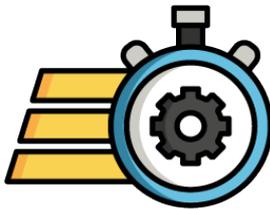
**95 %** customer calls answered



**95 %** customers calls answered within 60 secs



**74** complaints received\*



**89 %** complaints responded to within timescale



**24** compliments received\*



**9** Scrutiny Panel members



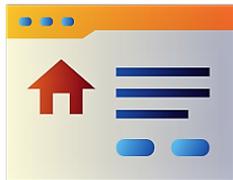
**453** Customer Connect visits\*



**7,825** Alertacall 'OK Each Day' contacts

# NEIGHBOURHOOD SERVICES

\* Figures are cumulative from Apr 2024



**97.2** average applications per property



**52** number of homes allocated



**35.6** days to re-let homes



**9.6** % allocation to homelessness



**6.4** % gross rent arrears



**0.86** % void loss as a % of rent due\*

# REPAIRS & MAINTENANCE



**2,118**

**Repairs completed**



**1.9 hours**  
to complete  
**Emergency repairs**



**7.9 days**  
to complete  
**Non-emergency repairs**



**82.1 %**  
repairs  
**'Right First Time'**



**177**

**Pre inspections**



**146**

**Post inspections**



**35**

**Damp & Mould inspections**



**68**

**Damp & Mould works instructed**

# SOCIAL INNOVATION

\* Figures are cumulative from Apr 2024

**92 % tenancies sustained for the first year**



**121 Befriendees**



**£363,196 total income maximised for customers**

**188 Fuel Bank vouchers disbursed\***



**20 customers supported**

**£8,013 Fuel poverty payments disbursed**

