

Q3 IN NUMBERS

BHA's performance for Oct till Dec FY 2023/24

CUSTOMER SATISFACTION



71 % satisfied with the quality of their home



73 % feel their rent is good value for money



83 % feel they're kept informed of services and decisions



75 % satisfied with BHA's contribution to the management of their neighbourhood



77 % satisfied with opportunities to participate in BHA's decision-making process



75 % satisfied with Repairs service



91.7 % satisfied with standard of home when moving in



84 % satisfied with These Homes experience

CUSTOMER EXPERIENCE & ENGAGEMENT

* Figures are cumulative from Apr 2023



3,687 calls received



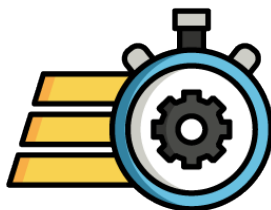
95.2 % customer calls answered



87 % customers calls answered within 30 secs



127 complaints received *



116 complaints responded to within timescale *



51 compliments received *



23 customers participated in Customer Voice Group



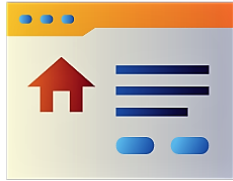
445 Customer Connect visits *



7,511 Alertacall 'OK Each Day' contacts

NEIGHBOURHOOD SERVICES

* Figures are cumulative from Apr 2023



85.4 average applications per property



55 number of homes allocated



22.9 days to re-let homes



35 % allocation to homelessness



5 % gross rent arrears *



0.6 % void loss as a % of rent due *

REPAIRS & MAINTENANCE



1,698

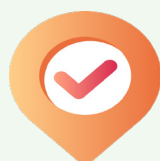
Repairs completed



3.2 hours
to complete
Emergency repairs



8.7 days
to complete
Non-emergency repairs



74.6 %
repairs
'Right First Time'



101

Pre inspections



127

Post inspections



45

Damp & Mould inspections



129

Damp & Mould works instructed

SOCIAL INNOVATION

* Figures are cumulative from Apr 2023

95.5 % tenancies sustained for the first year



93 Befriendees



£128,169 total income maximised for customers

406 Fuel Bank vouchers disbursed *



31 customers supported

£9,760 Fuel poverty payments disbursed

