



Reference: FOI1302

**Request:**

1. On average, how many days does it take for you to turnaround a void property?

During 2018/19 the average number of days from keys being received to the new tenancy starting was 41.39 days (including all General Needs and Sheltered Accommodation properties).

2. What percentage of repairs and maintenance jobs do you complete within the first appointment?

This information is not held

3. As of 1st June 2019, how many Fire Risk Assessments are overdue?

0

4. In relation to your property repairs and maintenance, what is your tenant satisfaction percentage?

This information is not held

During 2018/19 we sent out questionnaires containing 10 questions. Each question was scored between 1 and 10 to provide a score out of 10 and these were averaged out to provide an overall score out of 10 once all the returns were collated.

The average score out of 10 for 2018/19 was 9.15

5. On average, how many repairs and maintenance jobs does each of your operatives complete per day?

The average number of jobs completed per day per operative is 3.7 (The time taken to complete a repair has a significant variance depending on the nature of the repair)