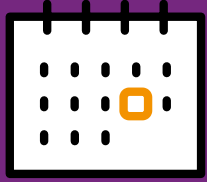


# Bolton at Home

## Our performance from April-September 2019

Targets included where applicable



### 97.12%

repairs completed where appointments made and kept  
Target 96.5%

### 100%

extreme emergencies responded to within timescale  
Target 100%



### 94.4%

tenant satisfaction with most recent repair  
Target 92.5%

### 0.74%

of homes not meeting the Decent Homes Standard  
We are working towards an end of year (March 2020) Target of 0%

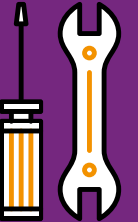


### 100%

emergencies responded to within timescale  
Target 100%

### 25.6 days

average re-let time of minor voids (empty properties requiring minor repairs and improvements before a new tenant can move in) Target 29 days



### 1.55%

rent loss from empty homes  
Target 1.43%

### 340

complaints received

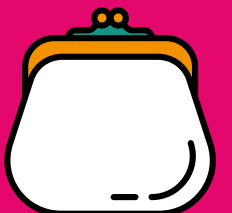


### 101.6 days

average re-let time of major voids (empty properties requiring significant work)  
Target 98 days

### 142

paid work outcomes achieved by Work Club members

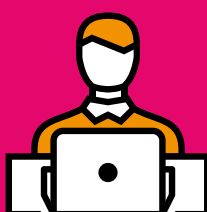


### 94.41%

Careline calls answered within 60 seconds  
Target 97.5%

### 404

tenants and residents registering for support via UCAN centre work clubs and Working Wardrobe



### 161

training and education outcomes achieved by Work Club members

### 97.1%

of rent collected out of rent due  
Target 98.9%



### £2,647,016

total financial gains for tenants through our Money Advice Service, against a target of £5,150,000 by March 2020



### 97.4%

new tenancies sustained within the first 12 months  
Target 90%