

Prospect's Performance



Target achieved



Target not achieved

Customer Experience



- 29 complaints received
- 2 compliments received
- 175 tenants helped by welfare rights service
- £790,000 of new benefits were awarded

- First stage Complaints were responded to within 3 days on average

Repairs and Maintenance



- 688 number of repairs completed
- window replacement programme ongoing in Morvenside

- 1.75 hrs to complete emergency repairs
- 2.79 days to complete non emergency repairs
- 97% repairs “right first time”
- 99% satisfied with repairs
- 100% gas checks on time

Neighbourhood & Community



- 5 antisocial behaviour cases resolved
- 15 new tenants
- 222 average bids per property
- 0 refusals
- 3 Community Clear Ups took place



- 80% of antisocial behaviour cases closed within 32 calendar days target
- 54% of allocations to homeless households
- Properties were empty for an average of 32 days

Value for Rent & Service Charges



- 1 tenant evicted
- 0 properties abandoned
- 79 stairs cleaned weekly
- All landscaping areas cut back and tidied up



- 4.7% rent arrears

