

Overall Service



95%

were satisfied with the overall service they received

Tenant Satisfaction

Opportunities to participate/engagement



95%

were satisfied with opportunities to participate and engage with DGHP

Tenant Satisfaction

Quality of home - moving in



79%

were satisfied with the standard of their DGHP home when moving in

Tenant Satisfaction

Neighbourhood Management



93%

were satisfied with the management of their neighbourhood

Tenant Satisfaction

Value for Money



90%

felt the rent for their property was good value for money

Tenant Satisfaction

Kept Informed by DGHP



95%

felt they were kept informed by DGHP about services and decisions

Tenant Satisfaction

Complaints (First Stage)



98%

were responded to within the target time

Tenant Satisfaction

Emergency repairs



2.3 HOURS

is the average time to complete emergency repairs

Quality & Maintenance of Homes

Non-emergency repairs



8.6 DAYS

is the average time for non-emergency repairs

Quality & Maintenance of Homes

Repairs done right first time



83%

repairs completed right first time

Quality & Maintenance of Homes

Repairs appointments kept



97%

repairs appointments kept since April 2019

Quality & Maintenance of Homes

Gas Safety Certificates



100%

of gas safety certificates were completed by their anniversary date

Quality & Maintenance of Homes

Empty Homes



101 empty homes have been repaired last month

Quality & Maintenance of Homes

Repairs on target - Empty Homes



35% of empty homes were ready to let on time

Quality & Maintenance of Homes

Anti-social behaviour (ASB)



90% of ASB cases were resolved within target (last 12 months)

Neighbourhoods

Empty Properties



76 of DGHP's properties became vacant last month

Neighbourhoods

Number of homes re-let



105 HOMES were re-let last month

Neighbourhoods

Number of housing applications received



294 housing applications were received last month

Neighbourhoods

Houses re-let within time frame



80% of our ready to let houses had new tenants signed up within the target time

Neighbourhoods

Average re-let time



36 DAYS is the average re-let time for our empty homes

Neighbourhoods

Rent arrears



3.99% is the gross rent arrears (all tenants)

Value for Money

Rent lost through empty properties



0.8% of rent was lost through empty homes since April 2019

Value for Money