



barcud

**KEY
PERFORMANCE
INDICATORS**

JANUARY 2025

**Contact Centres
- Percentage of Calls
Answered**



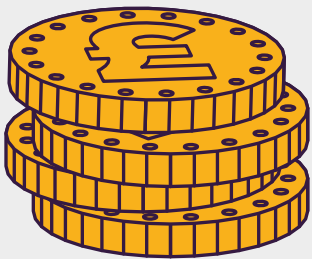
Current Value

99.33%

Current Target

98.75%

**Current
Tenant Arrears**



Current Value

2.6%

Current Target

2.2%

**Average Number of Days
to Relet a Property**



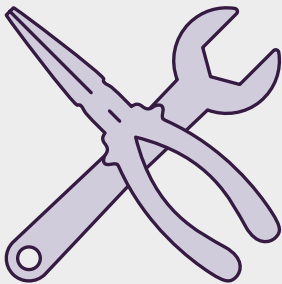
Current Value

63.79

Current Target

45

**Reactive Repairs; Jobs
Completed within Target -
Non Emergency**



Current Value

84.61%

Current Target

90%

**Reactive Repairs; Jobs
Completed within Target -
Emergency (24 hours)**



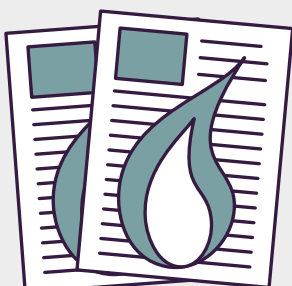
Current Value

97.69%

Current Target

96%

**Properties With a Current
Gas Safety Certificate**



Current Value

99.9%

Current Target

100%

**Customer Satisfaction
- Repairs**



Current Value

94.82%

Current Target

97%