

Q3 IN NUMBERS

BHA's performance for Oct till Dec 2024/25

CUSTOMER SATISFACTION



67 % satisfied with the quality of their home



80 % feel their rent is good value for money



67 % feel they're kept informed of services and decisions



70 % satisfied with BHA's contribution to the management of their neighbourhood



66 % satisfied with opportunities to participate in BHA's decision-making process



76 % satisfied with Repairs service



78 % satisfied with standard of home when moving in



84 % satisfied with These Homes experience



CUSTOMER SATISFACTION

CUSTOMER EXPERIENCE & ENGAGEMENT

* Figures are cumulative from Apr 2024



3,348 calls received



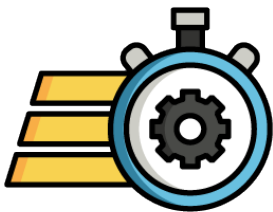
96 % customer calls answered



94 % customers calls answered within 60 secs



112 complaints received*



88 % complaints responded to within timescale



16 compliments received*



6 Scrutiny Panel members



597 Customer Connect visits*



7,959 Alertacall 'OK Each Day' contacts

CUSTOMER EXPERIENCE & ENGAGEMENT

NEIGHBOURHOOD SERVICES

* Figures are cumulative from Apr 2024



103 average applications per property



36 number of homes allocated



34 days to re-let homes



41.67 % allocation to homelessness



4.4 % gross rent arrears*



0.72 % void loss as a % of rent due*

REPAIRS & MAINTENANCE



1,914

Repairs completed



3.2 hours
to complete
Emergency repairs



5.6 days
to complete
Non-emergency repairs



91 %
repairs
'Right First Time'



164

Pre inspections



165

Post inspections



50

Damp & Mould inspections



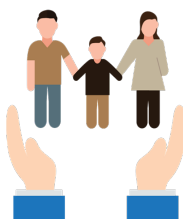
59

Damp & Mould works instructed

SOCIAL INNOVATION

* Figures are cumulative from Apr 2024

90 % tenancies
sustained for the
first year



123 Befriendees



£526,365
total income
maximised
for customers*

249 Fuel Bank
vouchers disbursed*



25 customers
supported

£9,765
Fuel poverty payments
disbursed*

