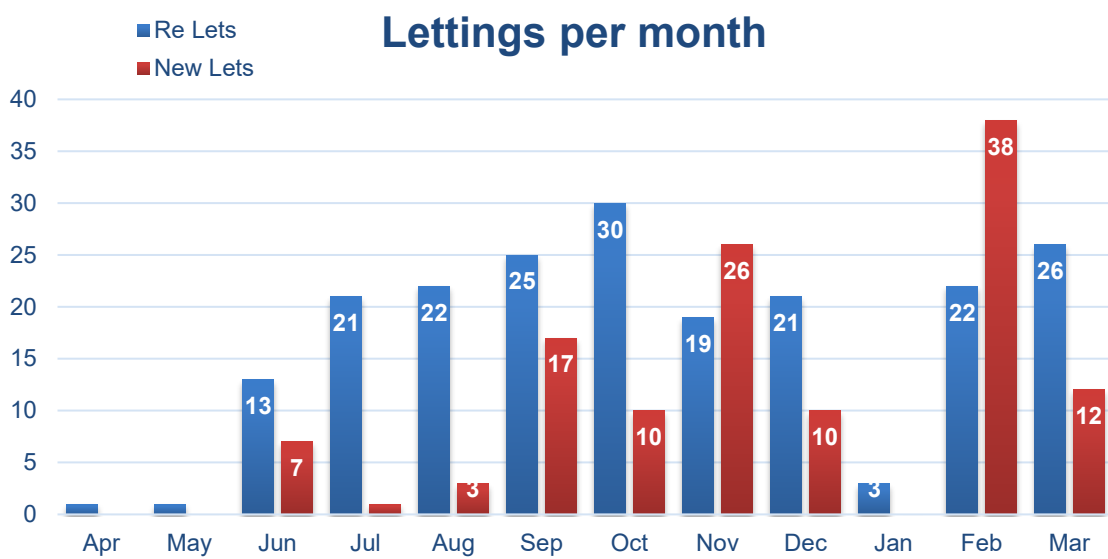


**SERVICE DELIVERY REPORT | Q4 – FY20/21**

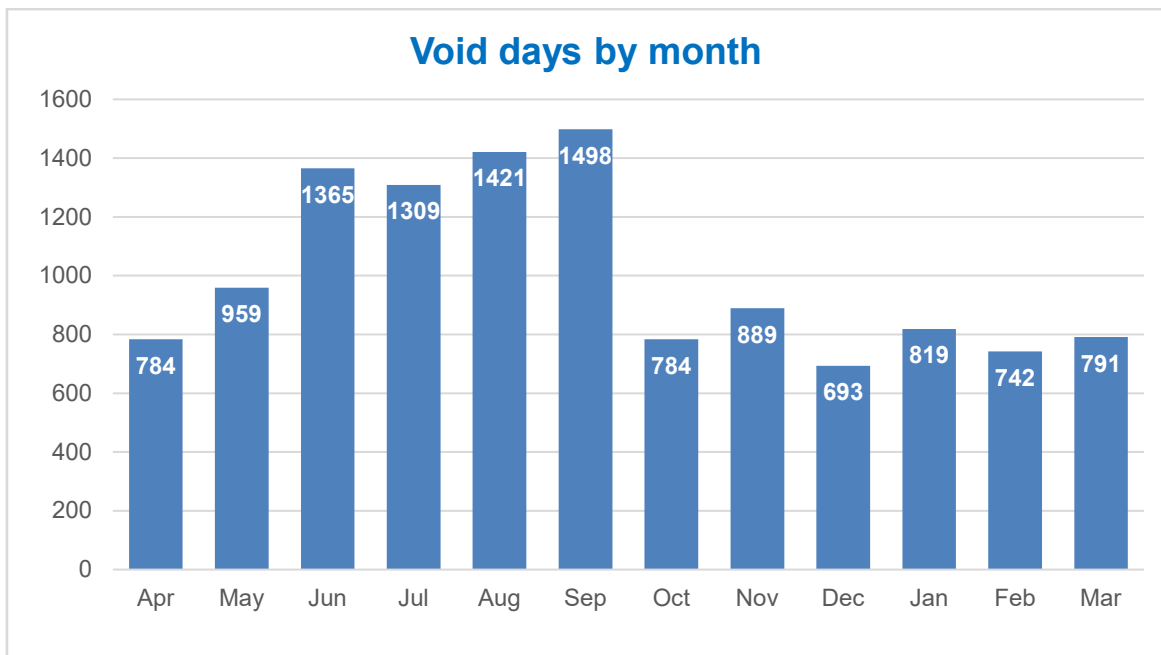
The following information shows a snapshot of how our services have been performing over the four quarters of FY 20/21. Services have been impacted upon by Covid 19 and this is seen in how we have performed. Please let us know what you think.

**SA/01 – LETTINGS**

A | This is how many lettings we have made this financial year so far.



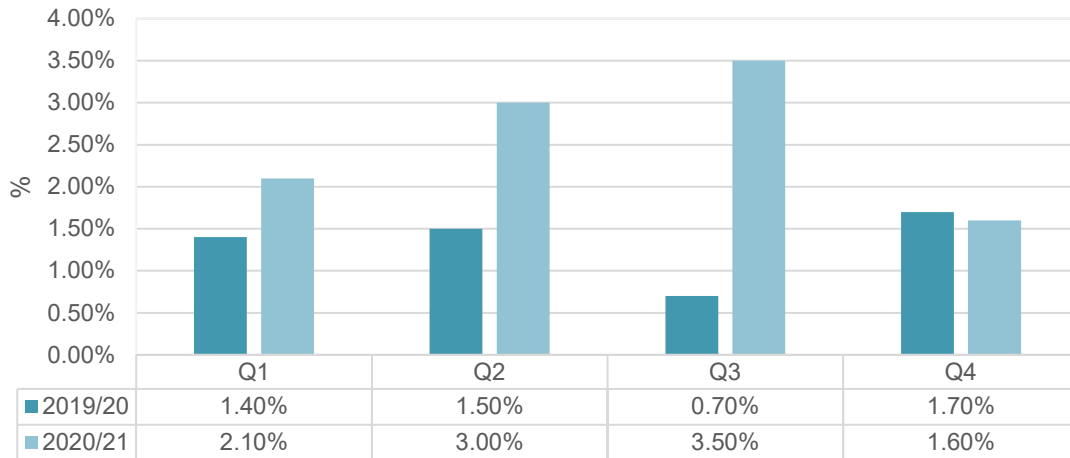
B | This chart shows how many days in total the above properties were empty each month.



**SA/02 – INCOME COLLECTION**

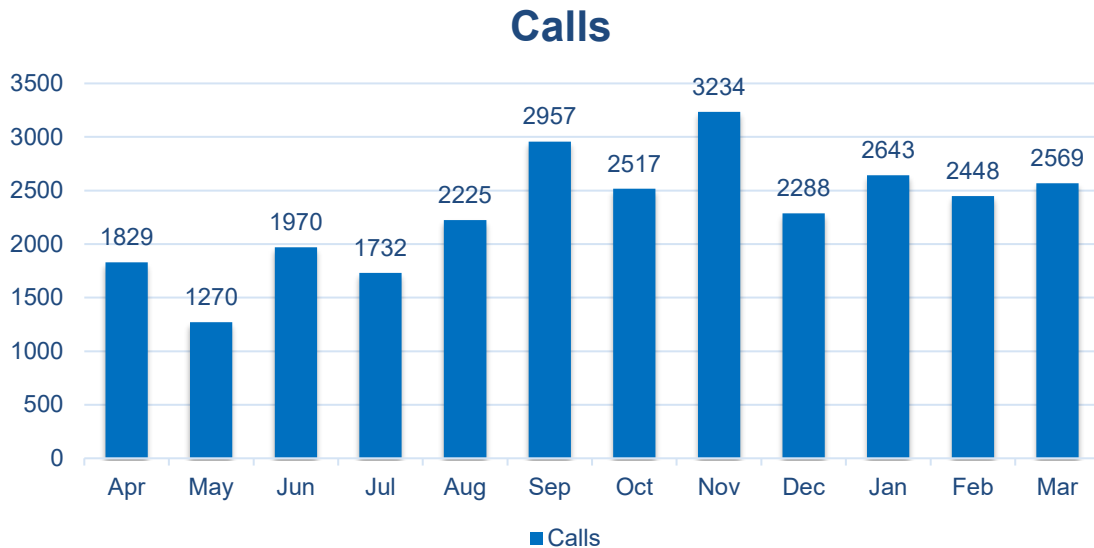
This chart shows the amount of arrears we have at the end of each quarter when compared to the total amount of income we collect.

**Arrears as % of debit at end of quarter**

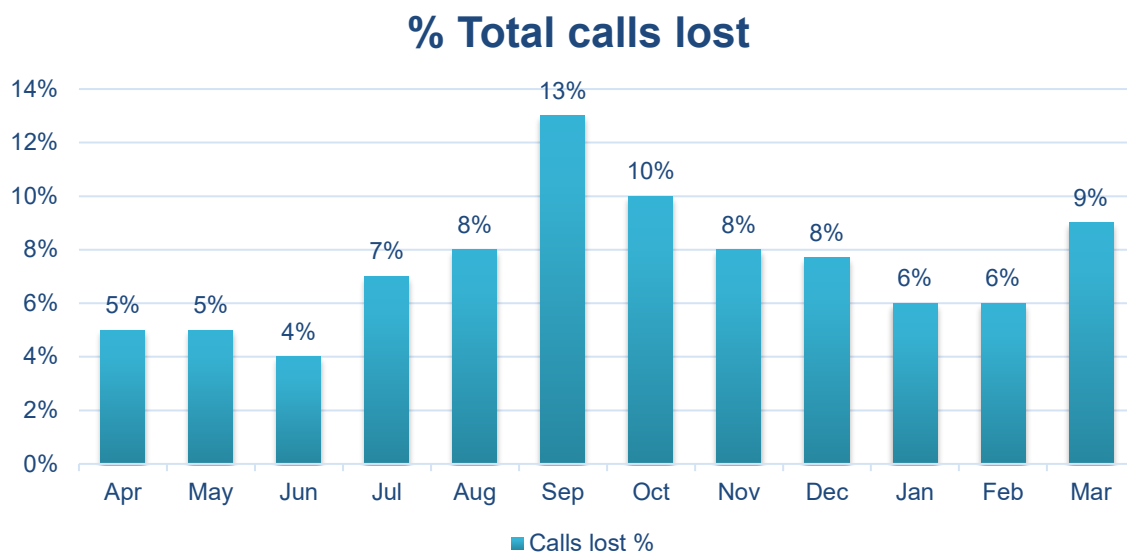


### SA/03 – CUSTOMER ADVICE AND SUPPORT

A | Most of our contact with our customers is by telephone. This chart shows how many phone calls we deal with per month.



B | And of those phone calls, this chart shows the % of calls that were lost i.e. not answered.

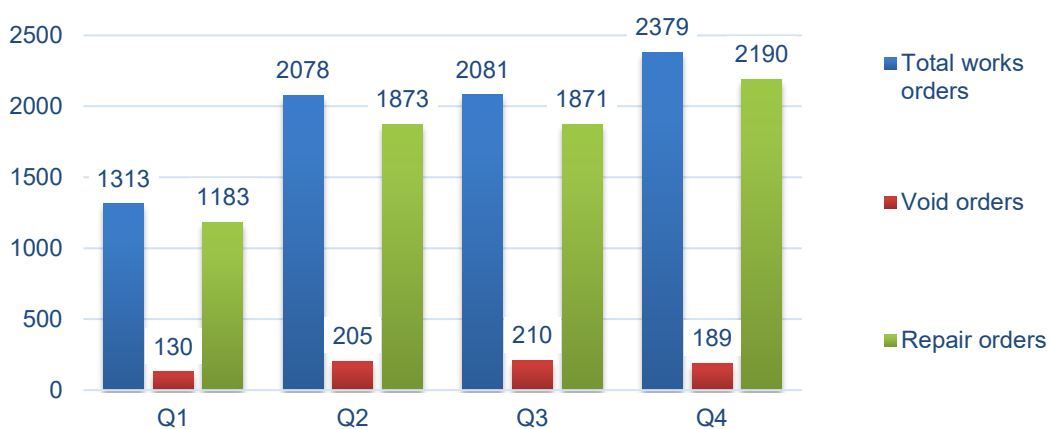


**SA/04 – MAINTENANCE**

Our maintenance service is the most requested service we undertake.

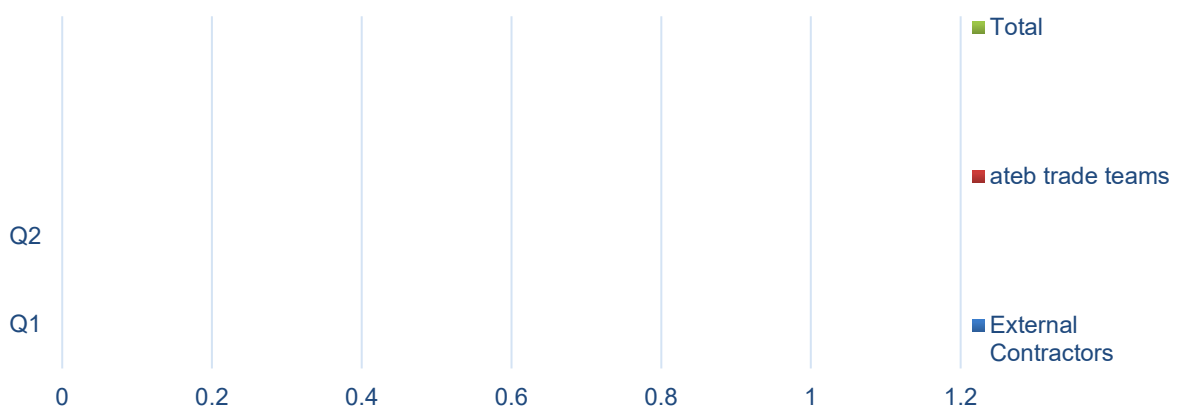
A | This is the number of repairs we have undertaken in the four quarters of the financial year.

**No. of Repair and Void Works Jobs**



B | We are not able to report the Customer Satisfaction performance to date this year due to Covid19 restrictions.

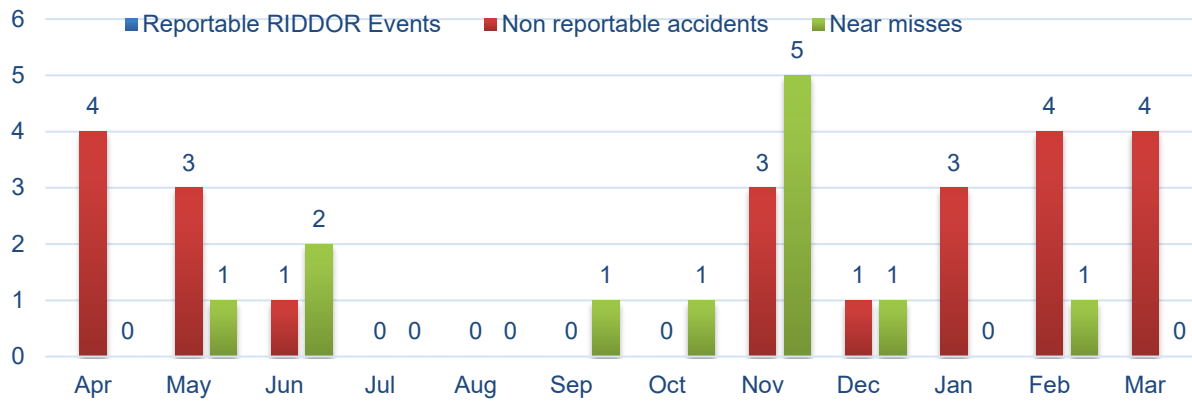
**% of Customer Satisfaction Met - 2020-21**



**SA/19 – HEALTH AND SAFETY**

Health and Safety is important to us all, this chart shows accidents that we need to report to the Health & Safety Executive (HSE), accidents that happened that were not required to be reported to the HSE and near misses of accidents that were reported to us.

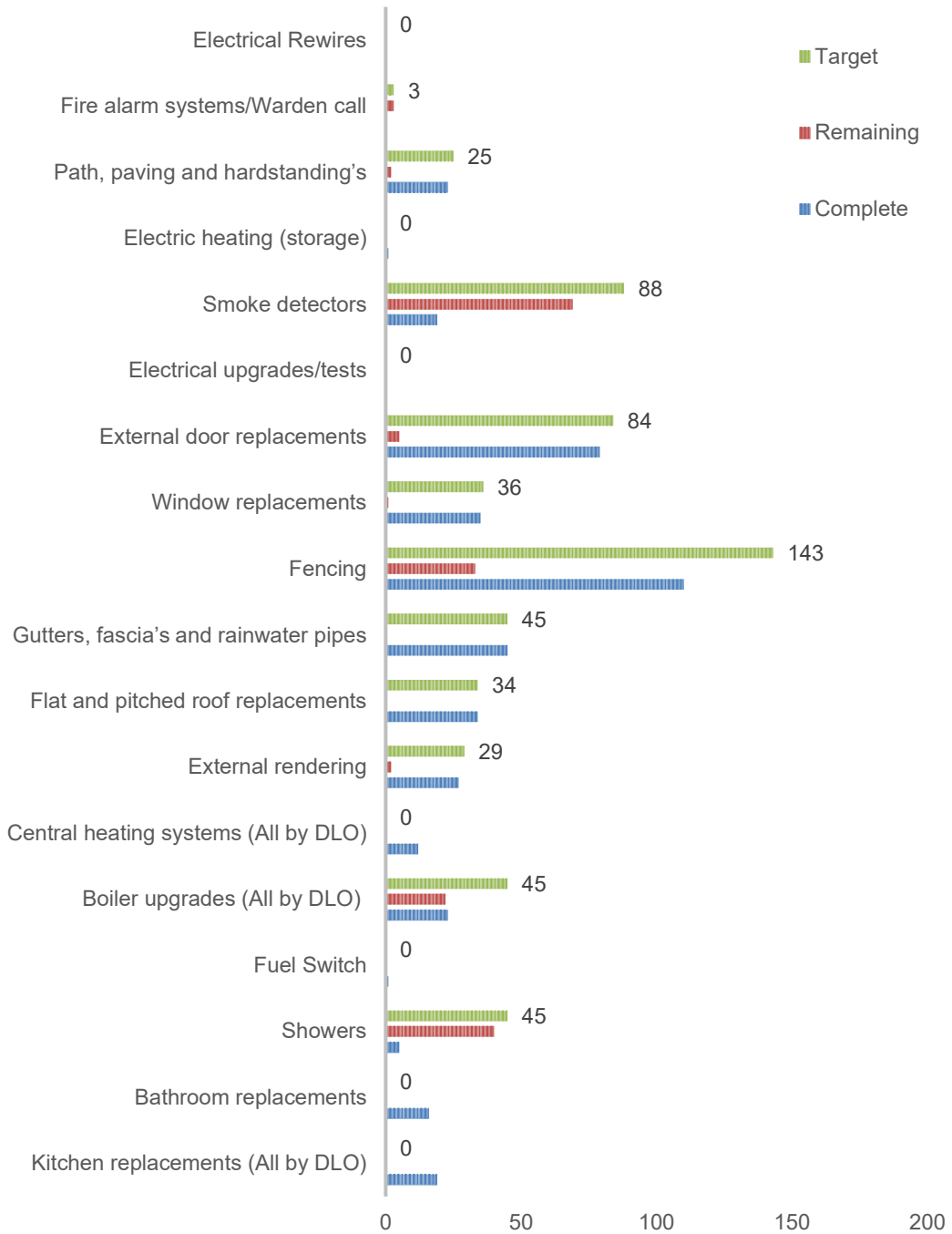
**Hazard/Incident reports**



**SA/07 - PLANNED MAINTENANCE**

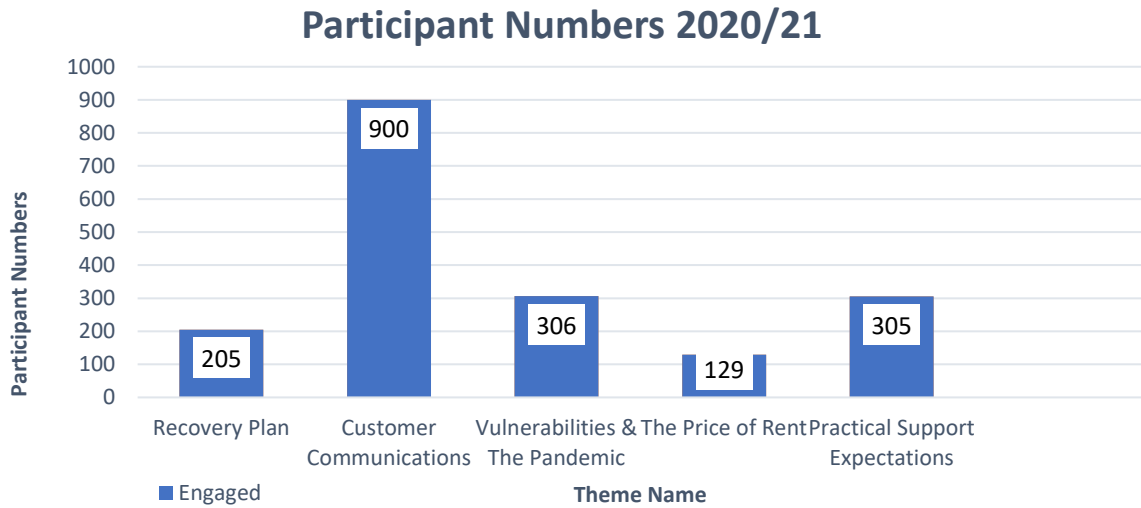
A | This chart shows our progress with our planned improvement works programme.

**PLANNED IMPROVEMENT TARGETS**

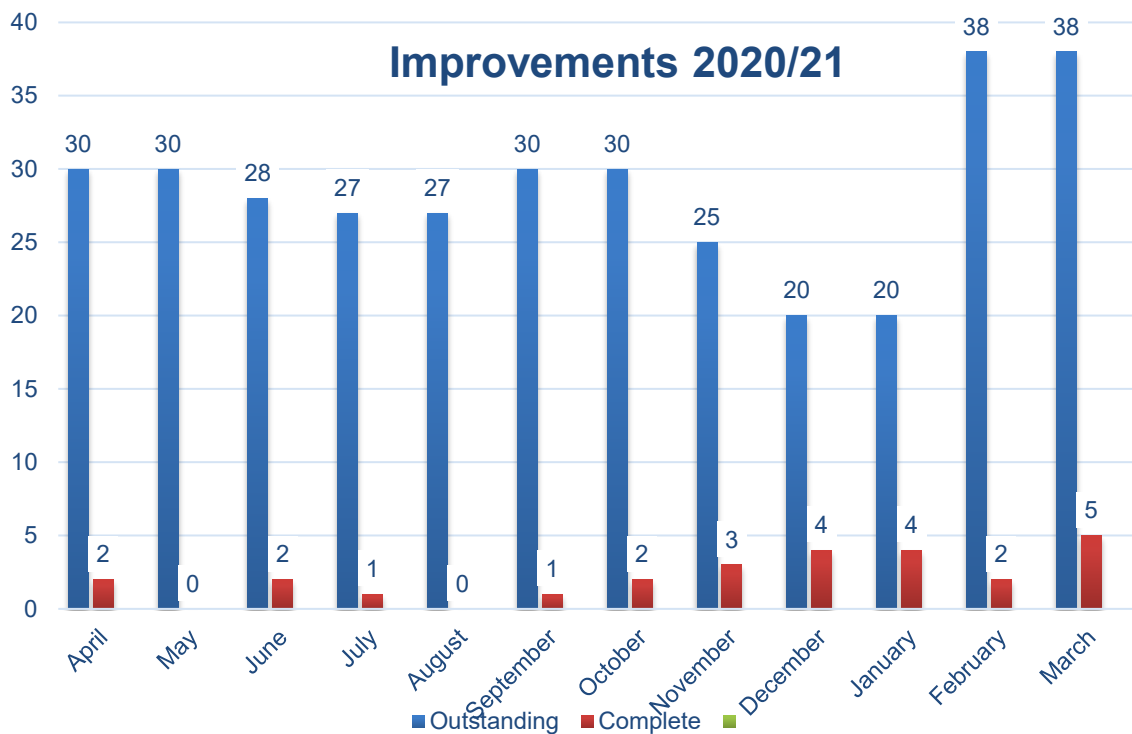


**SA/08 – CUSTOMER ENGAGEMENT**

A | This chart shows how many customer engagements we had over the last 12 months on the 5 engagement themes we undertook.



B | And this chart shows the number of service improvements that were proposed and completed over the same period.



We hope this gives you an understanding of how we are performing. Please let us know what you think. [hello@atebgroup.co.uk](mailto:hello@atebgroup.co.uk)