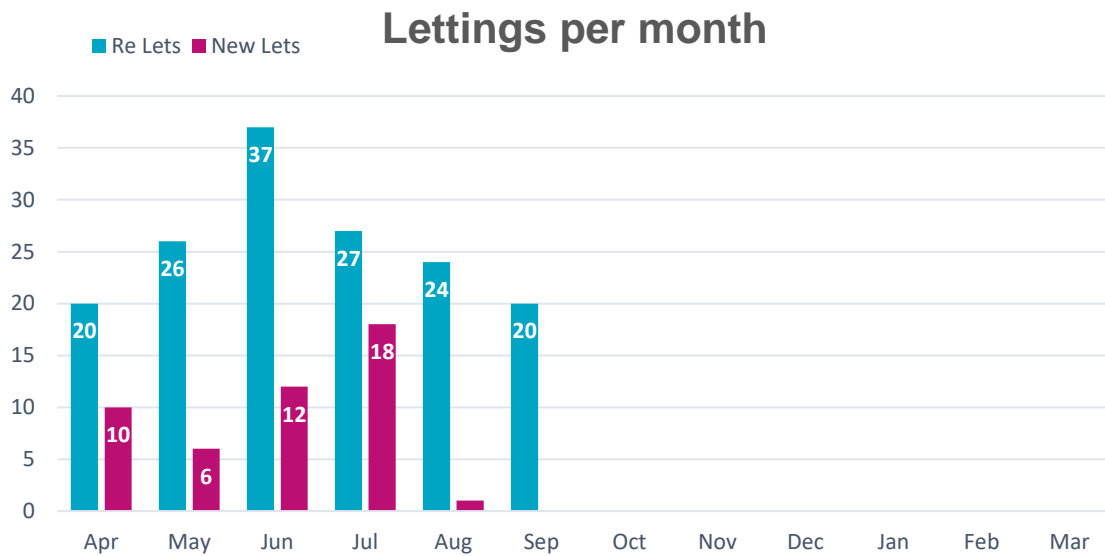


## SERVICE DELIVERY REPORT | Q2 – FY21/22

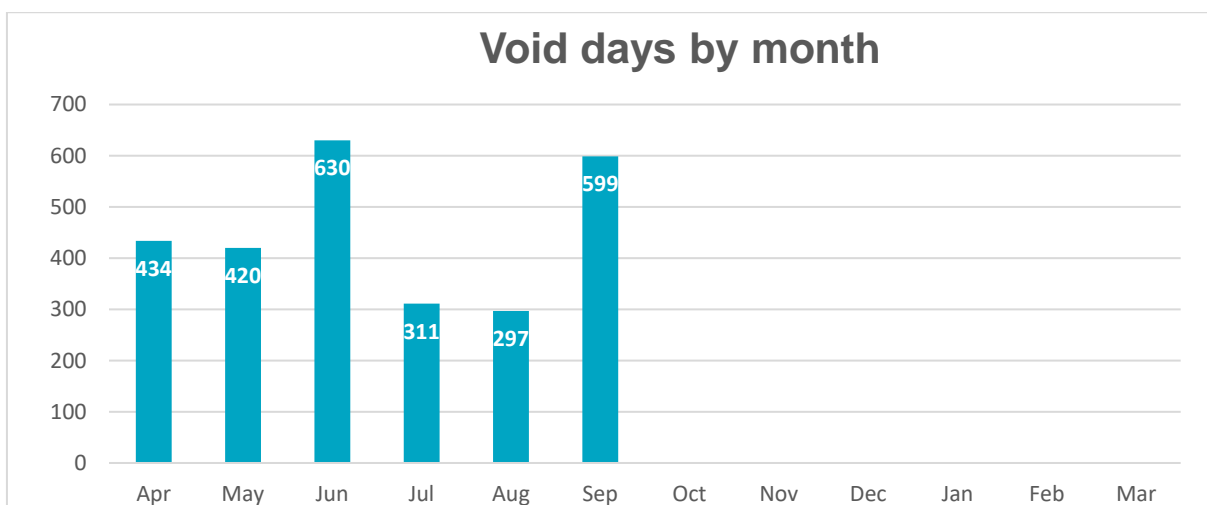
The following information shows a snapshot of how our services have been performing during Quarter 2 of FY 21/22. Please let us know what you think.

### SA/01 – LETTINGS

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



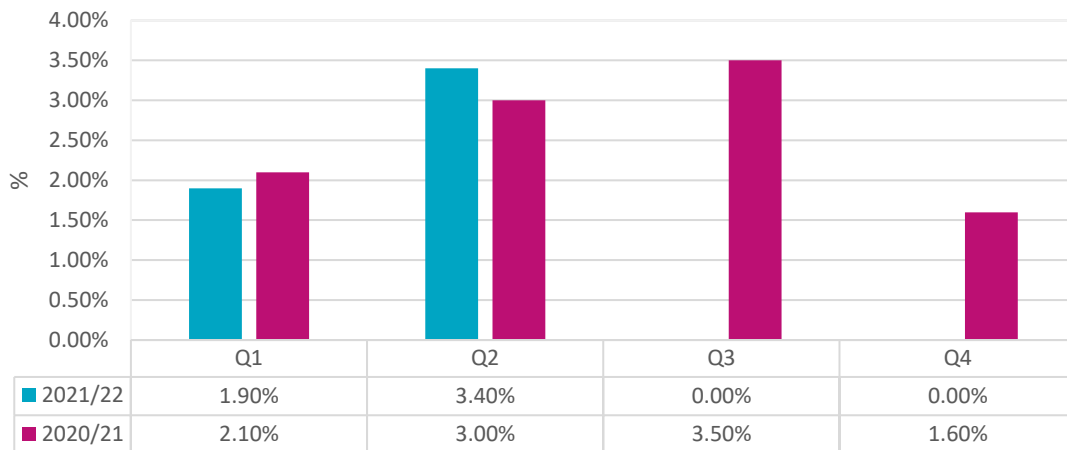
B | This chart shows how many days in total the above properties were empty each month.



**SA/02 – INCOME COLLECTION**

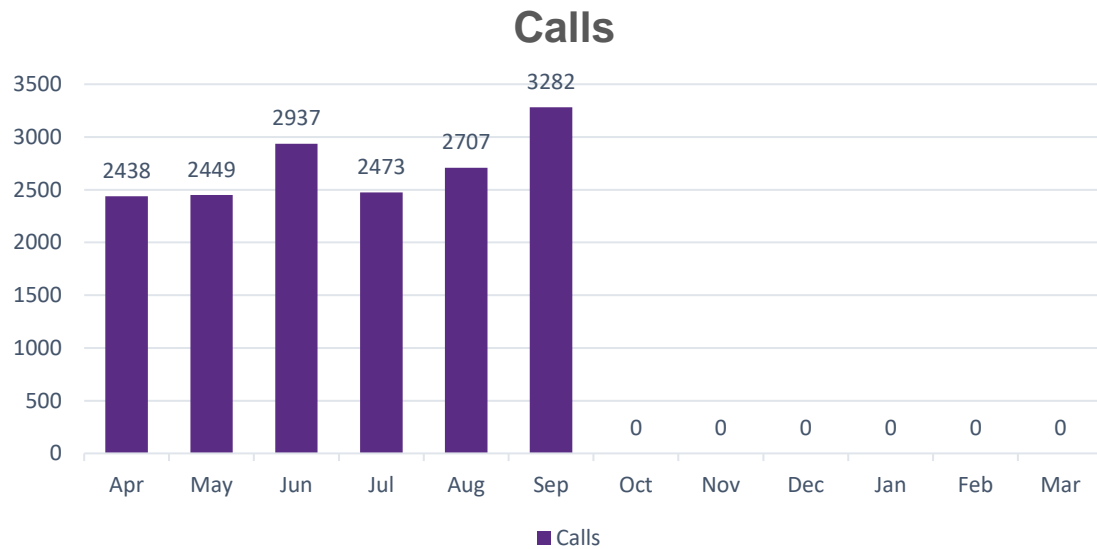
This chart shows the amount of arrears we have at the end of each quarter when compared to the total amount of income we collect.

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

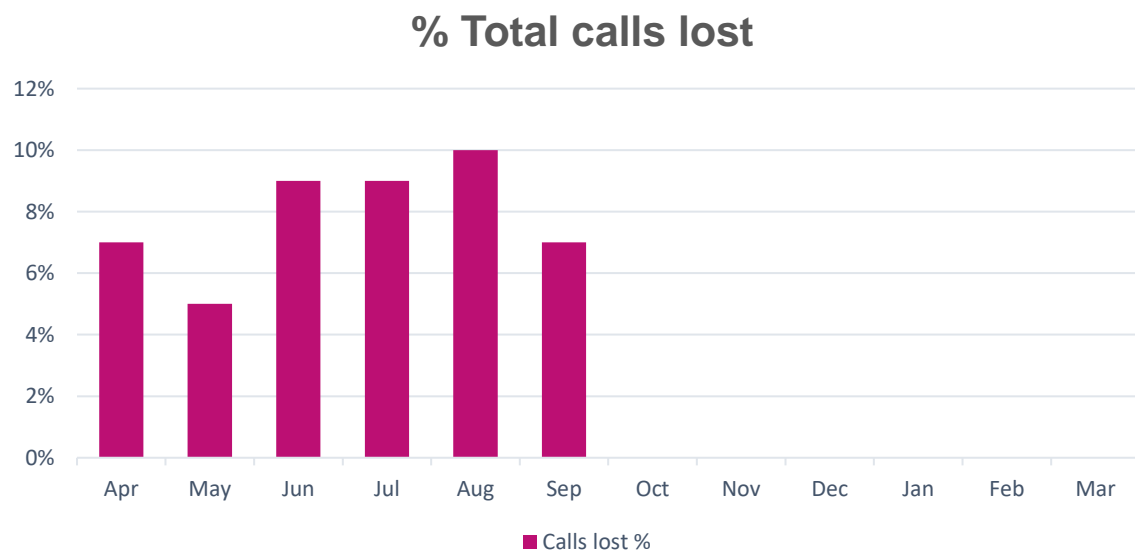


## SA/03 – CUSTOMER ADVICE AND SUPPORT

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.

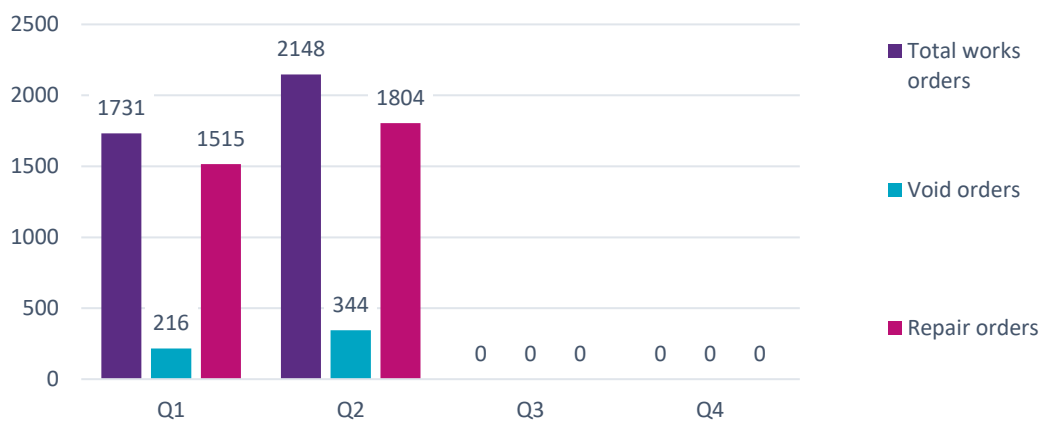


**SA/04 – MAINTENANCE**

Our maintenance service is the most requested service we undertake.

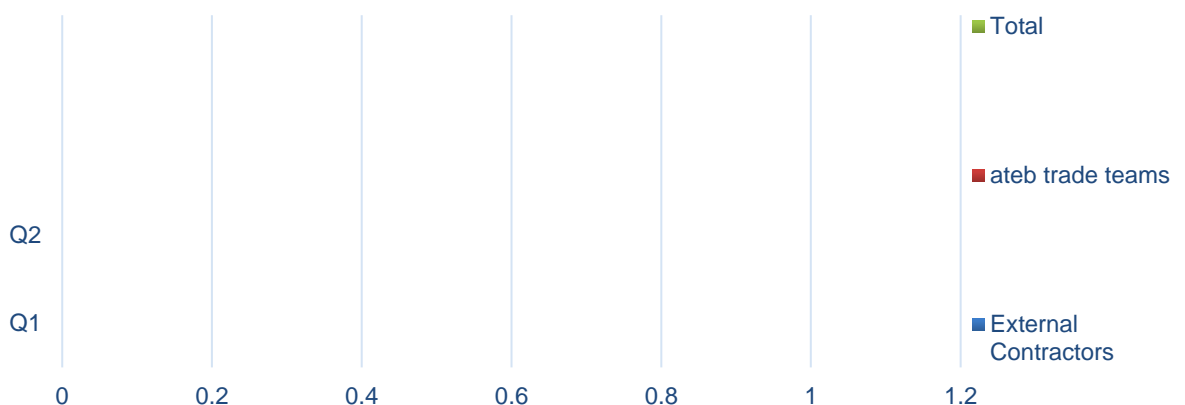
A | This is the number of repairs we have undertaken in each quarter.

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



B | We are not able to report the Customer Satisfaction performance to date this year but aim to do so from next quarter.

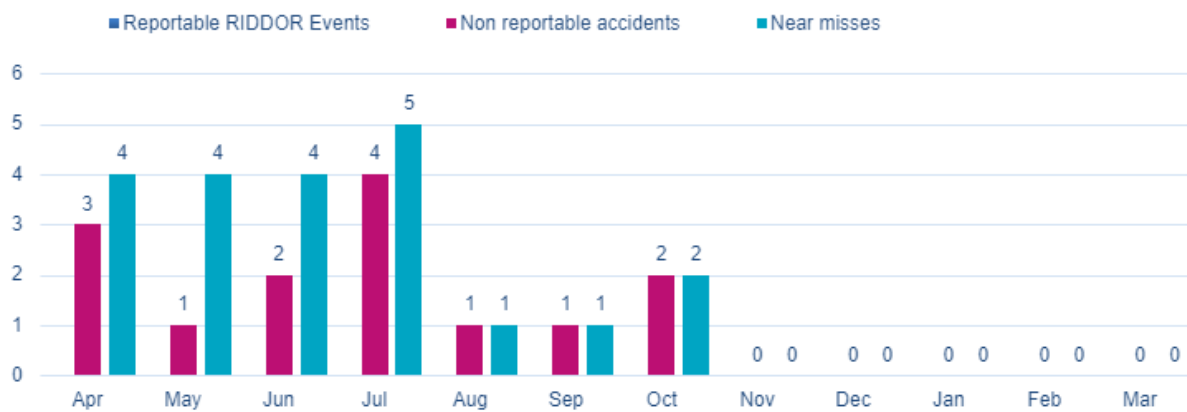
**% of Customer Satisfaction Met - 2021-22**



## 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.

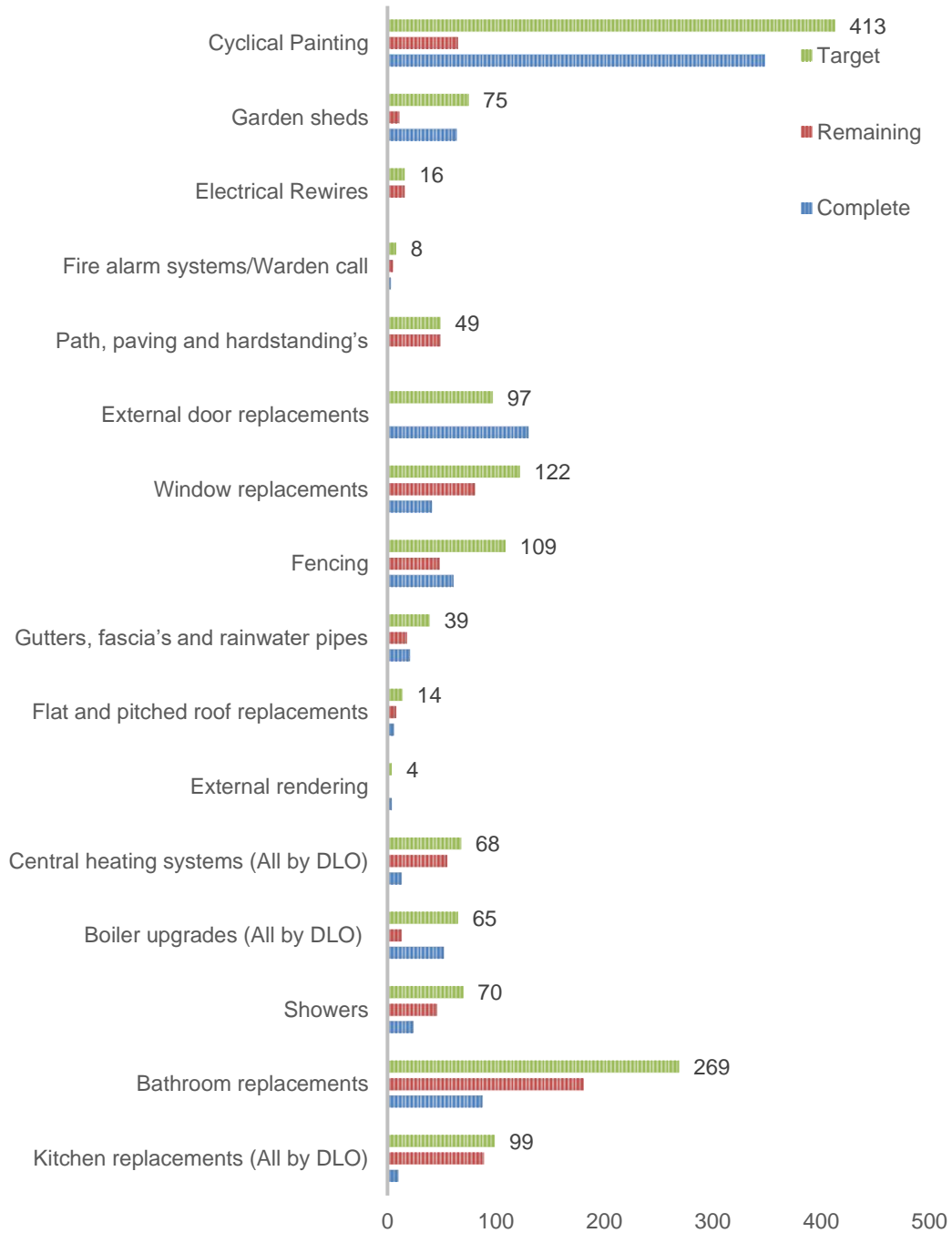
### Hazard/Incident reports



**SA/07 - PLANNED MAINTENANCE**

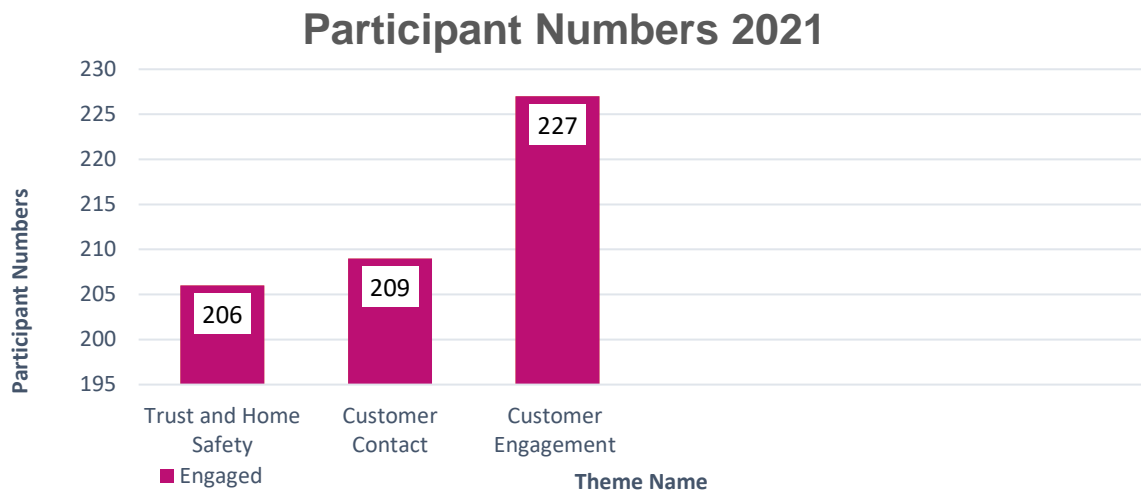
A | This chart shows our progress with our planned improvement works programme.

**Planned Improvement Targets**

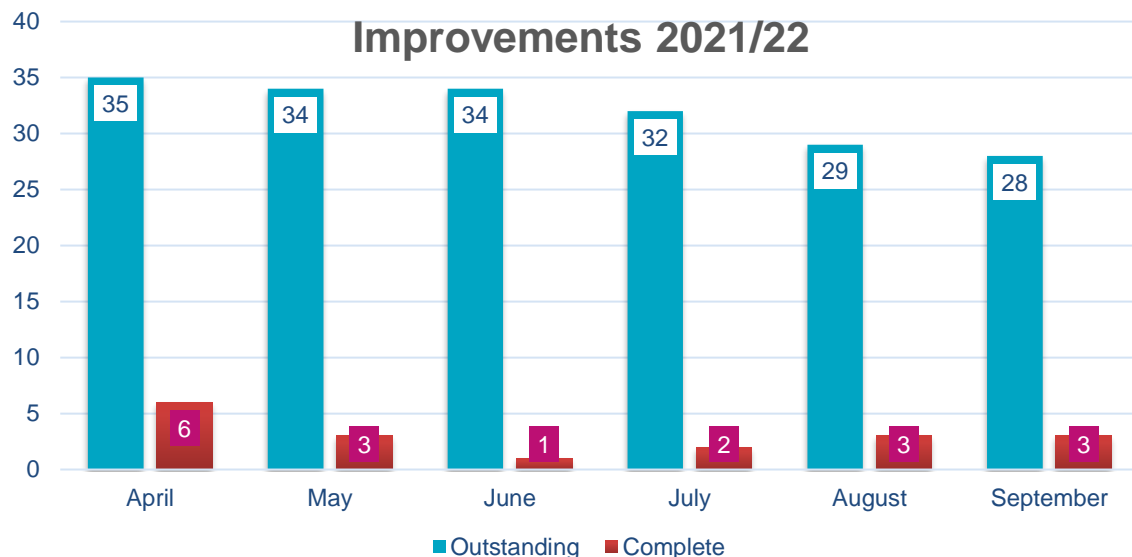


## SA/08 – CUSTOMER ENGAGEMENT

A | This chart shows how many customer engagements we have had year to date on the engagement themes we undertook.



B | And this chart shows the number of new service improvements that were proposed or outstanding each month 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)