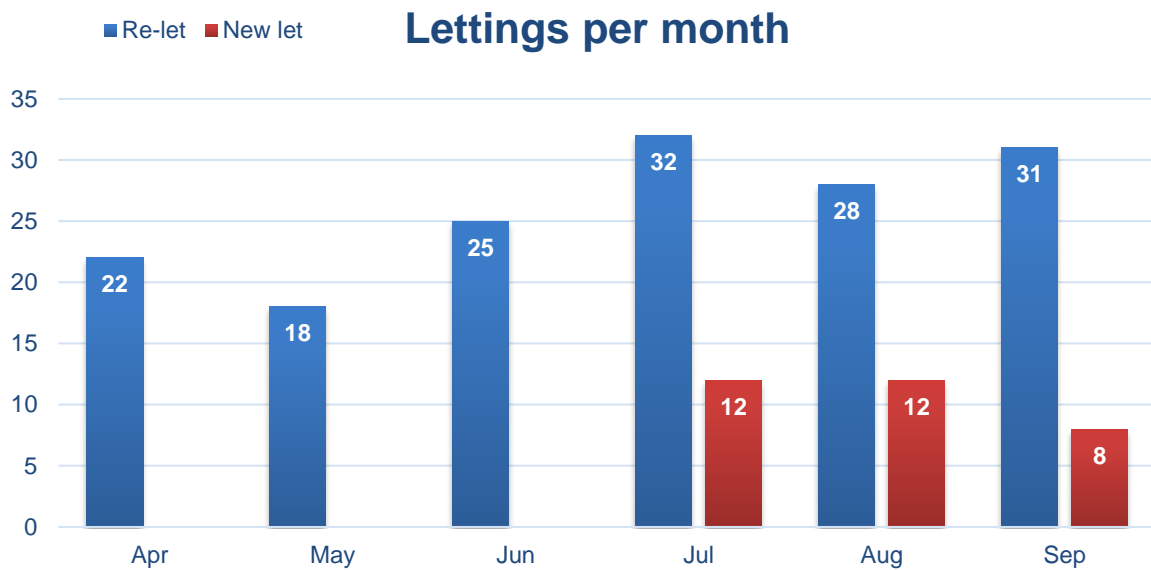


**SERVICE DELIVERY REPORT | Q2 FY 18/19**

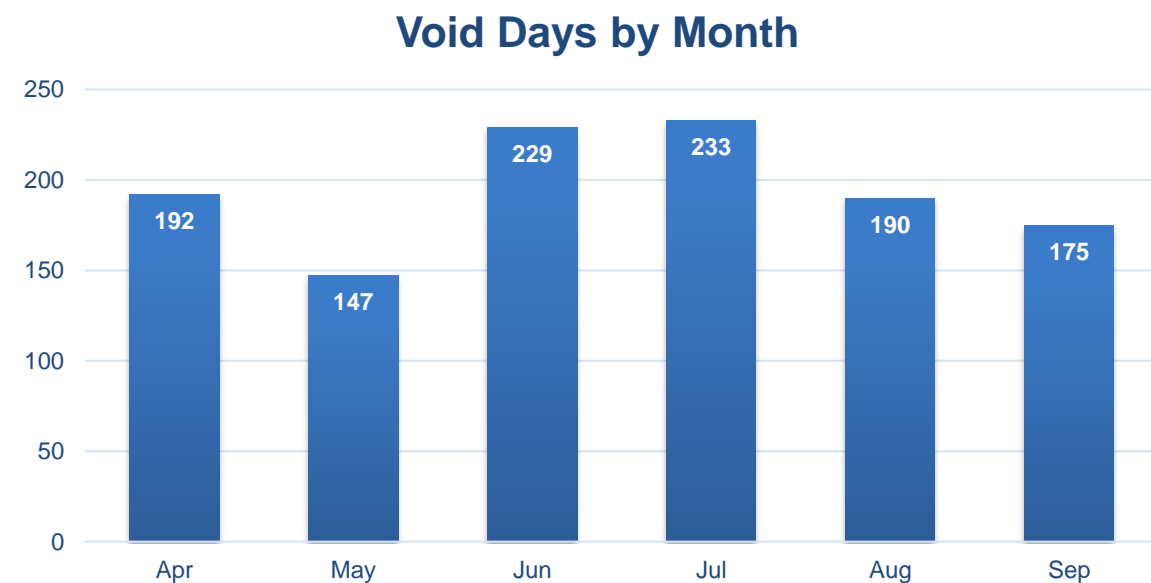
The following information shows a snap shot of how our services have been performing over the last 6 months. Please let us know what you think.

**SA/01 – LETTINGS**

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



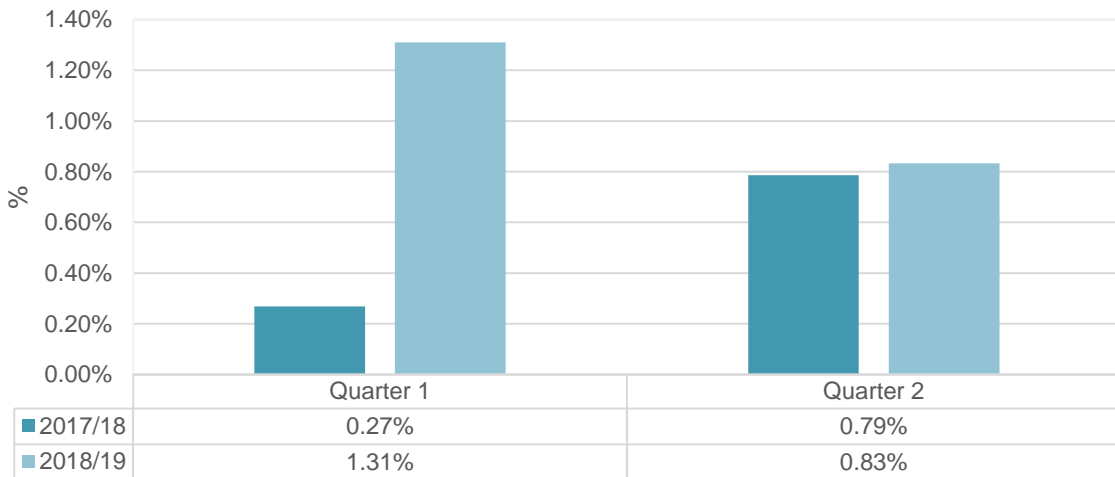
B | This chart shows how many days in total the above properties were empty each month.



**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.

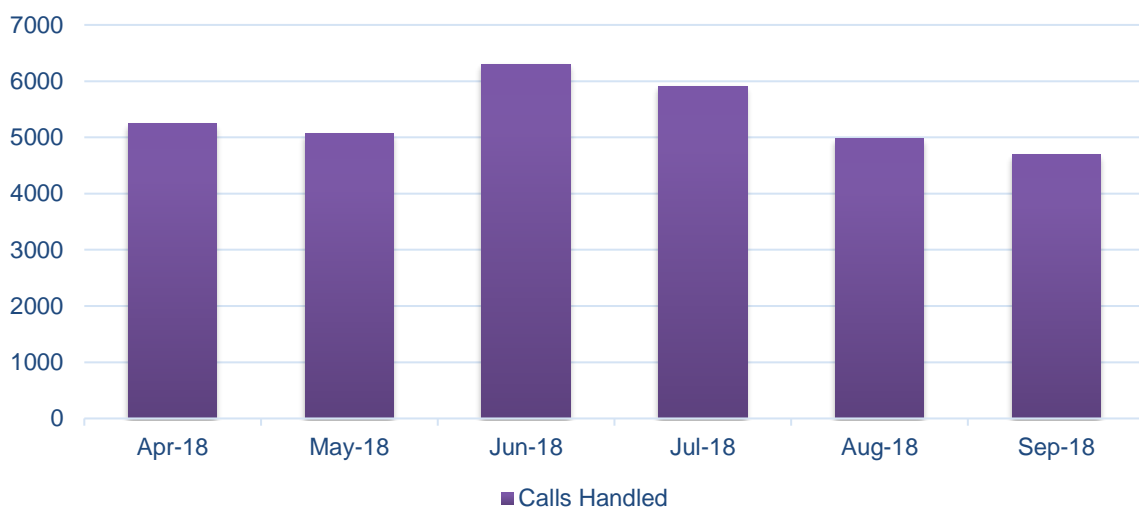
Arrears as % of debit at end of quarter



**SA/03 – CUSTOMER ADVICE AND SUPPORT**

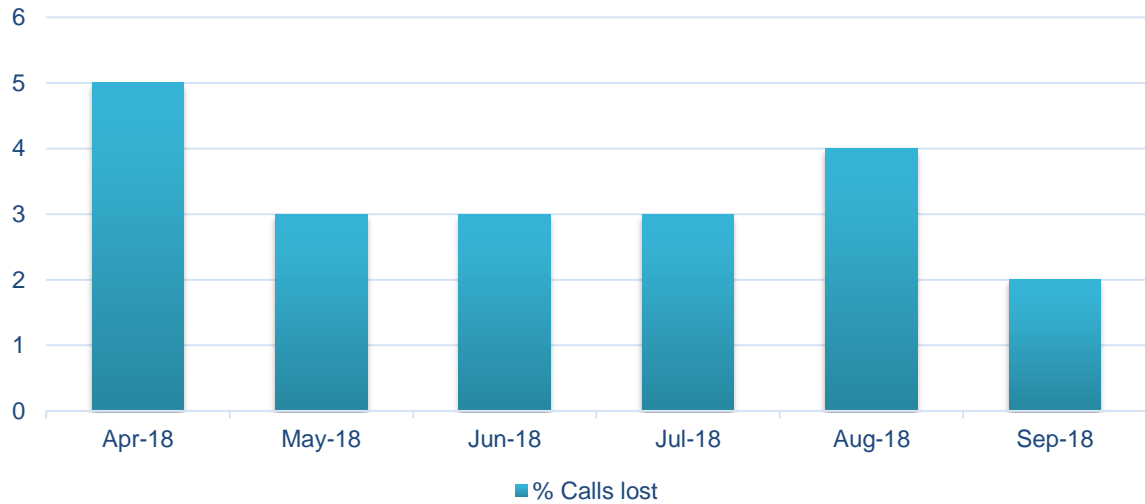
A | Most of our contact with our customers is by telephone. This chart shows how many phone calls we deal with per month.

**Calls Handled**



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

### % Total calls lost

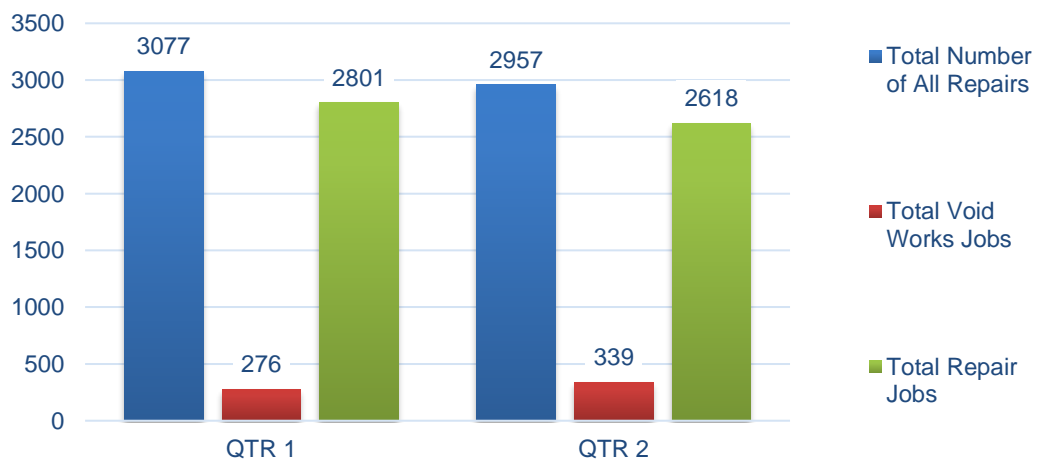


### SA/04 – MAINTENANCE

Our maintenance service is the most requested service we undertake.

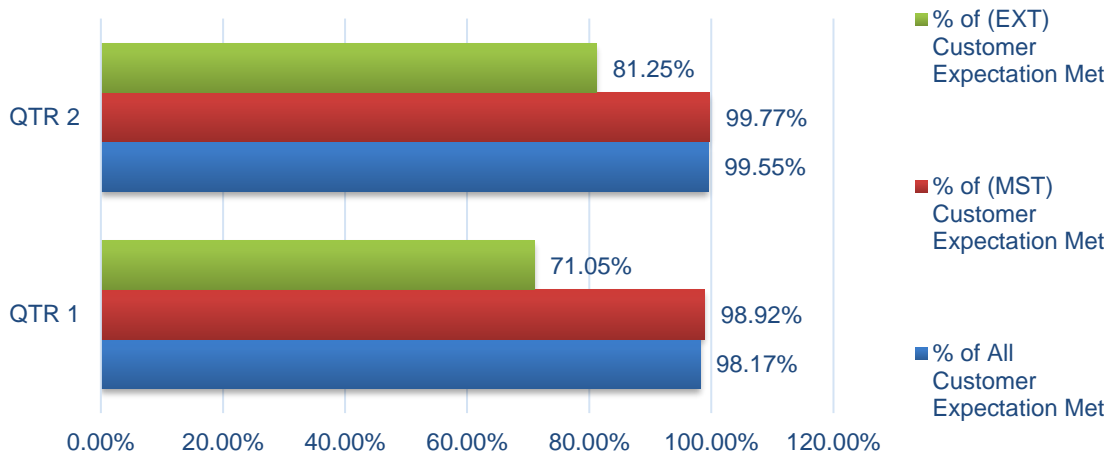
A | This is the number of repairs we have made of the last 2 quarters of the financial year.

### No. of Repair and Void Works Jobs



B | 80% of these repairs are carried out by our ateb team (MST), the following chart shows how satisfied you were with their work and our external contractors (EXT) – (based on Q1 50% and Q2 57% return rates).

### % of Customer Satisfaction Met - 2018-19

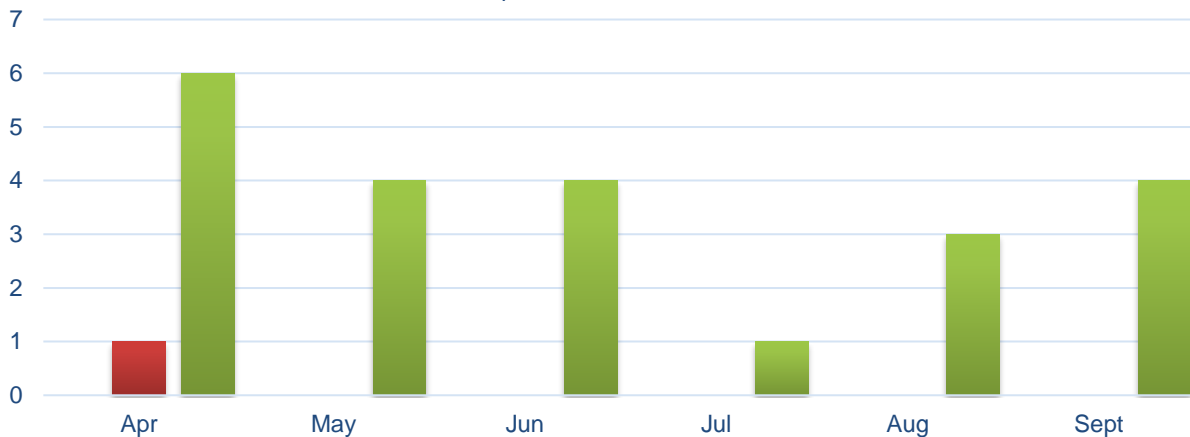


### S/19 – HEALTH AND SAFETY

Health and Safety is really important to us all, this chart shows accidents that we need to report to the Health & Safety Executive (HSE), accidents that happened that were required to be reported to the HSE and near misses of accidents that were reported to us.

#### Hazard/Incident reports

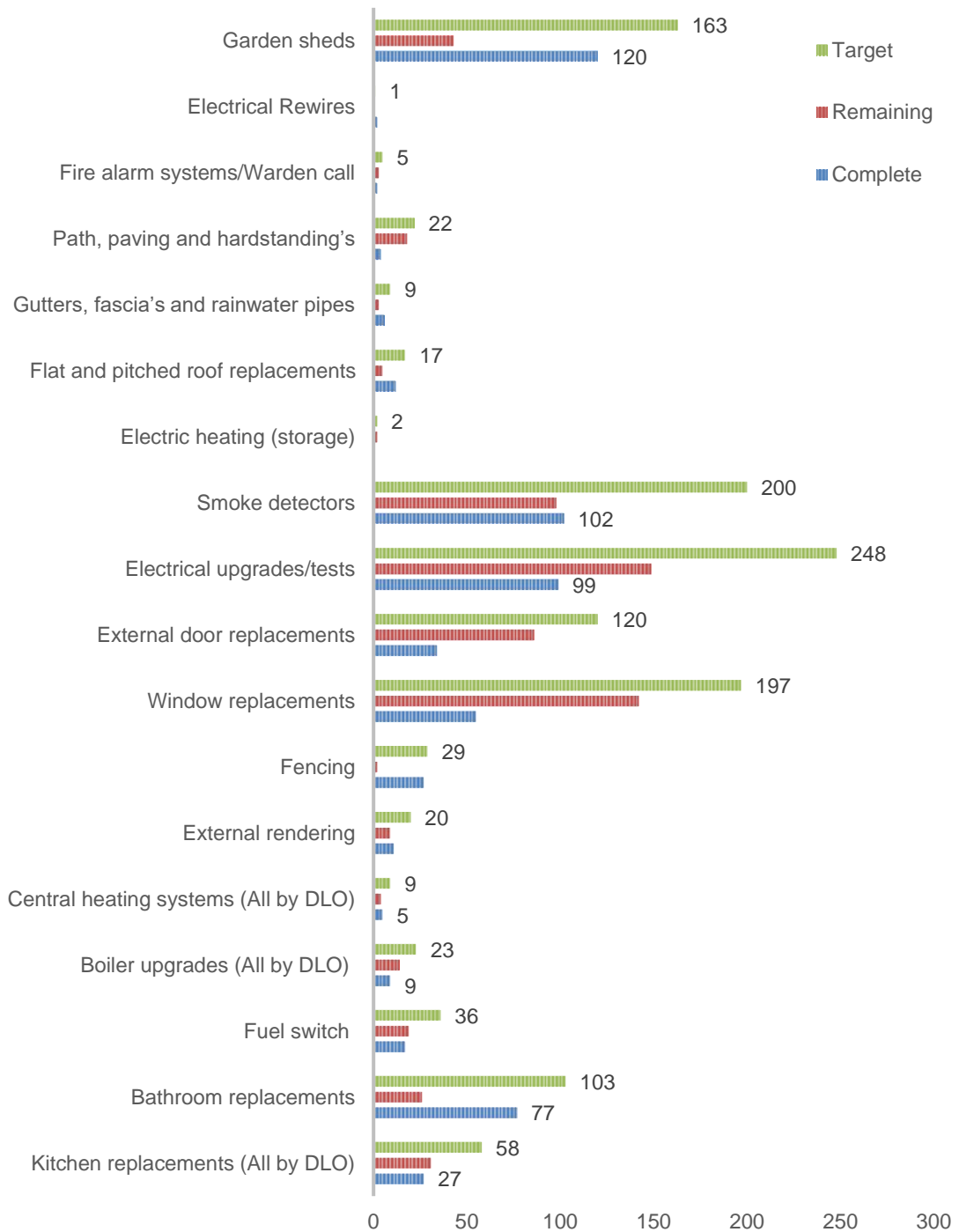
- Reportable RIDDOR events. Reportable incidents to the HSE
- Non reportable accidents. Number of accident & incidents across the ateb group
- Near misses. Number of near misses reported



**SA/07 - PLANNED MAINTENANCE**

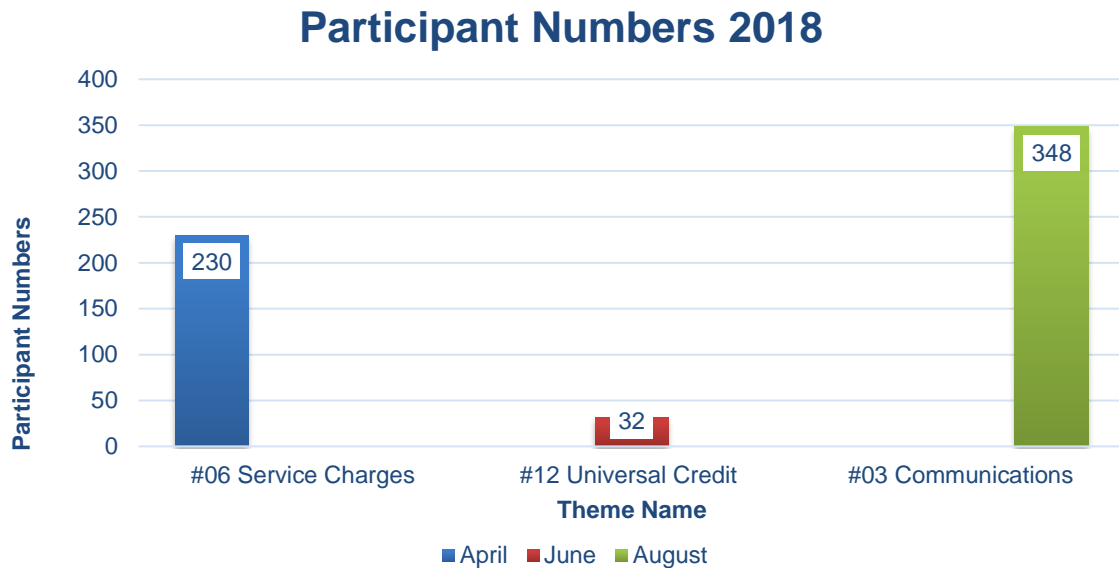
A | This chart shows our progress with our planned improvement works programme.

**PLANNED IMPROVEMENT TARGETS**

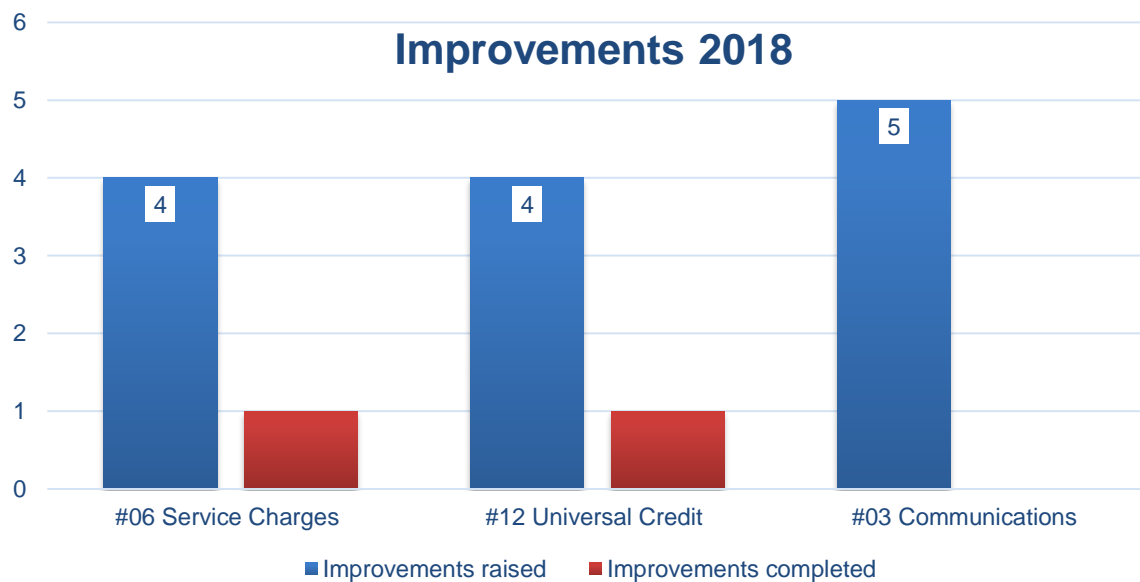


**SA/08 – CUSTOMER ENGAGEMENT**

A | This chart shows how many customer engagements we had over the last 6 months on the 3 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)