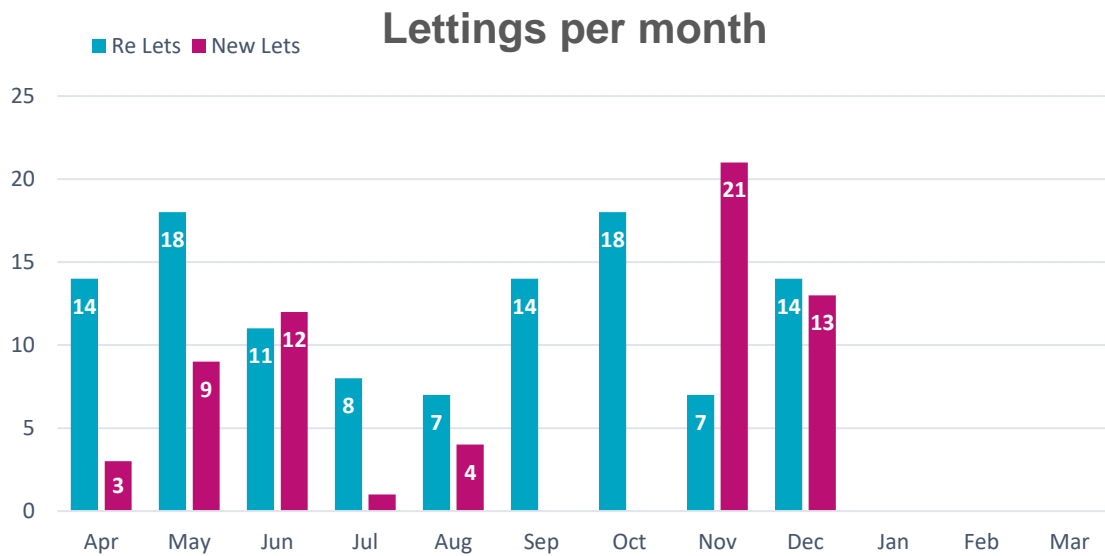


## SERVICE DELIVERY REPORT | Q3 – FY22/23

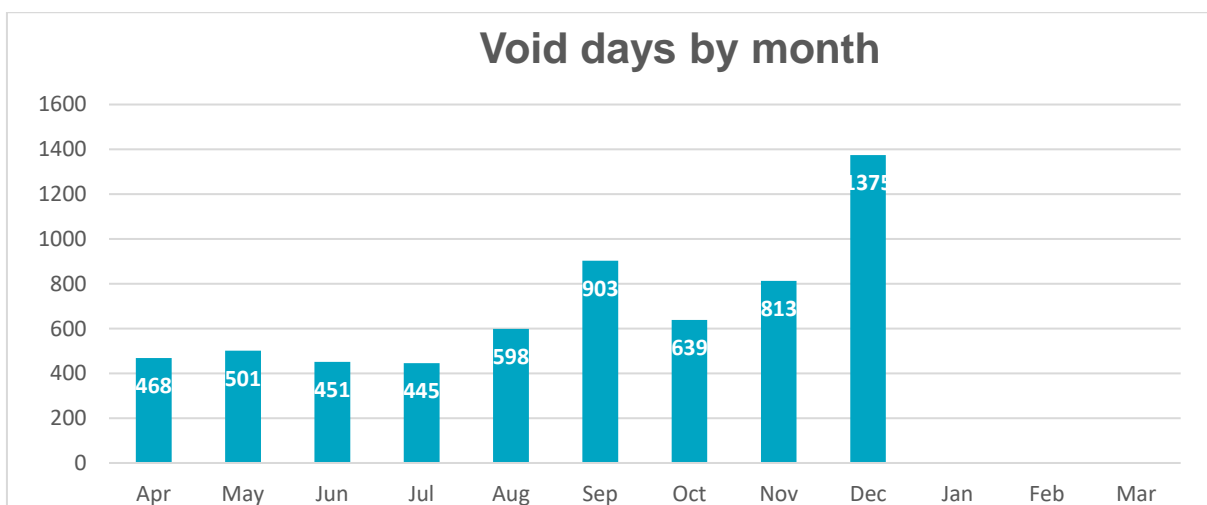
The following information shows a snapshot of how our services have been performing during Quarter 3 of FY 22/23. Please let us know what you think.

### SA/01 – LETTINGS

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



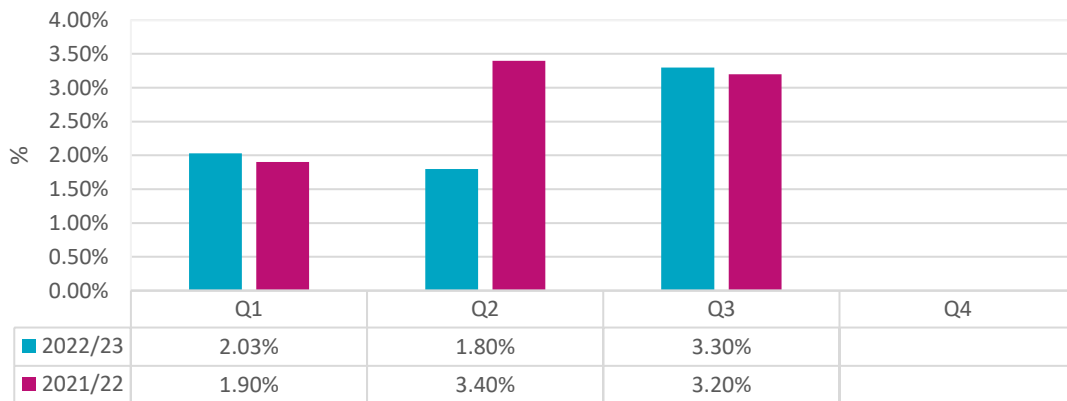
B | This chart shows how many days in total the above properties were empty each month.



**SA/02 – INCOME COLLECTION**

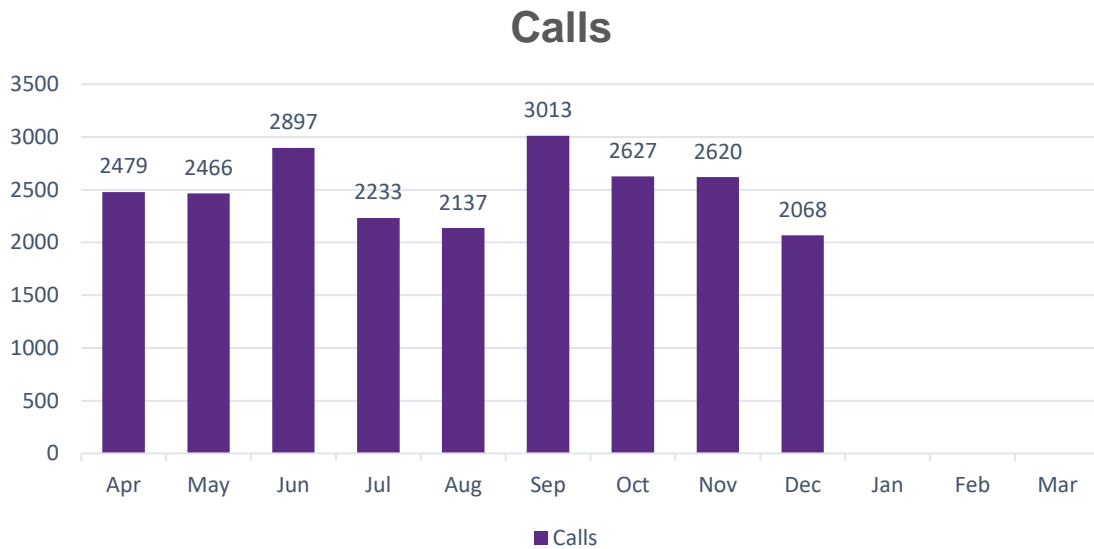
This chart shows the amount of arrears we have at the end of each quarter when compared to the total amount of income we collect.

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

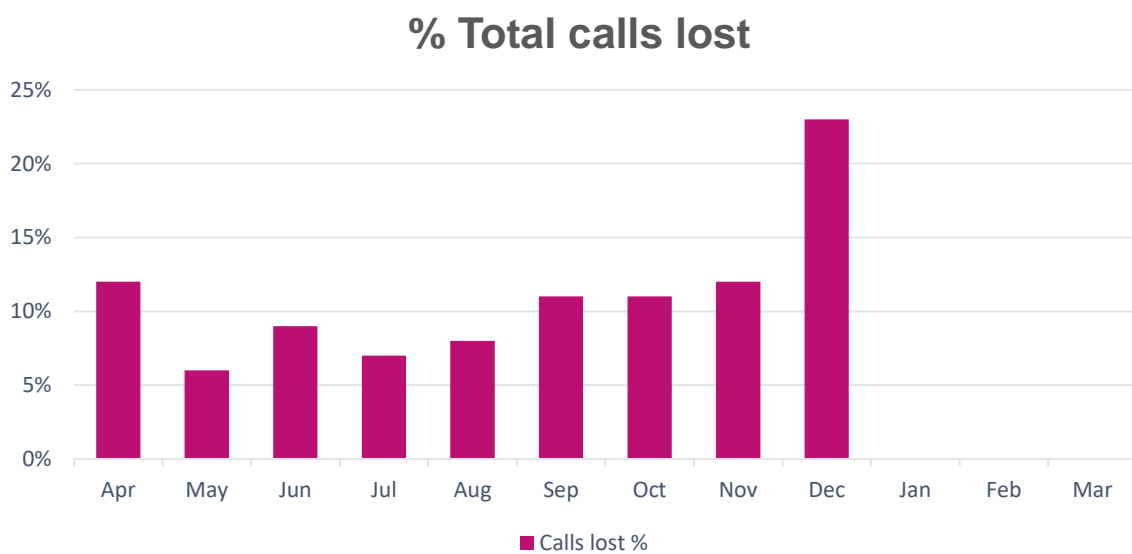


## SA/03 – CUSTOMER ADVICE AND SUPPORT

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.

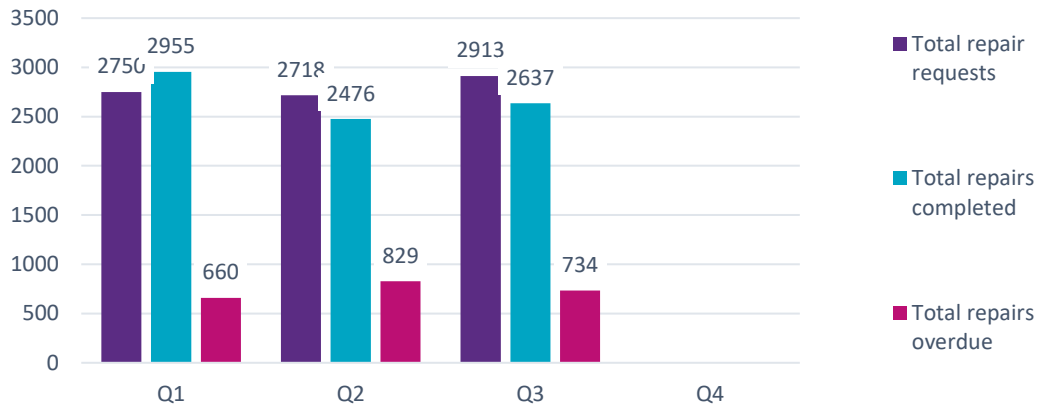


**SA/04 – MAINTENANCE**

Our maintenance service is the most requested service we undertake.

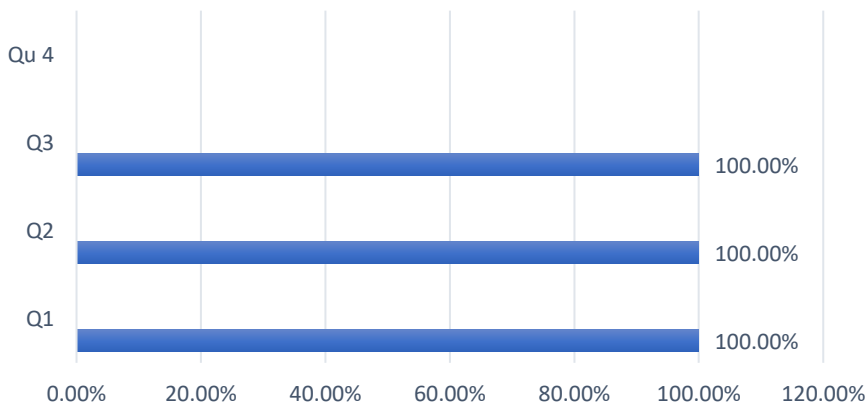
A | This is the number of routine repairs reported, completed and overdue in the four quarters of the financial year.

**Routine Repairs**



B | This is the level of Customer Satisfaction for this quarter where repairs have been completed by our ateb trade teams.

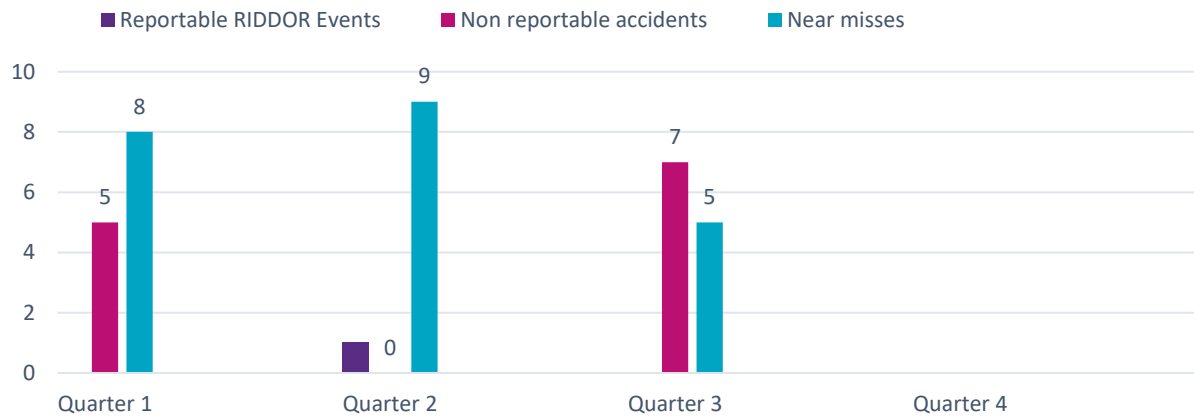
**% of Customer Satisfaction Met - ateb teams**



## 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.

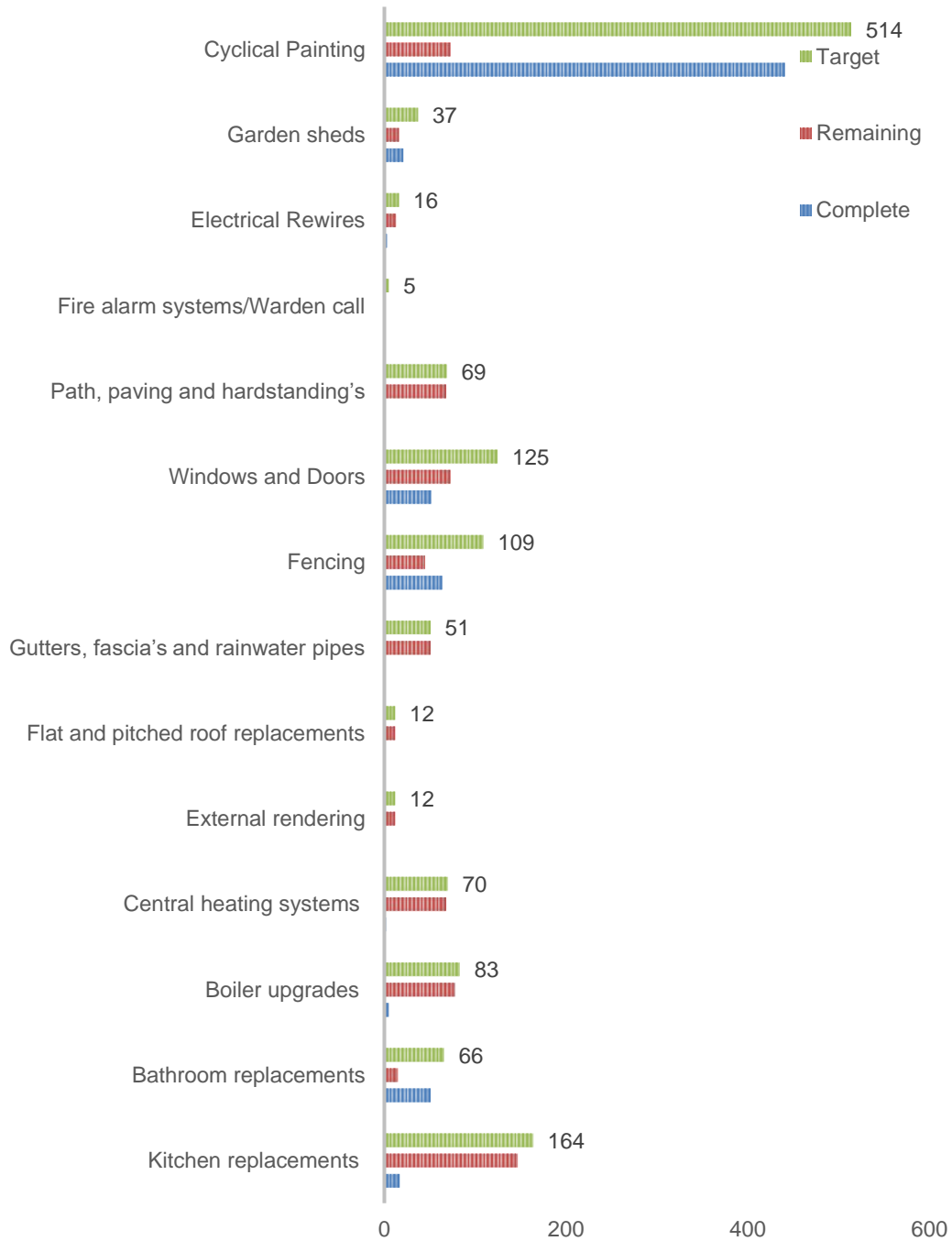
### Hazard/Incident reports



**SA/07 - PLANNED MAINTENANCE**

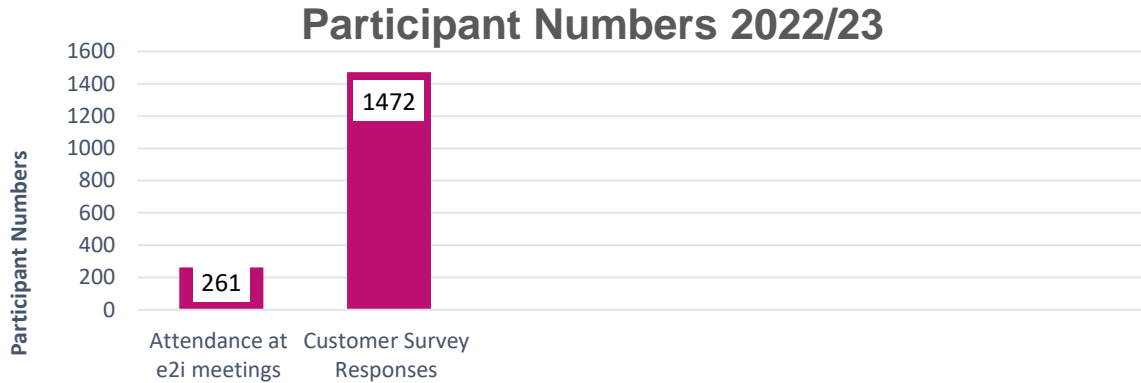
A | This chart shows our progress with our planned improvement works programme.

**Planned Improvement Targets**

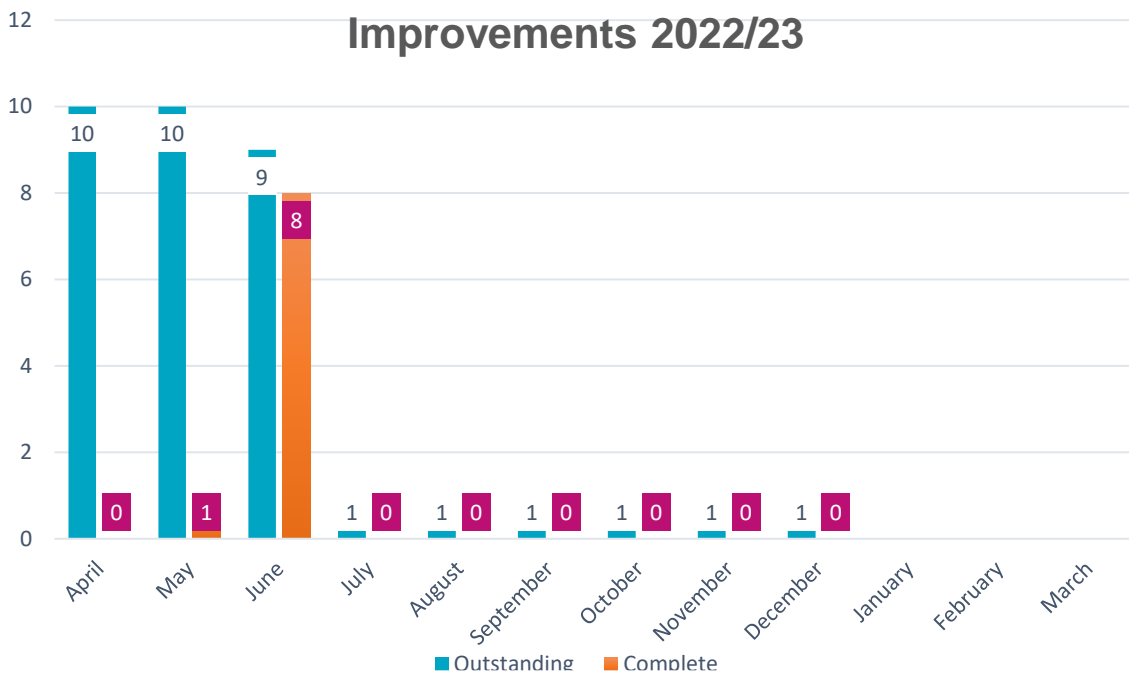


**SA/08 – CUSTOMER ENGAGEMENT**

A | This chart shows how many customers have engaged with us year to date.



B | And this chart shows the number of service improvements proposed by customers that were outstanding at the end of each month and the number completed.



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)