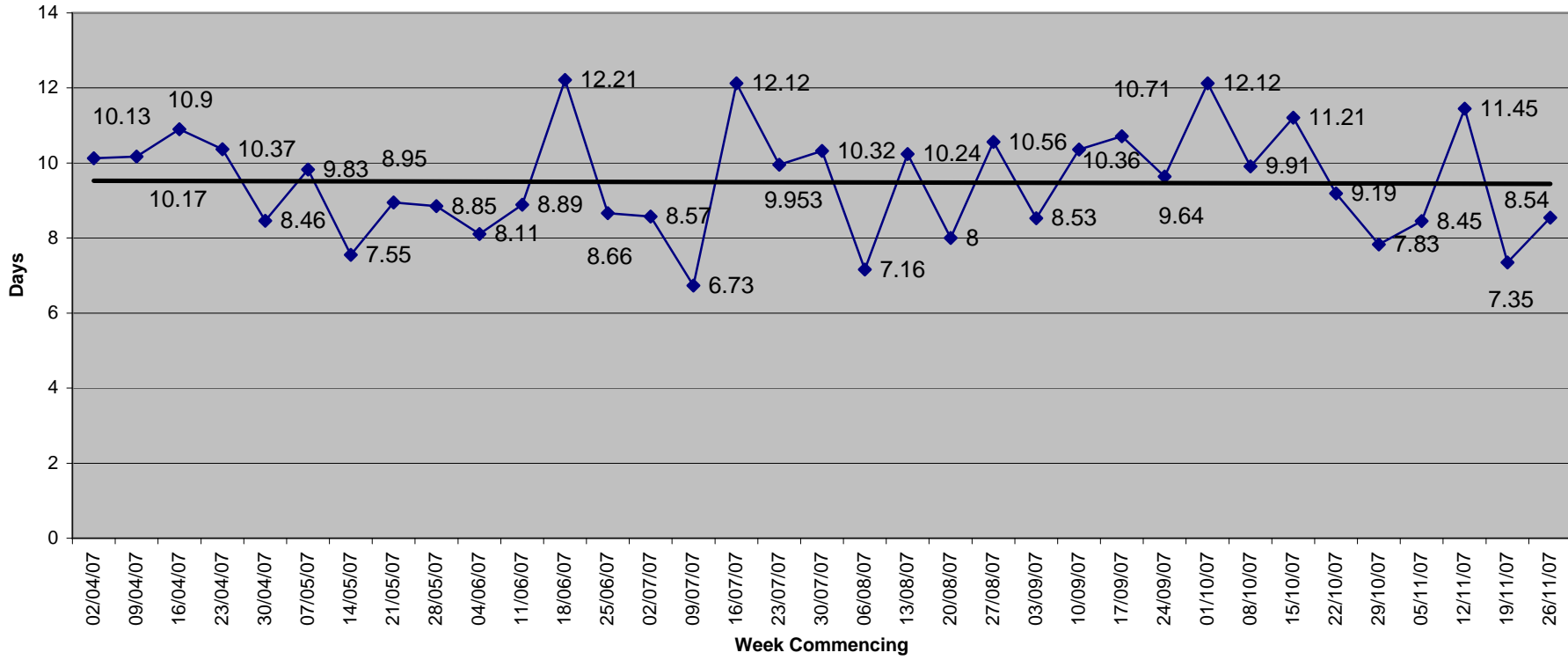


# 4. 1 Average time to complete voids

## 4.1 Average time to complete voids

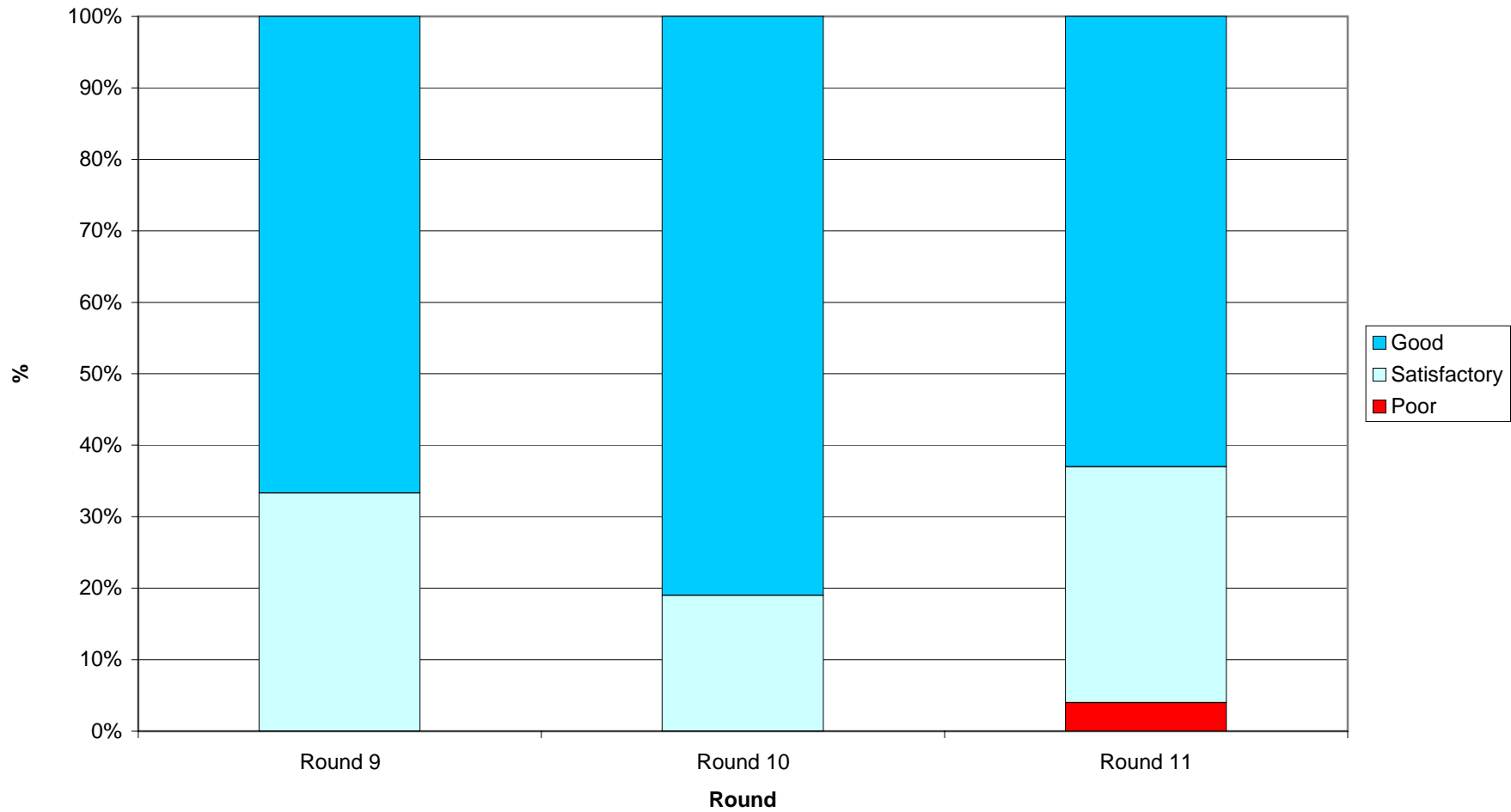


◆ Average days to complete voids

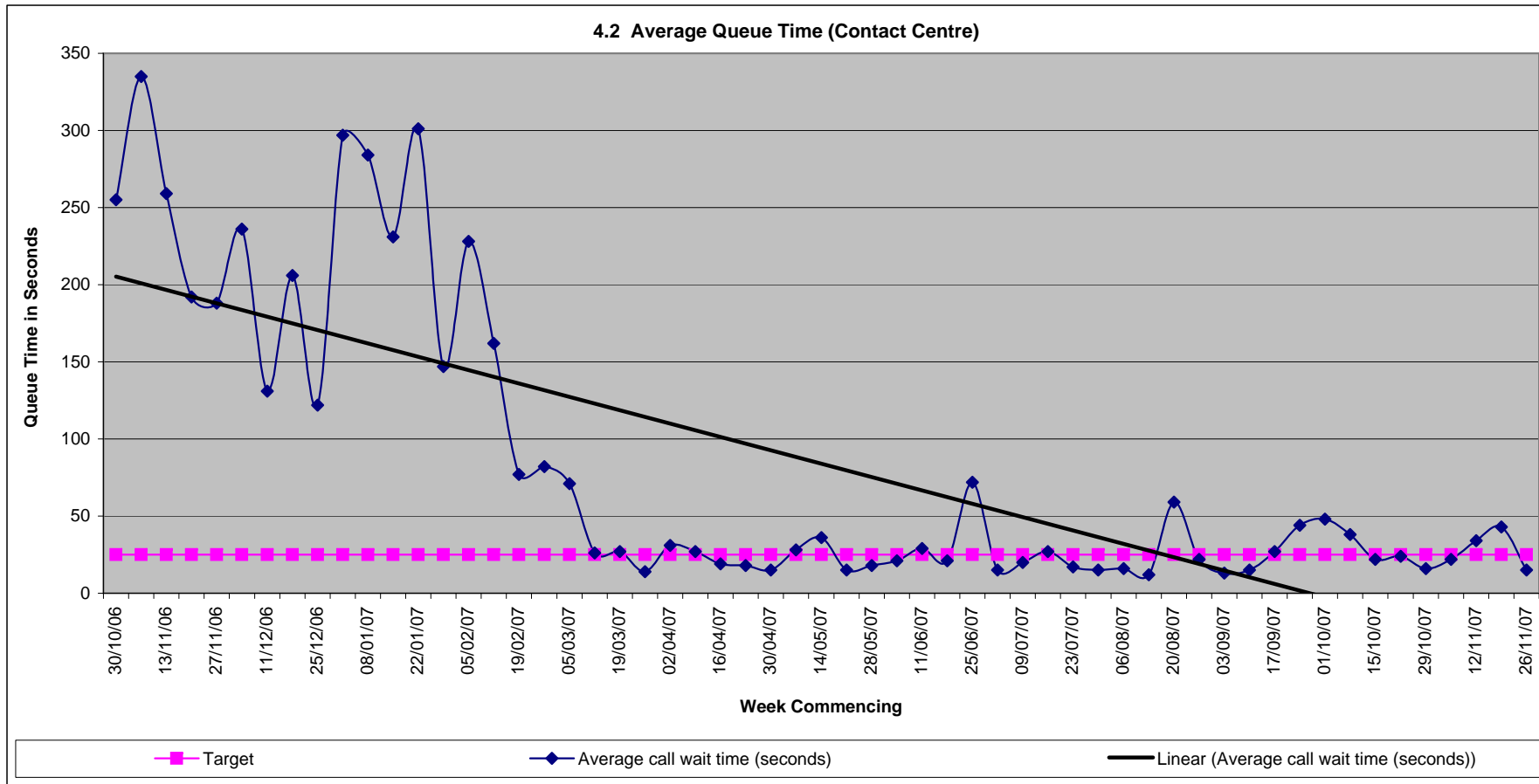
— Linear (Average days to complete voids)

## 4.1.1 Empty Homes overall

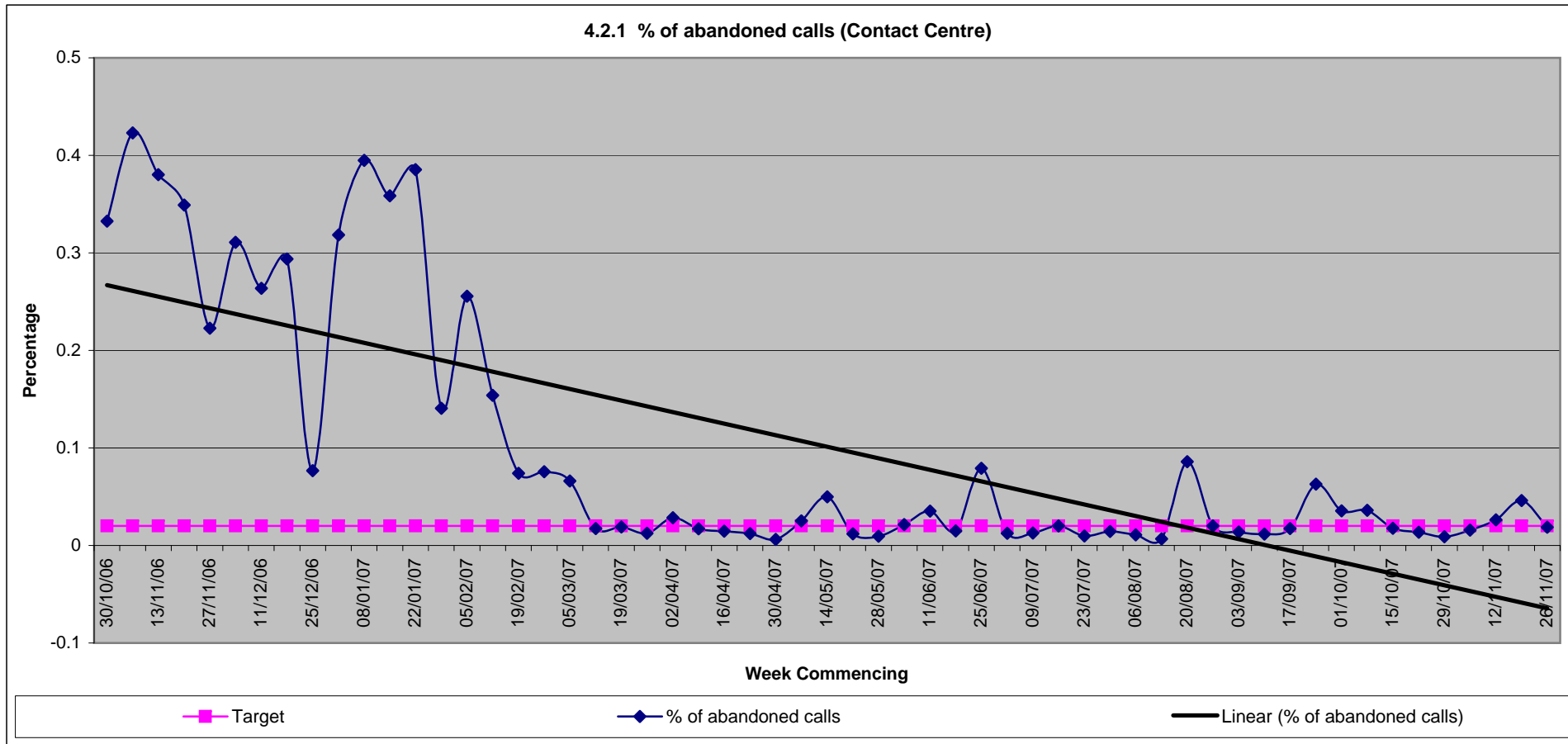
### St. Leger Homes Reality Checking Scheme Findings for Empty Homes: % Breakdown of Overall Scores



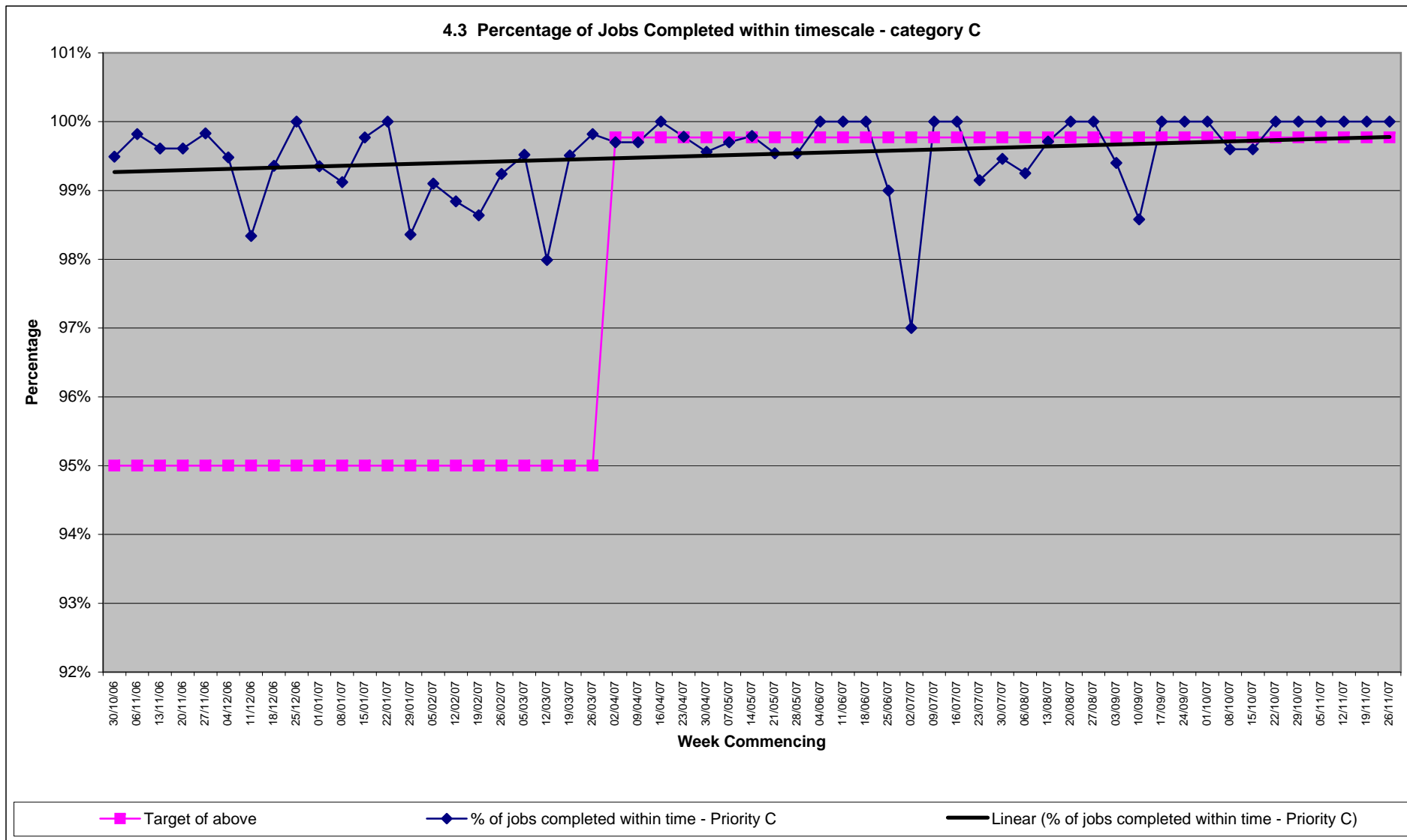
## 4.2 - Average call waiting time (seconds)



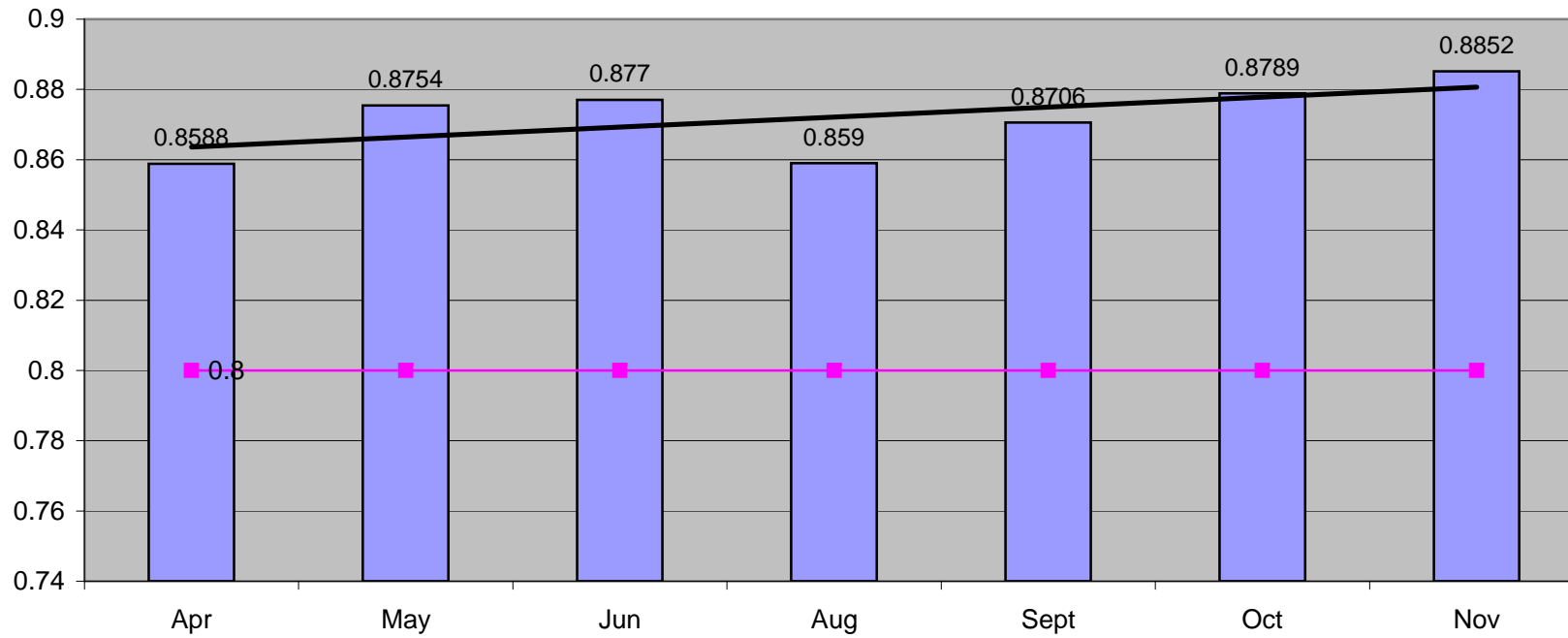
### 4.2.1 % of abandoned calls



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#### 4.4 - % of Repairs completed at first visit

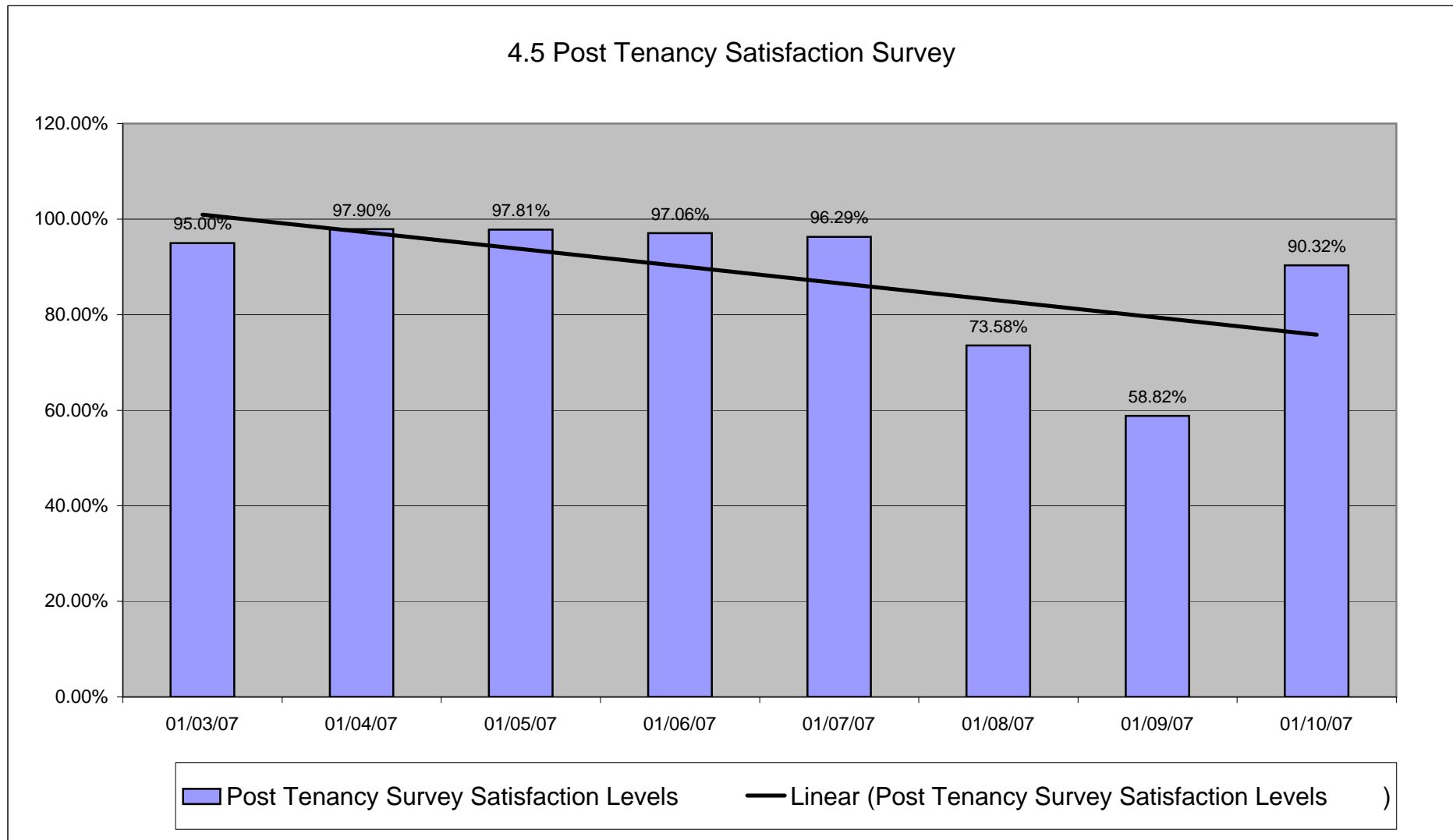


■ % of repairs completed on first visit

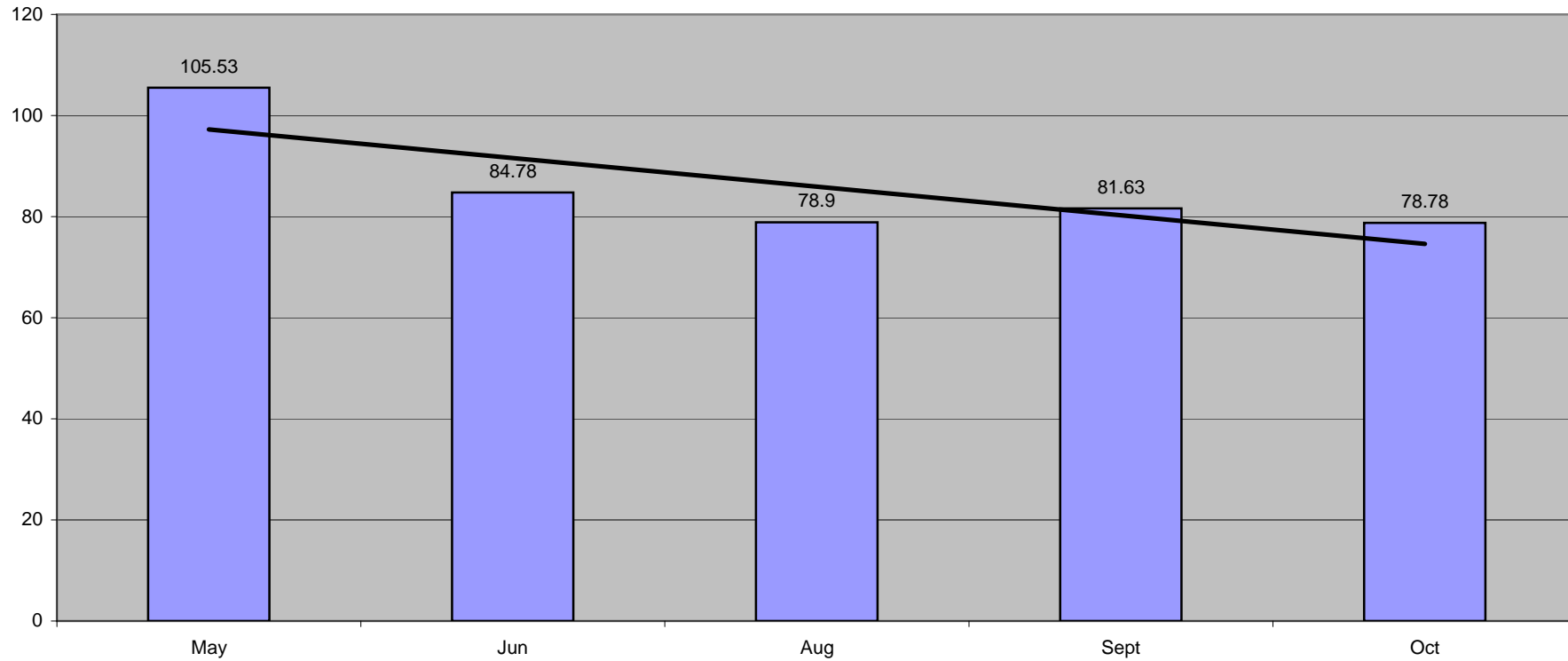
■ target

— Linear (% of repairs completed on first visit)

## 4.6 Post tenancy Satisfaction %



### 6.1 - Average repair cost (excluding Empty Properties)



■ Ave cost per repair (excluding empty homes)

— Linear (Ave cost per repair (excluding empty homes))

6.2 Average Cost per empty home

