Service area	April	May	June	July	August	September	October	November	December	Grand Total
Compliance		1								**1**
Customer Care			1	2	1	1	2	1	1	**9**
Estate Management					1					**1**
Income Collection				1	1	2	1	1		**6**
New Build Developments							1	1		**2**
Property Improvement							1			**1**
Property Services							1		2	**3**
Responsive Repairs	2	1	4	4	5	10	6	9	3	**44**
Tenancy Management				1	2	3				**6**
Grand Total	**2**	**2**	**5**	**8**	**10**	**16**	**12**	**12**	**6**	**73**

Outcome	April	May	June	July	August	September	October	November	December	Grand Total
Customer not engaged					**1**			1		**2**
Not Upheld	1	1		4	3	7	5	2	3	**26**
Partially Upheld			1		1	1	2	2		**7**
Upheld				3	2	8	5	7	3	**28**
No Outcome recorded	1	1	4	1	3					**10**
Grand Total	**2**	**2**	**5**	**8**	**10**	**16**	**12**	**12**	**6**	**73**

Stage	April	May	June	July	August	September	October	November	December	Grand Total
Stage 1	2	2	5	8	10	14	10	12	6	**69**
Stage 2						2	2			**4**
Grand Total	**2**	**2**	**5**	**8**	**10**	**16**	**12**	**12**	**6**	**73**

Breached Timescales	April	May	June	July	August	September	October	November	December	Grand Total
No	1	2	3	7	8	16	11	10	6	**64**
Yes	1		2	1	2		1	2		**9**
Grand Total	**2**	**2**	**5**	**8**	**10**	**16**	**12**	**12**	**6**	**73**