

**PERFORMANCE REPORT - FIRST
QUARTER 2005/06**

ANNEX 4

INDICATOR	TARGET	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Overall
Average relet times (calendar days)	38.0	39.2	42.1	42.1										41.2
Customer satisfaction with allocation process-Visions System (%)	70.0	N/A	73.0	N/A										73.0
Percentage of rent collected	98.60	97.40	95.10	97.15										96.30
Current Tenant Arrears (£)	200000	256139	268925	268101										268101
Former Tenant Arrears (£)	325000	361139	360484	364593										364593
% tenants evicted due to rent arrears	0.15	0.09	0.07	0.11										0.09
Percentage of current tenants owing more than 7 weeks gross rent	2.50	3.36	3.61	3.78										3.78
% of tenants in arrears who have been served with Notice.		2.52	2.43	1.97										2.31

INDICATOR	TARGET	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Overall
Current Arrears as a % of the Rent Roll	1.60	2.80	2.22	1.78										2.06
Rent loss on void properties as a % of rent due	2.20	2.15	2.02	1.83										1.98
Overall customer satisfaction with repairs service	86.00	83.2	82.5	87.6										84.6
The proportion of planned to responsive repair expenditure	60	17%	21%	57%										44%
Proportion of expenditure on emergency and urgent to non-urgent repairs	8.0	7%	8%	4%										5%

INDICATOR	TARGET	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Overall
% Urgent repairs in Govt time limits	98.5	100.0	99.5	98.9										99.4
Average time to complete non-urgent repairs (working days)	11.0	19.7	25.3	22.2										22.3
% of emergency repairs	11.0	10.8	10.2	7.4										9.5
% repairs where appointment made and kept	93.5	92.7	93.0	93.1										92.9
% responsive repairs post inspected	10.0	5.0	6.1	9.4										6.6
% gas services completed	100.0	99.8	107.3	101										102.5
Average time to complete void repairs(calendar days)	13.0	19.4	21.8	23.0										21.4
% Freephone calls answered by call centre staff	100.0	100.0	99.6	100.0										99.9

INDICATOR	TARGET	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Overall
Average time to answer Freephone calls (seconds)	15.0	18.7	20.7	15.1										18.2
Overall average time to decide on a homeless case	10.0	8.4	11.4	11.5										10.4
% homeless cases decided in 33 working days	95.0	95.7	95.7	95.0										95.7
% invoices paid on time	97.0	99.3	94.4	97.9										95.7
Customer satisfaction with capital works-Windows	90.0	97.3	98.0	97.9										97.5
Customer satisfaction with capital works-Heating	96.0	96.0	97.9	97.3										97.4