

Durham City Homes Performance 2010/11

Performance Indicator	2009/ 10 Actual	Top Quartile 09/10	2010/ 11 Target	Performance 2010/11
Excellent services				
Proportion of rent collected	97.45	99.5% ¹	98.0%	97.58%
Number of tenants with more than 7 weeks arrears	3.9%	4.67 ²	3.8%	3.64%
Proportion of tenants in arrears served with a NOSP	24.6%	11.99 ²	22%	15.78%
Proportion of tenants evicted for arrears	0.40%	0.15 ²	0.35%	0.49%
% Tenants on Direct Debit	29.06%	Na	32%	28.86%
Former Tenant Arrears		Na	6.5%	7.17%
Average relet times	57 days	21days ¹	35 days	46 days
% new tenancies lasting less than 6 months	4.8%	Na	4%	8%
DKO – % of new registrations completed within 10 days	Na	Na	90%	Na
Satisfaction with overall service (Bi-ennial STATUS)	*	85% ¹	82%	83%
Satisfaction that landlord takes views into account (Bi-ennial STATUS)	*	79% ³	65%	59.8%
Proportion of responsive repair appointments made and kept	94.8%	98.55% ¹	96.5%	98.5%
Percentage of emergency repairs completed within timescales	94.1%	99.2% ²	96%	96.5%
Percentage of urgent repairs completed within timescales	98.2%	98.5% ²	98.5%	98%
Average time taken to complete non-emergency or urgent repairs	3.64 days	Na	10 days	9.5 days
Proportion of planned to responsive repairs	76.7%	65% ²	77%	56.6%
Proportion of emergency and urgent repairs to non-urgent	50.7%	13% ²	40%	52.9%
Proportion of responsive repairs completed right first time	98.5%	89.6% ¹	98.75%	98.1%

Percentage of homes with a valid gas safety certificate	100%	100% ¹	100%	99.98%
% no access - repairs	10%	Na	9.5%	3.7%
Number of changes made resulting from customer involvement	Na	Na	25	20
Modern Homes				
Number of homes made Decent	630	Na	675	676
% homes that are Non-Decent (1 April)	11%	0.90% ²	0%	0%
Average SAP rating	75	72 ³	76	76
Decent Homes refusals	12%	Na	11%	8.14%
% DH work completed within 15 working days	97%	Na	98%	99.95%
Communities and Places				
% of planned estate walkabouts carried out with tenants present	Na	Na	50%	38%
Number of Tenants registered on Involvement database	0	Na	250	168
Number of empty homes	91	Na	80	79
% of ASB cases closed with customer's agreement	Na	Na	90%	99%
CRE Code of Good Practice Compliance	No	Yes ¹	Yes	No
% of Tenant demographic profile Info held	0	Na	50%	69%
Tenant Satisfaction with Neighbourhood (Bi-ennial STATUS)	*	Na	90%	87%