

DALE AND VALLEY HOMES
KEY PERFORMANCE INFORMATION
2010 -11

INDICATOR DESCRIPTION	LAST YEARS PERF 2009-10	LATEST ALMO TOP QUARTILE	TARGET 10/11	ACTUAL 2010-11
Average time taken to respond to complaints (working days)	9.0	6.9	9.0	9.7
% repairs completed 'Right First Time'	86.7	95.6	92.0	88.00
Gas safety certificates outstanding - %	0.00	0.00	0.00	0.07
% non-decent homes	8.8	0.20	6.7	6.3
% customers satisfied with major works improvements to their home	88.0	N/A	90.0	91.1
Average repair cost per property (£)	631.22	222.65	595.00	542.14
Current arrears as a % of the rent roll	1.18	1.22	1.20	1.22
Void rent loss as a % of the rent roll	1.42	0.81	1.35	1.25
% of customers satisfied with the outcomes of customer involvement	67.2	N/A	73.0	70.0
Days per FTE lost to sickness absence	5.06	7.60	4.50	7.28

Key

	On or ahead of target
	Within 10% of target
	More than 10% outside target

**DALE & VALLEY HOMES TENANT
SATISFACTION STATUS SURVEY
RESULTS 2011**

SATISFACTION INDICATOR	STATUS SURVEY 2008	STATUS SURVEY 2011	LATEST TOP QUARTILE
% satisfied with overall service provided	79.9	88.3	87.1
% satisfied with overall quality of home	78.4	88.5	87.9
% satisfied with general condition of the property	75.7	85.6	n/a
% satisfied with value for money for rent	79.0	85.8	84.0
% satisfied with repairs and maintenance service	77.7	86.1	86.0
% satisfied with neighbourhood as a place to live	81.9	87.2	85.8
% satisfied with being kept informed	78.1	91.1	n/a

Key

 top quartile performance