


<p>Key Performance Indicators</p>	<p>As At</p>	
	<p>31st October 2002</p>	

SECTION		TARGET	THIS MONTH		KEY PERFORMANCE INDICATOR
			NORTH	SOUTH	
A	RENTS	99%	99.73%	99.83%	Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)
		5%	3.89%	4.06%	Current Tenant Arrears (%) net of HB arrears (<i>Est</i>)
		N/A	£494,098	£476,841	Net Amount of Former Tenant Arrears
		N/A	69.17%	75.91%	Former Tenant Arrears Net % Outstanding
		N/A	£96,334	£96,756	Net Amount of Rechargeable Repairs
		N/A	87.14%	96.04%	Rechargeable Repairs Net % Outstanding
		N/A	£212,108	£191,365	Net Amount of HB Overpayments
		N/A	47.44%	52.23%	HB Overpayments Net % Outstanding
B	RELETS	4.00%	4.13%	3.71%	Rent Loss from voids (%)
		28	91	47	Average relet times for voids (calendar days) and banded by days
		N/A	2.60%	1.43%	Proportion of BME lets compared to all Lettings
		290	260	369	284
C	REPAIRS	10%	12.89%	15.62%	EMERGENCY OUT OF HOURS - % of total repairs
		95%	100.00%	99.76%	EMERGENCIES - % responded to within 4 hours target
		90%	100.00%	100.00%	URGENT - % completed within 1 week target
		90%	96.93%	98.65%	ROUTINE - % completed within 1 month target
		N/A	2,358	1,754	Total Number of Repairs by RSL
		N/A	4,112		Total Number of Repairs Overall
		N/A	1,337	1,110	Number of appointments made for Building Company for emergency and urgent repairs
		100%	100.00%	99.91%	% Appointments kept by Building Company
		N/A	919	704	Number of appointments made for Property Maintenance Officers
		100%	100.00%	100.00%	% Appointments kept by Property Maintenance Officers
H	HOMELESSNESS	N/A	6.28%		% exceeding Audit Commission PI of 33 days
I	ENQUIRIES/COMPLAINTS	100%	64.00%		Percentage replied within 5 days
M	TELEPHONES	5%	9%		Unanswered Calls