

**KEY
PERFORMANCE
INDICATORS**

**AS AT
30TH SEPTEMBER
2003**



SECTION		Top 25 % (RSL) BENCHMARK	TARGET	THIS MONTH		KEY PERFORMANCE INDICATOR	
				NORTH	SOUTH		
A	RENTS		99%	99.61%	98.90%	Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)	
		3.90%	5%	4.46%	4.41%	Current Tenant Arrears (%) net of HB arrears (<i>Est</i>)	
				£682,077	£703,888	Net Amount of Former Tenant Arrears	
				65.36%	73.27%	Former Tenant Arrears Net % Outstanding	
				£282,811	£227,546	Net Amount of Rechargeable Repairs	
				89.10%	93.77%	Rechargeable Repairs Net % Outstanding	
				£303,251	£252,118	Net Amount of HB Overpayments	
				44.33%	45.27%	HB Overpayments Net % Outstanding	
B	RELETS	1.54%	4%	4.48%	4.25%	Rent Loss from voids (%)	
		32	28	71	61	Average relet times for voids (calendar days) and banded by days	
		11.90%	6%	9.21%	2.99%	Proportion of BME lets compared to all Lettings	
		1.4 % (217)	290 260	340	297	Number of Current Voids	
C	REPAIRS		10%	9.96%	11.54%	EMERGENCY OUT OF HOURS - % of total repairs	
		99% (24 hours)	95%	100.00%	100.00%	EMERGENCIES - % responded to within 4 hours target	
		97%	90%	100.00%	100.00%	URGENT - % completed within 1 week target	
		97%	90%	98.55%	90.95%	ROUTINE - % completed within 1 month target	
				2,409	2,062	Total Number of Repairs by RSL	
				4,471		Total Number of Repairs Overall	
				1,066	962	Number of appointments made for Building Company for emergency and urgent repairs	
			99.10%	100%	100.00%	100.00%	% Appointments kept by Building Company
					491	458	Number of appointments made for Property Maintenance Officers
				100%	100.00%	100.00%	% Appointments kept by Property Maintenance Officers
H	HOMELESSNESS	0%		15.00%		% exceeding Audit Commission PI of 33 days	
I	ENQUIRIES/COMPLAINTS		100%	58.91%		Percentage replied within 5 days	
M	TELEPHONES		5%	3.29%		Unanswered Calls	