

**KEY
PERFORMANCE
INDICATORS**
**AS AT
30th SEPTEMBER
2004**


SECTION		Top 25 % (RSL) BENCHMARK	TARGET	THIS MONTH		KEY PERFORMANCE INDICATOR	
				NORTH	SOUTH		
A	RENTS		99%	102.14%	98.86%	Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)	
		3.90%	5%	4.49%	5.18%	Current Tenant Arrears (%) net of HB arrears (<i>Est.</i>)	
				£880,552	£780,449	Net Amount of Former Tenant Arrears	
				52.73%	52.84%	Former Tenant Arrears Net (%) Outstanding	
				£482,697	£378,339	Net Amount of Rechargeable Repairs	
				89.69%	91.66%	Rechargeable Repairs Net (%) Outstanding	
				£290,518	£242,604	Net Amount of HB Overpayments	
				34.54%	35.26%	HB Overpayments Net (%) Outstanding	
B	VOIDS / RELETS	1.54%	4%	3.59%	3.39%	Rent Loss from voids (%)	
		32	28	52	55	Average relet times for voids (calendar days) and banded by days	
		11.90%	3.6%	5.26%	5.26%	Proportion of BME lets compared to all Lettings	
		1.4 % (217)	280 250	237	240	Number of Current Voids	
C	REPAIRS		10%	10.90%	11.31%	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%	96.68%	95.04%	ROUTINE - % completed within 1 month target	
				2,698	2,184	Total Number of Repairs by RSL	
				4,882		Total Number of Repairs Overall	
				7.15 days		Average Time taken to complete any repair (current financial year average)	
				1,200	1,131	Number of appointments made for Building Company for emergency and urgent repairs	
			99.10%	100%	100.00%	100.00%	Appointments kept by Building Company (%)
					0	0	Number of new appointments made for Property Maintenance Officers
		100%	100.00%	100.00%	Appointments kept by Property Maintenance Officers (%)		
I	MANAGE CONTACTS		100%	88.94%		Percentage replied within 5 days	
M	TELEPHONES		5%	NA		Unanswered Calls	