

**KEY
PERFORMANCE
INDICATORS**

 Report as at
 31st December
 2005


SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	This Month		KEY PERFORMANCE INDICATOR
			North/South	AKSA	
REVENUES	99.00%	99.30%	111.44%	97.79%	Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)
			5.34%	4.73%	Current Tenant Arrears (%) net of HB arrears (<i>Est.</i>)
		19	16.63	0	Average Number of RTB/RTA per Month
RELETS	1.54%	4%	2.43%	0.44%	Rent Loss from voids (%)
	32	28	54.78 days	11.20 days	Average relet times for voids (calendar days) New Core Definition
	11.90%	3.6%	6.10%	96.00%	Proportion of BME lets compared to all Lettings
	1.4 % (217)	380	341	6	Number of Current Voids
REPAIRS	99% (24 hours)	95%	100.00%	97.70%	EMERGENCIES - % responded to within 4 hours target (AKSA 24 Hours Target)
	97%	90%	100.00%	77.32%	URGENT - % completed within 1 week target
	97%	90%	92.58%	90.85%	ROUTINE - % completed within 1 month target
		100%	79.61%	N/A	ROUTINE - % completed within 15 Working Days
			6.61 days	N/A	Average Time taken to complete any repair (current financial year average)
	99.00%	100%	97.15%	99.70%	% Gas Servicing Certificates in Date
	99.10%	100%	100.00%	N/A	Appointments kept by Building Company (%)
		100%	101.20%	N/A	Investment Spend against profile (%)
		100%	86.87%	N/A	Investment Progress against Profile
		100%	99.74%	N/A	% of Caretaking Sites Visited
CUSTOMER SERVICE		100%	89.04%	N/A	Percentage replied within 5 days
		4%	3.70%	To Follow	Staff Absence %
		5%	3.4%	N/A	Unanswered Calls