

**KEY
PERFORMANCE
INDICATORS**

 Report as at
 31st January
 2006


SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	This Month	This Month	KEY PERFORMANCE INDICATOR
			Streams/BC	AKSA	
REVENUES	99.00%	99.30%	97.56%	102.00%	Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)
			5.43%	2.50%	Current Tenant Arrears (%) net of HB arrears (<i>Est.</i>)
		19	16.63	0.1	Average Number of RTB/RTA per Month
RELETS	1.54%	4%	2.41%	0.43%	Rent Loss from voids (%)
	32	28	62.60 days	22 days	Average relet times for voids (calendar days) New Core Definition
	11.90%	3.6%	5.06%	83.00%	Proportion of BME lets compared to all Lettings
	1.4 % (217)	380	346	4	Number of Current Voids
REPAIRS	99% (24 hours)	95%	100.00%	98.50%	EMERGENCIES - % responded to within 4 hours target (AKSA 24 Hours Target)
	97%	90%	100.00%	96.30%	URGENT - % completed within 1 week target
	97%	90%	97.18%	100.00%	ROUTINE - % completed within 1 month target
		100%	88.95%	N/A	ROUTINE - % completed within 15 Working Days
			6.35 days	N/A	Average Time taken to complete any repair (current financial year average)
	99.00%	100%	98.38%	99.80%	% Gas Servicing Certificates in Date
	99.10%	100%	100.00%	N/A	Appointments kept by Building Company (%)
		100%	105.70%	N/A	Investment Spend against profile (%)
	100%	86.40%	N/A	Investment Progress against Profile	
	100%	100.00%	N/A	% of Caretaking Sites Visited	
CUSTOMER SERVICE		100%	84.48%	N/A	Percentage replied within 5 days
		4%	3.90%	3.56%	Staff Absence %