

**KEY
PERFORMANCE
INDICATORS**

 Report as at
 28th February
 2006


SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	This Month	This Month	KEY PERFORMANCE INDICATOR
			Streams/BC	AKSA	
REVENUES	99.00%	99.30%	99.05%	102.00%	Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)
			5.51%	2.47%	Current Tenant Arrears (%) net of HB arrears (<i>Est.</i>)
		19	16.63	0.2	Average Number of RTB/RTA per Month
RELETS	1.54%	4%	2.48%	0.51%	Rent Loss from voids (%)
	32	28	63.31 days	17.50 days	Average relet times for voids (calendar days) New Core Definition
	11.90%	3.6%	6.78%	100.00%	Proportion of BME lets compared to all Lettings
	1.4 % (217)	380	320	4	Number of Current Voids
REPAIRS	99% (24 hours)	95%	100.00%	100.00%	EMERGENCIES - % responded to within 4 hours target (AKSA 24 Hours Target)
	97%	90%	100.00%	96.00%	URGENT - % completed within 1 week target
	97%	90%	94.66%	98.00%	ROUTINE - % completed within 1 month target
		100%	85.17%	NA	ROUTINE - % completed within 15 Working Days
			6.22 days	NA	Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.69%	98.66%	% Gas Servicing Certificates in Date
	99.10%	100%	100.00%	NA	Appointments kept by Building Company (%)
		100%	101.71%	NA	Investment Spend against profile (%)
		100%	86.90%	NA	Investment Progress against Profile
CUSTOMER SERVICE		100%	105%	NA	% of Caretaking Sites Visited
		100%	85.07%	NA	Percentage replied within 5 days
		4%	4.10%	2.80%	Staff Absence %