

**KEY
PERFORMANCE
INDICATORS**

 Report as at
30th April
2006

Headliners


SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	This Month	This Month	KEY PERFORMANCE INDICATOR
			Streams/BC	AKSA	
REVENUES	99.00%	99.30%	96.23%	104.84%	Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)
		19	6	0	Average Number of RTB/RTA per Month
RELETS	1.54%	4%	2.18%	0.80%	Rent Loss from voids (%)
	32	28	59.60 days	7.00 days	Average relet times for voids (calendar days) New Core Definition
	11.90%	3.6%	2.44%	100.00%	Proportion of BME lets compared to all Lettings
	1.4 % (217)	380	312	7	Number of Current Voids
REPAIRS	99% (24 hours)	95%	100.00%	0.00%	EMERGENCIES - % responded to within 4 hours target (AKSA 24 Hours Target)
	97%	90%	100.00%	100.00%	URGENT - % completed within 1 week target
	97%	90%	92.19%	100.00%	ROUTINE - % completed within 1 month target
		100%	80.15%	NA	ROUTINE - % completed within 15 Working Days
			7.20 days	2.15 days	Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.70%	99.50%	% Gas Servicing Certificates in Date
	99.10%	100%	100.00%	NA	Appointments kept by Building Company (%)
		100%	64.57%	NA	Investment Progress against Profile
CUSTOMER SERVICE		100%	86.43%	NA	% of Caretaking Sites Visited
		100%	100%	NA	Percentage replied within 5 days
		4%	4.00%	7.30%	Staff Absence %