

**KEY
PERFORMANCE
INDICATORS**

 Report as at
31st July
2006

Headliners


SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	This Month	This Month	KEY PERFORMANCE INDICATOR
			Streams/BC	AKSA	
REVENUES	100.30%	99.30%	100.72%	99.89%	Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)
		19	10	0.25	Average Number of RTB/RTA per Month
RELETS	0.90%	4%	2.73%	0.36%	Rent Loss from voids (%)
	25 days	28	51.51 days	21 days	Average relet times for voids (calendar days) New Core Definition
	14.9% (ave)	3.6%	6.42%	80.00%	Proportion of BME lets compared to all Lettings
	2.4% (360 - nat ave)	285	412	10	Number of Current Voids
REPAIRS	99% (24 hours)	95%	100.00%	41.67%	EMERGENCIES - % responded to within 4 hours target (AKSA 24 Hours Target)
	96.7%	90%	100.00%	84.72%	URGENT - % completed within 1 week target
	97%	90%	94.80%	93.10%	ROUTINE - % completed within 1 month target
			68.15%		ROUTINE - % completed within 15 Working Days
			6.58 days		Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.77%	93.00%	% Gas Servicing Certificates in Date
	98.90%	100%	100.00%	100.00%	Appointments kept by Building Company (%)
		100%	80.70%	NA	Investment Progress against Profile
		100%	104%	NA	% of Caretaking Sites Visited
CUSTOMER SERVICE		100%	76.22%	NA	Percentage replied within 5 days
		4%	5.00%	10.50%	Staff Absence %
		5%	2.9%	Data Next month	Unanswered Calls