

**KEY
PERFORMANCE
INDICATORS**

 Report as at
31st December
2006


SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	This Month	This Month	KEY PERFORMANCE INDICATOR
			Streams/BC	AKSA	
REVENUES	100.30%	99.30%	113.45%	100.10%	Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)
		19	10	only 1 this yr	Average Number of RTB/RTA per Month
RELETS	0.90%	4%	2.42%	0.98%	Rent Loss from voids (%)
	25 days	28	53.80 days	35 days	Average relet times for voids (calendar days) New Core Definition
	14.9% (ave)	3.6%	6.49%	100%	Proportion of BME lets compared to all Lettings
	2.4% (360 - nat ave)	285	307	8	Number of Current Voids
REPAIRS	99% (24 hours)	95%	100.00%	100.00%	EMERGENCIES - % responded to within 4 hours target
	96.7%	90%	100.00%	96.79%	URGENT - % completed within 1 week target
	97%	90%	95.28%	96.84%	ROUTINE - % completed within 1 month target
			84.43%		ROUTINE - % completed within 15 Working Days
			5.98 days		Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.49%	95.50%	% Gas Servicing Certificates in Date
	98.90%	100%	100.00%	98.36%	Appointments kept by Building Company (%)
		100%	85%	NA	Investment Progress against Profile
		100%	104%	NA	% of Caretaking Sites Visited
CUSTOMER SERVICE		100%	87.30%	NA	Percentage replied within 5 days
		4%	3.60%	6.20%	Staff Absence %
		5%	3.58%	5.5%	Unanswered Calls