

**KEY
PERFORMANCE
INDICATORS**

 Report as at
28th January
2007


SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	This Month	This Month	KEY PERFORMANCE INDICATOR
			Streams/BC	AKSA	
REVENUES	100.30%	99.30%	99.85%		Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)
		19	11	only 1 this yr	Average Number of RTB/RTA per Month
RELETS	0.90%	4%	2.24%	0.98%	Rent Loss from voids (%)
	25 days	28	49.54 days	35 days	Average relet times for voids (calendar days) New Core Definition
	14.9% (ave)	3.6%	3.37%	100%	Proportion of BME lets compared to all Lettings
	2.4% (360 - nat ave)	285	302	5	Number of Current Voids
REPAIRS	99% (24 hours)	95%	100.00%	77.78%	EMERGENCIES - % responded to within 4 hours target
	96.7%	90%	100.00%	87.35%	URGENT - % completed within 1 week target
	97%	90%	95.48%	98.88%	ROUTINE - % completed within 1 month target
			72.89%		ROUTINE - % completed within 15 Working Days
			6.16 days		Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.42%	99.11%	% Gas Servicing Certificates in Date
	98.90%	100%	100.00%	98.36%	Appointments kept by Building Company (%)
		100%	87%	NA	Investment Progress against Profile
		100%	94%	NA	% of Caretaking Sites Visited
CUSTOMER SERVICE		100%	80.13%	NA	Percentage replied within 5 days
		4%	4.90%	1.50%	Staff Absence %
		5%	3.32%	3.28%	Unanswered Calls