

**KEY
PERFORMANCE
INDICATORS**

 Report as at
31st March
2007


SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	Year End 2007	This Month	This Month	KEY PERFORMANCE INDICATOR
			Group	Streams/BC	AKSA	
REVENUES	100.30%	99.30%	99.75%	100.69%	99.19%	Collection Rate (%) (net of Housing Benefit arrears)
		19	9	10	only 1 this yr	Average Number of RTB/RTA per Month
RELETS	0.90%	4%	2.41%	2.08%	1.15%	Rent Loss from voids (%)
	25 days	28	56.54 days	36.51 days	30.00 days	Average relet times for voids (calendar days) New Core Definition
	14.9% (ave)	3.6%	6.22%	6.36%	100.00%	Proportion of BME lets compared to all Lettings
	2.4% (360 - nat ave)	285	270	267	3	Number of Current Voids
REPAIRS	99% (24 hours)	95%	99.79%	100.00%	100.00%	EMERGENCIES - % responded to within 4 hours target
	96.7%	90%	99.39%	100.00%	98.30%	URGENT - % completed within 1 week target
	97%	90%	94.74%	95.85%	98.55%	ROUTINE - % completed within 1 month target
			72.09%	79.86%		ROUTINE - % completed within 15 Working Days
			6.17 days	6.17 days		Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.64%	99.64%	99.11%	% Gas Servicing Certificates in Date
	98.90%	100%	100.00%	100.00%	100.00%	Appointments kept by Building Company (%)
		100%	92%	92%	NA	Investment Progress against Profile
		100%	100%	108%	NA	% of Caretaking Sites Visited
CUSTOMER SERVICE		100%	79.25%	60.77%	NA	Percentage replied within 5 days
		4%	4.46%	4.30%	2.50%	Staff Absence %
		5%	NA	2.03%	2.07%	Unanswered Calls