

**KEY
PERFORMANCE
INDICATORS**

Report as at
30th April
2007



SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	This Month	This Month	KEY PERFORMANCE INDICATOR
			Streams/BC	AKSA	
REVENUES	100.30%	99.30%	96.97%	100.30%	Collection rate (%) (net of housing benefit areas estimated)
		19	3	0	Average Number of RTB/RTA per Month
	0.90%	4%	2.04%	1.15%	Rent Loss from voids (%)
RELETS	25 days	28	37.84 days	0.00 days	Average relet times for voids (calendar days) New Core Definition
	14.9% (ave)	3.6%	7.32%	0% (no lets)	Proportion of BME lets compared to all Lettings
	2.4% (360 - nat ave)	285	287	4	Number of Current Voids
	99% (24 hours)	95%	100.00%	100.00%	EMERGENCIES - % responded to within 4 hours target
	96.7%	90%	100.00%	98.62%	URGENT - % completed within 1 week target
	97%	90%	95.85%	100.00%	ROUTINE - % completed within 1 month target
			86.35%		ROUTINE - % completed within 15 Working Days
			4.95 days		Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.60%	99.26%	% Gas Servicing Certificates in Date
	98.90%	100%	100.00%	100.00%	Appointments kept by Building Company (%)
		100%	85%	NA	Investment Progress against Profile
		100%	105%	NA	% of Caretaking Sites Visited
CUSTOMER SERVICE		100%	72.06%	NA	Percentage replied within 5 days
		4%	3.30%	1.30%	Staff Absence %
		5%	1.63%	2.07%	Unanswered Calls