

**KEY
PERFORMANCE
INDICATORS**

Report as at
30th August
2007



| SECTION | Top 25 % (RSL) BENCHMARK | NCH TARGET | This Month | This Month | KEY PERFORMANCE INDICATOR |
|------------------|--------------------------|------------|------------|------------|--|
| | | | Streams/BC | AKSA | |
| REVENUES | 100.10% | 99.35% | 98.60% | 107.07% | Collection rate (%) (net of housing benefit areas estimated) |
| | | 7 | 6 | 0 | Average Number of RTB/RTA per Month |
| RELETS | 8.00% | 4% | 1.80% | 0.73% | Rent Loss from voids (%) |
| | 24 days | 28 | 43.35 days | To Follow | Average relet times for voids (calendar days) New Core Definition |
| | 14.7% (ave) | 3.6% | 9.09% | To Follow | Proportion of BME lets compared to all Lettings |
| | 2.1% (315 - nat ave) | 285 | 268 | 7 | Number of Current Voids |
| REPAIRS | 99.1% (24 hours) | 99% | 100.00% | 100.00% | EMERGENCIES - % responded to within 4 hours target |
| | 97.2% | 99% | 100.00% | 97.67% | URGENT - % completed within 1 week target |
| | 98% | 97% | 95.85% | 100.00% | ROUTINE - % completed within 1 month target |
| | | 85% | 85.40% | | ROUTINE - % completed within 15 Working Days |
| | | | 5.29 days | | Average Time taken to complete any repair (current financial year average) |
| | 99.00% | 100% | 99.45% | 99.11% | % Gas Servicing Certificates in Date |
| | 99.10% | 100% | 100.00% | 100.00% | Appointments kept by Building Company (%) |
| | | 100% | 104% | NA | Investment Progress against Profile |
| | | 100% | 101% | NA | % of Caretaking Sites Visited |
| CUSTOMER SERVICE | | 100% | 72.90% | NA | Percentage replied within 5 days |
| | | 4% | 3.90% | 0.00% | Staff Absence % |
| | | 5% | 1.99% | 1.04% | Unanswered Calls |