

**KEY
PERFORMANCE
INDICATORS**

Report as at
30th September
2007



SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	This Month	This Month	KEY PERFORMANCE INDICATOR
			Streams/BC	AKSA	
REVENUES	100.10%	99.35%	98.82%	99.39%	Collection rate (%) (net of housing benefit areas estimated)
		7	6	0	Average Number of RTB/RTA per Month
RELETS	8.00%	4%	1.93%	0.51%	Rent Loss from voids (%)
	24 days	28	43.40 days	27.00 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%	13.89%	100.00%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	285	280	5	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%	97.92%	URGENT - % completed within 1 week target
	98%	97%	97.27%	98.63%	ROUTINE - % completed within 1 month target
		85%	81.75%		ROUTINE - % completed within 15 Working Days
			5.31 days		Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.38%	99.26%	% Gas Servicing Certificates in Date
	99.10%	100%	100.00%	100.00%	Appointments kept by Building Company (%)
		100%	105%	NA	Investment Progress against Profile
		100%	101%	NA	% of Caretaking Sites Visited
CUSTOMER SERVICE		100%	82.52%	NA	Percentage replied within 5 days
		4%	3.60%	11.30%	Staff Absence %
		5%	1.95%	1.78%	Unanswered Calls