

**KEY
PERFORMANCE
INDICATORS**

 Report as at
31st October
2007


SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	Cumulative in Year		This Month		KEY PERFORMANCE INDICATOR
			Group	Streams	AKSA		
REVENUES	100.10%	99.80%	99.90%	101.07%	101.00%		Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)
		7 (per Month)	35 (5 per month)	4	0		Average Number of RTB/RTA per Month
RELETS	8.00%	3.50%	1.94%	1.91%	0.58%		Rent Loss from voids (%)
	24 days	28	43.61 days	44.47 days	19.00 days		Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%	8.18%	6.45%	25.00%		Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	285	302	297	5		Number of Current Voids
REPAIRS	99.1% (24 hours)	99%	100.00%	100.00%	100.00%		EMERGENCIES - % responded to within 4 hours target
	97.2%	99%	99.78%	100.00%	100.00%		URGENT - % completed within 1 week target
	98%	97%	97.24%	96.94%	99.26%		ROUTINE - % completed within 1 month target
		85%	83.56%	83.60%			ROUTINE - % completed within 15 Working Days
			5.26 days				Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.45%	99.48%	99.11%		% Gas Servicing Certificates in Date
	99.10%	100%	100.00%	100.00%	100.00%		Appointments kept by Building Company (%)
CUSTOMER SERVICE		100%	101.00%	101%	NA		Investment Progress against Profile
		100%	102.00%	95%	NA		% of Caretaking Sites Visited
		100%	75.49%	80.40%	NA		Percentage replied within 5 days
	4%	3.84%	4.40%	8.10%		Staff Absence %	