

**KEY
PERFORMANCE
INDICATORS**

Report as at
31st December
2007



SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	Cumulative in Year		This Month		KEY PERFORMANCE INDICATOR	
			Group	Streams	AKSA			
REVENUES	100.10%	99.80%	100.80%	115.33%	97.49%		Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)	
		7 (per Month)	44 (5 per month)	3	0		Average Number of RTB/RTA per Month	
RELETS	8.00%	3.50%	1.97%	2.14%	0.62%		Rent Loss from voids (%)	
	24 days	28	42.52 days	37.55 days	18.00 days		Average relet times for voids (calendar days) New Core Definition	
	14.7% (ave)	3.6%	8.30%	6.25%	100.00%		Proportion of BME lets compared to all Lettings	
	2.1% (315 - nat ave)	285	309	305	4		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%	99.86%	100.00%	100.00%		URGENT - % completed within 1 week target	
	98%	97%	97.03%	96.47%	98.61%		ROUTINE - % completed within 1 month target	
		85%	83.03%	84.38%			ROUTINE - % completed within 15 Working Days	
			5.15 days					Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.35%	99.17%	99.85%		% Gas Servicing Certificates in Date	
	99.10%	100%	100.00%	100.00%	100.00%		Appointments kept by Building Company (%)	
	100%	101.00%	98%	NA		Investment Progress against Profile		
	100%	101.56%	100%	NA		% of Caretaking Sites Visited		
CUSTOMER SERVICE		100%	77.71%	91.42%	NA		Percentage replied within 5 days	
		4%	4.00%	3.30%	1.60%		Staff Absence %	