

**KEY  
PERFORMANCE  
INDICATORS**
**Report as at  
31st January  
2008**
**Headliners**


SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	Cumulative in Year		This Month	This Month	KEY PERFORMANCE INDICATOR
			Group	Streams		AKSA	
REVENUES	100.10%	99.80%	100.66%	99.44%	100.11%		Collection Rate (%) (net of Housing Benefit arrears estimated)
		7 (per Month)	45 (5 per month)	1	0		Average Number of RTB/RTA per Month
RELETS	8.00%	3.50%	1.98%	1.99%	0.59%		Rent Loss from voids (%)
	24 days	28	43.03 days	46.78 days	0.00 days		Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%	7.44%	6.33%	100.00%		Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	285	283	279	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%	99.90%	100.00%	98.63%		URGENT - % completed within 1 week target
	98%	97%	96.72%	93.02%	99.04%		ROUTINE - % completed within 1 month target
		85%	81.83%	73.56%			ROUTINE - % completed within 15 Working Days
			5.10 days				Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.35%	99.23%	99.70%		% 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%	100.90%	95%	NA		% of Caretaking Sites Visited	
CUSTOMER SERVICE		100%	77.71%	75.90%	NA		Percentage replied within 5 days
		4%	3.81%	4.20%	2.30%		Staff Absence %