

**KEY
PERFORMANCE
INDICATORS**

 Report as at
29th February
2008


| SECTION | Top 25 % (RSL) BENCHMARK | NCH TARGET | Cumulative in Year | | This Month | | KEY PERFORMANCE INDICATOR |
|------------------|--------------------------|---------------|--------------------|------------|------------|--|--|
| | | | Group | Streams | AKSA | | |
| REVENUES | 100.10% | 99.80% | 100.35% | 97.88% | 100.38% | | Collection Rate (%) (net of Housing Benefit arrears estimated) |
| | | 7 (per Month) | 47 - 4 per month | 1 | 1 | | Average Number of RTB/RTA per Month |
| RELETS | 8.00% | 3.50% | 1.98% | 1.99% | 0.61% | | Rent Loss from voids (%) |
| | 24 days | 28 | 43.38 days | 46.51 days | 28.00 days | | Average relet times for voids (calendar days) New Core Definition |
| | 14.7% (ave) | 3.6% | 9.09% | 9.09% | 100.00% | | Proportion of BME lets compared to all Lettings |
| | 2.1% (315 - nat ave) | 285 | 263 | 255 | 8 | | 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% | 99.91% | 100.00% | 100.00% | | URGENT - % completed within 1 week target |
| | 98% | 97% | 96.54% | 99.67% | 95.07% | | ROUTINE - % completed within 1 month target |
| | | 85% | 80.07% | 67.76% | | | ROUTINE - % completed within 15 Working Days |
| | | | 5.33 days | | | | Average Time taken to complete any repair (current financial year average) |
| | 99.00% | 100% | 99.26% | 99.02% | 99.85% | | % Gas Servicing Certificates in Date |
| | 99.10% | 100% | 100.00% | 100.00% | 100.00% | | Appointments kept by Building Company (%) |
| | | 100% | 97.74% | 97.74% | NA | | Investment Progress against Profile |
| CUSTOMER SERVICE | | 100% | 78.02% | 82.05% | NA | | Percentage replied within 5 days |
| | | 4% | 3.78% | 4.20% | 2.30% | | Staff Absence % |
| | | | | | | | |