

KEY PERFORMANCE INDICATORS

Report as at
31st March 2008
2008

Headliners



SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET	Movement			Year End March 2007	Year end Performance March 2008	This Month	This Month	KEY PERFORMANCE INDICATOR
						Group	Group	Streams	AKSA	
REVENUES	100.10%	99.80%				99.75%	100.44%	101.27%	100.75%	Collection Rate (%) (net of Housing Benefit arrears estimated)
		7 (per Month)				112 = 9 per month	51 - 4 per month	4	0	Average Number of RTB/RTA per Month
RELETS	8.00%	3.50%				2.41%	1.93%	1.66%	0.63%	Rent Loss from voids (%)
	24 days	28				56.5 days	42.2 days	42.4 days	23.5 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%				6.22%	9.63%	7.33%	84.80%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	285				270	243	236	7	Number of Current Voids
REPAIRS	99.1% (24 hours)	99%				99.79%	100.00%	100.00%	100.00%	EMERGENCIES - % responded to within 4 hours target
	97.2%	99%				99.39%	99.92%	100.00%	100.00%	URGENT - % completed within 1 week target
	98%	97%				94.74%	96.24%	93.36%	100.00%	ROUTINE - % completed within 1 month target
		85%				72.09%	79.43%			ROUTINE - % completed within 15 Working Days
						6.17 days	5.44 days			Average Time taken to complete any repair (current financial year)
	99.00%	100%				99.64%	98.88%	98.82%	100.00%	% Gas Servicing Certificates in Date
	99.10%	100%				100.00%	100.00%	100.00%	100.00%	Appointments kept by Building Company (%)
		100%				92.07%	97.41%	97.41%	NA	Investment Progress against Profile
CUSTOMER SERVICE		100%				79.25%	77.75%	81.30%	NA	Percentage replied within 5 days
		4%				4.46%	3.72%	3.00%	0.20%	Staff Absence %