

**KEY PERFORMANCE INDICATORS**

Report as at  
30th April  
2008

Headliners



SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET 2008/9	Movement			Year End March 2007	Year end March 2008	Cumulative Performance - April 2008		KEY PERFORMANCE INDICATOR
								Streams	AKSA	
REVENUES	100.10%	99.80%				99.75%	100.46%	100.46%	107.65%	Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)
		39 - 3 (per Month)				112 = 9 per month	51 - 4 per month	1	0	Average Number of RTB/RTA per Month
RELETS	8.00%	<2.0%				2.41%	1.93%	1.58%	0.63%	Rent Loss from voids (%)
	24 days	28				56.5 days	42.2 days	40.5 days	23.3 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%				6.22%	9.63%	7.94%	66.67%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	214 - 1.5%				270	227	221	6	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%	100.00%	100.00%	100.00%	URGENT - % completed within 1 week target
	98%	97%				94.74%	97.90%	97.30%	100.00%	ROUTINE - % completed within 1 month target
		85%				72.09%	79.43%	75.20%		ROUTINE - % completed within 15 Working Days
						6.17 days	5.44 days	6.48 days		Average Time taken to complete any repair (current financial year)
	99.00%	100%				99.64%	98.88%	98.50%	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%	115.33%	NA	Investment Progress against Profile
CUSTOMER SERVICE		100%				100.00%	99.00%	99.00%	NA	% of Caretaking Sites Visited
		100%				79.25%	77.75%	87.58%	NA	Percentage replied within 5 days
		4%				4.46%	3.72%	3.50%	0.40%	Staff Absence %