

KEY PERFORMANCE INDICATORS

Report as at
31st August
2008

Headliners



SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET 2008/9	Movement			Cumulative Performance - August 2008		KEY PERFORMANCE INDICATOR		
			Year End March 2007	Year end March 2008	New Charter Homes	AKSA				
REVENUES	100.10%	99.80%				99.75%	100.44%	99.94%	98.08%	Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)
		39 - 3 (per Month)				112 = 9 per month	51 - 4 per month	12 -2 per month	0	Average Number of RTB/RTA per Month
RELETS	8.00%	<2.0%				2.41%	1.93%	1.47%	0.70%	Rent Loss from voids (%)
	24 days	28				56.5 days	42.2 days	38.6 days	19.1 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%				6.22%	9.63%	10.10%	73.00%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	214 - 1.5%				270	188	184	4	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%	96.28%	96.62%	99.59%	ROUTINE - % completed within 1 month target
		85%				72.09%	79.43%	78.88%		ROUTINE - % completed within 15 Working Days
		5 days				6.17 days	5.44 days	6.01 days		Average Time taken to complete any repair (current financial year)
	99.00%	100%				99.64%	98.88%	99.30%	99.11%	% 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%	93.95%		Investment Progress against Profile
CUSTOMER SERVICE		100%				79.25%	77.75%	91.26%		Percentage replied within 5 days
		4%				4.46%	3.72%	3.70%		Staff Absence %