

**KEY PERFORMANCE INDICATORS**

Report as at  
30th September  
2008

Headliners



SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET 2008/9	Movement			Cumulative Performance - End September 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%	100.12%	99.64%	Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)
		39 - 3 (per Month)		112 = 9 per month	51 - 4 per month	14 - 2 per month	Only 1 Sale this year	Average Number of RTB/RTA per Month
RELETS	8.00%	<2.0%		2.41%	1.93%	1.57%	0.74%	Rent Loss from voids (%)
	24 days	28		56.5 days	42.2 days	39.7 days	21.9 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%		6.22%	9.63%	6.06%	75.00%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	214 - 1.5%		270	202	195	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%	100.00%	100.00%	100.00%	URGENT - % completed within 1 week target
	98%	97%		94.74%	96.23%	96.62%	99.58%	ROUTINE - % completed within 1 month target
		85%		72.09%	79.43%	62.20%	65.82%	ROUTINE - % completed within 15 Working Days
		5 days		6.17 days	5.44 days	6.17 days		Average Time taken to complete any repair (current financial year)
	99.00%	100%		99.64%	98.88%	99.50%	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%	96.92%	NA	Investment Progress against Profile
		100%		100.00%	99.00%	102.00%	NA	% of Caretaking Sites Visited
CUSTOMER SERVICE		100%		79.25%	77.75%	88.52%	NA	Percentage replied within 5 days
		4%		4.46%	3.72%	3.70%	4.50%	Staff Absence %