

KEY
PERFORMANCE
INDICATORS

Report as at
28th February
2009

Headliners



SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET 2008/9		Year End March 2007	Year end March 2008	Cumulative Performance - End February 2009			KEY PERFORMANCE INDICATOR
				Group	Group	New Charter Homes	AKSA	Gedling Homes	
REVENUES/INCOME	100.10%	99.80%		99.75%	100.44%	99.65%	98.84%	98.23%	Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)
		39 - 3 (per Month)		112 = 9 per month	51 - 4 per month	16 - >2 per month	Only 6 Sales this year		Average Number of RTB/RTA per Month
RELETS	0.80%	<2.0%		2.41%	1.93%	1.43%	0.81%	1.88%	Rent Loss from voids (%)
	24 days	28		56.5 days	42.2 days	38.5 days	25.4 days	29.8 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%		6.22%	9.63%	10.18%	87.10%	6.82%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	214 - 1.5%		270	216	208	8	103	Number of Current Voids
REPAIRS	99.1% (24 hours)	99%		99.79%	100.00%	100.00%	100.00%	79.90%	EMERGENCIES - % responded to within 4 hours target (Gedling 24 Hrs)
	97.2%	99%		99.39%	100.00%	100.00%	100.00%	80.26%/71.4%	URGENT - % completed within 1 week target (Gedling 3 days / 7 Days)
	98%	97%		94.74%	96.24%	94.99%	99.71%	62.70%	ROUTINE - % completed within 1 month target (Gedling 14 Days)
		85%		72.09%	79.43%	77.76%	80.20%	NA	ROUTINE - % completed within 15 Working Days
		5 days		6.17 days	5.44 days	5.60 days		5.44 days	Average Time taken to complete any repair (current financial year average)
	99.00%	100%		99.64%	98.88%	99.87%	100.00%	99.26%	% Gas Servicing Certificates in Date
	99.10%	100%		100.00%	100.00%	100.00%	100.00%	NA	Appointments kept by Building Company (%)
		100%		92.07%	97.41%	98.42%	NA	125.58%	Investment Progress against Profile
	100%		100.00%	99.00%		NA	NA	% of Caretaking Sites Visited	
CUSTOMER SERVICE		100%		79.25%	77.75%	85.85%			Percentage replied within 5 days
		4%		4.46%	3.72%	3.38%	6.40%	6.30%	Monthly Staff Absence %