

**KEY  
PERFORMANCE  
INDICATORS**

**Report as at  
31st March  
2009**

Headliners



SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET 2008/9	Movement			Cumulative Performance - End March 2009			KEY PERFORMANCE INDICATOR
						New Charter Homes	AKSA	Gedling Homes	
REVENUES/INCOME	100.10%	99.80%				99.49%	100.08%	98.48%	Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)
		39 - 3 (per Month)				16 - less than 2 per month	Only 6 Sales this year		Average Number of RTB/RTA per Month
RELETS	0.80%	Under 2.0% BP (Internal Less than 1.5%)				1.44%	0.80%	1.95%	Rent Loss from voids (%)
	24 days	28				38.7 days	24.8 days	28.7 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%				10.16%	88.57%	12.00%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	214 - 1.5%				195	5	111	Number of Current Voids
REPAIRS	99.1% (24 hours)	99%				100.00%	100.00%	76.13%	EMERGENCIES - % responded to within 4 hours target (Gedling 24 Hrs)
	97.2%	99%				100.00%	100.00%	79.64%/70.38%	URGENT - % completed within 1 week target (Gedling 3 days / 7 Days)
	98%	97%				95.21%	99.71%	61.89%	ROUTINE - % completed within 1 month target (Gedling 14 Days)
		85%				77.49%	80.28%	NA	ROUTINE - % completed within 15 Working Days
		5 days				5.53 days		5.44 days	Average Time taken to complete any repair (current financial year average)
	99.00%	100%				99.92%	100.00%	99.52%	% Gas Servicing Certificates in Date
	99.10%	100%				100.00%	100.00%	NA	Appointments kept by Building Company (%)
		100%				101.01%	NA	112.57%	Investment Progress against Profile
CUSTOMER SERVICE		100%				86.82%			Percentage replied within 5 days
		4%				3.76%			Monthly Staff Absence %