

KEY
PERFORMANCE
INDICATORS

Report as at
30th April
2009

Headliners



SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET 2009/10	Cumulative Performance - End April 2009			KEY PERFORMANCE INDICATOR	
			Movement	New Charter Homes	AKSA		Gedling Homes
REVENUES/INCOME	100.10%	99.80%		99.40%	99.15%	98.50%	Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)
				1			Average Number of RTB/RTA per Month
RELETS	0.80%	Under 2.0% BP (Internal Less than 1.5%)		1.60%	0.85%	2.03%	Rent Loss from voids (%)
	24 days	28		41.0 days	10.5 days	29.0 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%		10.64%	100.00%	3.45%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	214 - 1.5%		252	8	99	Number of Current Voids
REPAIRS	99.1% (24 hours)	99%		100.00%	100.00%	58.77%	EMERGENCIES - % responded to within 4 hours target (Gedling 24 Hrs)
	97.2%	99%		100.00%	100.00%	78%/84%	URGENT - % completed within 1 week target (Gedling 3 days / 7 Days)
	98%	97%		96.52%	99.54%	54.00%	ROUTINE - % completed within 1 month target (Gedling 14 Days)
		85%		65.89%	72.49%	NA	ROUTINE - % completed within 15 Working Days
		5 days		6.09 days		6.51 days	Average Time taken to complete any repair (current financial year average)
	99.00%	100%		99.83%	99.55%	98.69%	% Gas Servicing Certificates in Date
	99.10%	100%		100.00%	100.00%	NA	Appointments kept by Building Company (%)
		100%		87.50%	NA	91.76%	Investment Progress against Profile
CUSTOMER SERVICE		100%		76.76%			Percentage replied within 5 days
		4%		3.50%			Monthly Staff Absence %