

KEY PERFORMANCE INDICATORS	Report as at 30th June 2009	Headliners

SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET 2009/10	Cumulative Performance - End June 2009			KEY PERFORMANCE INDICATOR
			New Charter Homes	AKSA	Gedling Homes	
REVENUES/INCOME	100.10%	99.80%	99.68%	99.82%	98.80%	Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)
			0.33			Average Number of RTB/RTA per Month
RELETS	0.80%	Under 2.0% BP (Internal Less than 1.5%)	1.69%	0.76%	1.66%	Rent Loss from voids (%)
	24 days	28	35.5 days	14.0 days	31.5 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%	9.06%	91.67%	8.70%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	214 - 1.5%	253	7	96	Number of Current Voids
REPAIRS	99.1% (24 hours)	99%	100.00%	100.00%	69.00%	EMERGENCIES - % responded to within 4 hours target (Gedling 24 Hrs)
	97.2%	99%	100.00%	100.00%	74.92% / 73%	URGENT - % completed within 1 week target (Gedling 3 days / 7 Days)
	98%	97%	97.57%	99.32%	63.00%	ROUTINE - % completed within 1 month target (Gedling 14 Days)
		85%	70.52%	86.25%	NA	ROUTINE - % completed within 15 Working Days
		5 days	5.94 days		7.12 days	Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.72%	99.10%	98.10%	% Gas Servicing Certificates in Date
	99.10%	100%	100.00%	100.00%	NA	Appointments kept by Building Company (%)
		100%	92.51%	NA	109.18%	Investment Progress against Profile
CUSTOMER SERVICE		100%	76.38%			Percentage replied within 5 days
		4%	3.60%			Monthly Staff Absence %