

KEY PERFORMANCE INDICATORS	Report as at 31st July 2009	<i>Headliners</i>	

SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET 2009/10	Performance - End June 2009			KEY PERFORMANCE INDICATOR
			New Charter Homes	AKSA	Gedling Homes	
REVENUES/INCOME	100.10%	99.80%	99.98%	98.91%	97.99%	Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)
			0.25			Average Number of RTB/RTA per Month
RELETS	0.80%	Under 2.0% BP (Internal Less than 1.5%)	1.62%	0.81%	1.65%	Rent Loss from voids (%)
	24 days	28	35.8 days	17.0 days	33.7 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%	8.28%	68.75%	7.62%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	214 - 1.5%	247	7	98	Number of Current Voids
REPAIRS	99.1% (24 hours)	99%	100.00%	100.00%	94.44%	EMERGENCIES - % responded to within 4 hours target (Gedling 24 Hrs)
	97.2%	99%	100.00%	100.00%	83.16%/78.76%	URGENT - % completed within 1 week target (Gedling 3 days / 7 Days)
	98%	97%	98.48%	99.45%	73.85%	ROUTINE - % completed within 1 month target (Gedling 14 Days)
		85%	82.38%	86.25%	NA	ROUTINE - % completed within 15 Working Days
		5 days	5.94 days		5.51 days	Average Time taken to complete any repair (current financial year average)
	99.00%	100%	99.74%	99.11%	97.76%	% Gas Servicing Certificates in Date
	99.10%	100%	100.00%	100.00%	NA	Appointments kept by Building Company (%)
		100%	90.24%	NA	114.58%	Investment Progress against Profile
CUSTOMER SERVICE		100%	73.50%			Percentage replied within 5 days
		4%	4.00%			Monthly Staff Absence %