REPORT TO GMT — Performance Monitoring 22nd September

KEY PERFORMANCE INDICATORS	Report as at 31st August 2009	*Headliners*

SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET 2009/10	Performance - End August 2009: New Charter Homes	AKSA	Gedling Homes	KEY PERFORMANCE INDICATOR
REVENUES/INCOME	100.10%	99.80%	99.81%	99.13%	98.18%	**Rolling Collection Rate (%)** (net of Housing Benefit arrears *estimated*)
			0.8	-	-	Average Number of RTB/RTA per Month
RELETS	0.80%	Under 2.0% BP (Internal Less than1.5%)	1.66%	0.81%	1.66%	Rent Loss from voids (%)
	24 days	28	35.8 days	12.8 days	31.9 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%	10.28%	72.73%	9.33%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	214 - 1.5%	268	7	91	Number of Current Voids
REPAIRS	99.1% (24 hours)	99%	100.00%	100.00%	80.00%	EMERGENCIES - % responded to within 4 hours target (Gedling 24 Hrs)
	97.2%	99%	100.00%	100.00%	77%/70%	URGENT - % completed within 1 week target (Gedling 3 days / 7 Days)
	98%	97%	98.48%	99.45%	61.00%	ROUTINE - % completed within 1 month target (Gedling 14 Days)
		85%	84.48%	88.43%	NA	ROUTINE - % completed within 15 Working Days
		5 days	5.91 days		7.84 days	Average Time taken to complete any repair (current financial year average)
		100%	99.84%	100.00%	99.60%	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs
	99.00%	100%	99.70%	99.11%	98.80%	% Gas Servicing Certificates in Date
	99.10%	100%	100.00%	100.00%	NA	Appointments kept by Building Company (%)
		100%	91.19%	NA	118.91%	Investment Progress against Profile
		100%	98.40%	NA	NA	% of Caretaking Sites Visited
CUSTOMER SERVICE		100%				Percentage replied within 5 days
		4%	3.70%			Monthly Staff Absence %