

KEY PERFORMANCE INDICATORS	Report as at	Headliners		
	30th September 2009			

SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET 2009/10	Performance - End September 2009			KEY PERFORMANCE INDICATOR
			New Charter Homes	AKSA	Gedling Homes	
REVENUES/INCOME	100.10%	99.80%	100.2%	101.3%	98.6%	Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)
			0.9	-	-	Average Number of RTB/RTA per Month
RELETS	0.80%	Under 2.0% BP (Internal Less than 1.5%)	1.7%	0.7%	1.6%	Rent Loss from voids (%)
	24 days	28	36.0 days	14.5 days	33.7 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%	10.5%	76.0%	8.3%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	214 - 1.5%	245	5	88	Number of Current Voids
REPAIRS	99.1% (24 hours)	99%	100.0%	100.0%	81.0%	EMERGENCIES - % responded to within 4 hours target (Gedling 24 Hrs)
	97.2%	99%	100.0%	100.0%	77%/71%	URGENT - % completed within 1 week target (Gedling 3 days / 7 Days)
	98%	97%	97.7%	99.4%	61.0%	ROUTINE - % completed within 1 month target (Gedling 14 Days)
		85%	84.5%	87.8%	NA	ROUTINE - % completed within 15 Working Days
		5 days	5.92 days		7.87 days	Average Time taken to complete any repair (current financial year average)
		100%	100.0%	100.0%	94.6%	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs
		100%	99.8%	99.1%	99.7%	% Gas Servicing Certificates in Date
		100%	100.0%	100.0%	NA	Appointments kept by Building Company (%)
		100%	95.9%	NA	116.4%	Investment Progress against Profile
		100%	98.4%	NA	NA	% of Caretaking Sites Visited
CUSTOMER SERVICE		100%	81.0%			Percentage replied within 5 days
		4%	3.4%			Monthly Staff Absence %

