

**KEY
PERFORMANCE
INDICATORS**

Report as at
31st October
2009

Headliners

SECTION	Top 25 % (RSL) BENCHMARK	NCH TARGET 2009/10	Performance - End October 2009			KEY PERFORMANCE INDICATOR
			New Charter Homes	AKSA	Gedling Homes	
REVENUES/INCOME	100.10%	99.80%	100.4%	100.1%	98.3%	Rolling Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)
			0.8	-	-	Average Number of RTB/RTA per Month
RELETS	0.80%	Under 2.0% BP (Internal Less than 1.5%)	1.65%	0.73%	1.60%	Rent Loss from voids (%)
	24 days	28	35.4 days	15.4 days	37.0 days	Average relet times for voids (calendar days) New Core Definition
	14.7% (ave)	3.6%	10.7%	79.3%	7.7%	Proportion of BME lets compared to all Lettings
	2.1% (315 - nat ave)	214 - 1.5%	213	4	95	Number of Current Voids
REPAIRS	99.1% (24 hours)	99%	100.0%	100.0%	80.0%	EMERGENCIES - % responded to within 4 hours target
	97.2%	99%	100.0%	100.0%	72.0%	URGENT - % completed within 1 week target
	98%	97%	97.7%	99.3%	62.0%	ROUTINE - % completed within 1 month target (Gedling 14 Days)
		85%	77.6%	84.9%	NA	ROUTINE - % completed within 15 Working Days
		5 days	5.78 days		7.27 days	Average Time taken to complete any repair (current financial year average)
		100%	100.0%	100.0%	94.0%	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs
	99.00%	100%	99.9%	99.7%	99.7%	% Gas Servicing Certificates in Date
	99.10%	100%	100.0%	100.0%	NA	Appointments kept by Building Company (%)
		100%	100.1%	NA	114.9%	Investment Progress against Profile
CUSTOMER SERVICE		100%	87.2%			Percentage replied within 5 days
		4%	3.67%			Cumulative Staff Absence %