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|-----------------------------------|--------------------|-------------------|--|--|
| KEY PERFORMANCE INDICATORS | Report as at | <i>Headliners</i> | | |
| | 30th November 2009 | | | |

| SECTION | Top 25 % (RSL) BENCHMARK | NCH TARGET 2009/10 | Performance - End November 2009 | | | KEY PERFORMANCE INDICATOR |
|------------------|--------------------------|---|---------------------------------|-----------|---------------|--|
| | | | New Charter Homes | AKSA | Gedling Homes | |
| REVENUES/ INCOME | 100.10% | 99.80% | 100.5% | 100.4% | 98.0% | 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%) | 1.63% | 0.67% | 1.66% | Rent Loss from voids (%) |
| | 26.1 Days | 28 Days | 34.2 days | 16.9 days | 38.2 days | Average relet times for voids (calendar days) New Core Definition |
| | 17.40% | 3.6% | 10.7% | 78.1% | 6.7% | Proportion of BME lets compared to all Lettings |
| | 0.90% | 185 - 1.4% | 196 | 1 | 101 | Number of Current Voids |
| REPAIRS | 99.1% (24 hours) | 99% | 100.0% | 100.0% | 73.7% | EMERGENCIES - % responded to within 4 hours target |
| | 97.2% | 99% | 100.0% | 100.0% | 73.0% | URGENT - % completed within 1 week target |
| | 98% | 97% | 98.3% | 99.6% | 65.0% | ROUTINE - % completed within 1 month target (Gedling 14 Days) |
| | | 85% | 83.2% | 84.3% | NA | ROUTINE - % completed within 15 Working Days |
| | | 5 days | 5.67 days | | 7.87 days | Average Time taken to complete any repair (current financial year average) |
| | | 100% | 100.0% | 100.0% | 92.0% | Number of Repairs completed "Right First Time" - expressed as % of total completed repairs |
| | 99.00% | 100% | 99.9% | 100.0% | 99.7% | % Gas Servicing Certificates in Date |
| | 99.10% | 100% | 100.0% | 100.0% | NA | Appointments kept by Building Company (%) |
| | | 100% | 98.4% | NA | 113.1% | Investment Progress against Profile |
| CUSTOMER SERVICE | | 100% | 86.6% | | | Percentage replied within 5 days |
| | | 4% | 3.59% | | | Cumulative Staff Absence % |