

REPORT TO GMT - Tuesday 19th January 2010

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KEY	PERFORMANCE	INDICATORS	Headliners			
SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK	NCH TARGET 2009/10	Performance - End December 2009		
				New Charter Homes	AKSA	Gedling Homes
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)		5 days	5.47 days		7.84 days
	Telephone Call Handling - Unanswered calls		5%	3.10%	8.40%	5.70%
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	89.11%	71.82%	79.00%
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	92.57%	100.00%	99.64%
	Overall Satisfaction with Newly Let Property (Very and Fairly Good)		100%	73.00%	NA	95.00%
	Overall Satisfaction with Investment Works (Very and Fairly Satisfied)		100%		NA	95.00%
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs		100%	100.0%	100.0%	93.7%
	Appointments kept by Building Company (%)	99.10%	100%	100.0%	100.0%	NA
	Complaints -Percentage replied within 5 Working Days		100%	94.28%		
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)	100.10%	99.80%	100.5%	100.4%	99.81%
	Average Number of RTB/RTA per Month			0.8	-	-
	Investment Progress against Profile		100%	96.76%	NA	110.76%
	Rent Loss from voids (%)	0.80%	Under 2.0% BP (Internal Less than 1.5%)	1.60%	0.61%	1.66%
	Number of Current Voids	0.90%	185 - 1.4%	183	2	99
	Average relet times for voids (calendar days) New Core Definition	26.1 Days	28 Days	33.1 days	16.9 days	38.8 days
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	99.10%	99%	100.0%	100.0%	78.7%
	URGENT - % completed within 1 week target	97.2%	99%	100.0%	100.0%	72.4%
	ROUTINE - % completed within 1 month target (Gedling 14 Days)	98%	97%	98.7%	99.4%	66.5%
	ROUTINE - % completed within 15 Working Days		85%	85.8%	79.3%	NA
	% Gas Servicing Certificates in Date	99.00%	100%	99.80%	100.0%	99.70%
	% of Caretaking Sites Visited		100%	99.0%	NA	NA
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	17.40%	3.6%	11.4%	78.1%	7.1%
HUMAN RESOURCES	Cumulative Staff Absence %	4%	4%	3.53%		