

REPORT TO GMT - Tuesday 23rd March 2010						
KEY	PERFORMANCE	INDICATORS	Headliners			
SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK	NCH TARGET 2009/10	Performance - End February 2010		
				New Charter Homes	AKSA	Gedling Homes
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)		5 days	5.75 days		8.59 Days
	Telephone Call Handling - % Unanswered calls		5%	2.89%	8.11%	6.18%
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	88.9%	70.1%	79.0%
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	84.9%	100.0%	99.6%
	Overall Satisfaction with Newly Let Property (Very and Fairly Good)		100%	77.0%	NA	100.0%
	Overall Satisfaction with Investment Works (Very and Fairly Satisfied)		100%	99.0%	NA	95.0%
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs		100%	99.9%	100.0%	93.0%
	Appointments kept by Building Company (%)	99.10%	100%	99.9%	100.0%	NA
Complaints -Percentage replied within 5 Working Days		100%	82.32%			
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)	100.10%	99.80%	100.5%	99.9%	99.3%
	Average Number of RTB/RTA per Month			1	only 1 this year	-
	Investment Progress against Profile		100%	95.5%	NA	109.8%
	Rent Loss from voids (%)	0.80%	Under 2.0% BP (Internal Less than 1.5%)	1.5%	0.6%	1.7%
	Number of Current Voids	0.90%	185 - 1.4%	175	4	94
	Average relet times for voids (calendar days) New Core Definition	26.1 Days	28 Days	32.3 days	16.1 days	36.4 days
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	99.10%	99%	96.6%	100.0%	76.0%
	URGENT - % completed within 1 week target	97.2%	99%	99.9%	100.0%	76.9%
	ROUTINE - % completed within 1 month target (Gedling 14 Days)	98%	97%	97.4%	99.4%	82.5%
	ROUTINE - % completed within 15 Working Days		85%	77.1%	80.6%	NA
	% Gas Servicing Certificates in Date	99.00%	100%	99.7%	100.0%	99.7%
	% of Caretaking Sites Visited		100%	100.0%	NA	NA
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	17.40%	3.6%	11.4%	76.7%	8.1%
HUMAN RESOURCES	Cumulative Staff Absence %	4%	4%	3.47%		