

REPORT TO GMT - Tuesday 18th May 2010

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KEY	PERFORMANCE	INDICATORS	Headliners			
SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK	NCH TARGET 2009/10	Performance - End April 2010		
				New Charter Homes	AKSA	Gedling Homes
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)		5 days	8.12 Days		5.12 Days
	Telephone Call Handling - % Unanswered calls		5%	2.90%	NA	3.60%
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	83.5%	82.3%	91.0%
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	96.4%	NA	NA
	Overall Satisfaction with Newly Let Property (Very and Fairly Good)		100%	80.0%	NA	94.0%
	Overall Satisfaction with Investment Works (Very and Fairly Satisfied)		100%	98.2%	NA	95.0%
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs		100%	92.9%	100.0%	92.8%
	Appointments kept (%)	99.10%	100%	100.0%	100.0%	86.2%
Complaints -Percentage replied within 5 Working Days		100%	82.47%			
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)	100.10%	99.80%	100.90%	101.36%	99.66%
	Average Number of RTB/RTA per Month			1 Only	-	-
	Investment Progress against Profile		100%	98.4%		110.0%
	Rent Loss from voids (%)	0.80%	Under 2.0% BP (Internal Less than 1.5%)	1.3%	0.5%	2.0%
	Number of Current Voids	0.90%	185 - 1.4%	190	3	106
	Average relet times for voids (calendar days) New Core Definition	26.1 Days	28 Days	24.8 days	14.0 days	56.9 days
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	99.10%	99%	100.0%	100.0%	96.6%
	URGENT - % completed within 1 week target	97.2%	99%	100.0%	100.0%	80.6%
	ROUTINE - % completed within 1 month target (Gedling 14 Days)	98%	97%	95.7%	100.0%	90.4%
	ROUTINE - % completed within 15 Working Days		85%	70.0%	75.5%	NA
	% Gas Servicing Certificates in Date	99.00%	100%	99.6%	99.3%	98.6%
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	17.40%	3.6%	17.3%	100.0%	19.1%
HUMAN RESOURCES	Cumulative Staff Absence %	4%	4%	2.00%		