

REPORT TO GMT - Friday 25th June 2010						
KEY	PERFORMANCE	INDICATORS	Headliners			
SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK 2009/10	NCH TARGET 2009/10	Performance - End May 2010		
				New Charter Homes	AKSA	Gedling Homes
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)		5 days	7.56 days		7.39 days
	Telephone Call Handling - % Unanswered calls		5%	2.50%	NA	1.90%
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	87.6%	73.0%	
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	95.0%	No returns	NA
	Overall Satisfaction with Newly Let Property (Very and Fairly Good)		100%	80.0%	NA	84.0%
	Overall Satisfaction with Investment Works (Very and Fairly Satisfied)		100%	98.2%	NA	95.4%
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs		100%	99.90%		95.97%
	Appointments kept (%)	99.02%	100%	100.0%	100.0%	NA
Complaints -Percentage replied within 5 Working Days		100%	74.13%			
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i> )	100.28%	99.80%	101.10%	102.68%	99.85%
	Average Number of RTB/RTA per Month			1 Only	-	-
	Investment Progress against Profile		100%	98.5%	NA	109.5%
	Rent Loss from voids (%)	0.76%	Under 2.0% BP (Internal Less than 1.5%)	1.3%	0.4%	2.0%
	Number of Current Voids	0.55%	185 - 1.4%	173	2	102
	Average relet times for voids (calendar days) New Core Definition	21.6 Days	28 Days	28.3 days	16.3 days	61.4 days
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	99.70%	99%	100.0%	100.0%	93.5%
	URGENT - % completed within 1 week target	98.8%	99%	100.0%	100.0%	87.9%
	ROUTINE - % completed within 1 month target (Gedling 14 Days)	98.8%	97%	96.5%	99.8%	93.9%
	ROUTINE - % completed within 15 Working Days		85%	71.6%	74.3%	NA
	% Gas Servicing Certificates in Date	99.00%	100%	99.6%	99.3%	98.7%
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	NA	3.6%	15.2%	100.0%	12.9%
HUMAN RESOURCES	Cumulative Staff Absence %	4%	4%	1.93%		