

REPORT TO GMT - Tuesday 20th July 2010						
KEY PERFORMANCE INDICATORS		INDICATORS		Headliners		
SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK 2009/10	NCH TARGET 20010/11	Performance - End June 2010		
				New Charter Homes	AKSA	Gedling Homes
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)		5 days	6.41 days		8.93 days
	Telephone Call Handling - % Unanswered calls		5%	2.10%		
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	89.4%	76.6%	97.5%
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	96.7%	NA	97.0%
	Overall Satisfaction with Newly Let Property (Very and Fairly Good)		100%	84.0%	NA	NA
	Overall Satisfaction with Investment Works (Very and Fairly Satisfied)		100%	98.2%	NA	99.0%
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs		100%	99.90%		98.96%
	Appointments kept (%)	99.02%	100%	100.0%	100.0%	NA
Complaints -Percentage replied within 5 Working Days		100%	66.67%			
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i> )	100.28%	99.80%	100.87%	100.14%	99.94%
	Average Number of RTB/RTA per Month			1 SO FAR	-	-
	Investment Progress against Profile		100%	99.0%	NA	108.9%
	Rent Loss from voids (%)	0.76%	Under 2.0% BP (Internal Less than 1.5%)	1.3%	0.3%	2.1%
	Number of Current Voids	0.55%	185 - 1.4%	177	2	100
	Average relet times for voids (calendar days) New Core Definition	21.6 Days	28 Days	27.5 days	16.3 days	56.7 days
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	99.70%	99%	100.0%	100.0%	94.1%
	URGENT - % completed within 1 week target	98.8%	99%	100.0%	100.0%	95.7%
	ROUTINE - % completed within 1 month target	98.8%	97%	97.3%	99.7%	94.2%
	ROUTINE - % completed within 15 Working Days		85%	72.1%	76.2%	NA
	% Gas Servicing Certificates in Date	99.00%	100%	99.9%	99.0%	99.2%
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	NA	3.6%	13.4%	100.0%	6.5%
HUMAN RESOURCES	Cumulative Staff Absence %	4%	4%	1.79%		