

REPORT TO GMT - Tuesday 24th August 2010						
KEY PERFORMANCE INDICATORS		INDICATORS		Headliners		
SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK 2009/10	NCH TARGET 20010/11	Performance - End July 2010		
				New Charter Homes	AKSA	Gedling Homes
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)		5 days	6.89 days		11.09 days
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	89.4%	73.0%	96.5%
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	100.0%	100.0%	96.5%
	Overall Satisfaction with Newly Let Property (Very and Fairly Good)		100%	80.0%	NA	92.0%
	Overall Satisfaction with Investment Works (Very and Fairly Satisfied)		100%	95.0%	NA	98.0%
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs		100%	99.91%		98.86%
	Appointments kept (%)	99.02%	100%	100.0%	100.0%	NA
	Complaints -Percentage replied within 5 Working Days		100%	72.73%		
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)	100.28%	99.80%	100.76%	100.33%	100.05%
	Average Number of RTB/RTA per Month			1 SO FAR	-	1 SO FAR
	Investment Progress against Profile		100%	99.5%	NA	108.9%
	Rent Loss from voids (%)	0.76%	Under 2.0% BP (Internal Less than 1.5%)	1.2%	0.4%	1.7%
	Number of Current Voids	0.55%	185 - 1.4%	178	7	91
	Average relet times for voids (calendar days) New Core Definition	21.6 Days	28 Days	28.4 days	14.0 days	59.8 days
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	99.70%	99%	100.0%	99.5%	97.8%
	URGENT - % completed within 1 week target	98.8%	99%	100.0%	100.0%	87.6%
	ROUTINE - % completed within 1 month target	98.8%	97%	97.6%	99.8%	90.0%
	ROUTINE - % completed within 15 Working Days		85%	72.4%	69.8%	NA
	% Gas Servicing Certificates in Date	99.00%	100%	99.9%	99.1%	99.9%
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	NA	3.6%	16.7%	100.0%	TBC
HUMAN RESOURCES	Cumulative Staff Absence %	4%	4%	1.74%		