

REPORT TO GMT - Tuesday 21st September 2010						
KEY PERFORMANCE INDICATORS		INDICATORS		Headliners		
SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK 2009/10	NCH TARGET 20010/11	Performance - End August 2010		
				New Charter Homes	AKSA	Gedling Homes
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)		5 days	5.90 days		14.29 days
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	89.8%	76.7%	95.9%
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	100.0%	100.0%	97.2%
	Overall Satisfaction with Newly Let Property (Very and Fairly Good)		100%	81.0%	NA	96.0%
	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%	99.92%		96.45%
	Appointments kept (%)	99.02%	100%	100.0%	100.0%	NA
	Complaints -Percentage replied within 5 Working Days		100%	72.22%		
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)	100.28%	99.80%	100.75%	100.82%	100.12%
	Average Number of RTB/RTA per Month			1 SO FAR	-	1 SO FAR
	Investment Progress against Profile		100%	109.2%	NA	101.8%
	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%	185	3	87
	Average relet times for voids (calendar days) New Core Definition	21.6 Days	28 Days	28.4 days	13.5 days	57.7 days
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	99.70%	99%	100.0%	100.0%	95.7%
	URGENT - % completed within 1 week target	98.8%	99%	100.0%	99.9%	86.5%
	ROUTINE - % completed within 1 month target	98.8%	97%	97.9%	99.7%	81.9%
	ROUTINE - % completed within 15 Working Days		85%	74.3%	65.9%	NA
	% Gas Servicing Certificates in Date	99.00%	100%	99.98%	99.56%	99.94%
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	NA	3.6%	16.7%	100.0%	4.3%
HUMAN RESOURCES	Cumulative Staff Absence %	4%	4%	1.91%		