

REPORT TO GMT - Tuesday 19th October 2010						
KEY PERFORMANCE INDICATORS		INDICATORS		Headliners		
SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK 2009/10	NCH TARGET 20010/11	Performance - End September 2010		
				New Charter Homes	AKSA	Gedling Homes
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)		5 days	5.99 days		16.75 Days
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	90.1%	75.9%	94.9%
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	96.5%	100.0%	97.9%
	Overall Satisfaction with Newly Let Property (Very and Fairly Good)		100%	71.0%		94.0%
	Overall Satisfaction with Investment Works (Very and Fairly Satisfied)		100%	95.0%		98.0%
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs		100%	99.92%		96.63%
	Appointments kept (%)	99.02%	100%	100.0%	100.0%	NA
	Complaints -Percentage replied within 5 Working Days		100%	75.25%		
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i>)	100.28%	99.80%	100.60%	99.47%	100.19%
	Average Number of RTB/RTA per Month			2 so far		1 so far
	Investment Progress against Profile		100%	106.1%	NA	102.8%
	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%	166	2	82
	Average relet times for voids (calendar days) New Core Definition	21.6 Days	28 Days	28.2 days	13.5 days	60.1 days
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	99.70%	99%	100.0%	100.0%	93.9%
	URGENT - % completed within 1 week target	98.8%	99%	100.0%	100.0%	84.5%
	ROUTINE - % completed within 1 month target	98.8%	97%	98.0%	99.6%	77.1%
	ROUTINE - % completed within 15 Working Days		85%	75.6%	64.5%	NA
	% Gas Servicing Certificates in Date	99.00%	100%	100.0%	100.0%	99.17%
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	NA	3.6%	12.2%	93.3%	7.0%
HUMAN RESOURCES	Cumulative Staff Absence %	4%	4%	2.14%		