

REPORT TO GMT - Tuesday 18th January 2011						
KEY PERFORMANCE INDICATORS		INDICATORS		Headliners		
SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK 2009/10	NCH TARGET 20010/11	Performance - End December 2010		
				New Charter Homes	AKSA	Gedling Homes
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)		5 days	5.45 Days		15.14 days
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	91.0%	78.1%	96.3%
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	99.6%	100.0%	97.8%
	DISSATISFACTION with Condition of Newly Let Property (Very and Fairly dissatisfied)		0%	8.9%	NA	18.0%
	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%	99.94%		97.06%
	Appointments kept (%)	99.02%	100%	100.0%	100.0%	NA
	Complaints -Percentage replied within 5 Working Days		100%	76.12%		
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%) (net of Housing Benefit arrears estimated)	100.28%	99.80%	100.66%	100.46%	100.32%
	Average Number of RTB/RTA per Month			2 so far	NA	4 so far
	Investment Progress against Profile		100%	101.5%	NA	102.8%
	Rent Loss from voids (%)	0.76%	Under 2.0% BP (Internal Less than 1.5%)	1.2%	0.5%	1.5%
	Number of Current Voids	0.55%	185 - 1.4%	198	5	75
	Average relet times for voids (calendar days) New Core Definition	21.6 Days	28 Days	28.4 days	14.8 days	57.5 days
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	99.70%	99%	100.0%	100.0%	95.0%
	URGENT - % completed within 1 week target	98.8%	99%	100.0%	100.0%	84.8%
	ROUTINE - % completed within 1 month target	98.8%	97%	97.8%	99.6%	78.1%
	ROUTINE - % completed within 15 Working Days		85%	76.2%	69.3%	NA
	% Gas Servicing Certificates in Date	99.00%	100%	100.0%	100.0%	99.55%
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	NA	3.6%	12.1%	83.3%	5.6%
HUMAN RESOURCES	Cumulative Staff Absence %	4%	4%	2.52%		