

REPORT TO GMT - Tuesday 22nd February 2011						
KEY	PERFORMANCE	INDICATORS	Headliners			
SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK 2009/10	NCH TARGET 20010/11	Performance - End January 2011		
				New Charter Homes	AKSA	Gedling Homes
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)		5 days	5.50 Days		14.21 Days
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	91.6%	79.4%	96.3%
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	99.7%	100.0%	97.8%
	SATISFACTION with Condition of Newly Let Property (Very ,Fairly satisfied, Ok)		0%	90.0%	NA	87.0%
	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%	99.87%		97.31%
	Appointments kept (%)	99.02%	100%	100.0%	100.0%	NA
	Contacts -Percentage replied within 5 Working Days		100%	76.33%		
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%) (net of Housing Benefit arrears <i>estimated</i> )	100.28%	99.80%	100.62%	99.66%	100.20%
	Investment Progress against Profile		100%	100.4%	NA	103.2%
	Rent Loss from voids (%)	0.76%	Under 2.0% BP (Internal Less than 1.5%)	1.2%	0.5%	1.4%
	Number of Current Voids	0.55%	185 - 1.4%	190	3	73
	Average relet times for voids (calendar days) New Core Definition	21.6 Days	28 Days	29.0 days	17.7 days	58.0 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%	100.0%	85.1%
	ROUTINE - % completed within 1 month target	98.8%	97%	97.8%	99.6%	78.5%
	ROUTINE - % completed within 15 Working Days		85%	75.4%	67.8%	NA
	% Gas Servicing Certificates in Date	99.00%	100%	100.0%	100.0%	99.82%
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	NA	3.6%	12.6%	84.2%	5.1%
HUMAN RESOURCES	Cumulative Staff Absence %	4%	4%	2.59%		