

KEY

PERFORMANCE

INDICATORS

Headliners

SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK 2009/10	NCH TARGET 20010/11	Performance - End February 2011			Direction of Travel
				New Charter Homes	AKSA	Gedling Homes	
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)		5 days	5.44Days		14.08Days	
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	90.3%	78.9%	96.3%	
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	99.1%	100.0%	97.8%	
	SATISFACTION with Condition of Newly Let Property (Very ,Fairly satisfied, Ok)		0%	88.7%	NA	93.0%	
	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%	99.33%		96.88%	
	Appointments kept (%)	99.02%	100%	100.0%	100.0%	NA	
	Contacts -Percentage replied within 5 Working Days		100%	76.63%			
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%)	100.28%	99.80%	100.54%	99.02%	100.17%	
	Investment Progress against Profile		100%	100.0%	NA	103.6%	
	Rent Loss from voids (%)	0.76%	Less than1.5%	1.2%	0.5%	1.5%	
	Number of Current Voids	0.55%	260- 1.4%	186	1	70	
	Average relet times for voids (calendar days) New Core Definition	21.6 Days	28 Days	29.4 days	17.9 days	56.2 days	
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	99.70%	99%	100.0%	100.0%	95.4%	
	URGENT - % completed within 1 week target	98.8%	99%	100.0%	100.0%	82.2%	
	ROUTINE - % completed within 1 month target	98.8%	97%	98.0%	100.0%	81.1%	
	% Gas Servicing Certificates in Date	99.00%	100%	100.0%	100.0%	99.88%	
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings		3.6%	12.5%	76.2%	5.7%	
HUMAN RESOURCES	Cumulative Staff Attendance %		96%	97.42%			