

KEY

PERFORMANCE

INDICATORS

Headliners

SECTION	KEY PERFORMANCE INDICATOR	Top 25 % (RSL) BENCHMARK 2009/10	NCH TARGET 2010/11	Performance - End March 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	5.24 Days		12.51 Days	↓
	Telephone Call Handling - % Unanswered calls		5%				↕
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)		100%	90.4%	78.2%	99.4%	↕
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)		100%	98.6%	100.0%	100.0%	↑
	SATISFACTION with Condition of Newly Let Property (Very ,Fairly satisfied, Ok)		0%	88.7%	NA	90.0%	↕
	Overall Satisfaction with Investment Works (Very and Fairly Satisfied)		100%	95.0%	NA	98.7%	↕
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs		100%	99.80%		96.95%	↑
	Appointments kept (%)	99.02%	100%	100.0%	100.0%	NA	↔
	Contacts -Percentage replied within 5 Working Days		100%	77.42%			↑
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%)	100.28%	99.80%	100.53%	99.44%	99.86%	↑
	Average Number of RTB/RTA per Month			2 so far	NA	4 so far	↕
	Investment Progress against Profile		100%	101.1%	NA	103.4%	↕
	Rent Loss from voids (%)	0.76%	Less than1.5%	1.26%	0.46%	1.4%	↓
	Number of Current Voids	0.55%	260- 1.4%	145	5	63	↓
	Average relet times for voids (calendar days) New Core Definition	21.6 Days	28 Days	29.4 days	17.7 days	54.5 days	↓
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	99.70%	99%	100.0%	100.0%	96.3%	↑
	URGENT - % completed within 1 week target	98.8%	99%	100.0%	100.0%	85.8%	↑
	ROUTINE - % completed within 1 month target	98.8%	97%	97.6%	100.0%	81.7%	↑
	ROUTINE - % completed within 15 Working Days		85%				↑
	% Gas Servicing Certificates in Date	99.00%	100%	100.0%	100.0%	99.73%	↑
% of Caretaking Sites Visited		100%					
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings		3.6%	12.3%	72.7%	5.4%	↑
HUMAN RESOURCES	Cumulative Staff Attendance %		96%	97.39%			↔