

KEY		PERFORMANCE		INDICATORS		Headliners		
SECTION	KEY PERFORMANCE INDICATOR	Frequency of Monitoring	Top 25 % (RSL) BENCHMARK 2009/10	NCH TARGET 2010/11	Performance - End April 2011			
					New Charter Homes	AKSA	Gedling Homes	Direction of Travel
CUSTOMER EXPERIENCE	Average Time taken to complete any repair (current financial year average)	Monthly		5 days	4.21 Days		8.23 Days	↓
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)	Monthly		100%	89.5%	100.0%	91.0%	↓
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)	Monthly		100%	100.0%	NA	100.0%	↑
	SATISFACTION with Condition of Newly Let Property (Very ,Fairly satisfied, Ok)	Quarterly		100%	NA	NA	NA	↔
	Overall Satisfaction with Investment Works (Very and Fairly Satisfied)	Monthly		100%	95.0%	NA	99.2%	↔
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs	Monthly		100%	99.32%		98.95%	↑
	Appointments kept (%)	Monthly	99.02%	100%	100.0%	100.0%	NA	↔
	Contacts -Percentage replied within 5 Working Days	Monthly		100%	93.0%			↑
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%)	Monthly	100.28%	99.80%	100.19%	99.19%	99.77%	↔
	Former Tenant Arrears - Rolling Collection Rate	Monthly		27%	28.06%			↑
	Investment Progress against Profile	Monthly		100%	85.3%	NA	105.4%	↓
	Rent Loss from voids (%)	Monthly	0.76%	Less than1.5%	1.31%	0.53%	1.8%	↔
	Number of Current Voids	Monthly	0.55%	260- 1.4%	187	4	74	↑
	Average relet times for voids (calendar days) New Core Definition	Monthly	21.6 Days	28 Days	26.3 days	21.0 days	31.8 Days	↓
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	Monthly	99.70%	99%	100.0%	100.0%	100.0%	↑
	URGENT - % completed within 1 week target	Monthly	98.8%	99%	100.0%	100.0%	94.59%	↑
	ROUTINE - % completed within 1 month target	Monthly	98.8%	97%	97.89%	100.0%	98.51%	↑
	All Repairs - % completed within target	Monthly		98%	99.32%	100.0%	97.76%	↑
	% Gas Servicing Certificates in Date	Monthly	99.00%	100%	100.0%	99.9%	99.4%	↔
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	Monthly		5.0%	11.8%	100.0%	0.0%	↑
HUMAN RESOURCES	Cumulative Staff Attendance %	Monthly		96%	97.15%			↑