

KEY PERFORMANCE INDICATORS		INDICATORS		Headliners				
SECTION	KEY PERFORMANCE INDICATOR	Frequency of Monitoring	Top 25 % (RSL) BENCHMARK 2010/11	GROUP TARGET 2011/12	Performance - End August 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	4.73 Days		8.77 Days	↓
	Overall Satisfaction with Repairs	Monthly		95%	93.0%	89.9%	93.2%	↑
	SATISFACTION with Condition of Newly Let Property	Quarterly		95%	96.0%		93.1%	↔
	Overall Satisfaction with Investment Works	Monthly		96%	95.0%		99.2%	↔
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs	Monthly	96.15%	99%	99.33%		95.57%	↑
	Appointments kept (%)	Monthly	99.02%	100%	100.0%	100.0%	96.32%	↔
	Contacts -Percentage replied within 5 Working Days	Monthly		100%	90.4%			↑
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%)	Monthly	100.10%	99.80%	100.62%	99.60%	99.73%	↔
	Former Tenant Arrears - Rolling Collection Rate	Monthly		27%	22.23%			↔
	Investment Progress against Profile	Monthly		100%	102.23%		107.8%	↔
	Rent Loss from voids (%)	Monthly	0.84%	less than 1.4%	1.34%	0.51%	1.60%	↔
	Number of Current Management Voids	Monthly	0.75%	206/10/47- 1.4%	182	3	33	↔
	Average relet times for voids (calendar days) New Core Definition	Monthly	23.54 Days	28 Days	29.0 days	27.0 days	35.4 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%	97.16%	↑
	ROUTINE - % completed within 1 month target	Monthly	98.8%	97%	98.12%	98.5%	98.25%	↑
	All Repairs - % completed within target	Monthly		98%	99.45%		98.24%	↑
	% Gas Servicing Certificates in Date	Monthly	99.00%	100%	100.0%	99.9%	99.5%	↑
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	Monthly		5.5%	11.0%	73.3%	5.4%	↑
HUMAN RESOURCES	Cumulative Staff Attendance %	Monthly	96%	97%	97.25%			↑

Positive/On Target
 Static – In Control
 Being Monitored Closely
 Actions being taken to improve