

KEY PERFORMANCE INDICATORS								
SECTION	KEY PERFORMANCE INDICATOR	Frequency of Monitoring	Top 25 % (RSL) BENCHMARK 2010/11	GROUP TARGET 20011/12	Headliners Performance - End May 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	4.58 Days		9.75 Days	↓
	Overall Satisfaction with Repairs (Very and Fairly Satisfied)	Monthly		95%	93.9%	100.0%	96.0%	↑
	Overall Satisfaction with Gas Servicing (Very and Fairly Satisfied)	Monthly		99%	100.0%	100.0%	100.0%	↑
	SATISFACTION with Condition of Newly Let Property (Very ,Fairly satisfied, Ok)	Quarterly		95%	NA (1/4ly)		NA (1/4ly)	↔
	Overall Satisfaction with Investment Works (Very and Fairly Satisfied)	Monthly		96%	95.0%		99.2%	↔
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs	Monthly	96.15%	99%	99.49%		97.48%	↑
	Appointments kept (%)	Monthly	99.02%	100%	100.0%	100.0%		↔
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%)	Monthly	100.10%	99.80%	100.42%	99.41%	99.66%	↔
	Former Tenant Arrears - Rolling Collection Rate	Monthly		27%	26.46%			↑
	Investment Progress against Profile	Monthly		100%	97.2%		107.9%	↓
	Rent Loss from voids (%)	Monthly	0.84%	less than 1.4%	1.34%	0.61%	2.08%	↔
	Number of Current Managment Voids	Monthly	0.75%	206/10/47- 1.4%	181	8	37	↓
	Average relet times for voids (calendar days) New Core Definition	Monthly	23.54 Days	28 Days	29.7 days	25.2 days	33.5 days	↓
REPAIRS AND MAINTENANCE	EMERGENCIES - % responded to within 4 hours target	Monthly	99.70%	99%	100.0%	98.9%	100.0%	↑
	URGENT - % completed within 1 week target	Monthly	98.8%	99%	100.0%	98.2%	96.25%	↑
	ROUTINE - % completed within 1 month target	Monthly	98.8%	97%	97.40%	97.6%	98.24%	↑
	All Repairs - % completed within target	Monthly		98%	99.26%		97.49%	↑
	% Gas Servicing Certificates in Date	Monthly	99.00%	100%	100.0%	100.0%	99.6%	↔
EQUALITY AND DIVERSITY	Proportion of BME lets compared to all Lettings	Monthly		5.5%	11.9%	80.0%	4.6%	↑
HUMAN RESOURCES	Cumulative Staff Attendance %	Monthly	96%	97%	97.17%			↑

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