





KEY	PERFORMANCE		INDICATORS		Headliners			
SECTION	KEY PERFORMANCE INDICATOR	Frequency of Monitoring	Top 25 % (RSL) BENCHMARK 2010/11	GROUP TARGET 2011/12	Performance - End September 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		9.07 Days	↓
	Overall Satisfaction with Repairs	Monthly		95%	93.9%	90.2%	95.1%	↔
	SATISFACTION with Condition of Newly Let Property	Quarterly		95%	96.0%		75.0%	↓
	Overall Satisfaction with Investment Works	Monthly		96%	97.0%		99.3%	↔
	Number of Repairs completed "Right First Time" - expressed as % of total completed repairs	Monthly	96.15%	99%	99.33%		95.66%	↓
	Appointments kept (%)	Monthly	99.02%	100%	100.0%	100.0%	93.22%	↓
	Contacts -Percentage replied within 5 Working Days	Monthly		100%	91.2%			↑
KEY FINANCIAL IMPACT DATA	Rent - Rolling Collection Rate (%)	Monthly	100.10%	99.80%	100.39%	100.35%	99.76%	↔
	Former Tenant Arrears - Rolling Collection Rate	Monthly		27%	24.31%			↔
	Investment Progress against Profile	Monthly		100%	103.87%		107.8%	↔
	Rent Loss from voids (%)	Monthly	0.84%	less than 1.4%	1.31%	0.49%	1.60%	↔
	Number of Current Management Voids	Monthly	0.75%	206/10/47- 1.4%	172	4	24	↓
	Average relet times for voids (calendar days) New Core Definition	Monthly	23.54 Days	28 Days	28.7 days	25.5 days	37.3 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%	96.86%	↓
	ROUTINE - % completed within 1 month target	Monthly	98.8%	97%	98.07%	98.5%	97.71%	↓
	All Repairs - % completed within target	Monthly		98%	99.38%		97.82%	↓
	% 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		5.5%	10.6%	76.5%	6.0%	↑
HUMAN RESOURCES	Cumulative Staff Attendance %	Monthly	96%	97%	97.32%			↑

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