

## English Rural Housing Association

### Key Performance Indicators and Management Targets – June 2010

Item	Indicator	Qty	Target	Actual	Previous Month
1	Lettings during period (provided by landlord)	1			
2	Re-let void when minor works required	1	14 days	14days	42days
3	Re-let void when major works required		28 days	n/a	30days
4	Dwellings vacant and available to let (provided by landlord)		0	0	0
5	Rent collected as a %age of collectable rent (provided by landlord)		More than 97%	92.08%	102.2%
6	Current arrears excluding housing benefit (provided by landlord)		Less than 3%	3.4%	3.22%
7	Void rent loss			544	852
8	Shared-owner Arrears	Quarterly		3.4%	5.4%
9	Emergency repairs – total completed for month	12			
10	Emergency repairs completed in 24 hours	12	95%	100%	100%
11	Urgent repairs – total completed for month	26			
12	Urgent repairs completed in 7 days	24	95%	92%*	100%
13	Routine repairs – total completed for month	30			
14	Routine repairs completed in 31 days	25	95%	83%**	86%
15	Units with gas having valid gas certificate		100%	92%	93%
16	Tenants satisfied with repairs		90%	100%	100%

\* 2 x parts on order

\*\* 4 x parts on order (not a regularly used contractor), 1 x problem with staff changes at Rok Contractors

### Additional Monthly Monitoring Information

1	No. of repair satisfaction slips returned	11/71
2	No. of complaints about contractors	-
3	No. of complaints about grounds maintenance	-
4	No. of complaints about other ERHA residents	-
5	No. of complaints about non ERHA residents	-
6	No. of complaints about Landlord	1
7	No. of NOSP's served	5
8	No. of ASBOs served	-