

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

| Item | Indicator   | Qty | Target        | Actual | Previous |
|------|---|-----|---------------|--------|----------|
| 1    | Lettings during period (provided by landlord)                       | 7   |               |        |          |
| 2    | Re-let void when no work required                                   | 3   | 21 days       | 19     | 14       |
| 3    | Re-let void when minor works required                               | 4   | 28 days       | 17     | n/a      |
| 4    | Dwellings vacant and available to let (provided by landlord)        | 0   | 0             | n/a    | n/a      |
| 5    | Rent collected as a %age of collectable rent (provided by landlord) |     | More than 97% | 100%   | 100.4%   |
| 6    | Current arrears excluding housing benefit (provided by landlord)    |     |               | 3.29%  | 3.55%    |
| 7    | Shared ownership arrears  |     | Less than 3%  | 3.4%   | 5.4%     |
| 8    | Void rent loss  |     |               | 2760   | 830      |
| 9    | Emergency repairs – total completed for month                       | 38  |               |        |          |
| 10   | Emergency repairs completed in 24 hours                             | 38  | 95%           | 100%   | 100%     |
| 11   | Urgent repairs – total completed for month                          | 69  |               |        |          |
| 12   | Urgent repairs completed in 7 days                                  | 64  | 95%           | 93%    | 97%      |
| 13   | Routine repairs – total completed for month                         | 100 |               |        |          |
| 14   | Routine repairs completed in 31 days                                | 84  |               | 84%    | 93%      |
| 15   | Units with gas having valid gas certificate                         |     | 100%          | 92%    | 95%      |
| 16   | Tenants satisfied with repairs                                      |     | 90%           | 92%    | 100%     |
| 17   | Tenants satisfied with allocations process                          |     | 90%           | n/a    | 95%      |
| 18   | Tenants satisfied with housing service                              |     | 90%           | 91%    | 91%      |

### Additional Monthly Monitoring Information

|   |   |        |
|---|---|--------|
| 1 | No. of repair satisfaction slips returned             | 68/210 |
| 2 | No. of complaints about contractors                   | 3      |
| 3 | No. of complaints about grounds maintenance           | 0      |
| 4 | No. of complaints about other English Rural residents | 0      |
| 5 | No. of complaints about non English Rural residents   | 0      |
| 6 | No. of complaints about Manager                       | 0      |
| 7 | No. of complaints about Landlord                      | 1      |
| 8 | No. of NOSP's served                                  | 12     |
| 9 | No. of ASBOs served                                   | 0      |