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Performance from 1<sup>st</sup> April 2009  
until 31<sup>st</sup> December 2009



Performance Indicator		Performance 2008/09	Position at 31 <sup>st</sup> Dec 2009	Target 2009/10	Are we on target?	Are we getting better?
	Number of Lettable Empty Properties	382	374	300		
	Average time taken to re-let empty properties (days)	49.0	38.5	35		
	Tenant satisfaction with the new tenant service (score out of 10)	7.50	7.6	8		
	The % of complaints responded to within 5 working days	97.4%	96.9%	97%		
	The % of enquiries responded to within 5 working days	91.6%	95.9%	97%		
	The % of calls answered within 20 seconds in the Repairs Call Centre	71.94%	78.17%	80%		
	The % of all emergency repairs completed on target (3 Days)	99.24%	99.3%	98%		
	The % of all repairs completed on the first visit	94.63%	93.58%	85%		
	Days taken to complete non urgent repairs	13.76	7.96	10		
	Customer satisfaction with the responsive repairs service (score out of 10)	7.82	8.18	8		
	Customer satisfaction with the Decent Homes work (score out of 10)	7.83	8.42	8		
	The % of rent and arrears collected	96.87%	97.38%	97.0%		
	The % of rent and rent arrears collected (of rent due during 2009-10)	100.29%	100.5%	100.4%		
	Number of estate assessments meeting 2 star tenant inspector rating	37	40	39		
	Number of estate assessments meeting 3 star tenant inspector rating	24	27	28		

Key	Are we getting better	Key	Are we meeting our targets?
	Performance has improved over the last year		Meeting or exceeding our target
	Performance has remained the same or has dipped marginally over the last year		Marginally below target
	Performance has deteriorated over the last year		Significantly below target