
















# Nottingham City Homes

## Performance from 1<sup>st</sup> April 2010 until 30<sup>th</sup> June 2010



Performance Indicator		Performance 2009/10	Position at 30 <sup>th</sup> June 2010	Qtr 1 Target 2010/11	Are we on target?	Are we getting better?
	Number of Lettable empty properties	276	295	290	A	↔
	Average time taken to re-let empty properties (days)	38.4	39.4	30	R	↔
	Tenant satisfaction with the new tenant service (score out of 10)	7.37	7.19	8	A	↔
	The % of complaints responded to within 5 working days	96.7%	97.7%	97%	G	↑
	The % of enquiries responded to within 5 working days	95.5%	92.3%	97%	A	↔
	The % of calls answered within 20 seconds in the Repairs Call Centre	74.88%	75.83%	80%	A	↑
	The % of all emergency repairs completed within 3 days	99.20%	98.59%	98%	G	↔
	The % of all repairs completed on the first visit	93.89%	93.99%	85%	G	↑
	Days taken to complete non urgent repairs	8.81	10	10	G	↔
	Customer satisfaction with the responsive repairs service (score out of 10)	8.10	8.25	8	G	↑
	Customer satisfaction with the Decent Homes work (score out of 10)	8.24	8.60	8	G	↑
	The % of rent and arrears collected	97.64%	97.74%	97.50%	G	↑
	The % of rent and rent arrears collected (of rent due during 2010-11)	100.53%	99.73%	100%	A	↔
	Number of estate assessments meeting 2 star tenant inspector rating	40	41	42	A	↑
	Number of estate assessments meeting 3 star tenant inspector rating	24	21	32	R	↔

Key	Are we getting better	Key	Are we meeting our targets?
↑	Performance has improved since 2009/10	G	Meeting or exceeding our target
↔	Performance has remained the same or has dipped marginally since 2009/10	A	Marginally below target
↓	Performance has deteriorated since 2009/10	R	Significantly below target