































# Nottingham City Homes Service Standards

Performance from 1<sup>st</sup> April 2008  
until 31<sup>st</sup> March 2009



Performance Indicator		Performance 2007/08	Target 2008/2009	Performance 2008/09	Are we on target?	Are we getting better?
	The % of complaints responded to within 5 working days	74%	97%	97.4%		
	The % of enquiries responded to within 5 working days	77%	97%	91.6%		
	The percentage of calls answered within 18 seconds in the Rents Call Centre	70.5%	80%	75.9%		
	The % of all emergency repairs completed on target	97.04%	97%	99.24%		
	Customers indicating that they were satisfied with the responsive repairs service	7.52	8	7.94		
	The % of rent and arrears collected	96.23%	96.4%	96.87%		
	Average time taken to register an application	15 Days	5 Days	8.2 Days		
	Average time taken to re-let empty properties	63.7 Days	30 Days	49 Days		
	The % of estate assessments meeting 2 star tenant inspector rating	62%	100%	95%		
	The % of abandoned properties investigated within 2 working days of receiving a report of potential abandonment	57%	97%	72.5%		

This briefing provides a snapshot of how Nottingham City Homes is performing. Current performance has been compared to last year. More detailed information can be found on our website: [www.nottinghamcityhomes.org.uk](http://www.nottinghamcityhomes.org.uk)

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 over the last year		Marginally below target
	Performance has deteriorated over the last year		Significantly below target