










## Performance 2009/10

December 2009

Performance Indicator	Last Years Performance 2008/09	Target 2009/10	Performance this year 2009/10	
Repairs Call Centre Average Ring Time TS14	<b>34.91 seconds</b>	<b>35 seconds</b>	<b>35.58 seconds</b>	
Percentage of urgent repairs completed within time limits (PR1) TS1	<b>100%</b>	<b>99.9%</b>	<b>99.9%</b>	
Average time that council properties are empty C1	<b>28.2 days</b>	<b>25 days</b>	<b>30.3 days**</b>	
Rent arrears as a percentage of the amount due HM12	<b>1.11%</b>	<b>1.30%</b>	<b>1.40%</b>	
% of intercom calls received at the Support Centre answered within 60 seconds HM3	<b>98.08%</b>	<b>97%</b>	<b>98.00%</b>	
Average time to respond to complaints C4	<b>1.97 working day</b>	<b>5.0 working days</b>	<b>5.35* working day</b>	
Number of Complaints Received	<b>70</b>	<b>No target set</b>	<b>54*</b>	
Percentage of tenants with more than 7 weeks rent arrears BV66b	<b>2.99%</b>	<b>2.95%</b>	<b>3.19%</b>	
Percentage of tenants evicted as a result of rent arrears BV66d	<b>0.49%</b>	<b>0.24%</b>	<b>0.36%***</b>	
Percentage of homes not meeting the decent home Standard BV184a	<b>1.96%</b>	<b>1%</b>	<b>1.7%</b>	

### Comments:

\* 8 complaints have been received in December, relating to Technical Services.

\*\* The performance for this period was negatively impacted due to the adverse weather conditions, traditionally the Christmas time is a less desirable time for moving home.

\*\*\* The number of evictions is still low and remains the last option where tenants refuse to pay what is owed.

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