










## Performance 2011/12

June  
2011

| Performance Indicator   | Performance 2010/11      | Target 2011/12           | Performance this year 2011/12 |   |
|---|--------------------------|--------------------------|-------------------------------|---|
| Average time that council properties are empty c1                                 | <b>25.30days</b>         | <b>28days</b>            | <b>27.7 days</b>              |    |
| Average time to respond to complaints c4  | <b>4.48 working days</b> | <b>5.00 working days</b> | <b>4.0* working days</b>      |    |
| Number of Complaints Received   | <b>67</b>                | <b>Monitor</b>           | <b>23*</b>                    |   |
| Rent arrears as a percentage of the amount due HM12                               | <b>1.09%</b>             | <b>1.30%</b>             | <b>1.43%</b>                  |   |
| % of intercom calls received at the Support Centre answered within 30 seconds HM3 | <b>97.17%</b>            | <b>97%</b>               | <b>94.96%</b>                 |  |
| Percentage of tenants with more than 7 weeks rent arrears BV66b                   | <b>3.23%</b>             | <b>2.90%</b>             | <b>2.68%</b>                  |  |
| Percentage of tenants evicted as a result of rent arrears BV66d                   | <b>0.33%</b>             | <b>0.24%</b>             | <b>0.07%</b>                  |  |
| Percentage of urgent repairs completed within time limits (PR1) TS1               | <b>99.9%</b>             | <b>100%</b>              | <b>100%</b>                   |  |
| Repairs Call Centre Average Ring Time TS14  | <b>34.85 seconds</b>     | <b>35.00 seconds</b>     | <b>33.33 seconds</b>          |  |
| Percentage of homes not meeting the decent home Standard NI158                    | <b>1.7%</b>              | <b>1.0%</b>              | <b>1.7%**</b>                 |  |

### Comments:

\* 6 complaints have been received in June relating to Tenancy Services, Procurement Team and Responsive Repairs & Voids.

\*\* 1.04% of the 1.07% is attributable to Darlison Court, Brand Court and Summerhill Court. Work at Brand Court commenced in January 2011 and is progressing well. Summerhill Court conversion works will follow directly on from Brand Court.

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