


Performance 2009/10

June
2009

Performance Indicator	Last Years Performance 2008/09	Target 2009/10	Performance this year 2009/10	
Repairs Call Centre Average Ring Time TS14	34.91 seconds	35 seconds	36 seconds	
Percentage of urgent repairs completed within time limits (PR1) TS1	100%	99.9%	100% May 09 figure	
Average time that council properties are empty C1	28.2 days	25 days	38.5 days**	
Rent arrears as a percentage of the amount due HM12	1.11%	1.30%	1.51%	
% of intercom calls received at the Support Centre answered within 60 seconds HM3	98.08%	97%	99.21%	
Average time to respond to complaints C4	1.97 working day	5.0 working days	4.58* working day	
Number of Complaints Received	70	No target set	19*	
Percentage of tenants with more than 7 weeks rent arrears BV66b	2.99%	2.95%	2.68%	
Percentage of tenants evicted as a result of rent arrears BV66d	0.49%	0.24%	0.14%	
Percentage of homes not meeting the decent home Standard BV184a	1.96%	1%	1.96% March 09 figure	

Comments:

* 8 complaints have been received in June, relating to Technical Services, Lettings, Procurement & Tenancy Management.

** An action plan is in place to reduce the average void-relet time to the target figure and voids are being closely monitored.

"Delivering Excellent Housing Services"