










Performance 2010/11

March
2011

Performance Indicator	Last Years Performance 2009/10	Target 2010/11	Performance this year 2010/11	
Repairs Call Centre Average Ring Time TS14	34.86 seconds	35 seconds	34.85 seconds	
Percentage of urgent repairs completed within time limits (PR1) TS1	99.9%	100%	99.9%	
Average time that council properties are empty C1	29.5 days	26 days	25.30days	
Rent arrears as a percentage of the amount due HM12	1.22%	1.30%	1.09%	
% of intercom calls received at the Support Centre answered within 30 seconds HM3	98.07%	97%	97.17%	
Average time to respond to complaints C4	5.37 working days	5.0 working days	4.48* working days	
Number of Complaints Received	83	No target set	67*	
Percentage of tenants with more than 7 weeks rent arrears BV66b	3.19%	2.90%	3.23%	
Percentage of tenants evicted as a result of rent arrears BV66d	0.46%	0.24%	0.33%***	
Percentage of homes not meeting the decent home Standard NI158	2.4%	1%	1.7%**	

Comments:

* 5 complaints have been received in March relating to Supported Housing ,Tenancy Services and Technical Services.

** 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.

*** Eviction will always be the last resort we try very hard to prevent evictions wherever possible. We will continue with campaigns throughout the area to raise awareness about the number of evictions carried out by AHL to prevent more tenants from being evicted and we will continue to communicate this message.

"Delivering Excellent Housing Services"