



























Performance 2011/12

November 2011

	Technical Services Performance Indicator	Performance	Target	Is this on Target?	Are we Improving
	Percentage of Repairs Completed Right First Time (out of 10)	8.3	90.47% (9 out of 10)		
	Repairs Post Inspected by Tenants	Information available for next report		-	-
	Number of Repairs Appointments Made	12323	% appointments made & kept		
	Number of Repairs Appointments Kept	12232	99.2%		
	Overall Satisfaction with Repairs service (out of 10)	8.8	8.3		No Change

	Technical Services Performance Indicator	Performance	Target	Is this on Target?	Are we Improving
	Average Number of days to re let a property	21.3 days	28 days		
	Percentage of tenants satisfied with the way their ASB case was handled	82%	90%		No Change
	Percentage of rent collected as a percentage of rent due	98.16%	99%		
	Number of Estate Evaluations scoring 'Good' or 'Excellent'	Information unavailable		-	-

	Technical Services Performance Indicator	Performance	Target	Is this on Target?	Are we Improving
	Average number of days to respond to all complaints	3.5 days	5 days		
	Overall satisfaction with the way complaints are handled (out of 10)	5.5	7		No Change