










Performance 2010/11

November
2010

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	35.10 seconds	
Percentage of urgent repairs completed within time limits (PR1) TS1	99.9%	100%	100%	
Average time that council properties are empty C1	29.5 days	26 days	24.3days	
Rent arrears as a percentage of the amount due HM12	1.22%	1.30%	1.74%***	
% of intercom calls received at the Support Centre answered within 30 seconds HM3	98.07%	97%	97.94%	
Average time to respond to complaints C4	5.37 working days	5.0 working days	4.95* working days	
Number of Complaints Received	83	No target set	38*	
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%	0.20%	
Percentage of homes not meeting the decent home Standard NI158	2.4%	1%	1.8%**	

Comments:

* 2 complaints have been received in November relating to Finance and Technical Services.

** Of the 1.80% properties currently designated 'Non-Decent', 1.09% are due to properties currently 'On-Hold'. Brand Court improvement works and conversion works are programmed to commence in January 2011, along with the remaining properties at Summerhill Court (where tenants wish to receive improvement/conversion works). Darlison Court remains 'On-Hold'.

*** Over 500 visits carried out in November as part of a planned rents blitz within Tenancy Services, severe weather letters issued to all tenants in arrears to make them aware of alternative payment options, clear rent account campaign leaflets issued with all new Tenancy Agreements and the two rent free weeks should also have a positive impact on performance.

"Delivering Excellent Housing Services"