




























Performance 2011/12

September 2011

	Technical Services Performance Indicator	Performance	Target	Is this on Target?	Are we Improving
	Percentage of Repairs Completed Right First Time (out of 10)	8.8	90.47% (9 out of 10)		
	Repairs Post Inspected by Tenants	Information available for next report		-	-
	Number of Repairs Appointments Made	8931	% appointments made & kept		
	Number of Repairs Appointments Kept	8860	100%		
	Overall Satisfaction with Repairs service (out of 10)	8.8	8.3		

	Technical Services Performance Indicator	Performance	Target	Is this on Target?	Are we Improving
	Average Number of days to re let a property	25 days	28 days		
	Percentage of tenants satisfied with the way their ASB case was handled	100%	90%		
	Percentage of rent collected as a percentage of rent due	98.20%	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	3.6 days	5 days		
	Overall satisfaction with the way complaints are handled (out of 10)	5.5	7	