

## HOW ARE WE DOING? KEY PERFORMANCE INDICATORS



	<u>Target</u>	<u>Apr – May 08 Quarter 1</u>	<u>Jul – Sep 08 Quarter 2</u>	<u>Q2 Performance</u>
1. Empty homes available to let	25	43	21	
2. Re-let time in weeks	3.1	3.9	3.5	
3. Current arrears %	2.7%	2.29%	2.63%	
4. Responsive repairs completed by target	95%	96%	97%	
5. Satisfaction with responsive repairs	95%	98%	97%	
6. Properties with a gas safety certificate	100%	99.32%	99.72%	
7. Complaints dealt with by target	100%	97%	100%	
8. Telephone calls answered by target	95%	88%	77%	
9. Commercial properties occupancy	95%	88%	92%	
10. Garage voids	11%	11.62%	11.78%	
11. Garage arrears	0.3%	0.32%	0.33%	
12. Shared ownership re-let time in weeks	13	11	15	

Within target    
 Within 10% of target    
 Below 10% of target

### QUARTER 2 TOP 10

#### Key Performance Management Information

	<u>Target</u>	<u>Jul – Sep 08 Q2</u>	<u>Q2 Performance</u>
1. Letters replied to by target (10 working days)	100%	87%	
2. Lettings to BME households	3% or more	4.1%	
3. Lettings to disabled households	10% or more	25%	
4. Anti-social cases satisfactorily dealt with for complaint	95%	No surveys returned	
5. Feedback about Reception staff being Good or Excellent	100%	100%	
6. Residents satisfied with planned maintenance (service)	97%	93%	
7. Customer satisfaction with gas service	99%	98%	
8. Responsive repairs – satisfied with KBS	95%	96%	
9. Residents happy with caretaking service	92%	Not due	
10. Number of units by tenure	General needs 4765 Market rented 128	Shared Ownership 332 Keyworker 50	Total 5593 82 more than last quarter



Within target



Within 10% of target



Below 10% of target