

# QUARTER 1 TOP 10



KINGFISHER  
HOUSING  
ASSOCIATION

## Key Performance Management Information

	<u>Target</u>	<u>Apr – Jun 09</u> <u>Q1</u>	<u>Q1</u> <u>Performance</u>
1. Letters replied to by target (10 working days)	100%	90.3%	
2. Lettings to BME households	3% or more	4%	
3. Lettings to disabled households	10% or more	12.5%	
4. Anti-social cases satisfactorily dealt with for complaint	95%	98%	
5. Feedback about Reception staff being Good or Excellent	100%	100%	
6. Residents satisfied with planned maintenance (service)	97%	95%	
7. Customer satisfaction with gas service	99%	100%	
8. Responsive repairs – satisfied with Mitie	97%	88%	
9. Residents happy with caretaking service	95%	Not due	
10. Number of units by tenure	General needs 4857 Market rented 197	Shared Ownership 392 Keyworker 50	Total 5844 68 more than last quarter



Within target



Within 10% of target



Below 10% of target

## HOW ARE WE DOING? KEY PERFORMANCE INDICATORS



KINGFISHER  
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ASSOCIATION

	<u>Target</u>	<u>Jan – Mar 09</u> <u>Quarter 4</u>	<u>Apr-Jun 09</u> <u>Quarter 1</u>	<u>Q1</u> <u>Performance</u>
1. Empty homes available to let	20	22	29	
2. Re-let time in weeks	2.7	4.01	4.2	
3. Current arrears %	2.5%	2.89% net	3.86 gross	
4. Responsive repairs completed by target	96%	96%	93%	
5. Satisfaction with responsive repairs	97%	97%	95%	
6. Properties with a gas safety certificate	100%	99.36%	99.26%	
7. Complaints dealt with by target	100%	93%	100%	
8. Occupancy of all shop units	90%	92%	92%	
9. Completions – number of units	200	308 for year	17	
10. Garage voids	10%	13.89%	14.52%	
11. Garage arrears	0.3%	n/a	1.77%	
12. Shared ownership re-let time in weeks	18	25	31	



Within target



Within 10% of target



Below 10% of target