

QUARTER 2 TOP 10



KINGFISHER
HOUSING
ASSOCIATION

Key Performance Management Information

	<u>Target</u>	<u>July – Sept 09</u> <u>Q2</u>	<u>Q2</u> <u>Performance</u>
1. Letters replied to by target (10 working days)	100%	92.9%	
2. Lettings to BME households	3% or more	4.3%	
3. Lettings to disabled households	10% or more	Not available	
4. Anti-social cases satisfactorily dealt with for complaint	95%	85%	
5. Feedback about Reception staff being Good or Excellent	100%	100%	
6. Residents satisfied with planned maintenance (service)	97%	94%	
7. Customer satisfaction with gas service	99%	100%	
8. Responsive repairs – satisfied with Mitie	97%	88.56%	
9. Residents happy with caretaking service	95%	94.4%	
10. Number of units by tenure	General needs 5189 Market rented 234	Shared Ownership 427 Keyworker 50	Total 7393 1549 more than last quarter



Within target



Within 10% of target



Below 10% of target

HOW ARE WE DOING? KEY PERFORMANCE INDICATORS



KINGFISHER
HOUSING
ASSOCIATION

	<u>Target</u>	<u>Apr-Jun 09</u> <u>Quarter 1</u>	<u>July-Sept</u> <u>09</u> <u>Quarter 2</u>	<u>Q2</u> <u>Performance</u>
1. Empty homes available to let	28	29	42	
2. Re-let time in weeks	2.7	4.2	N/a	
3. Current arrears %	2.5%	3.86% gross	4.39%	
4. Responsive repairs completed by target	96%	93%	98.1%	
5. Satisfaction with responsive repairs	97%	95%	91.5%	
6. Properties with a gas safety certificate	100%	99.26%	99.91%	
7. Complaints dealt with by target	100%	100%	94%	
8. Occupancy of all shop units	90%	92%	92%	
9. Completions – number of units	200	17	15	
10. Garage voids	<10%	14.52%	14.53%	
11. Garage arrears	0.3%	1.77%	0.88%	
12. Shared ownership re-let time in weeks	16	31	36	



Within target



Within 10% of target



Below 10% of target