

QUARTER 4 TOP 10



KINGFISHER
HOUSING
ASSOCIATION

Key Performance Management Information

	<u>Target</u>	<u>Jan – Mar 09</u> <u>Q4</u>	<u>Q4</u> <u>Performance</u>
1. Letters replied to by target (10 working days)	100%	91.4%	
2. Lettings to BME households	3% or more	8%	
3. Lettings to disabled households	10% or more	20%	
4. Anti-social cases satisfactorily dealt with for complaint	95%	80%	
5. Feedback about Reception staff being Good or Excellent	100%	100%	
6. Residents satisfied with planned maintenance (service)	97%	92%	
7. Customer satisfaction with gas service	99%	99%	
8. Responsive repairs – satisfied with KBS	97%	97%	
9. Residents happy with caretaking service	95%	89%	
10. Number of units by tenure	General needs 4847 Market rented 168	Shared Ownership 393 Keyworker 50	Total 5776 85 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>Oct – Dec 08</u> <u>Quarter 3</u>	<u>Jan – Mar</u> <u>09 Quarter</u> <u>4</u>	<u>Q4</u> <u>Performance</u>
1. Empty homes available to let	25	24	22	
2. Re-let time in weeks	3.1	2.6	4.01	
3. Current arrears %	2.7%	3.23%	2.89% net	
4. Responsive repairs completed by target	95%	96%	96%	
5. Satisfaction with responsive repairs	97%	98%	97%	
6. Properties with a gas safety certificate	100%	99.87%	99.36%	
7. Complaints dealt with by target	100%	95.5%	93%	
8. Occupancy of all shop units	95%	92%	92%	
9. Completions – number of units	250	193	308 for year	
10. Garage voids	10%	12.26%	13.89%	
11. Garage arrears	0.3%	0.48%	n/a	
12. Shared ownership re-let time in weeks	13	18	25	



Within target



Within 10% of target



Below 10% of target