

HOW ARE WE DOING? KEY PERFORMANCE INDICATORS



	<u>Target</u>	<u>Jul – Sep 08 Quarter 2</u>	<u>Oct – Dec 08 Quarter 3</u>	<u>Q3 Performance</u>
1. Empty homes available to let	25	21	24	
2. Re-let time in weeks	3.1	3.5	2.6	
3. Current arrears %	2.7%	2.63%	3.23%	
4. Responsive repairs completed by target	95%	97%	96%	
5. Satisfaction with responsive repairs	95%	97%	98%	
6. Properties with a gas safety certificate	100%	99.72%	99.87%	
7. Complaints dealt with by target	100%	100%	95.5%	
8. Telephone calls answered by target	95%	77%	80.2%	
9. Commercial properties occupancy	95%	92%	92%	
10. Garage voids	11%	11.78%	12.26%	
11. Garage arrears	0.3%	0.33%	0.48%	
12. Shared ownership re-let time in weeks	13	15	18	

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

QUARTER 3 TOP 10

Key Performance Management Information

	<u>Target</u>	<u>Oct – Dec 08 Q3</u>	<u>Q3 Performance</u>
1. Letters replied to by target (10 working days)	100%	89.2%	
2. Lettings to BME households	3% or more	4.3%	
3. Lettings to disabled households	10% or more	4.6%	
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%	99%	
8. Responsive repairs – satisfied with KBS	97%	98%	
9. Residents happy with caretaking service	92%	Not due	
10. Number of units by tenure	General needs 4808 Market rented 128	Shared Ownership 387 Keyworker 50	Total 5691 98 more than last quarter

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

