

Performance Information



Quarter 4 - January - March 2011

Service Indicator	Indicator	Q4 Perf	Perf to date	Target 2010/11	Perf 2009/10	
Letting our homes	How long does it take us to let our properties	12.77	12.81	21	26.54	😊
	Customer Satisfaction when given a new home maximum score ten)	8.97	8.86	8	8.33	😊
Carrying out repairs	Percentage of emergency repairs completed within target	99.7%	99.8%	99.2%	99.4%	😊
	Percentage of routine repairs completed within target	99.3%	99.3%	98.0%	98.2%	😊
	Percentage of repairs where an appointment was made and kept	96.9%	98.0%	97%	96.8%	😊
	Customer Satisfaction with repairs service	9.17	9.11	9.25	9.10	😐
Gas Servicing	Percentage of Properties without a valid Gas Safety check certificate	0.1	0.1	0%	0.5%	😐
Decent Homes Standard	Percentage of properties failing to meet the Government's Decent Homes Standard	0	0	0 (2.29)	5.27	😊
Rent Arrears	Amount of current tenant rent arrears	£669,627	£669,627	£476,100	£615,682	😞
Customer Complaints	Percentage of complaints received dealt with in 15 working days	100%	98.87%	100%	91.79%	😐
SAP Rating	Average SAP rating (energy efficiency) of stock	69.63	69.63	70	68.97	😐

