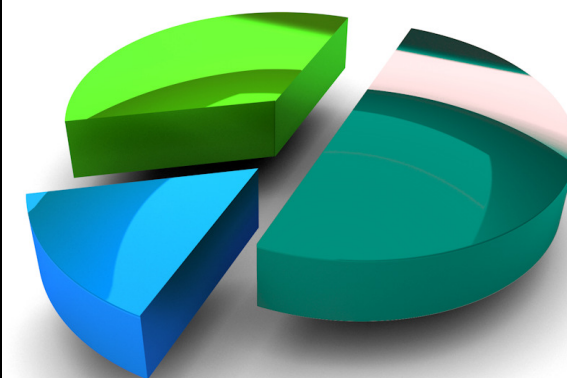


# Performance Information

Year End 2008/9



Service Indicator	Indicator	Performance	Target	
Letting our homes	How long does it take us to let our properties	25.24	29 days	😊
	Customer Satisfaction when given a new home maximum score ten)	7.82	7.9	😐
Carrying out repairs	Percentage of emergency repairs completed within target	98.84%	99%	😐
	Percentage of routine repairs completed within target	90.48%	95%	😐
	Percentage of repairs where an appointment was made and kept	91.52%	95%	😐
	Customer Satisfaction with repairs service	9.16	9.0	😊
Gas Servicing	Percentage of Properties with a valid Gas Safety check certificate	99.30%	100%	😐
Decent Homes Standard	Percentage of properties failing to meet the Government's Decent Homes Standard	17.15%	16.84%	😐
Rent Arrears	Amount of current tenant rent arrears	£703,797	£680,000	😞
Customer Complaints	Percentage of complaints received dealt with in 15 working days	92.65%	97%	😐
SAP Rating	Average SAP rating (energy efficiency) of stock	65.4%	64.2	😊



EXCELLENT HOMES • QUALITY SERVICE • PROUD COMMUNITIES