



# Performance 2008/9

## How we are performing

### April 2008

Performance Indicator	Last Years Performance 2007/08	Target 2008/09	Performance this year 2008/09	
Repairs Call Centre Average Ring Time <sup>TS14</sup>	<b>34.83 seconds</b>	<b>35 seconds</b>	<b>36 seconds</b>	
Percentage of urgent repairs completed within time limits (PR1) <sup>TS1</sup>	<b>100%</b>	<b>99.9%</b>	<b>100%</b>	
Average time that council properties are empty <sup>c1</sup>	<b>22.2 days</b>	<b>24.3 days</b>	<b>25.4 days</b>	
Rent arrears as a percentage of the amount due <sup>HM12</sup>	<b>1.08%#</b>	<b>0.90%</b>	<b>1.08%</b>	
% of intercom calls received at the Support Centre answered within 60 seconds <sup>HM3</sup>	<b>98.51%</b>	<b>96%</b>	<b>98.83%</b>	
Average time to respond to complaints <sup>c4</sup>	<b>3.13 working days</b>	<b>2.65 working days</b>	<b>1 working day</b>	
Number of Complaints Received	<b>77</b>	<b>No target set</b>	<b>9*</b>	
Percentage of tenants with more than 7 weeks rent arrears <sup>BV66b</sup>	<b>2.95%</b>	<b>2.05%</b>	<b>2.46%</b>	
Percentage of tenants evicted as a result of rent arrears <sup>BV66d</sup>	<b>0.30%</b>	<b>0.40%</b>	<b>0.00%</b>	
Percentage of homes not meeting the decent home Standard <sup>BV184a</sup>	<b>4.76%</b>	<b>4.5%</b>	<b>4.8%**</b>	

#### Comments:

\* 9 complaints have been received in April, relating to Lettings & Repairs.

\*\* Excludes properties where work was refused by the tenant.

# It is common for this indicator to rise at this time of year. Processes are being reviewed and measures are being put in place to improve performance.