










Performance 2011/12

August
2011

Performance Indicator	Performance 2010/11	Target 2011/12	Performance this year 2011/12	
Average time that council properties are empty c1	25.30days	28days	25.0 days	
Average time to respond to complaints c4	4.48 working days	5.00 working days	3.86* working days	
Number of Complaints Received	67	Monitor	28*	
Rent arrears as a percentage of the amount due HM12	1.09%	1.30%	1.53%	
% of intercom calls received at the Support Centre answered within 30 seconds HM3	97.17%	97%	98.57%	
Percentage of tenants with more than 7 weeks rent arrears BV66b	3.23%	2.90%	2.79%	
Percentage of tenants evicted as a result of rent arrears BV66d	0.33%	0.24%	0.09%	
Percentage of urgent repairs completed within time limits (PR1) TS1	99.9%	100%	100%	
Repairs Call Centre Average Ring Time TS14	34.85 seconds	35.00 seconds	33.20 seconds	
Percentage of homes not meeting the decent home Standard NI158	1.7%	1.0%	1.7%**	

Comments:

* 4 complaints has been received in August relating to Tenancy Services, Supported Housing and Responsive Repairs & Voids.

** Of which 1.04% is attributable to Darlison Court, Brand Court and Summerhill Court. Brand Court commenced in January 2011 and is progressing well. Summerhill Court conversion works will follow directly on from Brand Court.

"Delivering Excellent Housing Services"