










## Performance 2010/11

August  
2010

Performance Indicator	Last Years Performance 2009/10	Target 2010/11	Performance this year 2010/11	
Repairs Call Centre Average Ring Time TS14	<b>34.86 seconds</b>	<b>35 seconds</b>	<b>35.42 seconds</b>	
Percentage of urgent repairs completed within time limits (PR1) TS1	<b>99.9%</b>	<b>100%</b>	<b>100%</b>	
Average time that council properties are empty C1	<b>29.5 days</b>	<b>26 days</b>	<b>25.9days</b>	
Rent arrears as a percentage of the amount due HM12	<b>1.22%</b>	<b>1.30%</b>	<b>1.63%***</b>	
% of intercom calls received at the Support Centre answered within 30 seconds HM3	<b>98.07%</b>	<b>97%</b>	<b>96.15%</b>	
Average time to respond to complaints C4	<b>5.37 working days</b>	<b>5.0 working days</b>	<b>4.52* working days</b>	
Number of Complaints Received	<b>83</b>	<b>No target set</b>	<b>29*</b>	
Percentage of tenants with more than 7 weeks rent arrears BV66b	<b>3.19%</b>	<b>2.90%</b>	<b>3.07%</b>	
Percentage of tenants evicted as a result of rent arrears BV66d	<b>0.46%</b>	<b>0.24%</b>	<b>0.14%</b>	
Percentage of homes not meeting the decent home Standard NI158	<b>2.4%</b>	<b>1%</b>	<b>2.2%**</b>	

### Comments:

\* 10 complaints have been received in August relating to Lettings, Tenancy Services, Human Resources, Procurement & Technical Services.

\*\* 1.34% of the 2.2% of properties that are currently not meeting the decent homes standard are 'on hold'. These include properties at Brand Court, Darlison Court and remaining properties at Summerhill Court.

\*\*\* There are planned arrears blitzes to take place from October onwards with the emphasis on face to face contact where possible.

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