










Performance 2009/10

February
2010

Performance Indicator	Last Years Performance 2008/09	Target 2009/10	Performance this year 2009/10	
Repairs Call Centre Average Ring Time TS14	34.91 seconds	35 seconds	35.06 seconds	
Percentage of urgent repairs completed within time limits (PR1) TS1	100%	99.9%	99.80%	
Average time that council properties are empty C1	28.2 days	25 days	30.0days**	
Rent arrears as a percentage of the amount due HM12	1.11%	1.30%	1.42%	
% of intercom calls received at the Support Centre answered within 60 seconds HM3	98.08%	97%	98.01%	
Average time to respond to complaints C4	1.97 working day	5.0 working days	5.36* working day	
Number of Complaints Received	70	No target set	75*	
Percentage of tenants with more than 7 weeks rent arrears BV66b	2.99%	2.95%	3.21%	
Percentage of tenants evicted as a result of rent arrears BV66d	0.49%	0.24%	0.43%***	
Percentage of homes not meeting the decent home Standard BV184a	1.96%	1%	1.7%	

Comments:

* 7 complaints have been received in February relating to Lettings, Tenancy Services, Procurement & Technical Services.

** The monthly re-let performance was 26.1 days, taking the cumulative performance from 30.4 days at the start of the month to 30.0 days at the end of the month. In addition, there continued to be a high number of void properties on Goodall Crescent. These are let in accordance with the local lettings policy so take considerably longer to find an eligible applicant.

***Tenancy Services are confident that evictions are a last resort, and whilst this indicator is over target, it equates to 30 tenancies being ended.

"Delivering Excellent Housing Services"