










Performance 2010/11

February
2011

Performance Indicator	Last Years Performance 2009/10	Target 2010/11	Performance this year 2010/11	
Repairs Call Centre Average Ring Time TS14	34.86 seconds	35 seconds	35.01 seconds	
Percentage of urgent repairs completed within time limits (PR1) TS1	99.9%	100%	99.9%	
Average time that council properties are empty C1	29.5 days	26 days	25days	
Rent arrears as a percentage of the amount due HM12	1.22%	1.30%	1.45%	
% of intercom calls received at the Support Centre answered within 30 seconds HM3	98.07%	97%	97.39%	
Average time to respond to complaints C4	5.37 working days	5.0 working days	4.35* working days	
Number of Complaints Received	83	No target set	62*	
Percentage of tenants with more than 7 weeks rent arrears BV66b	3.19%	2.90%	3.25%	
Percentage of tenants evicted as a result of rent arrears BV66d	0.46%	0.24%	0.32%***	
Percentage of homes not meeting the decent home Standard NI158	2.4%	1%	1.8%**	

Comments:

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

** Of the 1.80% properties currently designated 'Non-Decent', 1.09% are due to properties currently 'On-Hold'. Brand Court improvement works and conversion commenced in January 2011, along with the remaining properties at Summerhill Court (where tenants wish to receive improvement/conversion works). Darlison Court remains 'On-Hold'.

*** Eviction will always be the last resort we try very hard to prevent evictions wherever possible. We now have strong links with the Housing Options Department to prevent homelessness, recent poster campaigns throughout the area raised awareness about the number of evictions carried out by AHL to prevent more tenants from being evicted and we will continue to communicate this message.

"Delivering Excellent Housing Services"