










Performance 2009/10

January
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	35.40 seconds	
Percentage of urgent repairs completed within time limits (PR1) TS1	100%	99.9%	100%	
Average time that council properties are empty C1	28.2 days	25 days	30.4 days**	
Rent arrears as a percentage of the amount due HM12	1.11%	1.30%	1.48%	
% of intercom calls received at the Support Centre answered within 60 seconds HM3	98.08%	97%	97.27%	
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	66*	
Percentage of tenants with more than 7 weeks rent arrears BV66b	2.99%	2.95%	3.20%	
Percentage of tenants evicted as a result of rent arrears BV66d	0.49%	0.24%	0.37%***	
Percentage of homes not meeting the decent home Standard BV184a	1.96%	1%	1.7%	

Comments:

* 12 complaints have been received in January relating to Lettings, Tenancy Services, Finance & Technical Services.

** The poor weather during January meant that void repair operatives were asked to complete emergency responsive repairs, meaning that there was a delay in many void properties being returned. It has taken some time to catch up on the backlog of repairs. The poor weather also meant that applicants were unable to view properties that were ready to let.

*** Tenancy Services are confident that evictions are a last resort, and whilst this indicator is over target, it equates to 26 tenancies being ended.

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