










## Performance 2009/10

July  
2009

Performance Indicator	Last Years Performance 2008/09	Target 2009/10	Performance this year 2009/10	
Repairs Call Centre Average Ring Time TS14	<b>34.91 seconds</b>	<b>35 seconds</b>	<b>35.29 seconds</b>	
Percentage of urgent repairs completed within time limits (PR1) TS1	<b>100%</b>	<b>99.9%</b>	<b>99.9%</b>	
Average time that council properties are empty C1	<b>28.2 days</b>	<b>25 days</b>	<b>35.9 days**</b>	
Rent arrears as a percentage of the amount due HM12	<b>1.11%</b>	<b>1.30%</b>	<b>1.56%***</b>	
% of intercom calls received at the Support Centre answered within 60 seconds HM3	<b>98.08%</b>	<b>97%</b>	<b>99.36%</b>	
Average time to respond to complaints C4	<b>1.97 working day</b>	<b>5.0 working days</b>	<b>4.11* working day</b>	
Number of Complaints Received	<b>70</b>	<b>No target set</b>	<b>27*</b>	
Percentage of tenants with more than 7 weeks rent arrears BV66b	<b>2.99%</b>	<b>2.95%</b>	<b>2.84%</b>	
Percentage of tenants evicted as a result of rent arrears BV66d	<b>0.49%</b>	<b>0.24%</b>	<b>0.16%</b>	
Percentage of homes not meeting the decent home Standard BV184a	<b>1.96%</b>	<b>1%</b>	<b>1.6%</b>	

### Comments:

\* 8 complaints have been received in July, relating to Technical Services, Lettings & Tenancy Management.

\*\* Changes have been made to improve the void relet process, a fortnightly meeting is held with the Marketing Officer to discuss and agree advertising difficult to let properties.

\*\*\* An arrears blitz plan has been put in place to commence in September, a new Money Management Advisor is now in post.

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