










Performance 2010/11

June
2010

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	35.00 seconds	
Percentage of urgent repairs completed within time limits (PR1) TS1	99.9%	100%	100%	
Average time that council properties are empty C1	29.5 days	26 days	25.8days	
Rent arrears as a percentage of the amount due HM12	1.22%	1.30%	1.47%	
% of intercom calls received at the Support Centre answered within 30 seconds HM3	98.07%	97%	94.50%	
Average time to respond to complaints C4	5.37 working days	5.0 working days	5.17* working days	
Number of Complaints Received	83	No target set	4*	
Percentage of tenants with more than 7 weeks rent arrears BV66b	3.19%	2.90%	2.88%	
Percentage of tenants evicted as a result of rent arrears BV66d	0.46%	0.24%	0.09%	
Percentage of homes not meeting the decent home Standard NI158	2.4%	1%	2.2%**	

Comments:

- 4 complaints have been received in June relating to Lettings, 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.

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