








Performance 2008/09

March
2009

Performance Indicator	Last Years Performance 2007/08	Target 2008/09	Performance this year 2008/09	
Repairs Call Centre Average Ring Time TS14	34.83 seconds	35 seconds	34.91 seconds	
Percentage of urgent repairs completed within time limits (PR1) TS1	100%	99.9%	100%	
Average time that council properties are empty C1	22.2 days	24.3 days	28.2 days	
Rent arrears as a percentage of the amount due HM12	1.08%	0.90%	1.11%	
% of intercom calls received at the Support Centre answered within 60 seconds HM3	98.51%	96%	98.08%	
Average time to respond to complaints C4	3.13 working days	2.65 working days	1.97 working day	
Number of Complaints Received	77	No target set	70*	
Percentage of tenants with more than 7 weeks rent arrears BV66b	2.95%	2.05%	2.99%**	
Percentage of tenants evicted as a result of rent arrears BV66d	0.30%	0.40%	0.49%#	
Percentage of homes not meeting the decent home Standard BV184a	4.76%	4.5%	1.96%	

Comments:

* 7 complaints have been received in March, relating to Technical Services & Tenancy Management

** procedures are being put in place to monitor arrears cases. Extra Direct Debit dates are also being provided.

The Rent arrears team will be aiming to reduce people getting into arrears through early intervention.

"Delivering Excellent Housing Services"