










Performance 2010/11

May
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% (April)	
Average time that council properties are empty C1	29.5 days	26 days	25.1 days	
Rent arrears as a percentage of the amount due HM12	1.22%	1.30%	1.46%	
% of intercom calls received at the Support Centre answered within 30 seconds HM3	98.07%	97%	92.72%	
Average time to respond to complaints C4	5.37 working days	5.0 working days	6.00* working days	
Number of Complaints Received	83	No target set	8*	
Percentage of tenants with more than 7 weeks rent arrears BV66b	3.19%	2.90%	2.73%	
Percentage of tenants evicted as a result of rent arrears BV66d	0.46%	0.24%	0.04%	
Percentage of homes not meeting the decent home Standard BV184a	2.4%	1%	N/A**	

Comments:

* 5 complaints have been received in May relating to Tenancy Services, Procurement & Technical Services. The indicator was over target as 2 complaints needed more time to be investigated.

** This indicator is reported quarterly, no figure available until June.

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