




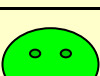
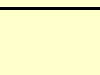




Performance 2009/10

October
2009

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	35.12 seconds	
Percentage of urgent repairs completed within time limits (PR1) TS1	100%	99.9%	99.9%	
Average time that council properties are empty C1	28.2 days	25 days	31.6 days**	
Rent arrears as a percentage of the amount due HM12	1.11%	1.30%	1.60%***	
% of intercom calls received at the Support Centre answered within 60 seconds HM3	98.08%	97%	98.11%	
Average time to respond to complaints C4	1.97 working day	5.0 working days	4.93* working day	
Number of Complaints Received	70	No target set	42*	
Percentage of tenants with more than 7 weeks rent arrears BV66b	2.99%	2.95%	3.08%	
Percentage of tenants evicted as a result of rent arrears BV66d	0.49%	0.24%	0.30%****	
Percentage of homes not meeting the decent home Standard BV184a	1.96%	1%	1.7%	

Comments:

* 6 complaints have been received in October, relating to Lettings, Tenancy Services & Technical Services.

** Performance has been adversely affected by the high number of property vacancies, there has been 20% more vacancies in 2009/10 than 2008/9 and nominations are up by almost 50% on 2008/9 figures. Difficult to let properties at Brand Court and the other court developments has impacted on performance.

*** AHL are currently in the top quartile and performing better than last year. Periodic Saturday morning rent collection calls are made.

**** We are Performing better than last year. AHL are currently in the top quartile. Periodic Saturday morning rent collection calls are made. Rent collection remains impressive.

"Delivering Excellent Housing Services"