










## Performance 2010/11

October  
2010

Performance Indicator	Last Years Performance 2009/10	Target 2010/11	Performance this year 2010/11	
Repairs Call Centre Average Ring Time TS14	<b>34.86 seconds</b>	<b>35 seconds</b>	<b>35.12 seconds</b>	
Percentage of urgent repairs completed within time limits (PR1) TS1	<b>99.9%</b>	<b>100%</b>	<b>100%</b>	
Average time that council properties are empty C1	<b>29.5 days</b>	<b>26 days</b>	<b>24.6days</b>	
Rent arrears as a percentage of the amount due HM12	<b>1.22%</b>	<b>1.30%</b>	<b>1.62%***</b>	
% of intercom calls received at the Support Centre answered within 30 seconds HM3	<b>98.07%</b>	<b>97%</b>	<b>98.55%</b>	
Average time to respond to complaints C4	<b>5.37 working days</b>	<b>5.0 working days</b>	<b>5* working days</b>	
Number of Complaints Received	<b>83</b>	<b>No target set</b>	<b>36*</b>	
Percentage of tenants with more than 7 weeks rent arrears BV66b	<b>3.19%</b>	<b>2.90%</b>	<b>3.15%</b>	
Percentage of tenants evicted as a result of rent arrears BV66d	<b>0.46%</b>	<b>0.24%</b>	<b>0.20%</b>	
Percentage of homes not meeting the decent home Standard NI158	<b>2.4%</b>	<b>1%</b>	<b>1.8%**</b>	

### Comments:

\* 6 complaints have been received in October relating to Finance, Lettings, Procurement and Technical Services.

\*\* Of the 1.80% properties currently designated 'Non-Decent', 1.09% are due to properties currently 'On-Hold'. Brand Court improvement works and conversion works are programmed to commence in January 2011, along with the remaining properties at Summerhill Court (where tenants wish to receive improvement/conversion works). Darlison Court remains 'On-Hold'.

\*\*\* The Company actively promoting a clear rent account campaign. Team working hard on home visits and a face to face approach with two weeks of Action booked in for November 2010 where all members of Tenancy Services will be visiting tenants.

*"Delivering Excellent Housing Services"*