


























Performance 2011/12

December 2011

	Technical Services Performance Indicator	Performance	Target	Is this on Target?	Are we Improving
	Percentage of Repairs Completed Right First Time (out of 10)	8.3	90.47% (9 out of 10)		
	Repairs Post Inspected by Tenants	9		-	-
	Number of Repairs Appointments Made	13975	% appointments made & kept		No Change
	Number of Repairs Appointments Kept	13879	99.2%		No Change
	Overall Satisfaction with Repairs service (out of 10)	9.1	8.3		

	Technical Services Performance Indicator	Performance	Target	Is this on Target?	Are we Improving
	Average Number of days to re let a property	26 days	28 days		
	Percentage of tenants satisfied with the way their ASB case was handled	88%	90%		
	Percentage of rent collected as a percentage of rent due	98.74%	99%		
	Number of Estate Evaluations scoring 'Good' or 'Excellent'	Information unavailable		-	-

	Technical Services Performance Indicator	Performance	Target	Is this on Target?	Are we Improving
	Average number of days to respond to all complaints	3.5 days	5 days		
	Overall satisfaction with the way complaints are handled (out of 10)	5.0	7	