

Performance against Annual Survey Plan
2011- 12



The arrows show performance of the survey in comparison to the previous vision management survey with red being worse, green better and orange the same. An average score of 7 or above is considered good.

Service Area	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Health & Safety Property Check			8.47 out of 10			8.78 out of 10						
New Occupier				7.95 out of 10								8.00 out of 10
Repairs			8.84 out of 10			8.81 out of 10			9.05 out of 10			TBA
Adaptations					9.11 out of 10			8.94 out of 10				
Standby Service				8.22 out of 10						8.63 out of 10		
Major Works/Procurement			7.90 out of 10			8.11 out of 10			8.32 out of 10			TBA
Planned & Cyclical		7.95 out of 10			8.32 out of 10			8.35 out of 10			8.08 out of 10	
Repairs Call Handling			8.40 out of 10			8.20 out of 10			9.17 out of 10			8.64 out of 10
Tenancy Management		TBA						TBA				
TSO						8.83 out of 10						TBA
Home Visiting				9.01 out of 10							8.89 out of 10	
Call Monitoring			9.36 out of 10							9.23 out of 10		

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Rent Arrears						7.40 out of 10						