



Performance 2008/9

How we are performing

September 2008

Performance Indicator	Last Years Performance 2007/08	Target 2008/09	Performance this year 2008/09	
Repairs Call Centre Average Ring Time <small>TS14</small>	34.83 seconds	35 seconds	36 seconds	
Percentage of urgent repairs completed within time limits (PR1) <small>TS1</small>	100%	99.9%	100%	
Average time that council properties are empty <small>c1</small>	22.2 days	24.3 days	24.7 days	
Rent arrears as a percentage of the amount due <small>HM12</small>	1.08%	0.90%	1.59%#	
% of intercom calls received at the Support Centre answered within 60 seconds <small>HM3</small>	98.51%	96%	98.98%	
Average time to respond to complaints <small>c4</small>	3.13 working days	2.65 working days	1.29 working day	
Number of Complaints Received	77	No target set	35*	
Percentage of tenants with more than 7 weeks rent arrears <small>BV66b</small>	2.95%	2.05%	2.88%**	
Percentage of tenants evicted as a result of rent arrears <small>BV66d</small>	0.30%	0.40%	0.16%	
Percentage of homes not meeting the decent home Standard <small>BV184a</small>	4.76%	4.5%	1.6%	

Comments:

* 5 complaints have been received in September, relating to Technical Services & Lettings.

** Procedures have been reviewed in order to improve performance.

It is common for this indicator to rise at this time of year. Processes are being reviewed and measures are being put in place to improve performance.