










Performance 2010/11

September
2010

Performance Indicator	Last Years Performance 2009/10	Target 2010/11	Performance this year 2010/11	
Repairs Call Centre Average Ring Time TS14	34.86 seconds	35 seconds	35.53 seconds	
Percentage of urgent repairs completed within time limits (PR1) TS1	99.9%	100%	100%	
Average time that council properties are empty C1	29.5 days	26 days	25.0days	
Rent arrears as a percentage of the amount due HM12	1.22%	1.30%	1.62%***	
% of intercom calls received at the Support Centre answered within 30 seconds HM3	98.07%	97%	98.28%	
Average time to respond to complaints C4	5.37 working days	5.0 working days	4.47* working days	
Number of Complaints Received	83	No target set	30*	
Percentage of tenants with more than 7 weeks rent arrears BV66b	3.19%	2.90%	3.15%	
Percentage of tenants evicted as a result of rent arrears BV66d	0.46%	0.24%	0.19%	
Percentage of homes not meeting the decent home Standard NI158	2.4%	1%	1.8%**	

Comments:

* 1 complaint has been received in September relating to Procurement.

** 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'.

*** Current financial climate and typical trend for this time of year continues to have implications on performance. Rents team are focussed on the target for year end and have a number of arrears blitzes planned. An action plan in place to improve performance to achieve the year end target.

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