

**Housing Management**

<b>Performance Indicator</b>	<b>2007/08</b>	<b>2008/09 Target</b>	<b>2009/10 Target</b>
1. Current General Needs arrears as % of annual debit	3.85%	2.25%	2.1%
2. Current Housing for Older Person (HOP - sheltered) arrears as a percentage of annual debit	N/A	TBA	0.1%
3. Former tenant arrears as a percentage of the rent debit	0.06%	0.25%	0.25%
4. Debt written off a percentage of annual debit	0.03%	0.1%	0.1%
5. Number of evictions for rent arrears	0	N/A	N/A
6. Total general needs (GN) lettings: managed stock – CORE. <u>CMCX07</u>	17	N/A	N/A
7. Total housing for older people lettings: managed stock – CORE. <u>CMCX09</u>	8	N/A	N/A
8. Average re-let time in calendar days for GN stock managed	15.12	14	14
9. Average re-let time in calendar days for HOP stock managed	N/A	14	14
10. Percentage vacant and available stock GN. <u>CMCX15</u>	0.52%	0.3%	0.3%
11. Percentage vacant and available stock HOP <u>CMCX16</u>	0.62%	0.31%	0.3%

12. Percentage lettings to Black and Minority Ethnic general needs stock CORE	4.2%	2%	2%
13. % lettings to Black and Minority Ethnic Housing Older Persons stock CORE	0%	2%	2%
14. Percentage lettings to household with disabled member (from CORE)	60.9%	N/A	N/A
15. Percentage of rental income lost through vacant dwellings GN	N/A	TBA	0.5%
16. Percentage rental income lost through vacant dwellings HOP	N/A	TBA	0.1%
17. Percentage of garages void	10%	1%	1%
18. Number of garage re-lets	7	N/A	N/A
19. Average re-let time for garages in calendar days	N/A	5	10
20. Anti-social behaviour :satisfaction with the way complaint handled	N/A	95%	95
21. Anti-social behaviour :satisfaction with outcome of complaint	N/A	80%	80
22. Percentage of tenants satisfied with landlord service	95.4%	95%	95
23. Percentage of tenants satisfied with lettings process	N/A	95%	95
24. Percentage of lettings to statutory homeless	16%		N/A

**Asset Management**

<b>Performance Indicator</b>	<b>2007/08</b>	<b>2008/09 Target</b>	<b>2009/10 Target</b>
1. Emergency repairs completed within target (24 hours)	80%	99%	99%
2. Urgent repairs completed within target (2 days) *	93%	96%	96%
3. Priority repairs completed within target (5days)*	92.5%	95%	95%
4. Routine repairs completed within target (10 days)*	96.2%	93%	93%
5. Non urgent repairs completed within target (20 days)*	93.9%	93%	93%
6. Responsive repairs spend as percentage of budget	N/A	N/A	25%
7. Planned maintenance units completed as percentage of programme (gas servicing, lift servicing & other service contracts).	N/A	N/A	100% Annual
8. Planned maintenance spend as percentage of budget	N/A	N/A	≤100%
9. External maintenance units completed as percentage of programme	N/A	N/A	100% Annual
10. External maintenance spend as percentage of budget	N/A	N/A	≤100%

11. Percentage properties with completed annual gas servicing certificates	97.4%	100%	100%
12. Percentage satisfied with disabled aids and adaptations carried out	98.7%	96%	98%
13. Overall satisfaction with responsive repairs service	97.9%	95%	95%
14. Percentage tenant satisfaction with response time of repairs contractor	96.9%	94%	94%
15. Percentage tenant satisfaction with courtesy of Tarka maintenance staff	98%	95%	98%
16. Percentage satisfaction with quality of improvements	N/A	95%	95%
17. Percentage satisfaction with external maintenance	N/A	90%	90%
18. Percentage satisfaction with courtesy of contractor	93.8%	95%	95%
19. Percentage satisfaction with standard of property at relet	N/A	90%	90%

\*working days

**Customer Services**

<b>Performance Indicator</b>	<b>2007/08</b>	<b>2008/09 Target</b>	<b>2009/10 Target</b>
1. Percentage of phone calls answered within standard	90%	100%	100%
2. Percentage of letters answered within standard	74%	100%	100%
3. Number of complaints received	10	N/A	N/A
4. Percentage of complaints resolved at stage 1	100%	60%	80%
5. Percentage of complaints resolved at stage 2	80%	90%	90%
6. Percentage of complaints resolved at stage 3	100%	100%	100%
7. Percentage of complaints resolved within time scale	90%	100%	90/100%
8. Number of compliments received	16	N/A	N/A