

# SO HOW'S TARKA PERFORMING?



Tarka Housing's performance against a number of key targets is set out below for your information. Copies of our full quarterly performance report are available on our website at [www.tarkahousing.org.uk](http://www.tarkahousing.org.uk)

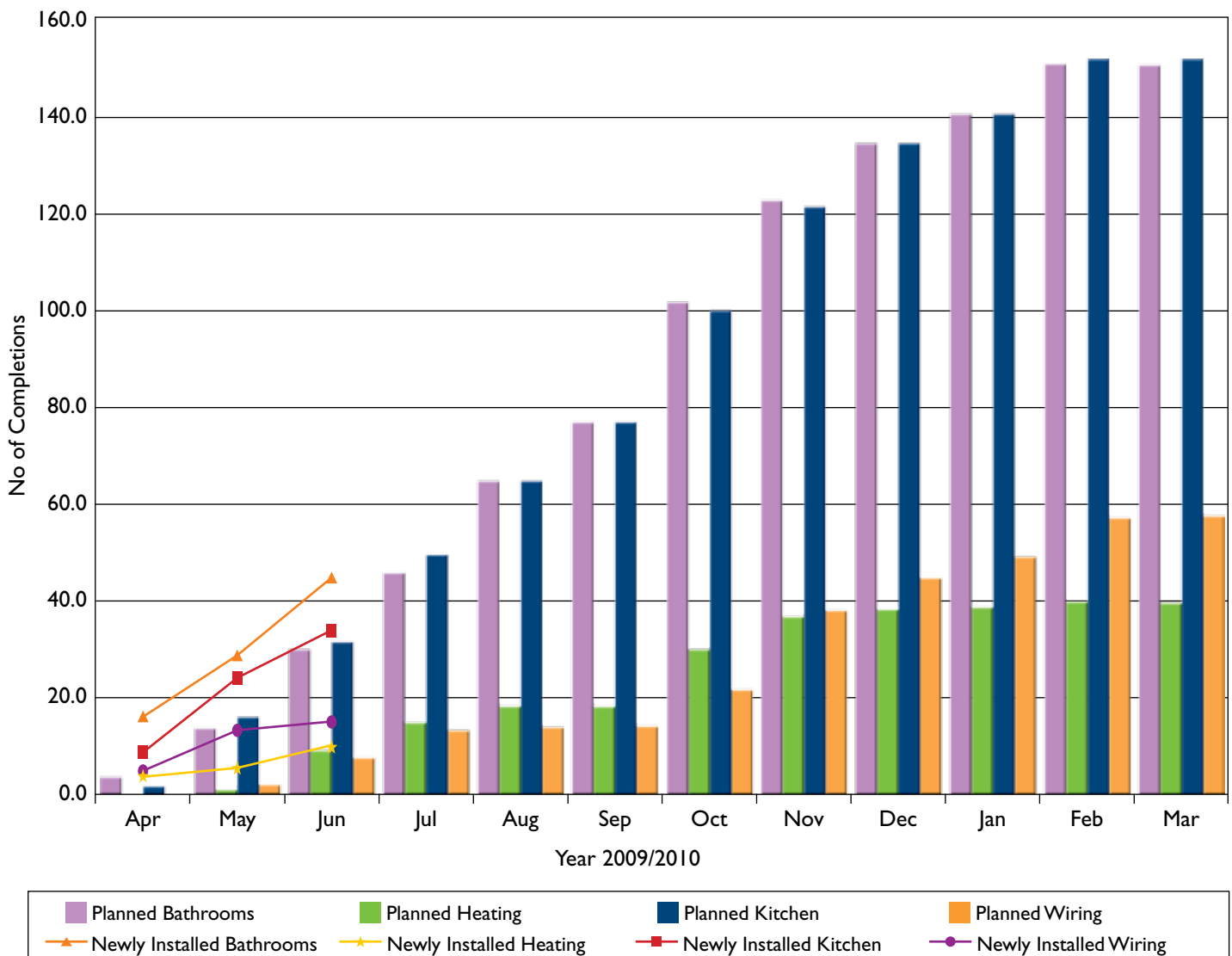


## Improvement Works

Due to the current dramatic escalation of fuel costs, Tarka has decided not to install any oil-fired heating systems. Instead we are trialling eco-heating systems.

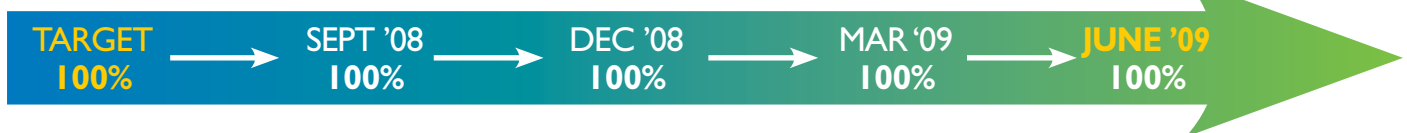
This means that the heating programme is currently slightly behind the forecast. Once the trial has been completed, Tarka will resume work and catch up on the forecasted programme target.

### Planned/Actual Completions for Internal Works 2009/2010



## Repairs and Maintenance

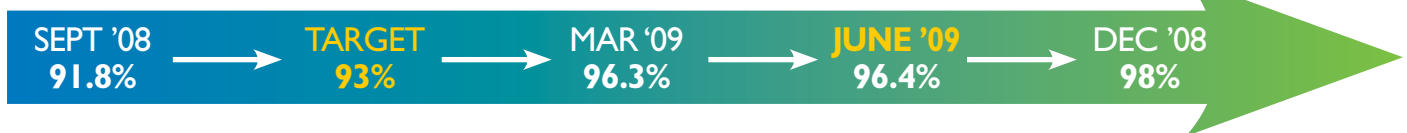
Completing 'emergency' repairs on time (24 hours)



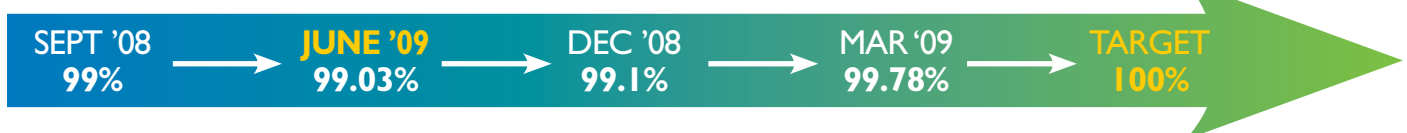
Completing 'urgent' repairs on time (2 working days)



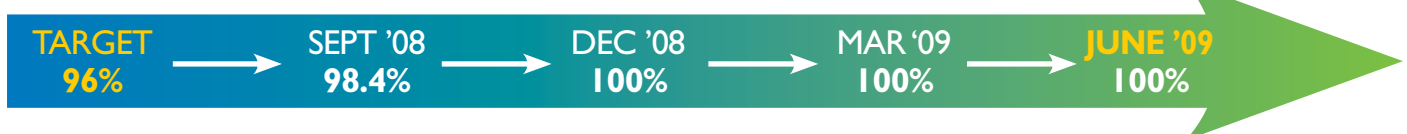
Completing 'routine' repairs on time (10 working days)



Gas Servicing - percentage of properties with completed annual gas servicing certificates



Disabled aids and adaptations - percentage of satisfaction

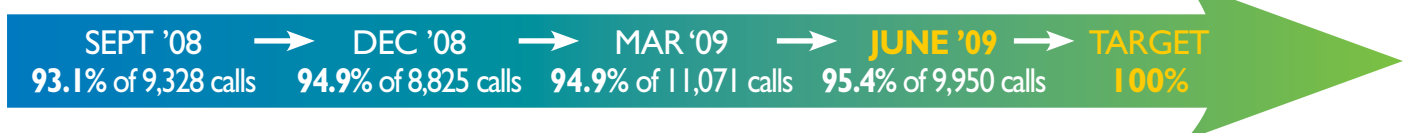


Empty properties re-let times (shown in number of days)

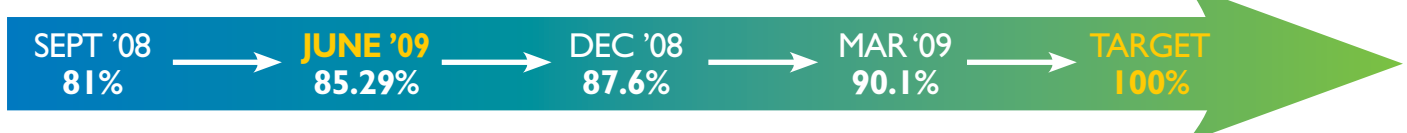


## Customer Service

Answering telephone calls within six rings



Answering correspondence within 10 working days



Overall customer satisfaction

