

	05/06	06/07	07/08	Trend	07/08 Target	Against Target	National Top Quartile 2007
Rental Income							
Current rent arrears as a % of rent debit	2.7%	2.1%	2.1%	→	2.3%	Met target	3.1%
Former tenant arrears as % of rent debit	1.2%	1.0%	0.97%	↑	1.0%	Met target	n/a
% of total sales ledger debt outstanding more than 90 days	New PI		30.9%	n/a	25%	Off target	n/a
Human Resources							
% of staff turnover	24%	8.3%	15.4%	n/a	N/A		n/a
Average no. days sickness absence per full time employee	11.7	10.7	10.9	↓	10	Just Off Target	n/a
New Business & Development							
No. of new units handed over (completions)	n/a	79	39	↓	97	Off target	n/a
% customer satisfaction with new units	New PI		93.7%	n/a	90%	Met Target	n/a
Number of shared ownership units remaining unsold after 6 months of handover	New PI		1	n/a	5	Met Target	n/a
Income from asset renewal policy sales	n/a	0	0	→	£1m	Off target	n/a
Amount of grant accessed for community and other projects	New PI		£305k	n/a	£350k	Off Target	n/a
% RTB & RTA deadlines met	n/a	100%	100%	→	100%	Met Target	n/a
Website transactions/No. of tenants	n/a	11.2%	8.4%	↓	15%	Off Target	n/a
Customer Feedback							
% of complaints responded to within target timescale (10 w/days)	78.4%	85.0%	91.2%	↑	90%	Met Target	n/a
Customer Services							
% of calls answered by Service Centre within 30 seconds	74.2%	71.6%	77.8%	↑	75%	Met Target	n/a
% of calls dealt with at first point of contact	n/a	83.10%	87.28%	↑	85%	Met Target	n/a

Residential Services							
Average re-let time for void properties (calendar days)	30	33	24.9	↑	29	Met Target	28.1
% of rent lost through void properties	2.0%	2.2%	1.0%	↑	2%	Met Target	n/a
% of dwellings vacant as a result of policy decisions	New PI		0.6%	n/a	1.7%	Met Target	n/a
% customer satisfaction with residential services	New PI		84.2%	n/a	70.0%	Met Target	n/a
Repairs and Maintenance							
% of dwellings meeting decent homes standard	97.60%	99.10%	97.3%	↓	99.5%	Just Off Target	97.8%
Average SAP Rating for dwellings	72	74	75.8	↑	74	Met Target	72
% of dwellings with a SAP rating below 60	New PI		15.8%	n/a	16%	Met Target	n/a
% of all repairs completed within target times	New PI		98.5%	n/a	98%	Met Target	n/a
% of emergency repairs completed within target time (24hrs)	93.3%	96.0%	97.3%	↑	98%	Just Off Target	n/a
% of urgent repairs completed within target (7 c/days)	96.7%	98.9%	99.3%	↑	98%	Met Target	n/a
% routine repairs completed within target (one calendar month)	95.2%	97.5%	98.8%	↑	98%	Met Target	97.5%
% of responsive repairs where an appointment is made	New PI		87.7%	n/a	99%	Off Target	n/a
% of repair appointments made and kept - urgent and routine repairs only	94.2%	97.9%	99.2%	↑	98%	Met Target	n/a
% of overdue gas safety inspections	n/a	0.8%	0.9%	↓	0.5%	Off Target	n/a
% of all repairs post inspected	New PI		10.0%	n/a	10.0%	Met Target	n/a
% of customers satisfied with the overall property management service	95%	95.4%	97.6%	↑	95%	Met Target	n/a