



How are we doing?

Performance Update

To ensure we keep you up to date with how we are performing this update provides you with our performance for the year 2008/09, a view of our performance from April 1st 2009 to the end of September 2009 and the target we are aiming to achieve by the end of March 2010.

Key:	
Performance achieving target	
Performance not currently achieving target but will do by year end 2009/10	
Performance not on track and not likely to meet target by year end	
Performance improving	
Performance maintained	
Performance not improved	

Your homes	April 1st 2008 to March 31st 2009	April 1st 2009 to Sept 30th 2009	Trend	Target aiming to achieve by end of March 2010
Percentage of properties not meeting the decent homes standard each year	6.71%	4.76%		0%
Percentage of properties with a completed gas service	99.7%	99.8%		100%
Percentage of empty properties available to let	0.40%	0.86%		1%
Total number of jobs completed	49,634	19,490		
Percentage of routine repairs completed in response	92.2%	91%		98%
Percentage of emergency jobs completed within target time of 24 hours	98.2%	99.6%		99%
Percentage of urgent jobs completed within target time of five days	95.2%	97%		99%
Average number of repairs per property	5.4	4.0		2.5
Total number of lettings	903	598		
Average relet time (general needs properties)	27 days	24 days		24 days
Percentage of lettings to BME applicants	8.6%	8.5%		9%
Percentage of rent debit collected annually	95.4%	101.9%		101%
Percentage of current tenant arrears	2.99%	2.77%		3.5%
Amount of current tenant arrears	£1,905,689	£1,031,569		n/a
Number of homeless cases prevented	312	221		n/a

Contacting us	April 1st 2008 to March 31st 2009	April 1st 2009 to Sept 30th 2009	Trend	Target aiming to achieve by end of March 2010
Number of calls received	94,801	45,016		n/a
Percentage of calls answered within 20 seconds	New Indicator	83.40%		80%

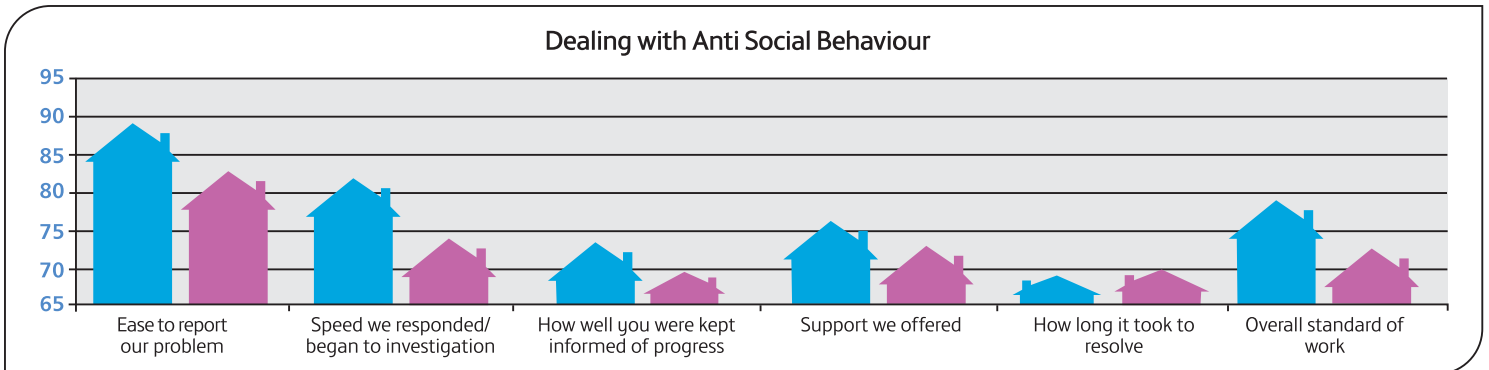
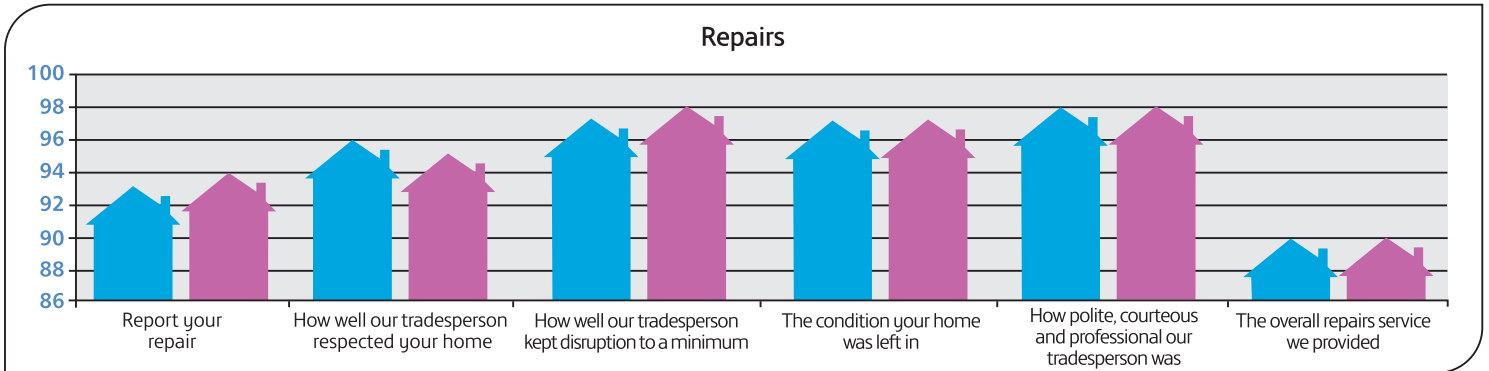
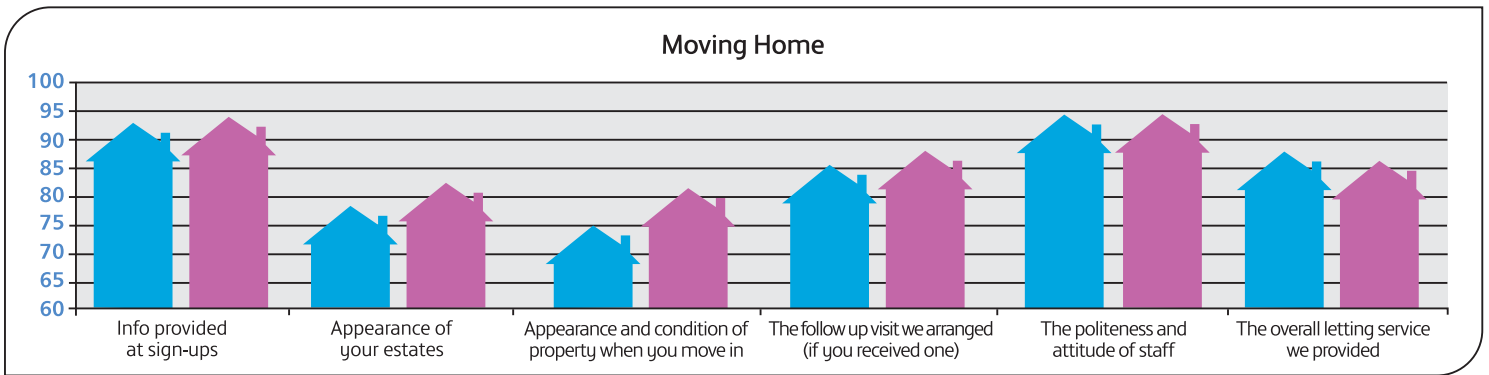


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In order for us to measure the quality of the services we deliver to you we carry out satisfaction surveys throughout the year, the information below shows satisfaction levels with services from April 2009 to the end of August 2009 compared to satisfaction levels for the year April 2008 to the end of March 2009.



■ As at end of August 2009 ■ 2008/2009



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