

## Performance Indicator Results

### Tenant Satisfaction

PI Name	2005/6 Result	Qtr 4 Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Cumulative	Comments
% Tenants Satisfied with Overall Service provided (annual)	75.60%	80.00%	N/A	80.35%	N/A	N/A	80.35%	Taken from our Annual Tenants Survey
% Tenants Satisfied with Opportunities to Participate (annual)	75.40%	75.00%	N/A	77.17%	N/A	N/A	77.17%	Taken from our Annual Tenants Survey

### Repairs

PI Name	2005/6 Result	Qtr 4 Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Cumulative	Comments
% Emergency Repairs Completed in Response	97.63%	99%	98.00%	99.16%	95.46%	96.03%	97.27%	
% Urgent Repairs Completed in Response	99.23%	98.00%	99.00%	99.47%	99.53%	99.65%	99.55%	
% Routine Repairs Completed in Response	92.00%	97.00%	96.00%	93.38%	91.90%	87.26%	91.91%	

### Rent collection and money owed to Erimus ( Arrears)

PI Name	2005/6 Result	Qtr 4 Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Cumulative	Comments
% General Needs Current Tenants Arrears	3.78%	3.20%	5.07%	6.80%	3.08%	3.96%	3.96%	
% Supported Housing Current Tenants Arrears	2.19%	2.10%	4.34%	4.11%	4.29%	1.62%	1.62%	
% of annual General Needs rent collected	95.64%	99.00%	92.22%	93.56%	94.73%	92.61%	97.28%	
% of annual Supported Housing rent collected	96.83%	99%	98.86%	98.21%	91.91%	96.16%	100.81%	
Void Rent Loss - General Needs Housing	5.36%	5.00%	4.70%	4.80%	4.90%	4.67%	4.67%	
Void Rent Loss - Supported Housing	3.88%	3.00%	3.53%	3.36%	3.24%	3.19%	3.19%	

### Condition of Erimus Homes

PI Name	2005/6 Result	Qtr 4 Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Cumulative	Comments
Average SAP rating - energy Efficiency	70	71.50%	70	71	71	72	72.00%	
% of homes failing the Decent Homes Standard	40.92%	28.44%	37.26%	34.48%	30.75%	26.63%	26.63%	

### Allocations and empty properties

PI Name	2005/6 Result	Qtr 4 Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Cumulative	Comments
Average Relet Time - Supported Housing	<b>66 days</b>	40 days	58 days	62 days	51 days	45 days	<b>54 days</b>	
Average Relet Time - General Needs Housing	<b>59 days</b>	35 days	72 days	71 days	67 days	46 days	<b>65 days</b>	
% Relettable Voids	<b>1.47%</b>	1.00%	1.64%	1.56%	1.14%	0.69%	<b>0.69%</b>	
% Unavailable Voids	<b>4.83%</b>	5%	3.44%	4.13%	4.52%	6.49%	<b>6.49%</b>	
% Lettings to BME tenants	<b>4.20%</b>	4.70%	5.80%	5.50%	6.40%	4.80%	<b>5.50%</b>	

#### Key



Not meeting target set



On target



Meeting target

Qtr 1 April - June

Qtr 2 July - September

Qtr 3 October - December

Qtr 4 January - March