














Appendix A Affordable Homes Performance at a Glance – Tenants’ Top 10

No.	Performance Indicator	Target 2010/11	Current performance for year	Performance Trend	Current performance data	↑ ↓ ↔ Trend
As at 30 December 2011 Q3						
1	Emergency repairs attended to within 24 hours	100%	100%		2011 jobs	↔
2	Urgent repairs completed within 5 days	95% or above	97%		1595 in 51 out	↔
3	Routine repairs completed within 23 days	92% or above	99%		3854 in 68 out	↑
4	Average time to complete a repair	14 days or less	10 days		End to end time	↑
5	Satisfaction with repair contractors	98% or above	99%		945 yes 13 no	↔
6	Satisfaction with housing repairs service	8 or above	9 out of 10		994 responses	↔
7	Average time to relet a general needs property (minor repairs)	20days or less	16 days		84 relets for the year	↓
8	Number of overdue gas services	5 or less	0		End of December	↔
9	Level of current rent arrears	1.4% or less	1.28%		£300,890 End of December	↑
10	Rent loss through empty dwellings	4% or less	2.73%		End of December on target	↔

 on target
  near target
  below target