

31 December 2008

Housing Services Management Team Performance Tree

		Target	March 08	April	May	June	July	August	September	October	November	December	January	February	March
Rent	Current		£335,951	£345,368	£344,412	£348,492	£340,555	£337,855	£324,677	£357,706	£338,232	£378,648			
	Former		£73,385	£79,334	£79,785	£84,245	£79,145	£82,423	£88,622	£91,418	£81,908	£86,374			
	Total		£409,336	£424,702	£424,197	£432,737	£419,700	£420,278	£413,299	£449,124	£420,140	£465,022			
Repairs Satisfaction	East		98%	95%	98%	97%	98%	98%	98%	98%	98%	98%			
	West		99%	99%	99%	99%	99%	99%	99%	99%	99%	99%			
	South		99%	100%	99%	99%	99%	99%	99%	99%	99%	99%			
	98% Average		99%	98%	99%	98%	99%	99%	99%	99%	99%	99%			
Responsive Repairs Jobs in Time	100% Emergency		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	95% Urgent		96%	91%	92%	92%	93%	93%	93%	92%	91%	91%			
	92% Routine		91%	88%	89%	89%	89%	88%	87%	87%	88%	88%			
	Average		96%	93%	94%	94%	94%	94%	93%	93%	93%	93%			
Responsive Repairs % Split	20% Emergency		19%	33%	22%	23%	22%	22%	22%	22%	21%	22%			
	Urgent		23%	26%	23%	20%	20%	20%	22%	22%	23%	23%			
	Routine		58%	41%	55%	57%	59%	58%	57%	56%	56%	55%			
GAS Non-compliant Boilers	Highest No in Month		44	64	68	79	131	127	129	104	89	64			
	Lowest No in Month		37	37	44	65	65	111	89	89	62	44			
	20 No on 1st of Month		26	37	55	65	65	123	111	89	62	44			