











## Affordable Homes' Health Check

No.	Performance Indicator	Target 2008/9	Current performance for year	Performance Trend	Current performance data
<b>As at 31 December 2008</b>					
1	Emergency repairs attended to within 24 hours	100%	100%		1919 jobs
2	Urgent repairs completed within 5 days	95% or above	91%		1835 in 190 out
3	Routine repairs completed within 23 days	92% or above	88%		3973 in 549 out
4	Average time to complete a repair	14 days or less	16 days		End to end time
5	Satisfaction with repair contractors	98% or above	99%		1694 yes 23 no
6	Satisfaction with housing repairs service	8 or above	9 out of 10		1726
7	Average time to relet a property	15 days or less	12.35 days		134 relet
8	Number of overdue gas services	20 or less	44		For December 08
9	Level of current rent arrears	1.4% or less	2.2%		As at week 40
10	Rent loss through empty properties	4% or less	3.5%		As at week 40

### Performance at a Glance – Tenants' Top 10



on target



near target



below target