














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 June 2010						
1	Emergency repairs attended to within 24 hours	100%	100%		635 jobs	↔
2	Urgent repairs completed within 5 days	95% or above	81%		427 in 103 out	↓
3	Routine repairs completed within 23 days	92% or above	91%		1183 in 118 out	↔
4	Average time to complete a repair	14 days or less	19 days		End to end time	↓
5	Satisfaction with repair contractors	98% or above	99%		341 yes 3 no	↑
6	Satisfaction with housing repairs service	8 or above	9 out of 10		354 responses	↔
7	Average time to relet a general needs property	15days or less	21 days		27relets for the year	↓
8	Number of overdue gas services	5 or less	3		End of June	↑
9	Level of current rent arrears	1.4% or less	1.54%		£334,753	↔
10	Rent loss through empty dwellings	4% or less	3%		For 10/11	↔

 on target
  near target
  below target