














**AFFORDABLE HOMES  
PERFORMANCE AT A GLANCE  
TENANTS' TOP 10 – AS AT 30 SEPT 2010**

No.	Performance Indicator	Target 2010/11	Current performance for year	Performance Trend	Current performance data	↑↓ ↔ Trend
1	Emergency repairs attended to within 24 hours	100%	100%		1377 jobs	↔
2	Urgent repairs completed within 5 days	95% or above	86%		915 in 90 out	↑
3	Routine repairs completed within 23 days	92% or above	90%		2811 in 199 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%		505 yes 5 no	↑
6	Satisfaction with housing repairs service	8 or above	9 out of 10		624 responses	↔
7	Average time to relet a general needs property	15days or less	18 days		27relets for the year	↔
8	Number of overdue gas services	5 or less	0		End of September	↑
9	Level of current rent arrears	1.4% or less	1.43%		£314,333	↑
10	Rent loss through empty dwellings	4% or less	3%		For 10/11	↔

 on target  near target  below target