














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 31 Dec 2010						
1	Emergency repairs attended to within 24 hours	100%	100%		2056 jobs	↔
2	Urgent repairs completed within 5 days	95% or above	92%		1597 in 155 out	↑
3	Routine repairs completed within 23 days	92% or above	95%		4231 in 252 out	↑
4	Average time to complete a repair	14 days or less	15 days		End to end time	↑
5	Satisfaction with repair contractors	98% or above	99%		1081 yes 6 no	↑
6	Satisfaction with housing repairs service	8 or above	9 out of 10		1116 responses	↑
7	Average time to relet a general needs property	15days or less	19 days		172 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	1.42%		£309,950	↑
10	Rent loss through empty dwellings	4% or less	0.76%		For 10/11	↔

 on target
  near target
  below target