











2010 - 11 Tenants Top Ten

Performance Indicator	S/Area	Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Q3 Target	Q3 Actual	Q4/YE Target	Q4/YE actual	Status at end of Year	10 - 11 End of year target
All new customers to have a support plan in place within 2 weeks of moving in.	Older Persons Services	75%	95%	100%	95%	95%	100%	95%	95%		95%
Quality of call response by Control Centre	Performance & Business Support	97.0%	96%	98%	96%	96%	99%	99%	98%		96%
Amount of rent loss through properties becoming vacant	Housing Management	£19,873	£24,000	£34,185	£48,000	£76,000	£47,496	£70,312	£102,000		£102,000
Former Tenant arrears collection rate - monetary value at month end	Housing Management	£5,091.18	£4,500	£9,849	£9,000	£13,500	£17,637	£18,000	£23,117		£18,000
Monetary amount written off (rents only)	Housing Management	£0.00	£3,750	£1,267	£7,500	£11,250	£1,267	£15,000	£8,706		£15,000
Total arrears (£) at end of month	Housing Management	£315,547	£329,272	£328,964	£370,091	£284,371	£229,447	£218,558	£229,388		£299,388
% of cust who rated the overall satisfaction of the Hsg Response team (integration of reception, control centre & repairs) as good/satisfied or above.	Performance & Business Support	92.00%	85%	98%	85%	85%	99%	85%	97%		85%
% of Emergency repairs completed on time, Q4 target = 98%	Repairs & Maintenance	98.90%	98%	98%	98%	98%	98.70%	98%	99.20%		98%
Average number of working days to resolve stage 1 complaints (upon receipt within Housing)	Performance & Business Support	5.67 days	10 days	7 days	10 days	10 days	7 days	10 days	7.30 days		10 days
% of Routine repairs completed on time, Q3 target = 93.7%, Q3 actual = 98.9%	Repairs & Maintenance	98.80%	93.70%	98%	93.70%	93.70%	98.90%	93.70%	99.70%		93.70%



Target Met



Target not met