

2011 - 12 Tenants Top Ten - Quarter 1 (figures in brackets represents performance for the same period of 2010-11)

Performance Indicator	S/Area	Q1 Actual	Q1 Target	July	Aug	Q2 Target	Status at end of month	11 - 12 End of year target
All new customers to have a support plan in place within 2 weeks of moving in.	Older Persons Services	100% (75%)	95%	100% (100%)	100% (100%)	95%	😊	98.5%
Quality of call response by Control Centre	Performance & Business Support	99.45% (97.00%)	98.00%	99.68% (99.00%)	99.24% (100%)	98%	😊	98%
Amount of rent loss through properties becoming vacant	Housing Management	£26410.34 (£19,873)	£24,500	£8241.82 (£5,155)	£7,337.10 (£4,175)	£49,000	😞	£98,000
Former Tenant arrears collection rate - monetary value at month end	Housing Management	£5538.76 (£5091)	£7,500	£3221.01 (£1,292)	£2001.81 (£2,013)	£15,000	😞	£30,000
Monetary amount written off (rents only)	Housing Management	£3164.88 (£0.00)	£15,000	£5,565.08 (£203)	£9,918 (£203)	£30,000	😞	£60,000
Total arrears (£) at end of month	Housing Management	£266,783 (£315,547)	£313,585	£276,656 (£322,409)	£313,348 (£321,253)	£303,470	😊	£274,500
% 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	98.00%	97%	Available in Oct 11		97%		97%
% of Emergency repairs completed on time	Repairs & Maintenance	98.5% (99.10%)	98.5%	99.6% (97.50%)	99.3% (96%)	99%	😊	98.5%
Average number of working days to resolve stage 1 complaints (upon receipt within Housing)	Performance & Business Support	8.39 days	10 days	Available in Oct 11		10 days		10 days
% of Routine repairs completed on time	Repairs & Maintenance	98.80% (98.90%)	97.00%	98.60% (99.10%)	98.9% (98%)	97.00%	😊	97.00%

😊 Target Met 😞 Target not met