

Actual 03/04	Actual 04/05	Actual Q1 05/06	Actual Q2 05/06	Actual Q3 05/06	Actual Mar 06	Target 05/06	Upper Quartile	Forecast 06/07	Forecast 07/08	Forecast 08/09	On Target ?	Direction
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BASKET OF MEASURES

ESTATE MANAGEMENT

BV 66a	% of current rent collected	96.61%	96.56%	95.27%	96.58%	96.98%	96.95%	> 97.50%	> 97.94%	97.90%	98.20%	98.50%		
BV 66b	% tenants over 7 weeks in arrears		5.99%	6.25%	6.49%	6.27%	5.58%	< 5%	< 4.42%	5.50%	5.00%	4.40%		
BV 66c	% tenants with Notice Of Seeking Possession served		29.54%	26.92%	27.26%	23.16%	20.59%	< 20%	< 11.33%	18.00%	14.00%	11.00%		
BV 66d	% tenants evicted		0.63%	0.60%	0.62%	0.46%	0.40%	< 0.5%	< 0.19%	0.35%	0.25%	0.15%		
L IM1	Rent arrears as a % of the rent roll	4.04%	3.18%	3.09%	2.83%	2.84%	2.79%	< 2.5%	< 2.13%	2.50%	2.00%	1.75%		
L IM2	FTAs as a % of the rent roll	5.93%	5.55%	5.67%	4.09%	4.25%	2.82%	< 3%	< 1.80%	3.00%	2.40%	1.90%		
L IM3	FTAs collected as a % of the opening FTA debit	9.78%	11.84%	11.22%	12.98%	8.63%	13.70%	> 16%	N / A	14%	18%	22%		
L IM4	Total rent arrears	1.37 M	1.08 M	0.98 M	1.00 M	1.02 M	0.97 M	< 0.9 M	N / A	0.88 M	0.83 M	0.75 M		
L IM5	Total former tenant arrears	2.01 M	1.89 M	1.97 M	1.42 M	1.47 M	0.98 M	< 1.6 M	N / A	1.0 M	0.95 M	0.92 M		

[LIM3](#) Quarter 3 shows a dip in performance, this is due to adjustments to Housing Benefits applied in this period. Performance since improved

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BASKET OF MEASURES

ASSET MANAGEMENT











BV 184b	% change in non-decent homes during year	36.8%	25.2%	5.66%	10.01%	16.84%	26.42%	> 33.2%	> 25.0%	TBA	TBA	TBA		
BV 185	% appointments made and kept (non-urgent responsive)	44.2%	74.8%	93.00%	91.80%	91.08%	91.10%	> 90%	> 97.6%	97.00%	98.00%	99.00%		
BPSA E5	% urgent responsive repairs within timescale (P1, 2, 3 and 5)	86.6%	91.1%	96.70%	96.10%	95.70%	83.81%	> 98%	> 98.90%	96.00%	97.00%	98.00%		
BPSA E6	% non urgent responsive repairs within timescale (P4 & P9)	82.3%	89.5%	97.20%	97.20%	97.80%	97.60%	> 95%	> 97.4%	98.00%	98.50%	99.00%		
BPSA E6	Average time for non-urgent repairs (P4) (days)	18.21	18.7	4.96	4.96	4.46	12.95	< 9.8	< 8.19	12	10	8		
BV 212	Average relet time (days)		73	70.18	65.20	64.54	57.80	< 30	< 27.50	28	25	25		
BV 63	Average SAP rating (points)	56	66	66	66	68	68	> 68	> 66.65	69	70	71		

[BPSAE5](#) [BPSAE6](#) BPSA E5 AND BPSA E6 (Average time), trends shown for beginning of year not applicable, reporting mechanism changed in February, full detail at pages 9 and 10.

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BASKET OF MEASURES

OVERALL SERVICE

SS 1	% new tenants satisfied with the standard of their new home	82.0%	84.7%	96.00%	94.20%	91.47%	91.26%	> 95%	N / A	95%	96%	98%		
SS 2	% tenants satisfied with the rent collection service		96.7%	100.00%	100.00%	96.61%	96.67%	> 95%	N / A	97%	100%	100%		
SS 3	% tenants satisfied with work carried out to meet the Decent Standard	89.2%	84.8%	89.04%	86.59%	88.58%	92.25%	> 95%	N / A	95%	96%	98%		
SS 4	% tenants satisfied with the in-house repairs service	92.4%	92.3%	87.67%	88.94%	91.44%	94.11%	> 95%	N / A	97%	98%	99%		
SS 5	% tenants satisfied with the gas repairs service	96.6%	98.6%	97.92%	98.75%	95.41%	94.41%	> 98%	N / A	97%	98%	99%		
BV 157	% of public facing services which are e-enabled	94.0%	97.0%	97.00%	96.96%	100.00%	100.00%	100%	100%	100%	100%	100%	