

Actual 04/05	Actual 05/06	Actual Q1 06/07	Actual August 06/07	06/07 Projection	Target 06/07	Upper Quartile Q1	Forecast 07/08	Forecast 08/09	On Target ?	Direction
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## BASKET OF MEASURES

### ESTATE MANAGEMENT

<a href="#">BV 66a</a>	% of current rent collected	96.56%	96.95%	92.98%	94.92%	96.90%	> 97.90%	97.09%	98.20%	98.50%		
<a href="#">BV 66b</a>	% tenants over 7 weeks in arrears	5.99%	5.58%	6.18%	7.10%	6.48%	< 5.5%	4.50%	5.00%	4.40%		
<a href="#">BV 66c</a>	% tenants with Notice Of Seeking Possession served	29.54%	20.59%	1.33%	4.05%	4.21%	< 18%	5.47%	14.00%	11.00%		
<a href="#">BV 66d</a>	% tenants evicted	0.63%	0.40%	0.03%	0.05%	0.05%	< 0.35%	0.06%	0.25%	0.15%		
<a href="#">L IM1</a>	Rent arrears as a % of the rent roll	3.18%	2.79%	2.92%	3.04%	2.90%	< 2.5%	2.39%	2.00%	1.75%		
<a href="#">L IM2</a>	FTAs as a % of the rent roll	5.52%	2.82%	2.35%	2.47%	2.49%	< 3.0%	1.42%	2.40%	1.90%		
<a href="#">L IM3</a>	FTAs collected as a % of the opening FTA debit	11.84%	13.70%	15.01%	14.95%	15.01%	> 14%	N / A	18%	22%		
<a href="#">L IM4</a>	Total rent arrears	1.08 M	0.97 M	1.04 M	1.07 M	0.90 M	< 0.88 M	N / A	0.83 M	0.75 M		
<a href="#">L IM5</a>	Total former tenant arrears	1.89 M	0.98 M	0.83 M	0.87 M	0.88 M	< 1.0 M	N / A	0.95 M	0.92 M		
<a href="#">LIM6</a>	No of patch action plans created through Resident Involvement	New Indicator under development		25	28	N/A	28	N / A	28	28		
<a href="#">LIM7</a>	Number of racial incidents	New Indicator	43	7	11	27	40	N / A	TBA	TBA		
<a href="#">LIM8</a>	% of Tenants and Leaseholders receiving an annual visit	New Indicator under development				N/A	100%	N / A	100%	100%		

Note: 66c, 66d & LIM7 are cumulative outturns

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## BASKET OF MEASURES

### ASSET MANAGEMENT

<a href="#">BV 184a</a>	% homes non-decent at start of year	58%	46.62%	35.47%	35.47%	35.47%	35.65%	29.65%	21.96%	15.77%		
<a href="#">BV 184b</a>	% change in non-decent homes during year	25.25%	26.42%	2.55%	11.94%	28.98%	> 28.98%	44.35%	10.57%	6.11%		
<a href="#">BV 185</a>	% appointments made and kept (non-urgent responsive)	74.8%	91.1%	93.05%	91.39%	97.00%	> 97%	95.00%	98.00%	99.00%		
<a href="#">BPSA E5</a>	% urgent responsive repairs within timescale (P1, 2, 3 and 5)	91.1%	83.81%	97.02%	96.50%	96.22%	> 96%	99.00%	97.00%	98.00%		
<a href="#">BPSA E6</a>	Average time for routine repairs (days)	18.7	12.95	13.20	12.02	12.04	< 12.0	6.95	10	8		
<a href="#">BV 212</a>	Average relet time (days)	73	57.8	33.73	32.63	32.36	< 30	31.06	28	26		
<a href="#">BV 63</a>	Average SAP rating (points)	66	68	69	69	69	69	69.05	70	71		
<a href="#">GS1</a>	No of properties without a valid CP12 cert (Gas Servicing)	162	71	41	42	37	0	N/A	0	0		
<a href="#">GS2</a>	Avg length of time for properties without a CP12 (days)	New Indicator		147	81	75	0 days	N/A	0	0		

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## BASKET OF MEASURES













### OVERALL SERVICE

<a href="#">SS 1</a>	% new tenants satisfied with the standard of their new home	84.7%	91.3%	Included in annual satisfaction plan	N/A	> 92%	N / A	94%	96%			
<a href="#">SS 2</a>	% tenants satisfied with the rent collection service	96.7%	96.7%	Included in annual satisfaction plan	N/A	> 97%	N / A	98%	98%			
<a href="#">SS 3</a>	% tenants satisfied with work carried out to meet the Decent Standard	84.8%	92.3%	Included in annual satisfaction plan	N/A	> 92%	N / A	94%	96%			
<a href="#">SS 4</a>	% tenants satisfied with the in-house repairs service	92.3%	94.1%	Included in annual satisfaction plan	N/A	> 95.5%	N / A	96%	96.5%			
<a href="#">SS 5</a>	% tenants satisfied with the gas repairs service	98.6%	94.4%	Included in annual satisfaction plan	N/A	> 95.5%	N / A	96%	96.5%			
<a href="#">SS6</a>	% of customers who felt they were dealt with fairly & sensitively	New Indicator		Included in annual satisfaction plan	N/A	100%	N / A	100%	100%			
<a href="#">SS7</a>	% of New Tenants satisfied with the Allocation Service	New Indicator	96.94%	96.91%	97.00%	> 95%	N / A	96%	97%			
<a href="#">SS8</a>	% of customers satisfied with the ASB Service	New Indicator	100.00%	68.75%	N/A	> 90%	N / A	92%	94%			
<a href="#">BV 12</a>	Number of working days lost due to sickness absence	10.42	15.28	5.86	7.35	7.35	12.00	2.73	9.50	7.00		
<a href="#">SS9</a>	% complaints completed within 10 working days	72.2%	77.8%	81.25%	86.81%	89.44%	85%	N / A	90%	95%		
<a href="#">SS10</a>	% telephone calls answered within 20 second target	98.10%	97.27%	97.04%	96.06%	96.40%	100%	N / A	100%	100%		
<a href="#">SS11</a>	% letters answered within 10 working days	99.60%	98.07%	100.00%	99.88%	99.93%	100%	N / A	100%	100%		

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**STATUS SURVEY INFORMATION**

- to be carried out in 2006 (last carried out in 2003), to be carried out annually in future

<a href="#">BV 74a</a>	Satisfaction of all tenants with overall service (from STATUS survey)	73.0%	73.0%	Survey due to be completed Oct 06	N/A	80%	83.00%	83.0%	86.0%		
<a href="#">BV 74b</a>	Satisfaction of ethnic minority tenants with overall service	54.0%	54.0%	Survey due to be completed Oct 06	N/A	80%	75.70%	83.0%	86.0%		
<a href="#">BV 74c</a>	Satisfaction of non-ethnic minority tenants with overall service	73.0%	73.0%	Survey due to be completed Oct 06	N/A	80%	80.00%	83.0%	86.0%		
<a href="#">BV 75a</a>	Percentage of all tenants satisfied with opportunities to participate in management and decision making	70.00%	70.00%	Survey due to be completed Oct 06	N/A	75%	70.00%	80.0%	86.0%		
<a href="#">BV 75b</a>	Percentage of ethnic minority tenants satisfied with opportunities to participate in management and decision making	67.00%	67.00%	Survey due to be completed Oct 06	N/A	75%	N/A	80.0%	86.0%		
<a href="#">BV 75c</a>	Percentage of non-ethnic minority tenants satisfied with opportunities to participate in management and decision making	70.00%	70.00%	Survey due to be completed Oct 06	N/A	75%	N/A	80.0%	86.0%		

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## LOCAL INDICATORS

### ESTATE MANAGEMENT

<a href="#">BV 69</a>	Percentage of rent lost through properties remaining empty	3.88%	3.68%	2.91%	2.82%	3.02%	< 3.00%	1.22%	2.75%	2.50%		
	Amount of former arrears cash collected (cumulative)	£185,680	£172,496	£40,072	£68,530	£160,288	£ 196,000	N/A	£ 205,000	£ 215,000		
	Percentage of cash collected to available debt	8.79%	16.33%	13.83%	13.94%	13.81%	> 13.50%	N/A	14.00%	14.50%		
<a href="#">LAM2</a>	All empty properties as % of total stock	3.18%	2.34%	2.54%	2.48%	2.48%	< 2.8%	N/A	2.70%	2.60%		
<a href="#">LAM3</a>	'Active' voids as % of total stock	1.52%	1.25%	1.63%	1.45%	1.47%	< 1.0%	N/A	0.90%	0.80%		

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## LOCAL INDICATORS

### ASSET MANAGEMENT

<a href="#">L AM1</a>	Percentage of emergency repairs completed on time	92.90%	96.80%	98.82%	99.30%	100%	> 99%	98.82%	99.00%	99.20%		
<a href="#">L AM DS</a>	Cumulative number of homes tackled under Decent Standard works this year	1779	1311	110	521	1423	1738	N/A	596	387		
<a href="#">L AM DS1</a>	Cumulative number of homes made decent by THL & Partners	6352	7407	7511	7762	8600	8572	N/A	8855	8956		
	Deliver the Council's agreed Stock Rationalisation Programme											
	Cumulative number of properties demolished	167	140	31	56	66	> 176		TBA	TBA		
	Cumulative number of garages demolished	71	0	23	23	35	> 17					
	Cumulative number of properties disposed of	3	54	0	2	2	> 49					

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**LOCAL INDICATORS**

**OTHER**

<a href="#">BV 8</a>	% Invoice payments within 30 days	86.60%	92.80%	89.45%	90.54%	91.17%	> 93.0%	N/A	94.00%	95.00%		
	Employee turnover rate	16.1%	13.5%	2.83%	4.97%	11.31%	< 13.5%	N/A	13.50%	13.50%		
	% tenants satisfied with the annual gas servicing	98.20%	98.44%	Included in annual satisfaction plan		N/A	> 97%		98.00%	99.00%		
<a href="#">L Oth Att</a>	Percentage of Directors who attend Board meetings	70.5%	79.9%	73.00%	76.00%	75.28%	> 85%		90.00%	95.00%		
	- Tenants	78%	94%	73.00%	84.00%	N/A	> 85%		90.00%	95.00%		
	- Councillors	64%	71%	71.00%	67.00%	N/A	> 85%		90.00%	95.00%		
	- Independents	69%	72%	75.00%	81.00%	N/A	> 85%		90.00%	95.00%		