

# Performance April to June 2009

## CUSTOMER CULTURE

What did we measure?	What target did we set?	What did we achieve?	
Customer satisfaction with Investment Programme	99.5%	99.00%	✗
0800 calls answered in 10 seconds	70%	64%	✗
Non 0800 calls answered in 10 seconds	70%	64%	✗
Appointments made and kept	97%	97%	✓
Satisfaction with repairs	97%	97%	✓
Customer Profile information	97.5%	92.3%	✗
Satisfaction with gas servicing	No information available		
Customer turnover	6.0%	9.3%	✗

## MAKING THE BEST USE

What did we measure?	What target did we set?	What did we achieve?	
ICT Downtime	0.50%	0.34%	✓
Number of works completed against what was planned	98%	103%	✓
Average number of days to re-let time of properties	36	27	✓
Productivity Measure	6%	10.9%	✗
Empty property rent loss	0.96%	0.63%	✓
Rent collected	98%	98.7%	✓
Rent owed from current customers	4%	3.2%	✓
Budgeting Score	70%	52%	✗
Net operating cash flow	£21.3 M	£18.7M	✓
Cost to repair empty properties	£1,700	£1,483	✓
Rent owed from former customers	1.75%	2.17%	✗
Efficiency savings	£25K	£263K	✓
Asset cover ratio	105%	135%	✓
Repairs completed on first visit	75%	75%	✓
Staff Sickness	3.00%	4.1%	✗
Time taken to re-cruit	12 weeks	14 weeks	✗
Employee turnover	2.5%	2.6%	✗
Company recycling	35%	78%	✓

## INCLUSIVE AND OPEN

What did we measure?	What target did we set?	What did we achieve?	
Pledges incomplete	0	0	✓
Aids and Adaptations	81%	81%	✓
Complaints Upheld	?	75.5%	✓
Complaints responded to in timescale	90%	83%	✗
Estate walkabout actions completed	95%	100%	✓
Average number of customers on walkabouts	3	4.9	✓
Tenancy visits completed	500	208	✗

## RIGHT THING, RIGHT PLACE

What did we measure?	What target did we set?	What did we achieve?	
Number of out of Date Gas Safety Certificate	0	0	✓
Homes meeting Decent Homes Standard	81%	85.7%	✓
% of Customer exit surveys completed	90%	94%	✓
Satisfaction with closed ASB cases	80%	71%	✗
Delivery of Investment programme within budget	+/- 2.5%	+10.6%	✗
HHT support for community based activities	6	9	✓

If you require any more information or an explanation of the results, please let us know!!

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