

PFI 1

Performance Indicators November 2008

	Contract Target 08/09	June 2008	Aug 2008	Nov 2008	YTD
Complaints % replied to within 10 days	96%	90%	100%	100%	97.9%
Correspondence % replied to within 10 days	96%	98%	100%	98%	99.3%
Members Enquiries % replied to within 10 days	96%	100%	100%	100%	100%
% Telephone calls answered within 18 seconds (excl out of hours)	80%	98.80%	98.80%	98.2%	97.6%
% gross rent collected	97.5%	101.7%	100.3%	98.8%	99.5%
Current arrears per tenant	Not a contract target	£212.70	£205.37	£201.70	£201.70
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	27 days	8.75 days	35 days	11 days	11days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	9.40 days	9 days	11days	14 days
% of all repairs completed within time-scales year to date	95%	100%	100%	99.8%	99.9%
% responsive repairs for which an appointment was made and kept	Not a contract target	100%	100%	99.9%	99.9%
% of gas services completed against programme (YTD)	100% at year end	99.5%	98.6%	99.3%	N/A