

PFI 1
Performance at a Glance June-August 2007

	Contract Target 07/08	HFI Target 07/08	June 2007	August 2007	YTD
Complaints % replied to within 10 days	96%	98%	100%	100%	100%
Correspondence % replied to within 10 days	96%	98%	100%	100%	100%
Members Enquiries % replied to within 10 days	96%	99%	100%	100%	100%
% Telephone calls answered within 18 seconds (excl out of hours)	80%	95%	97.2%	97.6%	97.6%
% gross rent collected	97.0%	>100.75	100.4%	100.2%	98.97%
Current arrears per tenant	Not a contract target	£180	£247	£238	£238
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	26.99 days	24 days	21 days	21 days	23days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	22.5 days	21days	13 days	20 days
% of all repairs completed within time-scales year to date	95%	99.0%	100%	100%	100%
% responsive repairs for which an appointment was made and kept	Not a contract target	98.8%	100%	99.8%	99.96%
% of gas services completed against programme (YTD)	100% at year end	100% at year end	99.2%	98.8%	99.1%