

PFI 2 Performance at a Glance

June and August 2007

PFI 2	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%	98.8%	100%	99.8%
Members Enquiries % replied to within 10 days	96%	99%	100%	100%	100%
% Telephone calls answered within 18 seconds (excel out of hours)	80%	95%	97%	97.5%	98%
% gross rent collected	97.25%	100.75%	101.68%	99.5%	99.4%
Current arrears per tenant	Not a contract target	£180	£246	£242	£242
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	27 working days	24 days	0 days	0 days	0 Days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	22.5 days	16days	15 days	18 days

PFI 2	Contract Target 07/08	HFI Target 07/08	June 2007	August 2007	YTD
% 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%	100%	99.7%
% of gas services completed against programme (YTD)	100% at year end	100% at year end	99.17%	98.4%	98.4%