

PFI 2 Performance at a Glance

October 2006 to March 2007

PFI 2	Contract Target 06/07	HFI Target 06/07	October 2006	December 2006	February 2007	YTD Ended 31 March 07
Complaints % replied to within 10 days	96%	97%	100%	100%	100%	100%
Correspondence % replied to within 10 days	96%	98%	100%	100%	100%	100%
Members Enquiries % replied to within 10 days	96%	98%	100%	100%	100%	100%
% Telephone calls answered within 18 seconds (excl out of hours)	80%	94%	98%	99%	97%	98%
% gross rent collected	97.25%	101%	98.6%	88.4%	104.8%	99.36%
Current arrears per tenant	Not a contract target	£190	£229	£253	£246.02	£246.02
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	27 working days	25 calendar days	37 calendar days	No minor voids let in December	No minor voids let in February	26.38
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	25 days	37.3 days	171 days	131.5 days	88.86 days
% of all repairs completed within time-scales year to date	95%	99.0%	99.7%	100%	100%	100%
% responsive repairs for which an appointment was made and kept	Not a contract target	98.7%	99.7%	99.9%	100%	100%
% of gas services completed against programme (YTD)	100% at year end	100% at year end	97.7%	96.3%	96.36%	96.08%