

Description	2007/08 Out turn	2007/08 Target	Against Target	2008/09 Current Performance	2008/09 Target	Against Target	
Arrears PIs							
Rent collected as a % of rent due	98.37%	98.88%	Green	95.20%	98.60%	Green	
No. of tenants with more than seven weeks of (gross) rent arrears as a % of the total number of tenants	4.71%	8.90%	Red	5.65%	4.94%	Red	
% of tenants in arrears who have had NSP served.	11.93%	37.00%	Green	7.38%	16.00%	Green	
% of tenants evicted as a result of rent arrears.	0.22%	0.49%	Green	0.08%	0.23%	Green	
Rent arrears of current tenants as a % of rent roll.	1.99%	1.75%	Red	3.12%	1.98%	Red	
Rent arrears of current tenants.	£793,738	£700,000	Red	£1,327,717	£750,000	Red	
Voids and Re-let PIs							
% of rent lost through dwellings becoming vacant	2.31%	2.33%	Green	0.90%	2.00%	Green	
Total voids as a % of stock	0.96%	1.14%	Green	0.96%	1.00%	Green	
Total active voids as a percentage of stock.	0.58%	0.70%	Green	0.56%	0.70%	Green	
Active voids up to 3 months	79	80	Green	73	75	Green	
Active voids over 3 months	2	12	Green	5	12	Green	
Total of passive voids.	52	25	Green	55	60	Green	
Maintenance PIs							
% of responsive repairs for which appointment made and kept	87.61%	82%	Green	84.70%	90%	Red	
% of urgent repairs carried out within Government time limits	94.90%	99%	Amber	95.00%	97%	Amber	
Average time taken to complete non-urgent repairs.	8.7 days	7.9 days	Red				
% of repairs carried out within time limits for emergency repairs				99.20%	97.00%	Green	
% of repairs carried out within time limits for urgent repairs (5 days)				86.60%	97.00%	Red	
% of repairs carried out within time limits for routine (4 week) repairs				96.80%	97.00%	Amber	
% of repairs carried out within time limits for routine (6 week) repairs				86.10%	97.00%	Red	
Average time taken to relet local authority housing.	25.96 days	26 days	Red	27.94 days	25 days	Red	
Adaptations -average time from referral to small adaptation	21.9 days	31 days	Green	13.47 days	22 days	Green	
Adaptations -average time from referral to large adaptation	131.5 days	150 days	Green	124.5 days	130 days	Green	
Tenant satisfaction with repairs (last completed repair)	78%	90%	Amber	86%	90%	Amber	
Staffing							
Number of working days lost due to sickness absence.	8.96 days	9 days	Green	1.26 Days	8 Days	Green	
Achievement against Plans							
Business & Delivery Plan Targets (% completed at year end)	81.8%	100%	Red		100%		
Service Improvement Targets (% completed at year end)	79.4%	100%	Red		100%		