

Description	2005/06 Out turn	Target 2006/07	October	November	December	First quarter	Second Quarter	Third Quarter	Fourth Quarter / Year End	Collection cycle	Comments
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Arrears

Total rent arrears £	£62,702.98		£86,134	£86,515	£85,640	£81,263	£83,611	£85,640		Cumulative Monthly	The main increase factor in this figure is the former tenant arrears.
Total rent arrears-% of debit	8.81%	5%	11.79%	11.84%	11.72%	11.10%	11.45%	11.72%		Cumulative Monthly	Target of 5% in not likely to be achieved and is now considered to be unrealistic
Current tenant arrears£	£44,297.23		£62,448	£62,688	£61,895	£60,259	£59,459	£61,895		Cumulative Monthly	Current Arrears levels increased during October. The housing benefit backlog will have contributed to this.
Current tenant arrears-% of debit	6.22%	4%	8.55%	8.58%	8.47%	8.25%	8.14%	8.47%		Cumulative Monthly	The current position is 4.47% above the end of year target. The initial target now appears to have been a unrealistic on.

Maintenance

Responsive repair spend - £YTD	£93,027	£90,000				£31,214	£66,042			Quarterly	
% Emergency repairs completed in time-24 hours	99%	99%				100%	98%	94%		Quarterly	
% urgent repairs completed in time- 5 days	94.00%	95%				91%	97%	89%		Quarterly	
% normal repairs completed in time-15 days	97.00%	99%				95%	99%	86%		Quarterly	Ideally this report should be run mid to late February when all the normal orders are completed and updated. therefore this %
% appointable responsive repairs with appointments	43%	95%				67%	78%	83%		Quarterly	
% appointments kept	93.00%	98%				91%	95%	80%		Quarterly	
Responsive repairs able to be completed at 1st visit	98.00%	75%				97.50%	100%			Quarterly	

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Voids & Relets

Number of available to let voids (active)	32	8	3	2	1	10	9	6		Monthly	
Number of unavailable to let voids (passive)	4	0	0	0	1	1	2	1		Monthly	
Total voids	36	8	3	2	2	11	11	7		Monthly	
Average days vacant for existing homes	49	20	80	10	20	68	28	47		Monthly	
% of existing homes let within target time	34.20%	75%	0.00%	100.00%	100.00%	18.80%	72.00%	50.00%		Monthly	
Total void loss-% of debit	1.60%	3%	4.52%	0.28%	0.32%	6.90%	2.67%	1.73%		Monthly	
Bad debt loss-% of debit	0%	1.5%	0%	0%	0%	0%	0%	0%		Monthly	
Total rent losses-%of debit	2.19%	4.5%	4.52%	0%	2%	7.10%	11.18%	2.14		Monthly	
Total void loss £	12002.65		2548.34	198	185	12756.43	1164.34	2931.36		Monthly	
Total bad debt loss-£	Nil		Nil	Nil	Nil	Nil	Nil	Nil		Monthly	
Total rent losses-£	15634.46		2548.34	198	874	13088.43	4816.04	3620.36		Monthly	

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Customer Services

Number of Anti Social Behaviour cases			5	2	2			9		Monthly	
% dealt with in NCHA timescales		100%	100%	100%	100%			100%		Monthly	
Number of race harassment cases	1		0	0	0	0	1	0		Monthly	
% dealt with in NCHA timescales	100%	100%	n/a	n/a	0	n/a	100%			Monthly	
Compensation paid-£	Nil	Nil	Nil	Nil	Nil	Nil	nil			Monthly	
Number of complaints received	17					2	4	1		Quarterly	
% dealt with in NCHA timescale	100%	100%				100%	50%	N/A		Quarterly	The one complaint received in quarter 3 was regarding a re-housing issue, as a result it was passed through to Housing Options Centre.

Enquiry Centre - N.B Figures are overall, system is unable to break these down to NCHA customers

% of abandoned calls as a % of calls received	9.10%	Less than 15%				11.4	13.3			Monthly	
% of calls answered in less than 10 seconds	69.50%	70%				59.6	53.26			Monthly	
Average Call Wait	17	No more than 90 seconds				25	39.4			Monthly	

Equality and Diversity

Average number of offers per letting	1.5	2				1.43	2.25			Monthly	
Lettings to LA nominations as% of total lets	100%	100%				100%	100%			Monthly	
Lettings to stat homeless as % of total lets	76.00%					57%	62.5%			Monthly	
Lettings to BME as % of total lets	27.00%	9%				0%	0%			Monthly	
BME applications as % of total registered	24.50%	6%				26%	25.5%			Monthly	