











































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%	 Amber	98.04%	98.60%	Amber	
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	6.59%	4.94%	Red	
% of tenants in arrears who have had NSP served.	11.93%	37.00%	 Amber	16.25%	16.00%	Amber	
% of tenants evicted as a result of rent arrears.	0.22%	0.49%	 Green	0.19%	0.23%	Green	
Rent arrears of current tenants as a % of rent roll.	1.99%	1.75%	 Red	2.38%	1.98%	Red	
Rent arrears of current tenants.	£793,738	£700,000	 Red	£973,357	£750,000	Red	
Voids and Re-let PIs							
% of rent lost through dwellings becoming vacant	2.31%	2.33%	 Red	2.13%	2.00%	Red	
Total voids as a % of stock	0.96%	1.14%	 Red	1.28%	1.00%	Red	
Total active voids as a percentage of stock.	0.58%	0.70%	 Red	0.76%	0.70%	Red	
Active voids up to 3 months	79	80	 Red	104	75	Red	
Active voids over 3 months	2	12	 Green	4	12	Green	
Total of passive voids.	52	25	 Red	72	60	Red	
Maintenance PIs							
% of responsive repairs for which appointment made and kept	87.61%	82%	 Green	92.10%	90%	Green	
% of urgent repairs carried out within Government time limits	94.90%	99%	 Amber	93.80%	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				97.50%	97.00%	Green	
% of repairs carried out within time limits for urgent repairs (5 days)				87.00%	97.00%	Red	
% of repairs carried out within time limits for routine (4 week) repairs				90.90%	97.00%	Red	
% of repairs carried out within time limits for routine (6 week) repairs				68.80%	97.00%	Red	
Average time taken to relet local authority housing.	25.96 days	26 days	 Red	28.09 days	25 days	Red	
Adaptations -average time from referral to small adaptation	21.9 days	31 days	 Green	13.13 days	22 days	Green	
Adaptations -average time from referral to large adaptation	131.5 days	150 days	 Green	127.88 days	130 days	Green	
Tenant satisfaction with repairs (last completed repair)	78%	90%	 Amber	88%	90%	Amber	
Staffing							
Number of working days lost due to sickness absence.	8.96 days	9 days	 Green	5.84 Days	8 Days	Green	
Achievement against Plans							
Business & Delivery Plan Targets (% completed at year end)	81.8%	100%	 Red	82.41%	100%	Red	
Service Improvement Targets (% completed at year end)	79.4%	100%	 Red	80.10%	100%	Red	