

Key Performance Indicator Performance History & 2009/2009 Targets

Key Performance Indicators	2004/2005		2005/2006		2006/2007		2007/8		Targets for 2008/9
	Target	Actual	Target	Actual	Target	Actual	Target	Actual	
Committee Attendance	75%	71%	72%	73%	75%	80%	75%	72%	75%
Average Re-Let Times (days)	32	36	17	14	15	11	12	10	10
Void Loss as % of Income	1%	1.2%	0.5%	0.53%	0.45%	0.18%	0.25%	0.25%	0.21%
Load New Applications (days)	28	40	3	1	3	1	3 days	1.9	3
Total Non Tech Arrears	2.89%	4.5%	3.0%	3.16%	2.8%	2.15%	2.5%	2.0%	2.0%
Current Non Tech Arrears	2.59%	4.1%	2.7%	2.31%	2.0%	1.55%	1.8%	1.4%	1.3%
Former Tenant Arrears	0.3%	0.5%	0.3%	0.86%	0.8%	0.60%	0.7%	0.6%	0.7%
All Repairs Completed on Time	N/A	88.7%	N/A	96.4%	N/A	96.5%	97.5%	95.9%	97.6%
Emergency Repairs	96%	93.8%	97.7%	100%	97.7%	100%	98.8%	100%	98%
Urgent Repairs	90%	86.9%	95.8%	96.67 %	97.4%	98.33%	98.7%	100%	99%

<i>Routine Repairs</i>	92%	87.4%	94.4%	95.05 %	96.6%	95.59%	96.6%	94.6%	96%
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