

Draft Performance Targets for 2010/11

The Association sets annual Performance Indicators, (PIs), as targets to help us plan for the coming year. This is good management practice which helps us to measure how we are doing as a business and how well we are serving our customers. Although there is always room for improvement, we have, over the years, been quite consistent in achieving our aims and our targets for 2010/11 are similar to recent years. Which, given the current financial climate, is a very positive achievement.

The chart below compares our actual performance against targets during 2009/2010 with the Draft PI targets for 2010/11. Please contact us with your comments.



Evelyn Lee



Dennis Whalen

Performance Indicator	Target 2009/10	Actual at 31/03/2010	Draft Target 2010/11
Weekly Charges			
Rent Collection	98.00%	97.57%	98.00%
Current Rent Arrears	1.50%	1.38%	1.45%
Vacant Dwellings & Lettings			
General Needs Dwellings vacant and available to let(%)	0.5	0.5	0.5
Dwellings vacant and not available to let(%)	0.3	0.3	0.3
Re-let time - excluding complex voids (Weeks)	3.9	3.7	3.8
Stock Condition			
Failing Decent Homes Standard (%) * see note below	1.8	1.78	1.75
Emergency repairs (1 day) completed in target (%)	99	98.7	99
Urgent repairs (4 days) completed in target (%)	98	98.06	98.5
Routine repairs (21 days) completed in target (%)	99	99.13	99
Repairs Appointments			
Post Inspections carried out (%)	10	18.6	15
Appointments kept (where made) (%)	99.95	99.9	100
Resident Satisfaction			
Repairs service via VMS	9.3	9	9.1
New Homes via VMS	8.4	8.4	8.5
Adaptations	8	8.59	8.5
Grounds Maintenance via VMS	7.5	6.9	7.5
Gas Servicing & Smoke Detector Cleaning via VMS	9.7	9.1	9.6
Lettings via VMS	9.2	9.3	9.25
Out of Hours Repairs	8	8.6	8.5

* The Association has 24 homes which fail decent homes standard because they have solid fuel central heating.

FREEPHONE
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Please use this number to contact us as it is free to anyone calling from a landline.