

# General Needs Stock Managed

## Monthly Key Performance Indicators - end

Financial Reporting Week 31

Reporting Quarter 2

October

2011



	Current Period	Year to Date	Same Period Last Year YTD	Target	Tolerance	Direction of Travel YTD	Summary YTD	Summary YTD [main contractor]
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### Number 1 in Sector For Customer Loyalty

#### Repairs

KPI 1	EMERGENCY REPAIRS COMPLETED IN TARGET	99.1%	<b>99.1%</b>	97.5%	99.0%	98.0%	↑	😊	😊
KPI 2	URGENT REPAIRS COMPLETED IN TARGET	99.5%	<b>98.1%</b>	98.1%	98.0%	96.0%	↑	😊	😊
KPI 3	ROUTINE REPAIRS COMPLETED IN TARGET	98.9%	<b>98.2%</b>	98.1%	98.0%	96.0%	↑	😊	😊
KPI 8	TENANTS REPORTED THAT AN APPOINTMENT WAS MADE AND KEPT FOR THEIR LAST REPAIR	97.7%	<b>96.5%</b>	89.2%	95.0%	90.0%	↑	😊	😊
KPI 9	TENANTS REPORTED THAT THEIR LAST REPAIR WAS COMPLETED AT FIRST VISIT	87.6%	<b>78.5%</b>	72.1%	82.0%	77.0%	↑	😐	😐
KPI 10	TENANTS SATISFIED WITH THE WAY THEIR LANDLORD DEALT WITH THEIR LAST REPAIR	93.2%	<b>93.3%</b>	90.6%	90.0%	85.0%	↔	😊	😊

#### Access/Customer Care

KPI 11	TENANTS SATISFIED WITH THE SERVICES PROVIDED BY THEIR LANDLORD (Quarterly)	77.0%	<b>77.2%</b>	73.3%	80.0%	75.0%	↓	😐	
KPI 12	TENANTS SATISFIED THAT THEIR VIEWS ARE BEING TAKEN INTO ACCOUNT (Quarterly)	66.9%	<b>67.8%</b>	65.5%	68.0%	65.0%	↓	😐	
KPI 13	COMPLAINTS RESOLVED AT FIRST STAGE	84.2%	<b>80.0%</b>	88.5%	95.0%	90.0%	↑	😞	

Current Period	Year to Date	Same Period Last Year YTD	Target	Tolerance	Direction of Travel YTD	Summary YTD
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## Best in Sector At Creating Value Through Assets

### Safety

KPI	Description	Current Period	Year to Date	Same Period Last Year YTD	Target	Tolerance	Direction of Travel YTD	Summary YTD	Number Outstanding
KPI 4	UNITS WITH A VALID GAS SAFETY CERTIFICATE	100.00%	Snapshot only	0.0%	100.0%	100.0%	↑	😊	0
KPI 5	GAS SAFETY CERTIFICATES SERVICED WITHIN 12 MONTHS OF PREVIOUS CERTIFICATE	YTD Only	98.8%	99.8%	98.0%	96.0%	↓	😊	
KPI 6	PROPERTIES WITH A GAS CERTIFICATE MORE THAN 6 MONTHS OVERDUE	0.00%	Snapshot only	0.0%	0.0%	0.2%	↔	😊	
KPI 7	UNITS WITH A COMPLETED FIRE RISK ASSESSMENT (all properties with a common area irrelevant of the number of floors)	100.00%	Snapshot only	102.5%	100.0%	97.5%	↔	😊	

### Rent and Arrears

KPI	Description	Current Period	Year to Date	Same Period Last Year YTD	Target	Tolerance	Direction of Travel YTD	Summary YTD	YTD Value £
KPI 15	RENT & SERVICE CHARGE COLLECTION	YTD only	94.6%	102.5%	100.5%	99.0%	↓	😞	£11,438,337
KPI 16	CURRENT TENANT ARREARS	6.5%	Snapshot Only	3.5%	3.5%	3.8%	↓	😞	£1,324,183
KPI 17	DEBTORS	7.7%	Snapshot Only	4.9%	5.0%	5.2%	↓	😞	£1,565,336

### Vacant Properties

KPI	Description	Current Period	Year to Date	Same Period Last Year YTD	Target	Tolerance	Direction of Travel YTD	Summary YTD	Number Vacant
KPI 18	RE-LET TIME	YTD only	17.9	22.9	22.0	28.0	↓	😊	
KPI 47	Vacant and available to let or pending completion of works	1.1%	Snapshot Only	N/A	0.8%	1.1%	↑	😞	42
KPI 48	Vacant and unavailable to let due to awaiting demolition, redevelopment or sale	2.6%	Snapshot Only	N/A	5.9%	6.2%	↔	😊	97
KPI 20	CASH VOID LOSS £'000	YTD only	£101.3	£57.3	£33.25	£35.00	N/A	😞	

