





















	Performance Indicator	Target	Performance	Traffic Light	Trend Versus Last Year	Value for Money
Income Collection & Management	Rent arrears of current social housing tenants as a % of rent debit	1.45%	1.43%			 
	% of annual net rental income collected	100.3%	99.43%			 
Neighbourhoods	% of rent lost through dwellings being vacant	0.65%	0.92%			 
	Average re-let time for social housing	14 days	24 days			 
	% of social housing dwellings vacant at 31 March 2015	0.35%	1.04%			 

1



Target met

Target not met not included in exception reporting



Target not met included in exception reporting



Performance improved



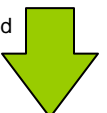
Performance declined























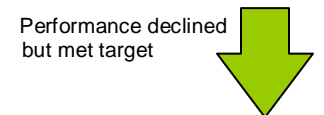
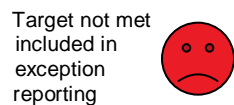
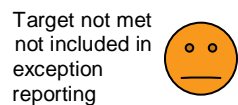
Performance the same






















Performance declined but met target



	Performance Indicator	Target	Performance	Traffic Light	Trend Versus Last Year	Value for Money
Repairs	% of repairs completed right first time	90%	92.27%			 
	% of properties with a valid solid fuel certificate	100%	100%			 
	% of properties with a valid CP12 gas certificate	100%	100%			 
	% of repairs where an appointment was made and kept	98%	98.3%			 
	% of urgent repairs completed within target	97%	98.73%			 



	Performance Indicator	Target	Performance	Traffic Light	Trend Versus Last Year	Value for Money
Customer Services	Overall satisfaction with services	90%	86%			 
You First	% of piper network controller calls answered within 60 seconds	98.5%	99.16%			 
Major Investment	Number of customers satisfied with improvement works	95%	96.6%			 
	SAP rating (energy efficiency measure)	N/A	70.51%	N/A		 
	% of homes that meet the Decent Home Standard	100%	100%			 

3



Target met

Target not met not included in exception reporting



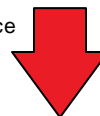
Target not met included in exception reporting



Performance improved



Performance declined















Performance the same



Performance declined but met target



Performance 2014/15

	Performance Indicator	Target	Performance	Traffic Light	Trend Versus Last Year	Value for Money
Customer Services Centre	% of calls answered within 20 seconds	85%	83.3%			 
Complaints	% of complaints responded to within a set time	100%	100%			 
OD	Working days lost to absence per employee	4%	2.66% (7.31 days)			 

4

