



















One Housing Group - Regional Key Performance Indicators 06-07 07-08 08-09

1 SERVICE TO TENANTS

1.1.1	Priority Response Times	Community				Toynbee Berkshire				Toynbee London				Island Homes			
		Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD
	Emergency (24 hrs)	97.0%	94.6%	96.0%	93.5%	98.0%	96.0%	98.0%	97.2%	97.0%	85.8%	90.0%	87.4%	97.0%		77.4%	85.9%
	Urgent (7 days)	92.0%	90.1%	91.0%	92.6%	95.0%	87.0%	92.0%	97.0%	92.0%	74.3%	85.0%	92.9%	92.0%		75.0%	87.3%
	Routine (28 days)	95.0%	93.5%	95.0%	95.4%	98.0%	97.5%	97.0%	97.9%	95.0%	85.0%	89.0%	93.4%	95.0%		87.0%	94.0%

Appointments kept	90.0%	85.0%	92.0%	95.2%	90.0%	100.0%	100.0%	99.6%	90.0%		92.0%	98.6%	90.0%		91.4%	94.7%
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1.1.2	Planned Maintenance	Community				Toynbee Berkshire				Toynbee London				Island Homes			
		Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD
	% stock gas serviced	100%	98.0%	93.0%	97.6%	99%		99.0%	96.1%	100%		96.0%	95.5%	100%	97.0%	93.3%	98.0%

1.2 Resident Satisfaction

1.2.1	Satisfaction with...	Community				Toynbee Berkshire				Toynbee London				Island Homes			
		Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD
	repairs service	96.0%	91.0%	95.0%	93.0%	98.0%	96.0%	98.0%	100.0%	96.0%		94.0%	97.0%	96.0%		96.3%	94.5%
	planned maintenance	94.0%	98.0%	93.0%	94.0%	98.0%		100.0%	96.2%	94.0%		90.0%		94.0%		92.0%	
	housing management		95.0%	97.0%	97.0%			83.0%				93.0%				90.0%	
	new handovers	98.5%	91.0%	89.0%	93.9%					98.5%		82.0%	82.4%				

1.2.2	Ombudsman findings	Community				Toynbee Berkshire				Toynbee London				Island Homes			
			06/07	07/08	08/09 YTD		06/07	07/08	08/09 YTD		06/07	07/08	08/09 YTD		06/07	07/08	08/09 YTD
	Ombudsman determinations during period			1	0			1	0			2	0			1	1

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1.3 Call Handling

	Community			
	Target 08-09	06/07	07/08	08/09 YTD
Calls answered within 20 seconds	80.0%	75.6%	80.4%	79.1%
Calls lost or abandoned	10.0%	9.3%	7.1%	7.9%

Call monitoring was only possible using Community's phone system up until January 2009. Now that the move has been made to the Customer Contact Centre, reporting will be possible for the group and will feature in the full report.

2 RESOURCES MANAGEMENT

2.1 VOIDS

	Community				Toynbee Berkshire				Toynbee London				Island Homes			
	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD
Days to relet	28	37.1	25	24.7	28	22.9	28.7	30.5	28	22.8	24.8	32.5	28	36.7		56.9
Void loss	1.00%	1.33%	1.88%	1.42%	1.00%		0.25%	0.14%	1.00%		0.32%	0.24%	1.00%			0.32%

2.2 RENT & ARREARS

	Community				Toynbee Berkshire				Toynbee London				Island Homes			
	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD	Target 08-09	06/07	07/08	08/09 YTD
Rent Collection																
% GN rent collected	98.0%	95.4%	95.3%	93.9%	98.94%	92.1%	98.7%	96.3%	98.94%	90.2%	97.8%	96.0%	98.00%	96.36%	94.64%	98.19%
% current arrears	4.7%	4.7%	4.8%	7.3%	4.90%	7.61%	5.08%	6.34%	6.50%	7.50%	7.42%	6.92%	7.50%	6.95%	8.52%	8.48%
FTA written off as % ARR	2.50%	0.70%	0.49%	0.00%	0.60%	1.1%	1.1%	0.0%	0.60%		0.6%	0.2%	0.75%		0.93%	0.74%