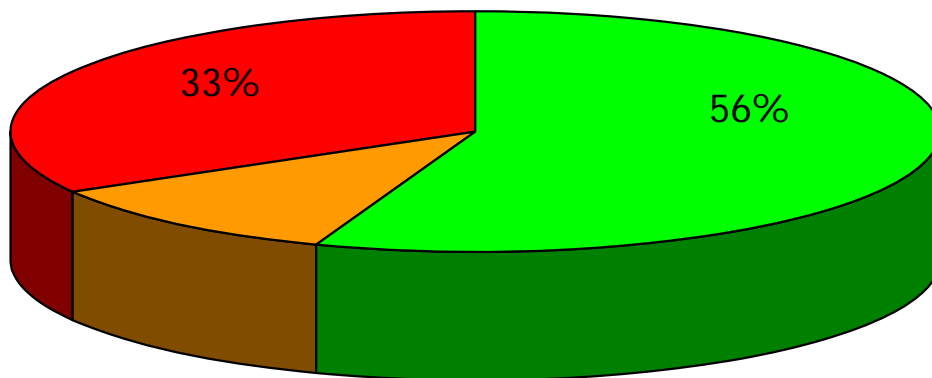


Barnet Homes Resident PIs

April 2010

Proportion of Green/Amber/Red



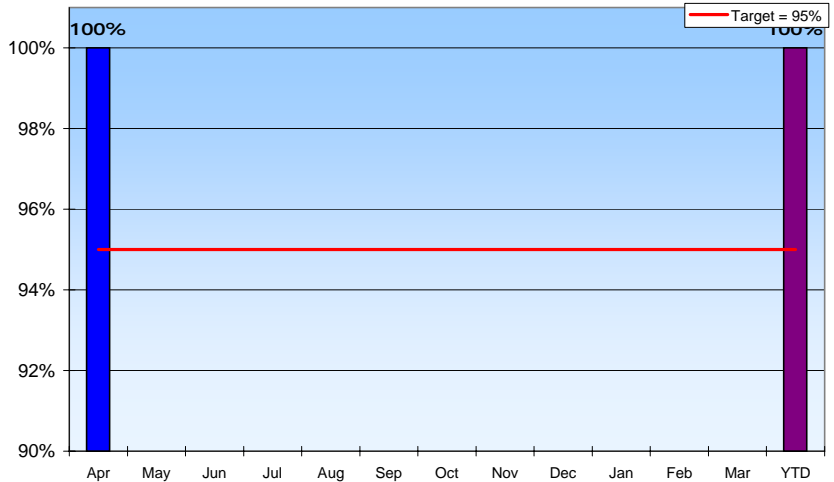


Complaints



The percentage of stage 1 complaints answered in 10 working days

<i>End of Year Target</i>	95.0%
Apr 10 Performance	100.0%
Apr 09 Performance	95.5%
YTD Performance	100.0%

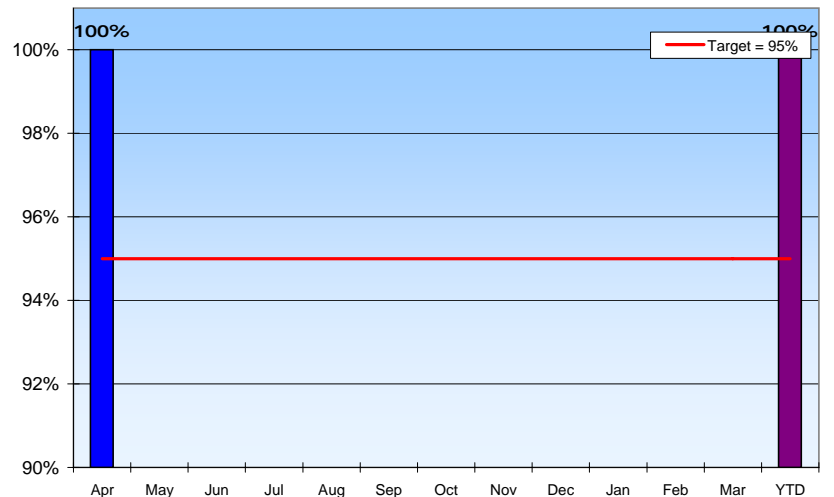


Correspondence



The percentage of correspondence answered in 10 working days

<i>End of Year Target</i>	95.0%
Apr 10 Performance	100.0%
Apr 09 Performance	98.4%
YTD Performance	100.0%

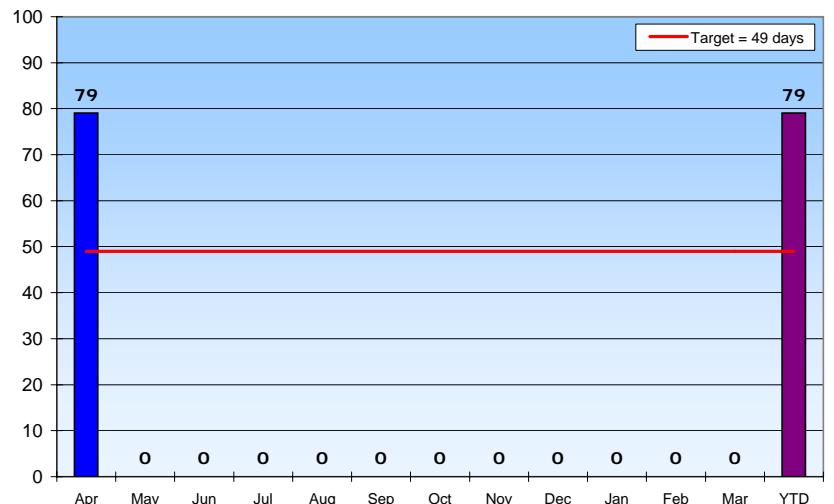


Relet Time



The average time (in days) it takes to relet an empty property.

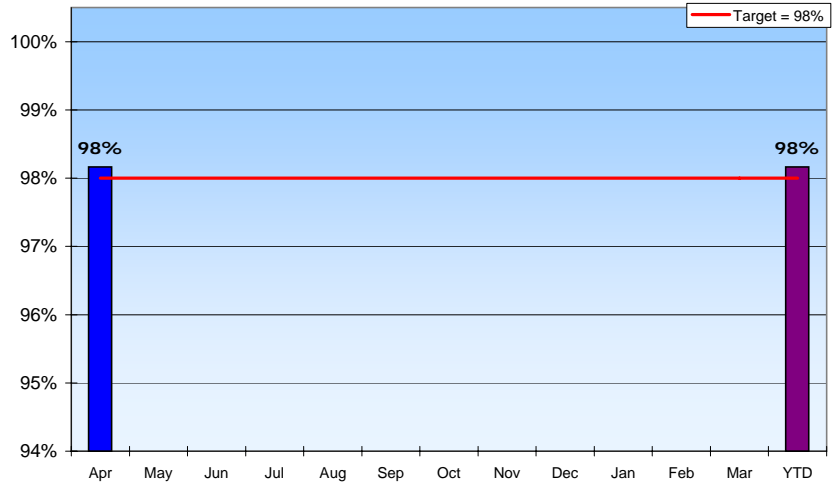
<i>End of Year Target</i>	49 days
Apr 10 Performance	79 days
Apr 09 Performance	30 days
YTD Performance	79 days



Appointments ●

The percentage of appointments which were made and then kept

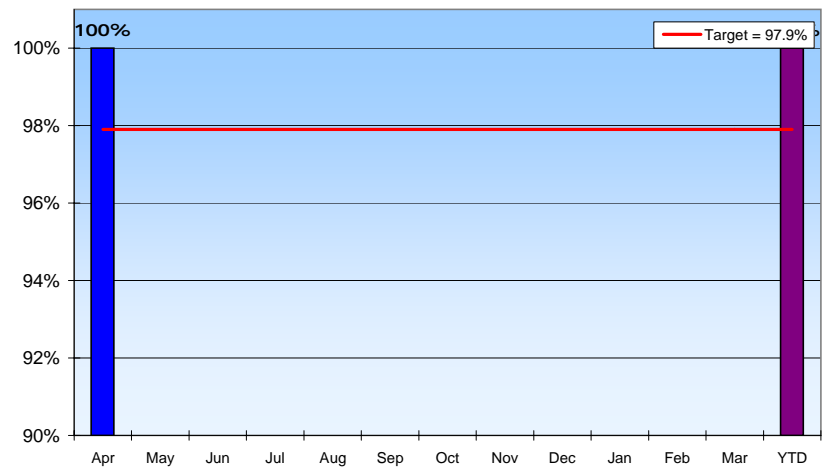
<i>End of Year Target</i>	98.0%
Apr 10 Performance	98.2%
Apr 09 Performance	98.5%
YTD Performance	98.2%



Urgent Repairs ●

The percentage of urgent repairs completed within government time limits

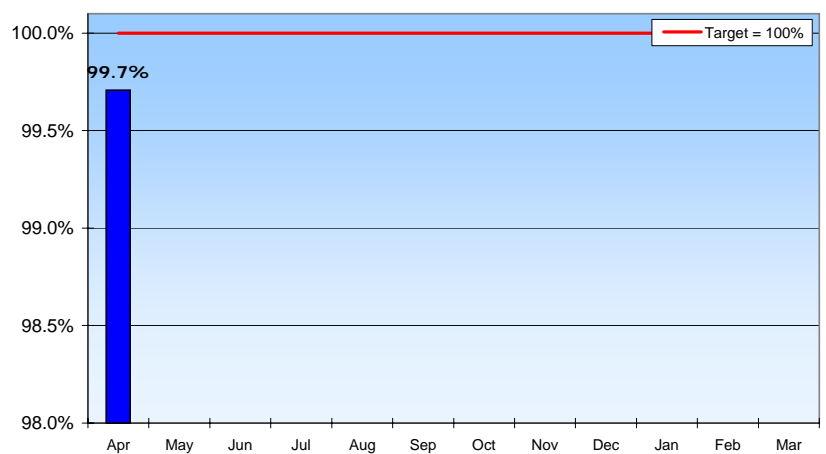
<i>End of Year Target</i>	97.9%
Apr 10 Performance	100.0%
Apr 09 Performance	96.3%
YTD Performance	100.0%



Gas Safety Checks ●

The percentage of homes with a safety certificate

<i>End of Year Target</i>	100%
Apr 10 Performance	99.7%
Apr 09 Performance	99.3%



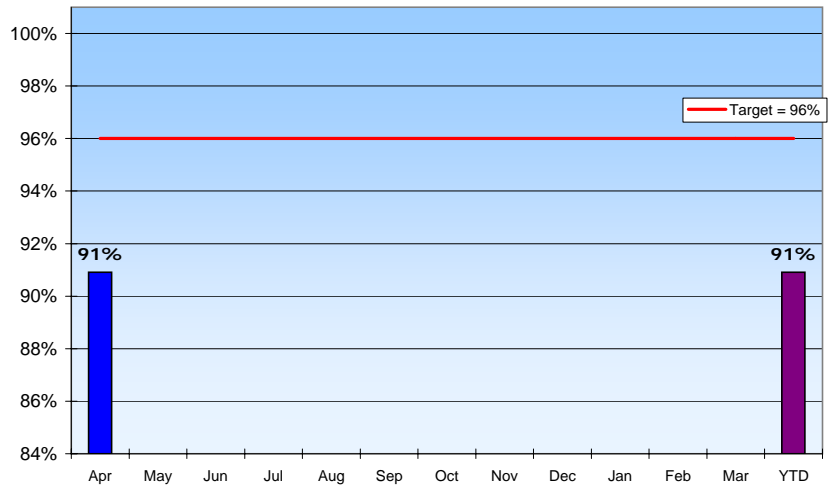


Estate Checks



The percentage of estates achieving 2 star + following reality checks

<i>End of Year Target</i>	96.0%
Apr 10 Performance	90.9%
Apr 09 Performance	94.4%
YTD Performance	90.9%

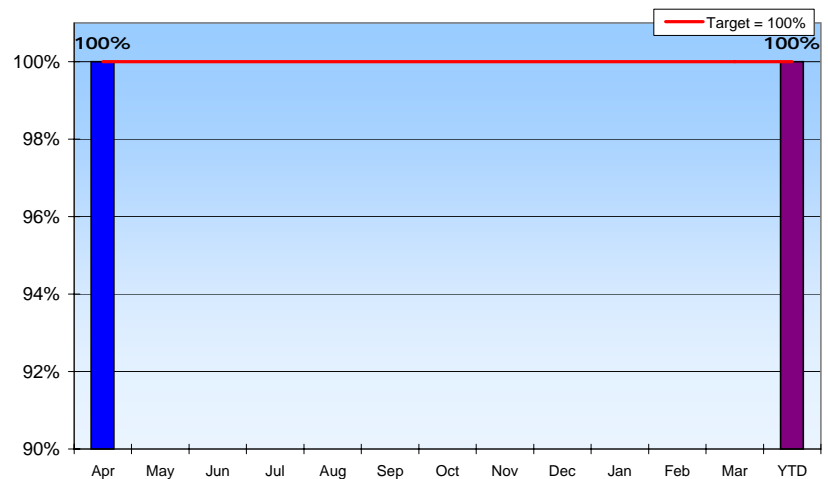


ASB Cases



The percentage of serious complaints where contact is made within 1 day

<i>End of Year Target</i>	100%
Apr 10 Performance	100%
Apr 09 Performance	100%
YTD Performance	100%



Adaptations



Average waiting time for minor adaptations

<i>End of Year Target</i>	1 week
Apr 10 Performance	0.7 weeks
Apr 09 Performance	0.3 weeks
YTD Performance	0.7 days

