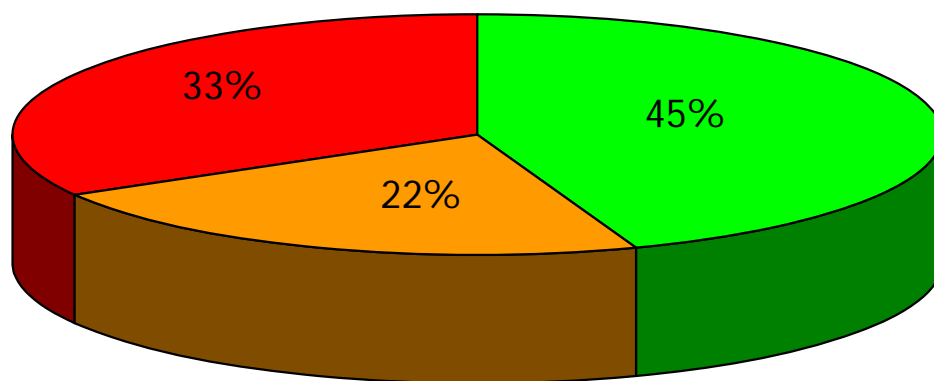


Barnet Homes Resident PIs

June 2010

Proportion of Green/Amber/Red



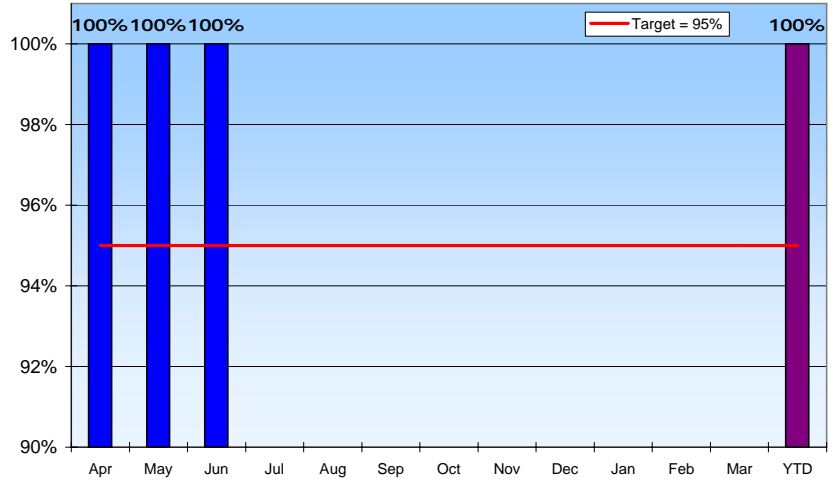


Complaints



The percentage of stage 1 complaints answered in 10 working days

<i>End of Year Target</i>	95.0%
Jun 10 Performance	100.0%
Jun 09 Performance	89.6%
YTD Performance	100.0%

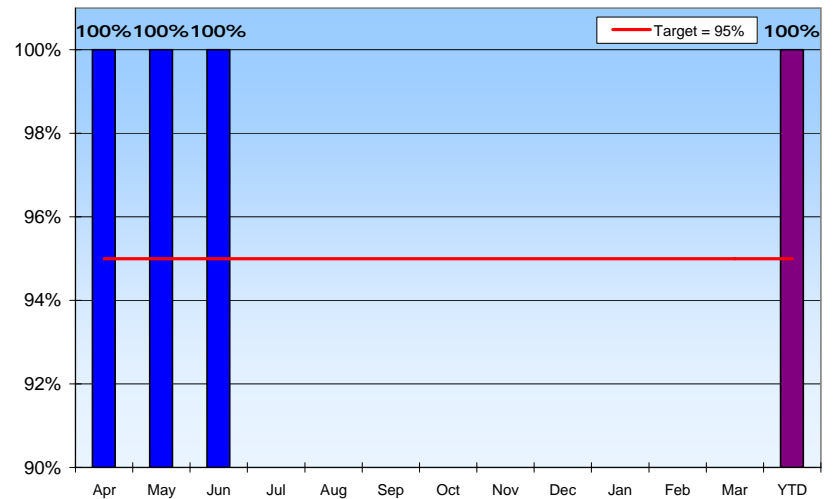


Correspondence



The percentage of correspondence answered in 10 working days

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

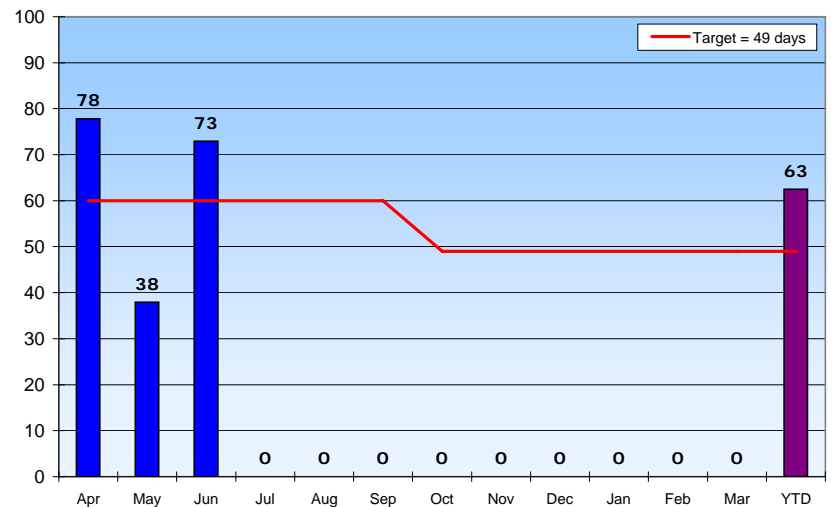


Relet Time



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

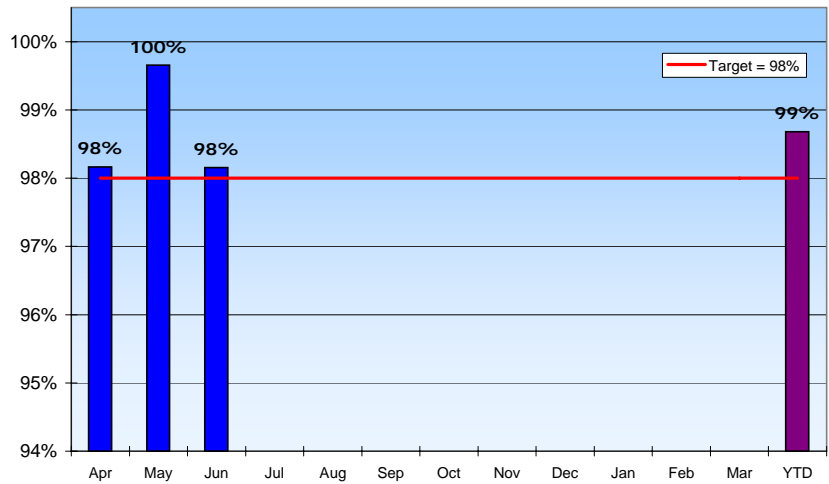
<i>End of Year Target</i>	49 days
Jun 10 Performance	73 days
Jun 09 Performance	32 days
YTD Performance	63 days



Appointments ●

The percentage of appointments which were made and then kept

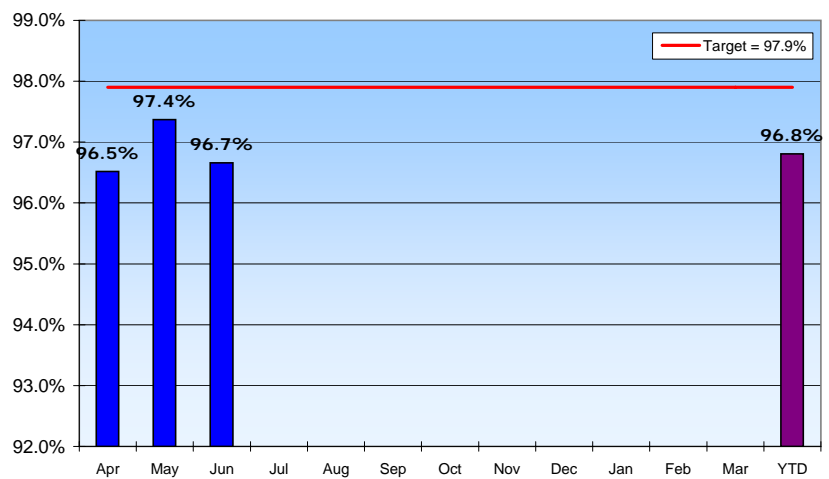
<i>End of Year Target</i>	98.0%
Jun 10 Performance	98.2%
Jun 09 Performance	98.1%
YTD Performance	98.7%



Urgent Repairs ●

The percentage of urgent repairs completed within government time limits

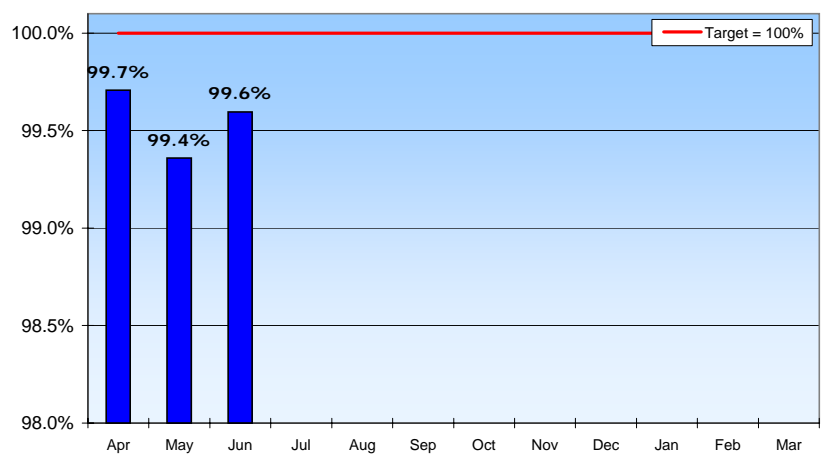
<i>End of Year Target</i>	97.9%
Jun 10 Performance	96.7%
Jun 09 Performance	96.0%
YTD Performance	96.8%



Gas Safety Checks ●

The percentage of homes with a safety certificate

<i>End of Year Target</i>	100%
Jun 10 Performance	99.6%
Jun 09 Performance	99.3%

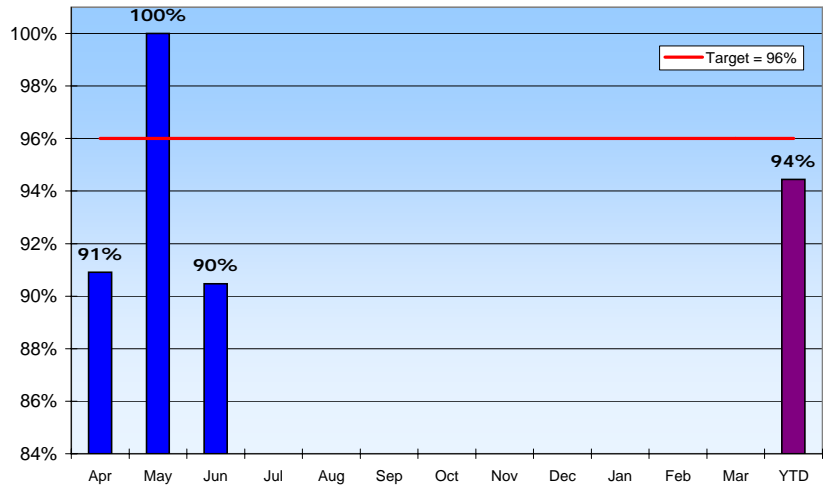


Estate Checks



The percentage of estates achieving 2 star + following reality checks

<i>End of Year Target</i>	96.0%
Jun 10 Performance	90.5%
Jun 09 Performance	100.0%
YTD Performance	94.4%

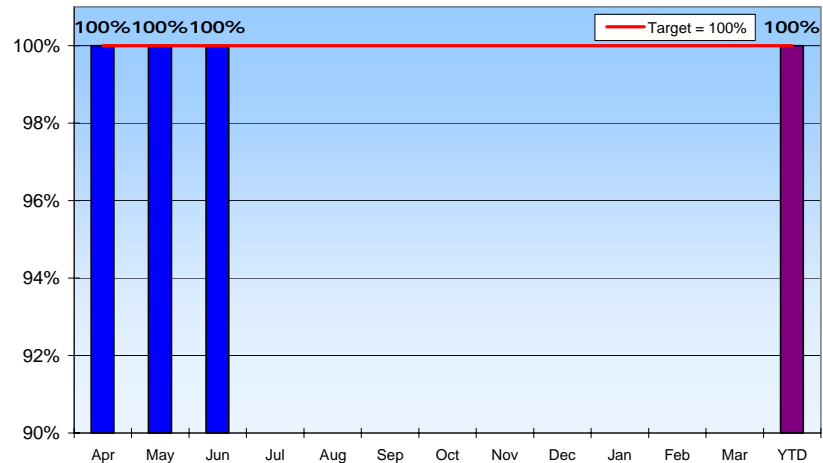


ASB Cases



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

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



Adaptations



Average waiting time for minor adaptations

<i>End of Year Target</i>	1 week
Jun 10 Performance	1.4 weeks
Jun 09 Performance	0.4 weeks
YTD Performance	1.3 days

