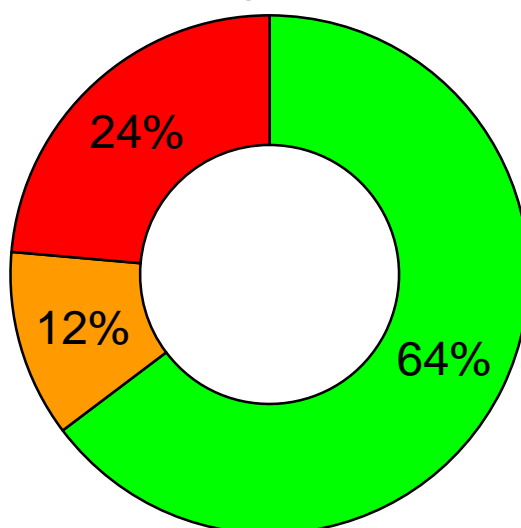


Barnet Homes PULSE Report

Traffic Light Position



April 2010

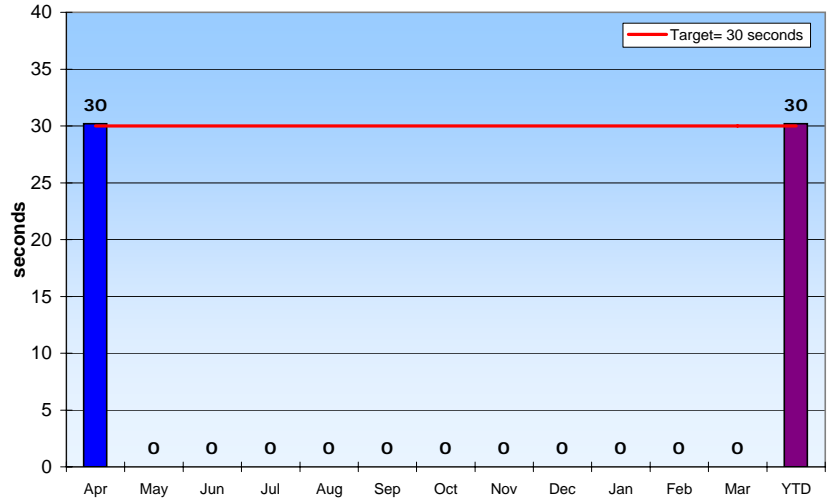
1) Tenancy Involvement & Empowerment

- customer service, choice & complaints; involvement & empowerment; understanding/responding to the diverse needs of tenants

Average Wait Time ↑ ●

Average seconds a caller has to wait to speak to an operator

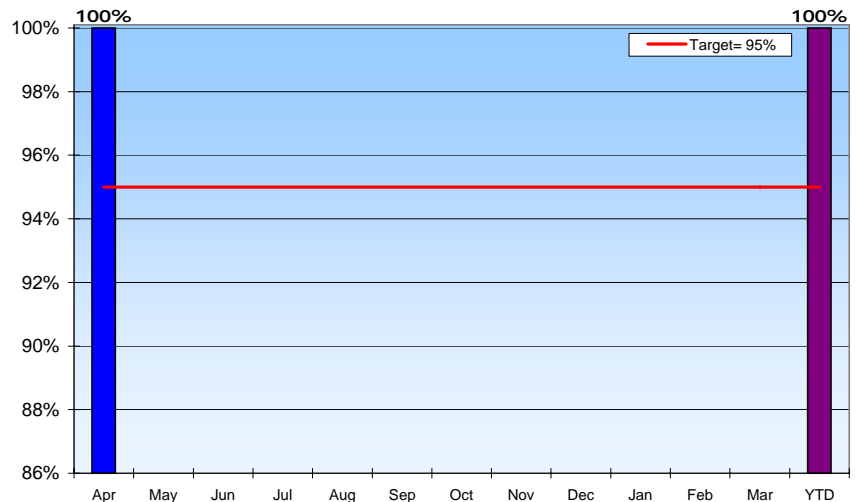
<i>End of Year Target</i>	25 secs
Apr 10 Performance	30 secs
Apr 09 Performance	43 secs
YTD Performance	30 secs



Complaints ↑ ●

The percentage of stage 1 complaints answered in 10 working days

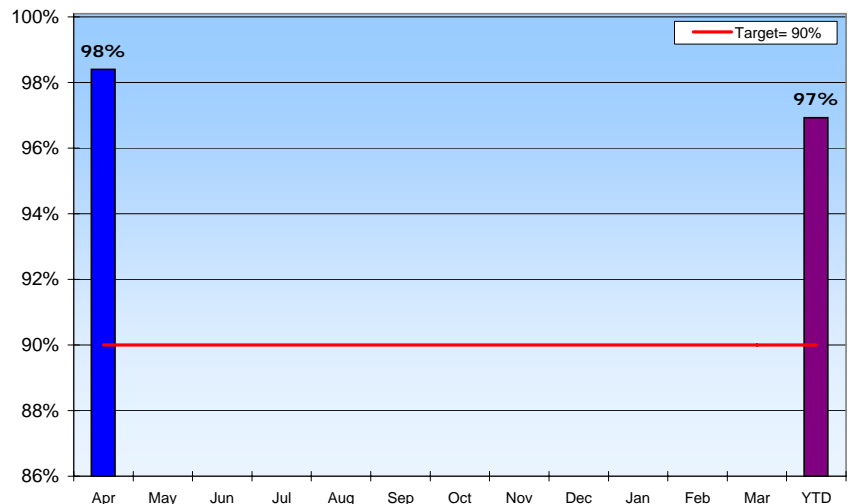
<i>End of Year Target</i>	95%
Apr 10 Performance	100%
Apr 09 Performance	94%
YTD Performance	100%



Assist ↑ ●

The percentage of calls responded to in 30 seconds

<i>End of Year Target</i>	90%
Apr 10 Performance	98%
Apr 09 Performance	91%
YTD Performance	97%



Barnet Homes Pulse Report

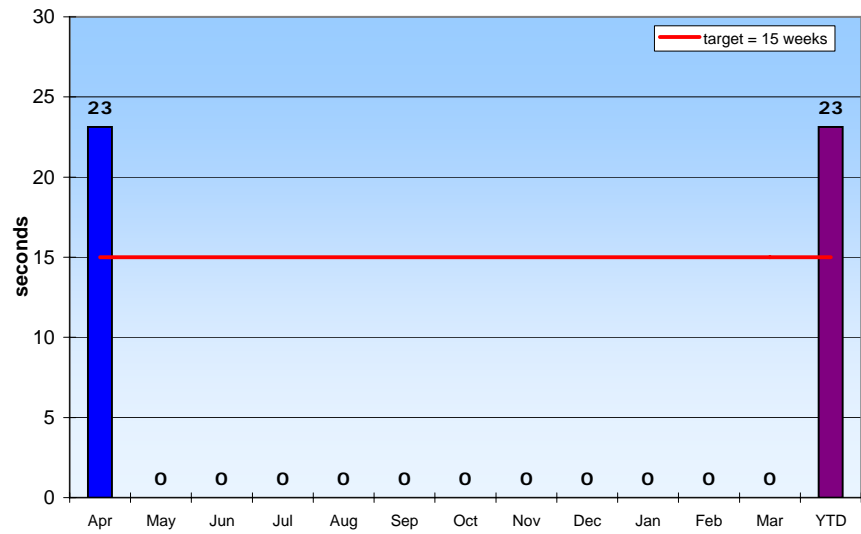


Adaptations



The average wait time for major adaptations to homes.

End of Year Target	15 weeks
Apr 10 Performance	23 weeks
Apr 09 Performance	10 weeks
YTD Performance	12 weeks



Resident Involvement

Resident Involvement Indicator to be added

2) Home

- quality of accomodation; repairs & maintenance

Gas Safety Checks ↑ ●

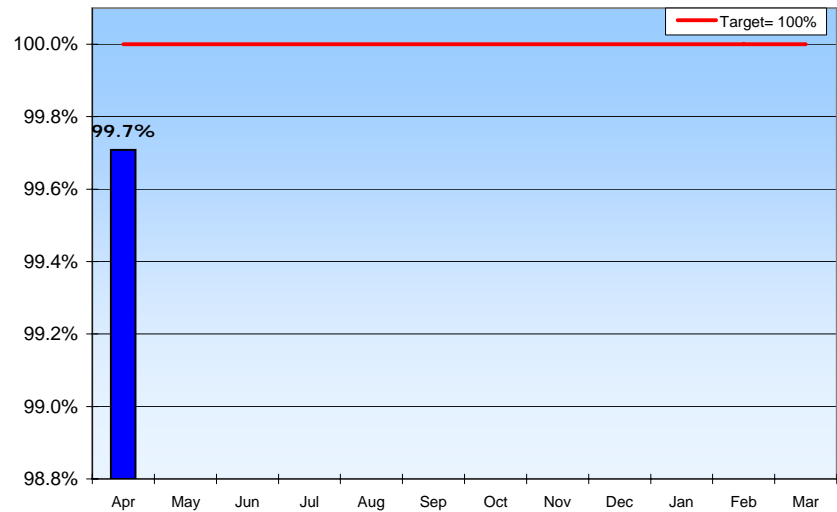
The percentage of homes with a safety certificate

End of Year Target 100%

Apr 10 Performance 99.7%

Apr 09 Performance 99.3%

Top Quartile (BPSA) = 98.6%



Appointments ↓ ●

The percentage of appointments which were made and then kept

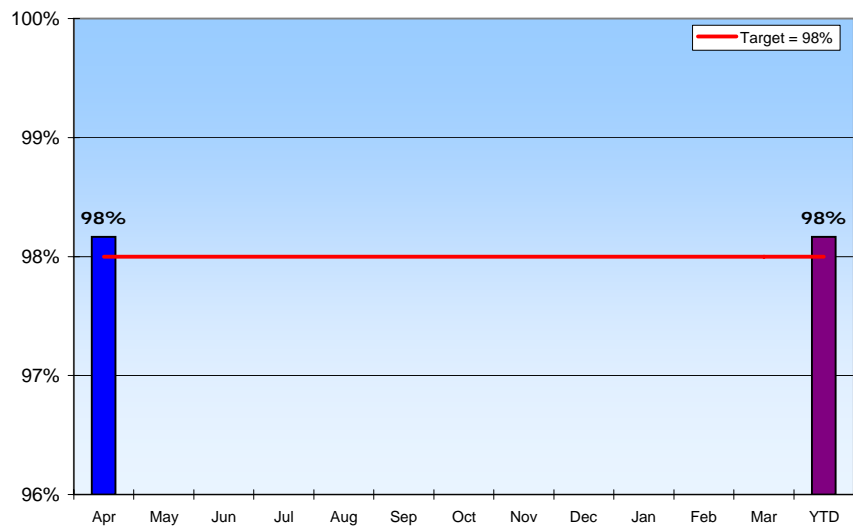
End of Year Target 98.0%

Apr 10 Performance 98.2%

Apr 09 Performance 98.5%

YTD Performance 98.2%

Top Quartile (HouseMark) = 96.9%



Urgent Repairs ↓ ●

The percentage of urgent repairs completed within government time limits

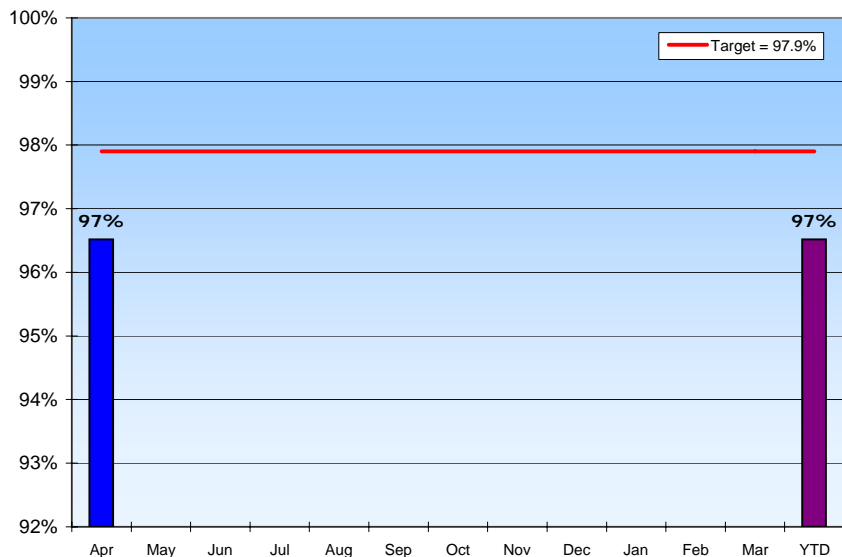
End of Year Target 97.9%

Apr 10 Performance 96.5%

Apr 09 Performance 96.3%

YTD Performance 96.5%

Top Quartile (BPSA) = 98.0%



Barnet Homes Pulse Report

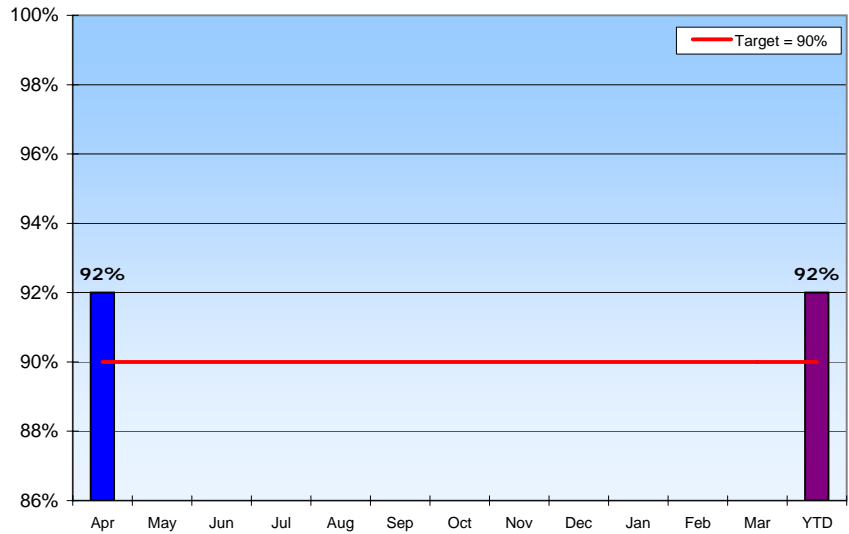


Right First Time



The percentage of repairs which are completed right first time

<i>End of Year Target</i>	90%
Apr 10 Performance	92.0%
Apr 09 Performance	88.7%
YTD Performance	92.0%

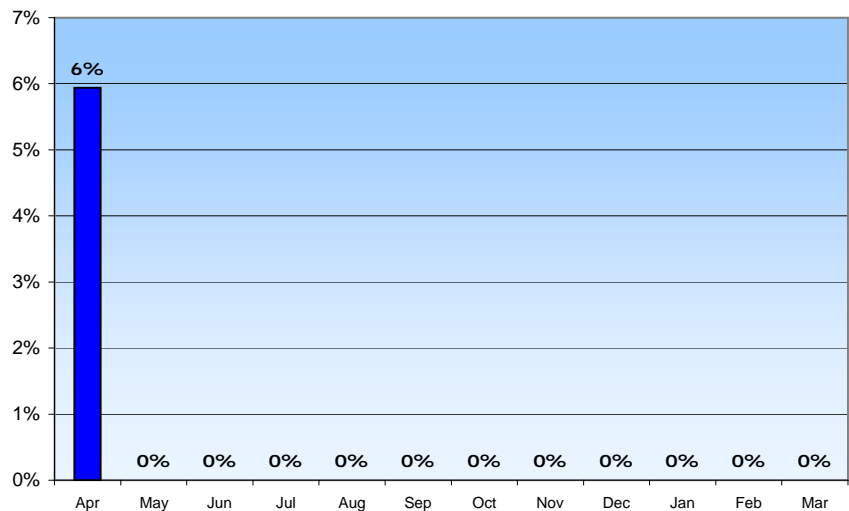


Decent Homes



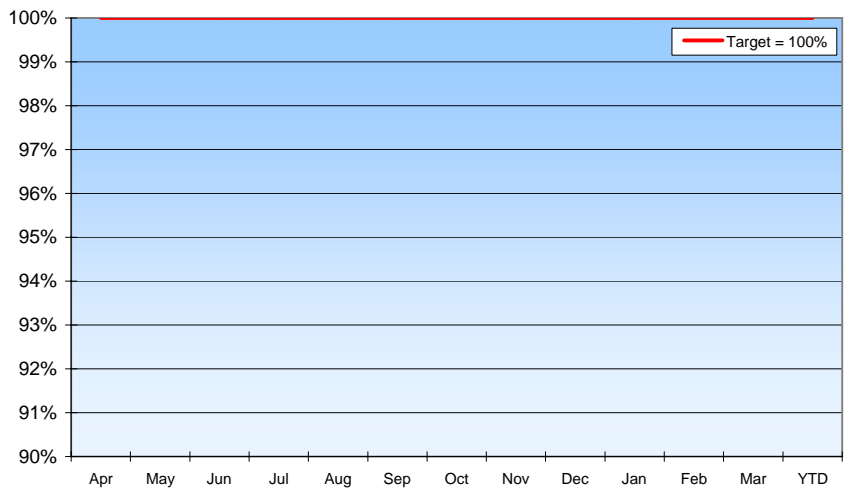
The percentage of non-decent homes excluding regeneration properties.

<i>End of Year Target</i>	0%
Apr 10 Performance	5.9%



Fire Safety

The percentage of fire safety actions complete within one month



3) Tenancy

- allocations; rents; tenure

Relet Time



The average time it takes to relet an empty property.

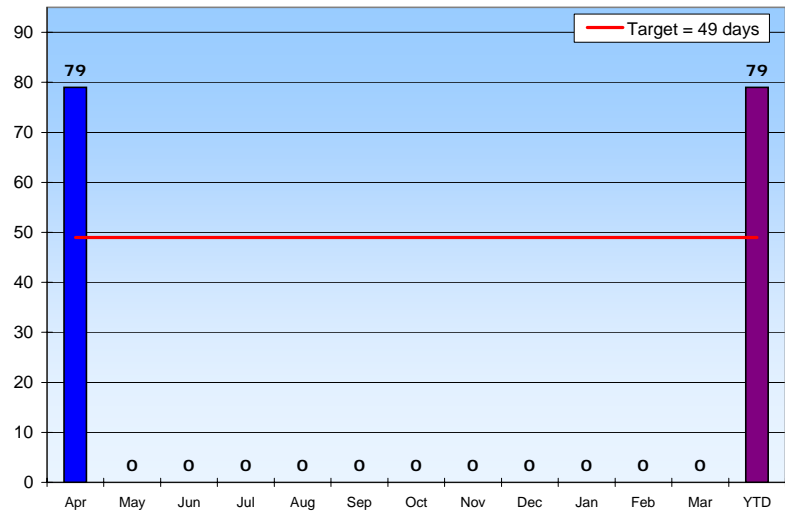
End of Year Target 49 days

Apr 10 Performance 79 days

Apr 09 Performance 29 days

YTD Performance 79 days

Top Quartile (BPSA) = 23.8 days



Tenant Satisfaction



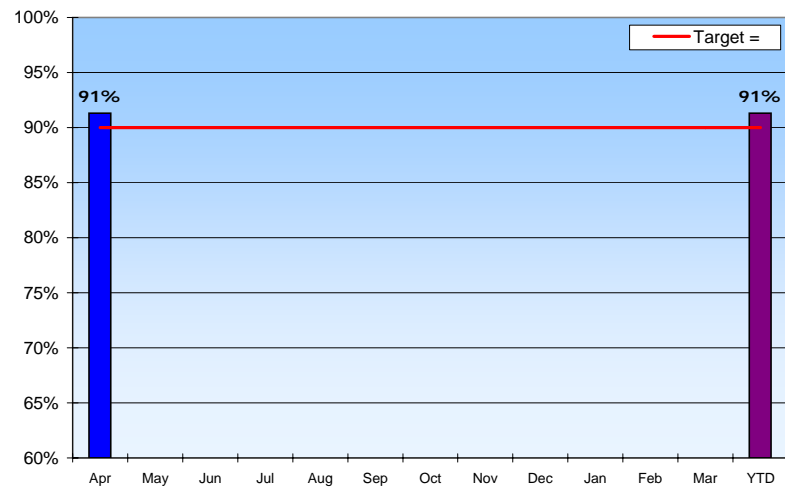
The percentage of new tenants satisfied with the condition of their new property

End of Year Target 90%

Apr 10 Performance 91.3%

Apr 09 Performance 85.7%

YTD Performance 91%



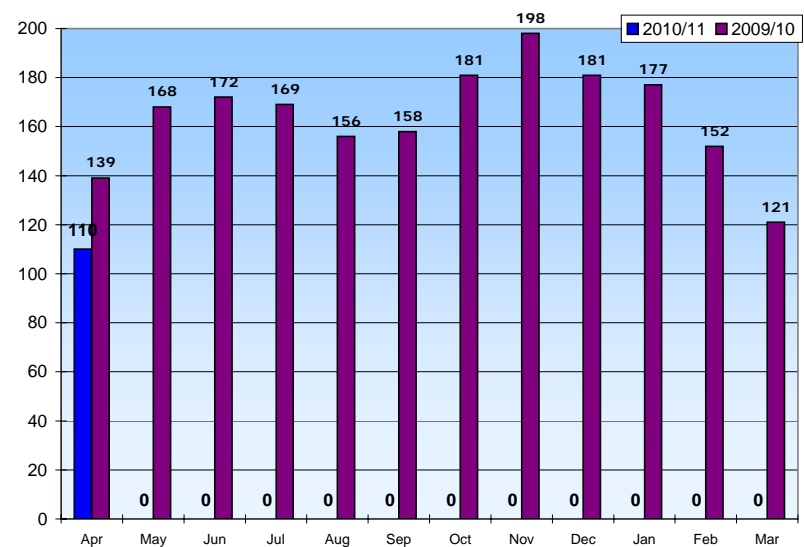
Outstanding Voids



The number of empty properties at the end of each month

Apr 10 Performance 110

Apr 09 Performance 139



Barnet Homes Pulse Report

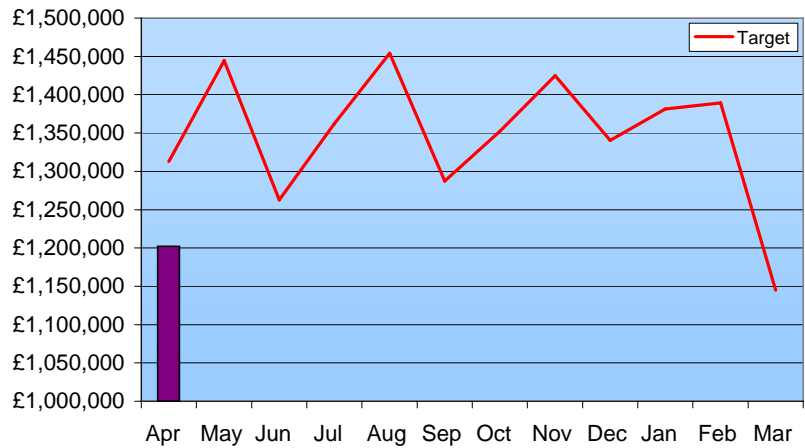


Arrears



The level of rent arrears at the end of each month

End of Year Target	£1,145,000
Month Target	£1,313,047
Apr 10 Performance	£1,202,127
Apr 09 Performance	£1,283,634

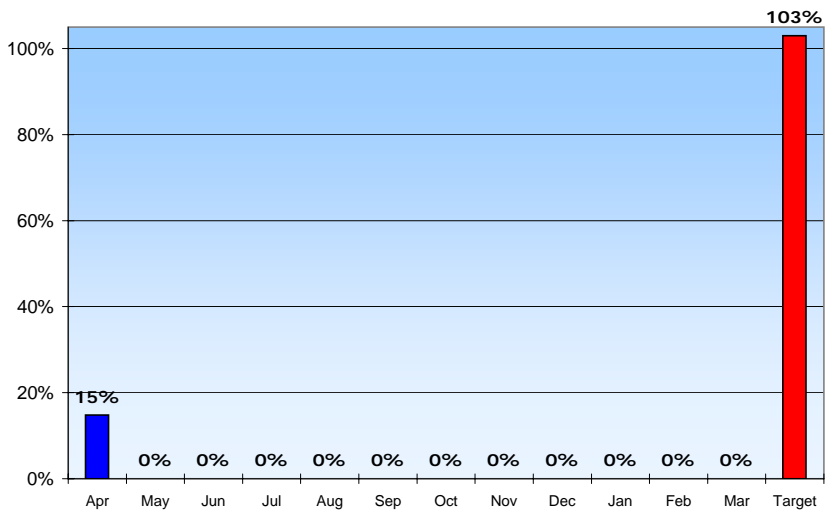


Service Charge



% Annual Service Charge Collected this year

End of Year Target	103%
Apr 10 Performance	14.8%
Apr 09 Performance	12.1%
YTD Performance	103%

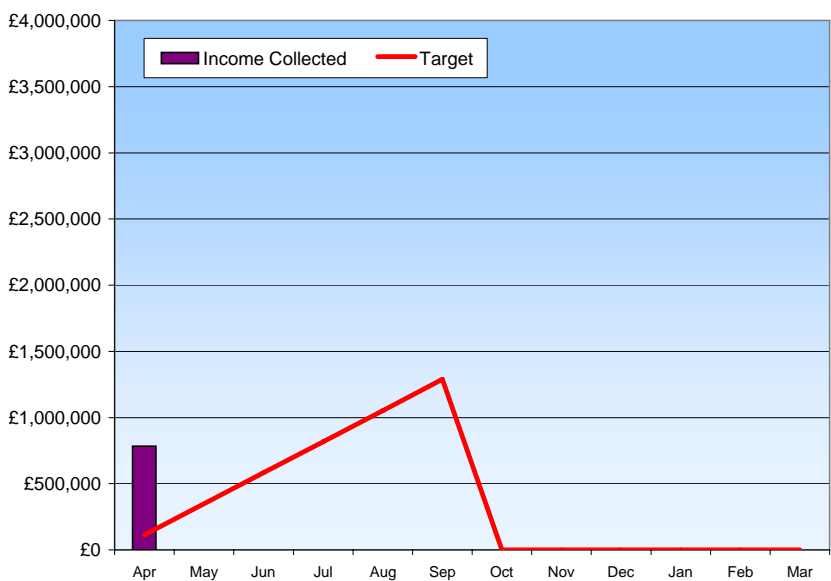


Major Works Income



The amount of major works income collected from leaseholders this year

Apr 10 Performance	£783,198
Target	£0



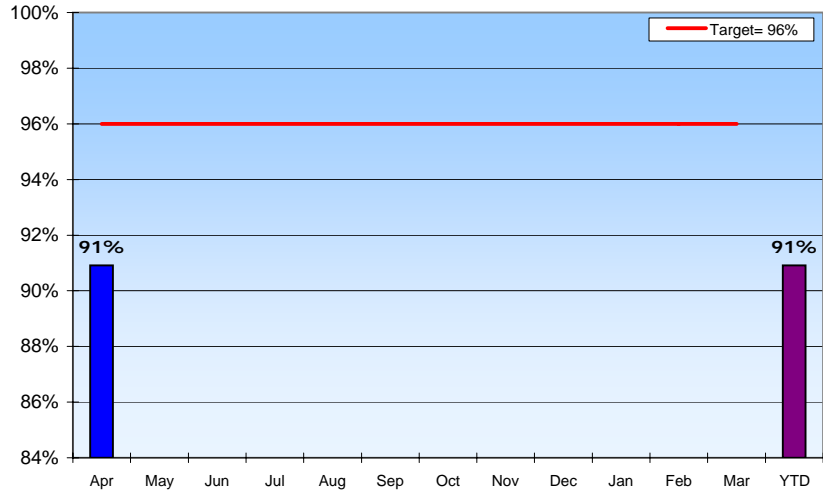
4) Neighbourhood & Community

- neighbourhood management; local area cooperation; anti-social behaviour

Reality Checks ↓ ●

The percentage of reality checks achieving 2 star or above on all estates

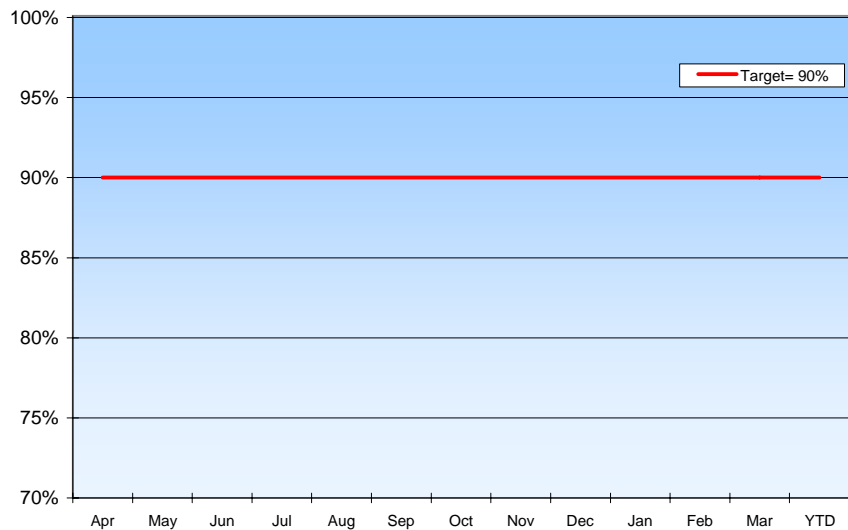
<i>End of Year Target</i>	96%
Apr 10 Performance	91%
Apr 09 Performance	94%
YTD Performance	91%



Reality Checks - Regeneration ↔ ●

The percentage of reality checks achieving 2 star or above on regeneration estates only

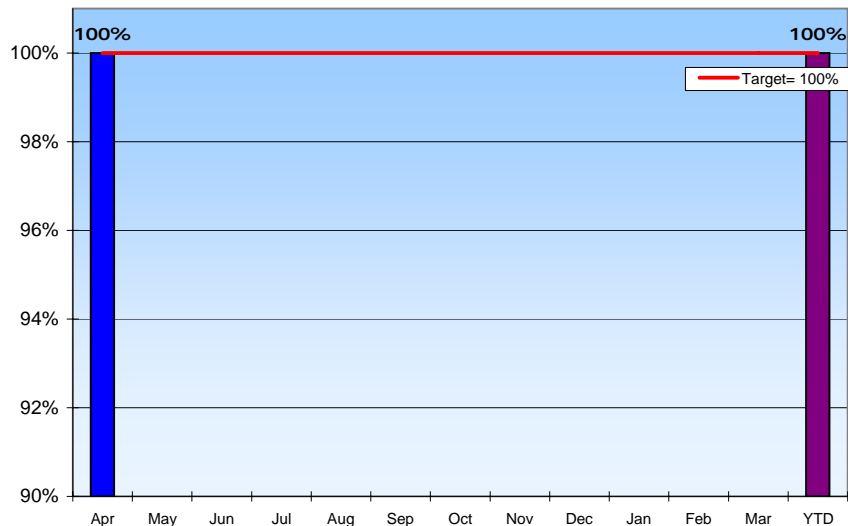
<i>End of Year Target</i>	90%
Apr 10 Performance	-
Apr 09 Performance	-
YTD Performance	-



ASB ↔ ●

The percentage of serious ASB cases responded to in 1 day.

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



Tenancy Sustainment

The number of floating support cases where tenancy has been sustained for 6 months

New for 2010/11

5) Value for Money

Sickness



The average number of days lost due to sickness per employee

End of Year Target 7 days

Apr 10 Performance 0.2 days

Apr 09 Performance 0.2 days

