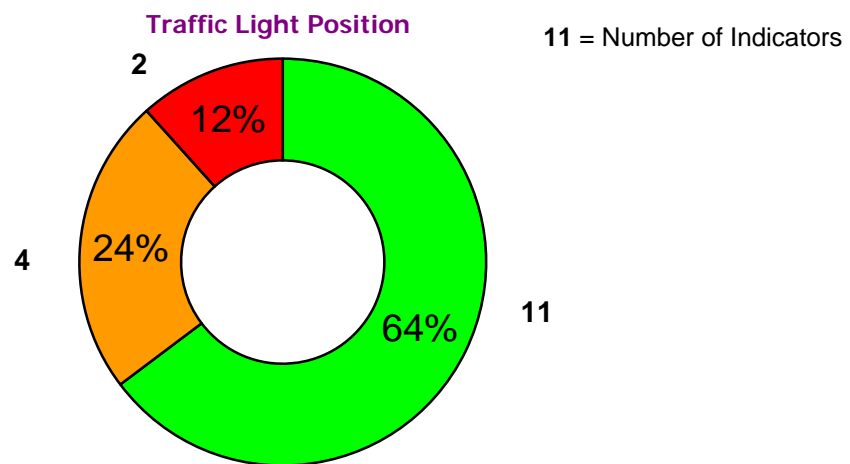
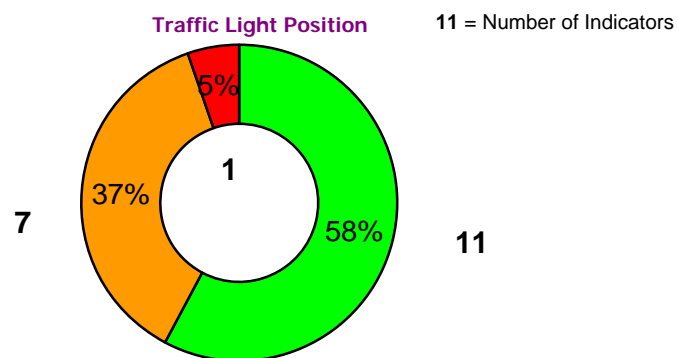


Barnet Homes PULSE Report



August 2010



July 2010

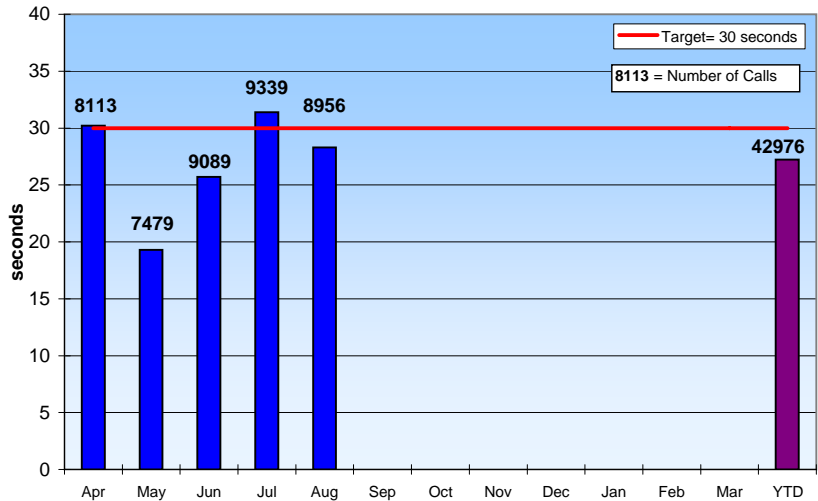
1) Tenancy Involvement & Empowerment

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

Average Wait Time ↑ ●

Average time a caller has to wait to speak to an operator after message

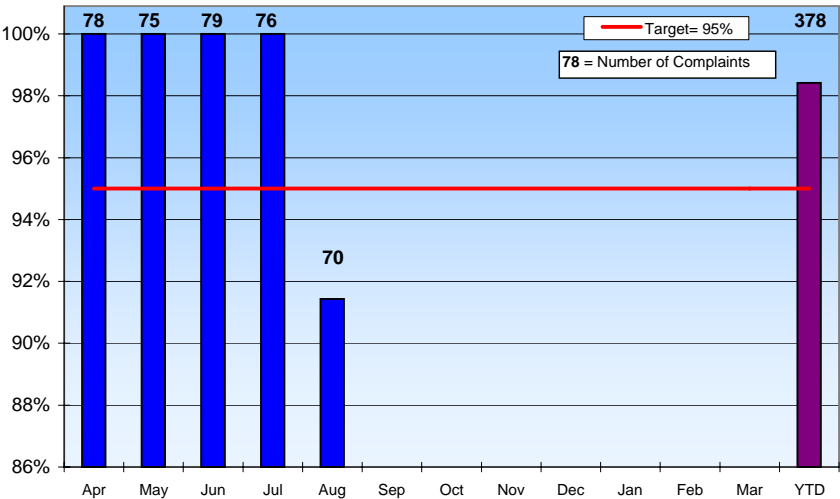
<i>End of Year Target</i> (Low is good)	30 secs
Aug 10 Performance	28 secs
Aug 09 Performance	20 secs
YTD Performance	27 secs



Complaints ↓ ●

The percentage of stage 1 complaints replied in 10 working days

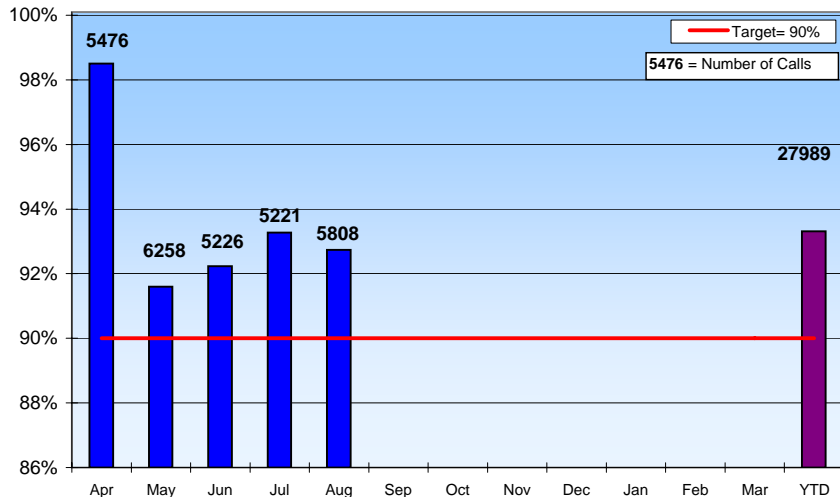
<i>End of Year Target</i> (High is good)	95%
Aug 10 Performance	91%
Aug 09 Performance	99%
YTD Performance	98%



Assist ↓ ●

The percentage of calls responded to in 30 seconds

<i>End of Year Target</i> (High is good)	90%
Aug 10 Performance	93%
Aug 09 Performance	91%
YTD Performance	93.3%

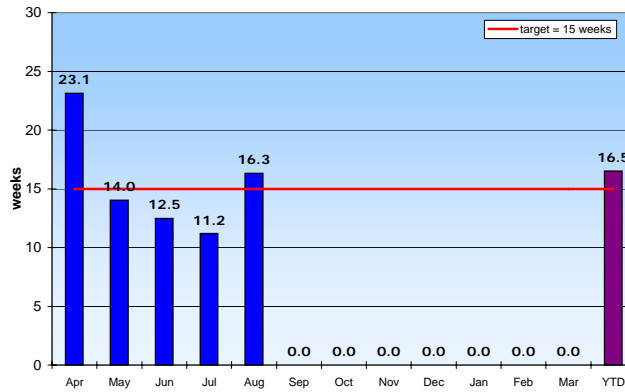


Adaptations



The average wait time from referral to start on site for major adaptations

End of Year Target (Low is good)	15 weeks
Aug 10 Performance	16 weeks
Aug 09 Performance	10 weeks
YTD Performance	17 weeks



2) Home

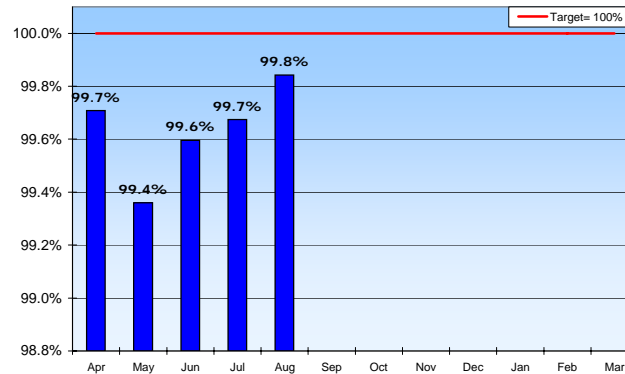
- quality of accomodation; repairs & maintenance

Gas Safety Checks



The percentage of homes with a CP12 safety certificate

End of Year Target (High is good)	100%
Aug 10 Performance	99.8%
Aug 09 Performance	99.1%
Top Quartile (BPSA) = 99.6%	

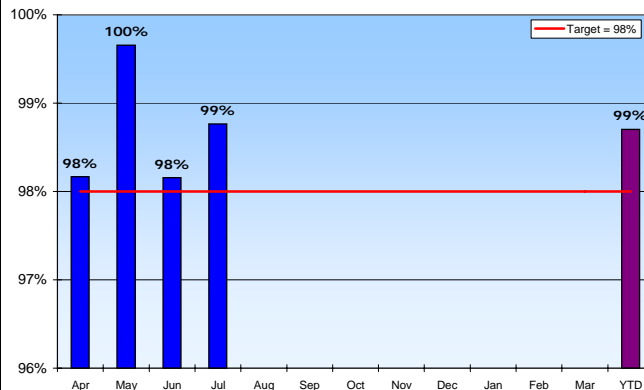


Appointments

The percentage of appointments which were made and then kept

End of Year Target (High is good)	98.0%
Aug 10 Performance	98.8%
Aug 09 Performance	98.8%
YTD Performance	98.7%
Top Quartile (HouseMark) = 96.9%	

Note: No Data in August due to Connaught Administration

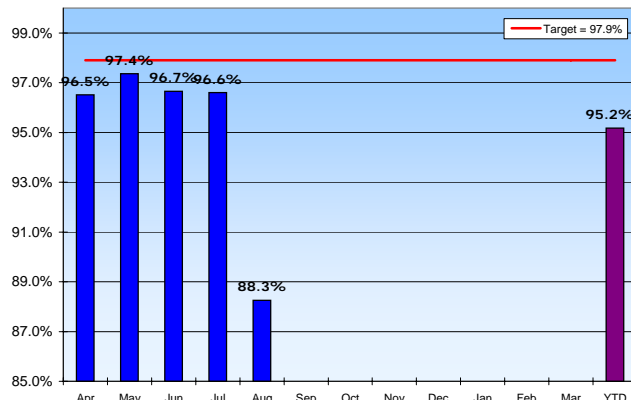


Urgent Repairs



The percentage of urgent repairs completed within government time limits

End of Year Target (High is good)	97.9%
Aug 10 Performance	88.3%
Aug 09 Performance	97.9%
YTD Performance	95.2%
Top Quartile (BPSA) = 98.0%	



Barnet Homes Pulse Report

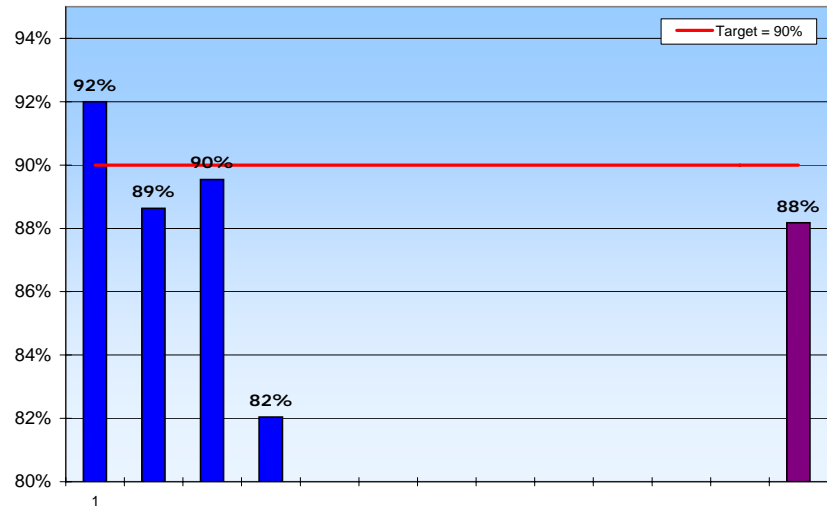


Right First Time

The percentage of repairs which are completed right first time

<i>End of Year Target</i> (High is good)	90%
Aug 10 Performance	
Aug 09 Performance	97.0%
YTD Performance	88.2%

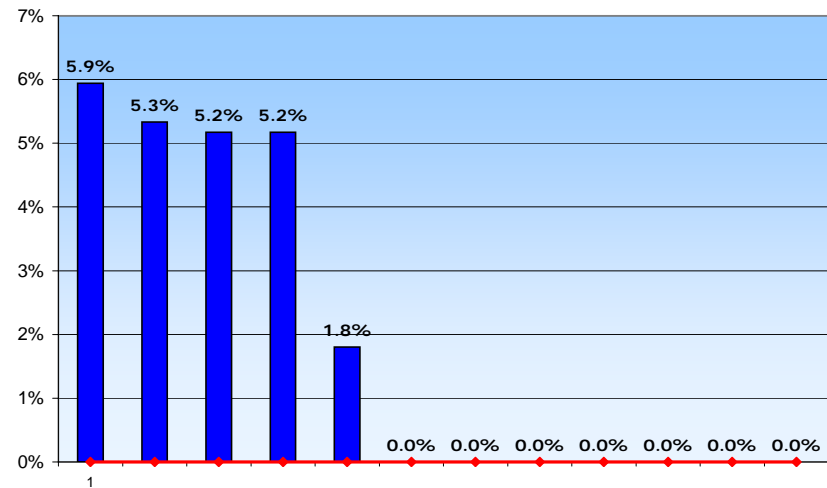
Note: No Data in August due to Connaught Administration



Decent Homes ↑ ●

The percentage of non-decent homes excluding regeneration properties.

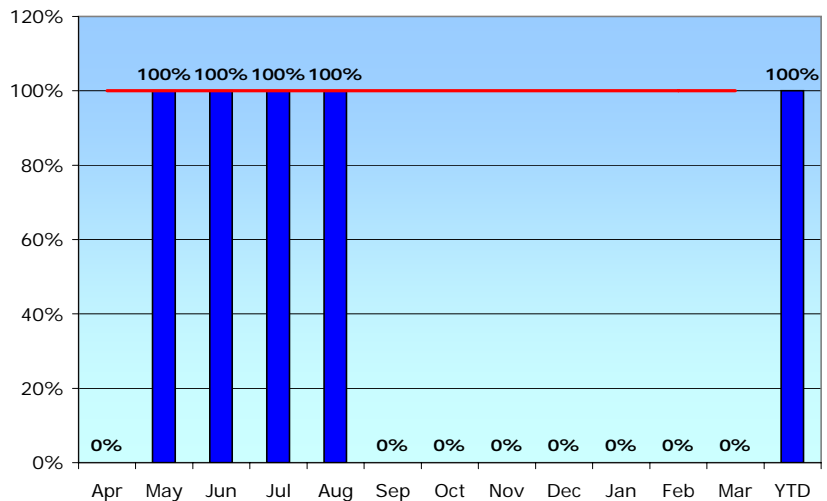
<i>End of Year Target</i> (Low is good)	0%
Aug 10 Performance	1.8%



Fire Safety ↔ ●

The percentage of fire safety actions complete within one month

<i>End of Year Target</i> (High is good)	100%
Aug 10 Performance	100%
Aug 09 Performance	New PI
YTD Performance	100%



3) Tenancy

- allocations; rents; tenure

Relet Time



The average time it takes to relet an empty property.

End of Year Target (Low is good) 49 days

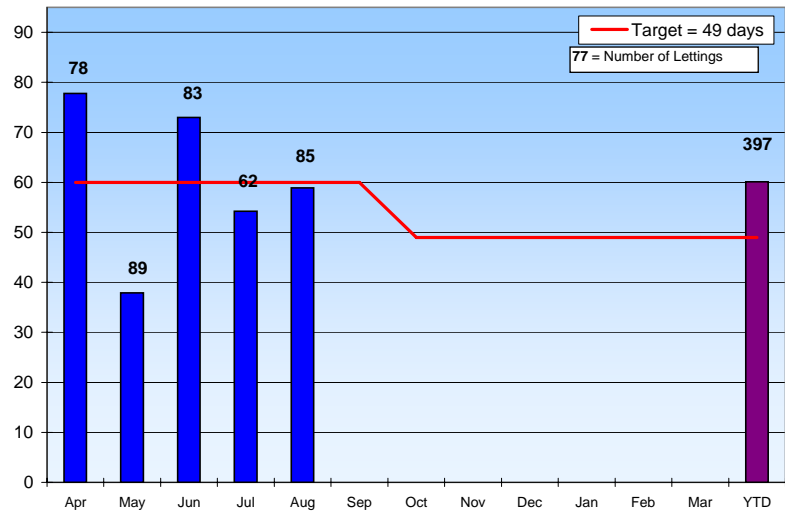
Aug 10 Performance 59 days

Aug 09 Performance 45 days

YTD Performance 60 days

Top Quartile (BPSA) = 23.8 days

Note: Mid-year target being met



Tenant Satisfaction



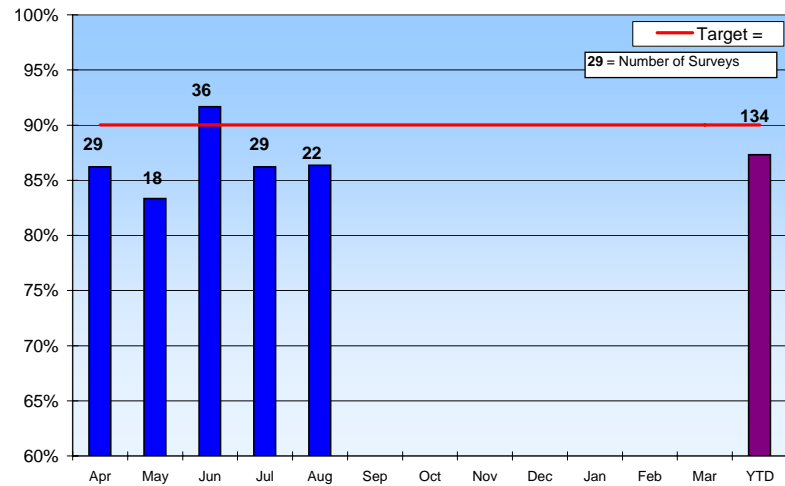
The percentage of new tenants satisfied with the condition of their new property

End of Year Target (High is good) 90%

Aug 10 Performance 86.4%

Aug 09 Performance 94.7%

YTD Performance 87%



Outstanding Voids

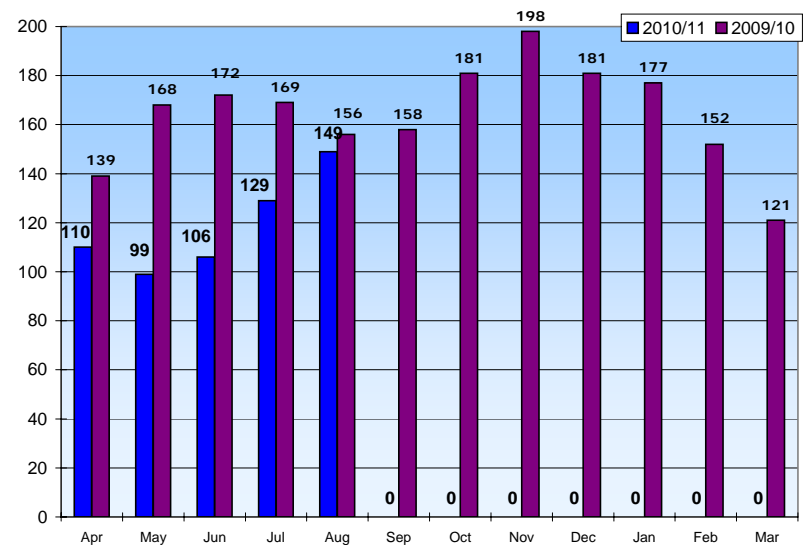


The number of empty properties at the end of each month

(Low is good)

Aug 10 Performance 149

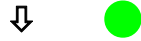
Aug 09 Performance 156



Barnet Homes Pulse Report

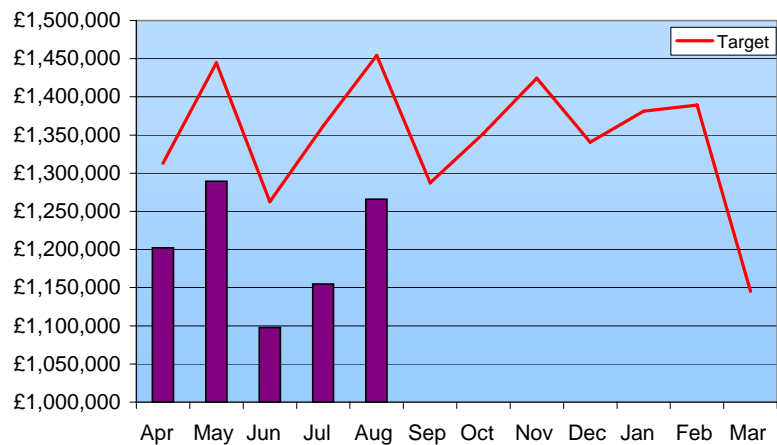


Arrears



The level of rent arrears at the end of each month

End of Year Target (Low is good)	£1,145,000
Month Target	£1,454,103
Aug 10 Performance	£1,266,131
Aug 09 Performance	£1,388,186

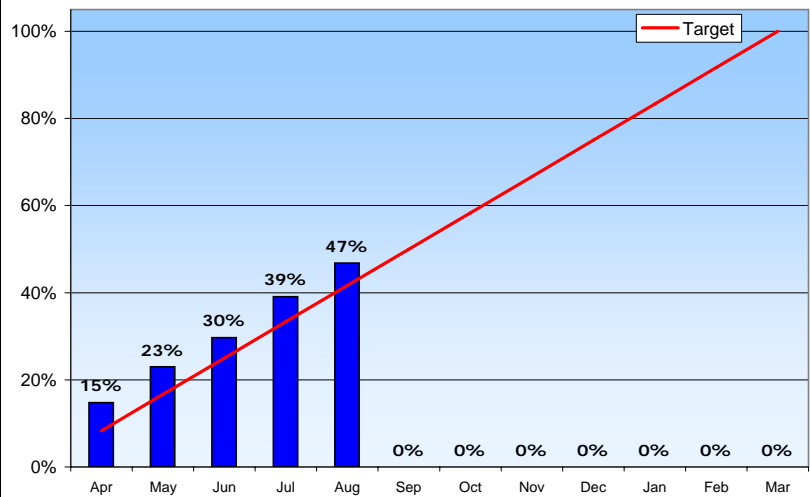


Service Charge

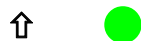


% Annual Service Charge Collected this year

End of Year Target (High is good)	103%
Month Target	41.7%
Aug 10 Performance	46.8%
Aug 09 Performance	43.6%



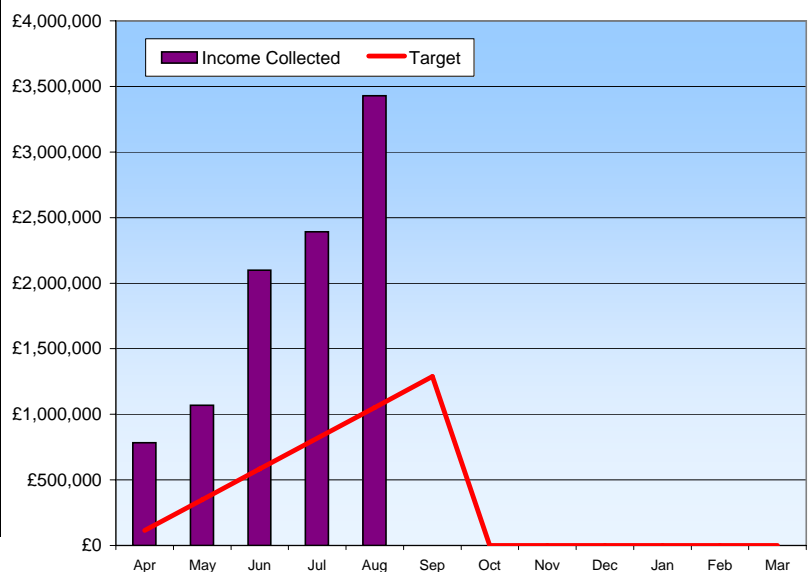
Major Works Income



The amount of major works income collected from leaseholders this year

(High is good)

Aug 10 Performance	£3,429,175
Target	£1,053,014



4) Neighbourhood & Community

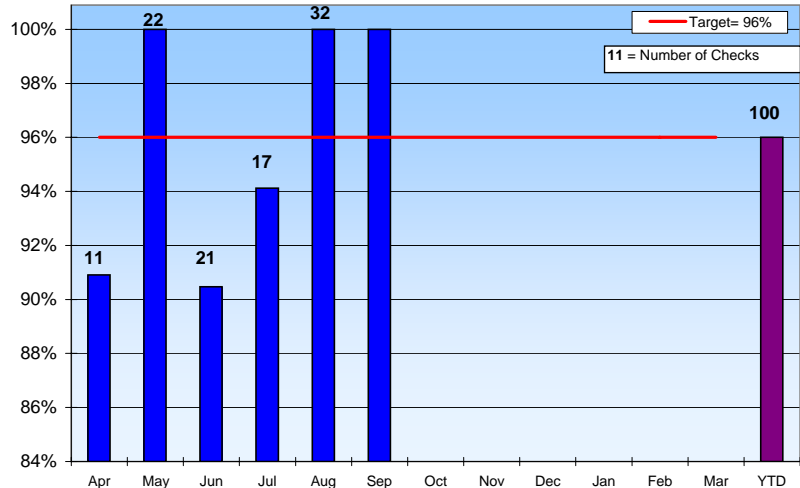
- neighbourhood management; local area cooperation; anti-social behaviour

Reality Checks - Non Regen



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

<i>End of Year Target</i> (High is good)	96%
Aug 10 Performance	100%
Aug 09 Performance	90%
YTD Performance	96%
Number of checks in month	32
Number of checks YTD	100

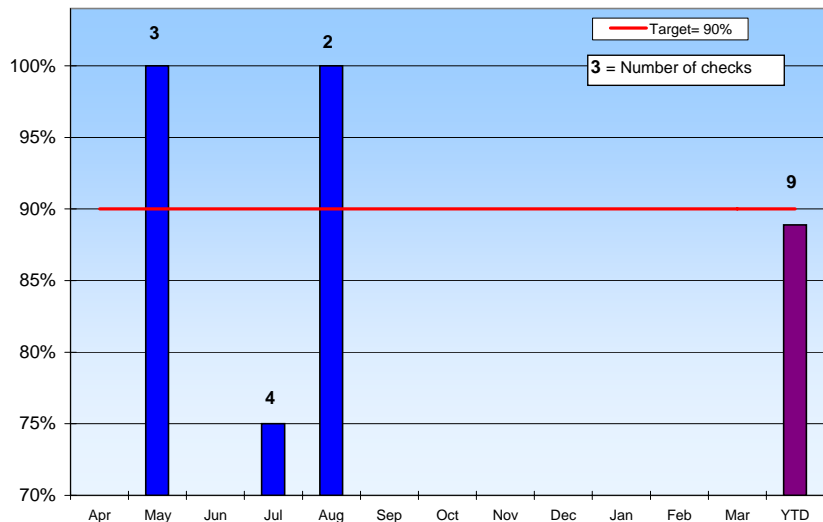


Reality Checks - Regeneration



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

<i>End of Year Target</i> (High is good)	90%
Aug 10 Performance	100%
Aug 09 Performance	50%
YTD Performance	89%
Number of checks in month	2
Number of checks YTD	9

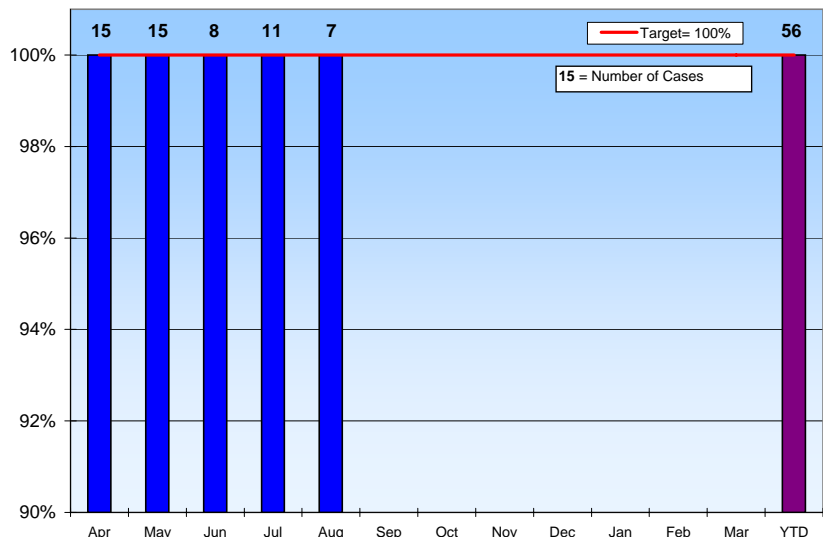


ASB



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

<i>End of Year Target</i> (High is good)	100%
Aug 10 Performance	100%
Aug 09 Performance	100%
YTD Performance	100%
No. of cases reported in month	7
No. of cases reported YTD	56



5) Value for Money

Sickness



The average number of days lost due to sickness per employee

End of Year Target (Low is good) 7 days

Aug 10 Performance 0.6 days

Aug 09 Performance 2.6 days

YTD Performance 2.3 days

Note: End of year projection is 6.5 days

