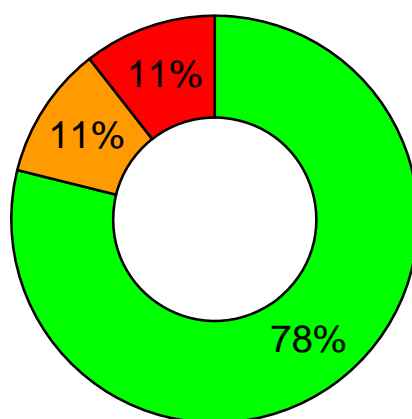


# Barnet Homes PULSE Report

Traffic Light Position

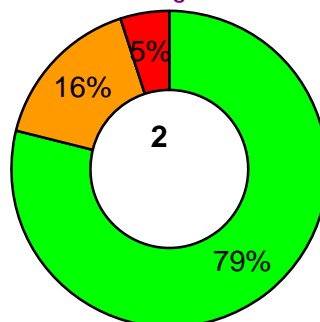
19 = Number of Indicators



December 2010

Traffic Light Position

19 = Number of Indicators



November 2010

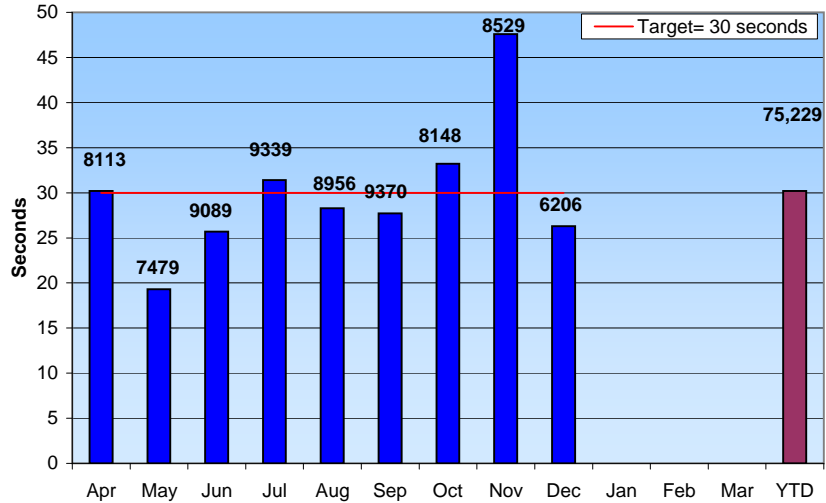
## 1) Tenancy Involvement & Empowerment

- 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

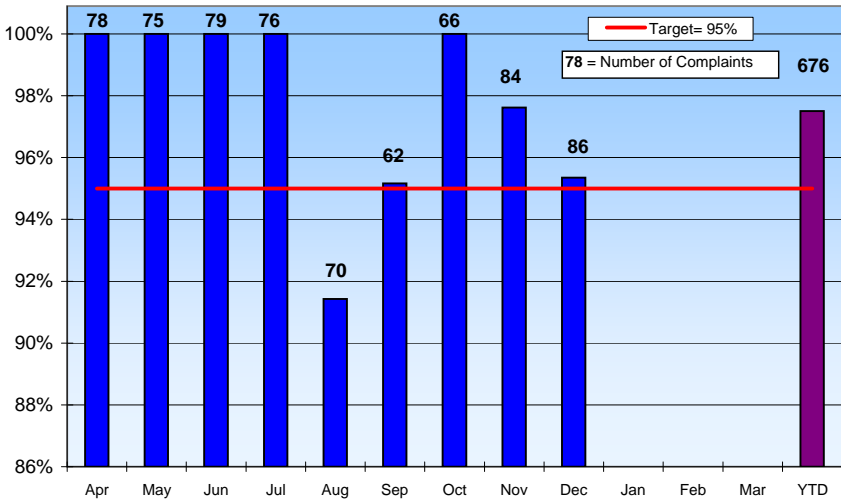
End of Year Target (Low is good)	30 secs
Dec 10 Performance	26 secs
Dec 09 Performance	32 secs
<b>YTD Performance</b>	<b>30 secs</b>



### Complaints ↓ ●

The percentage of stage 1 complaints replied in 10 working days

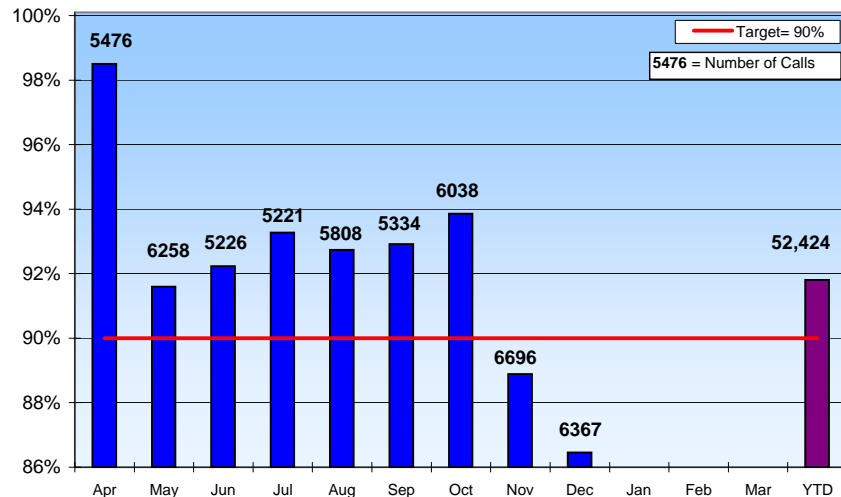
End of Year Target (High is good)	95%
Dec 10 Performance	95%
Dec 09 Performance	100%
<b>YTD Performance</b>	<b>98%</b>



### Assist ↓ ●

The percentage of calls responded to in 30 seconds

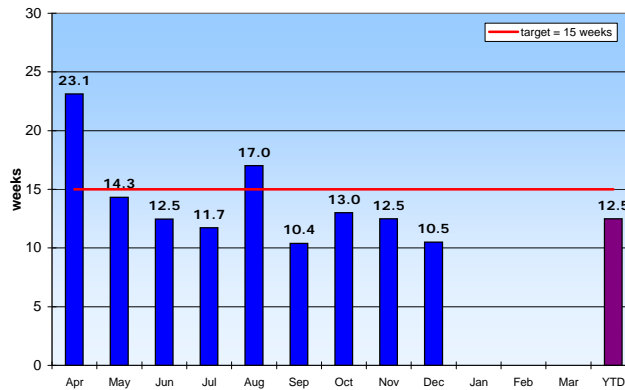
End of Year Target (High is good)	90%
Dec 10 Performance	86%
Dec 09 Performance	89%
<b>YTD Performance</b>	<b>91.8%</b>



## Adaptations ↑ ●

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

<i>End of Year Target</i> (Low is good)	15 weeks
Dec 10 Performance	11 weeks
Dec 09 Performance	13 weeks
<b>YTD Performance</b>	<b>13 weeks</b>



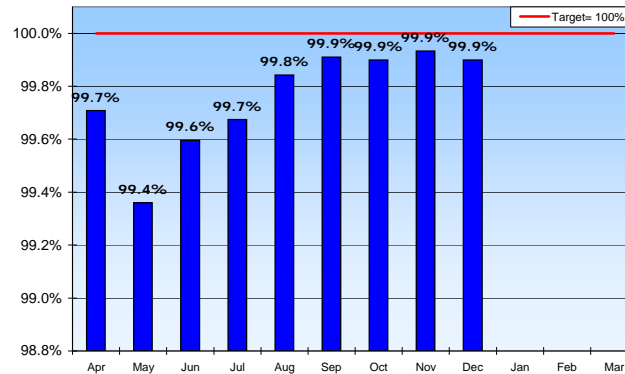
## 2) Home

- quality of accomodation; repairs & maintenance

### Gas Safety Checks ↔ ●

The percentage of homes with a CP12 safety certificate

<i>End of Year Target</i> (High is good)	100%
Dec 10 Performance	99.9%
Dec 09 Performance	99.7%
<i>Top Quartile (BPSA)</i>	<i>= 99.6%</i>

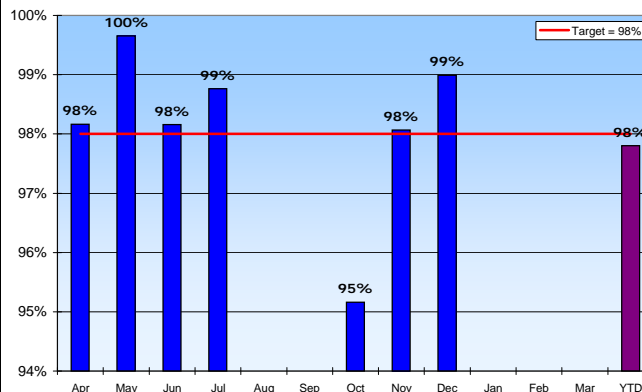


### Appointments ↑ ●

The percentage of appointments which were made and then kept

<i>End of Year Target</i> (High is good)	98.0%
Dec 10 Performance	99.0%
Dec 09 Performance	99.1%
<b>YTD Performance</b>	<b>97.8%</b>
<i>Top Quartile (HouseMark)</i>	<i>= 96.9%</i>

Note: No Data in Aug/Sep due to Connaught Administration  
Lovell performance starts Oct

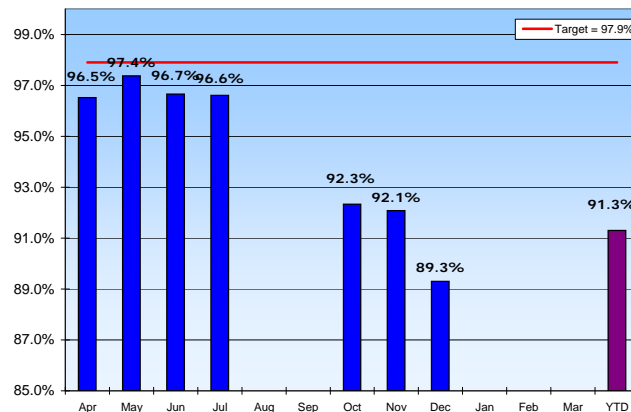


### Urgent Repairs ↓ ●

The percentage of urgent repairs completed within government time limits

<i>End of Year Target</i> (High is good)	97.9%
Dec 10 Performance	89.3%
Dec 09 Performance	99.6%
<b>YTD Performance</b>	<b>91.3%</b>
<i>Top Quartile (BPSA)</i>	<i>= 98.0%</i>

Note: No Data in Aug/Sep due to Connaught Administration  
Lovell performance starts Oct



# Barnet Homes Pulse Report



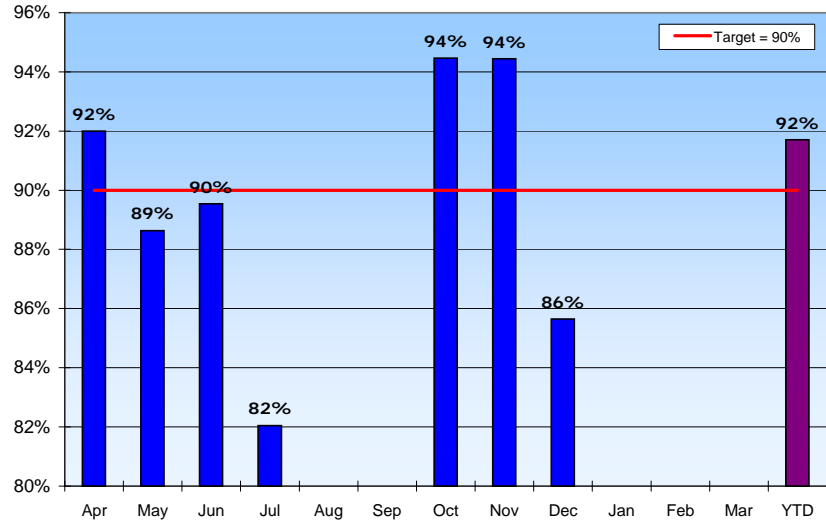
## Right First Time



The percentage of repairs which are completed right first time

End of Year Target (High is good)	90%
Dec 10 Performance	85.6%
Dec 09 Performance	98.9%
<b>YTD Performance</b>	<b>91.7%</b>

Note: No Data in Aug/Sep due to Connaught Administration  
Lovell performance starts Oct

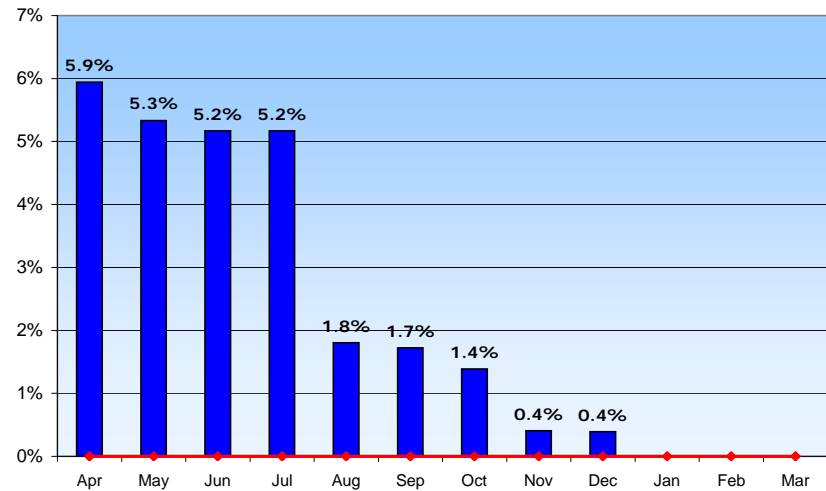


## Decent Homes



The percentage of non-decent homes excluding regeneration properties.

End of Year Target (Low is good)	0%
Dec 10 Performance	0.4%

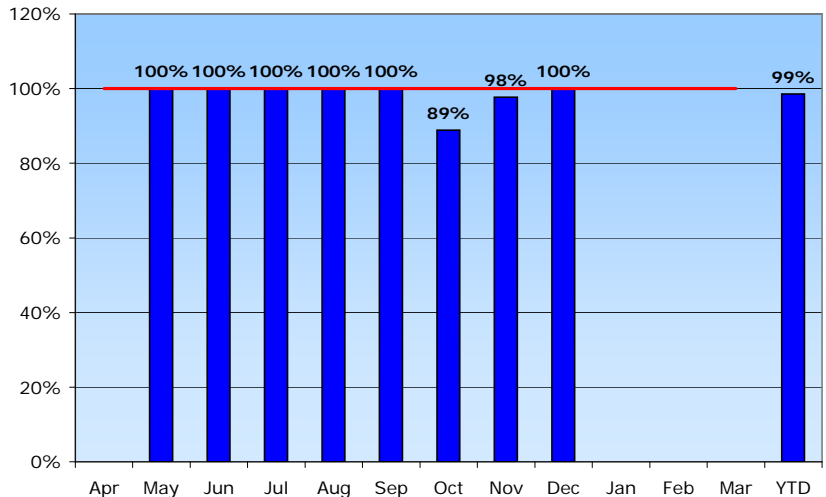


## Fire Safety



The percentage of fire safety actions complete within one month

End of Year Target (High is good)	100%
Dec 10 Performance	100%
Dec 09 Performance	New PI
<b>YTD Performance</b>	<b>99%</b>



## 3) Tenancy

- allocations; rents; tenure

### Relet Time



The average time it takes to relet an empty property.

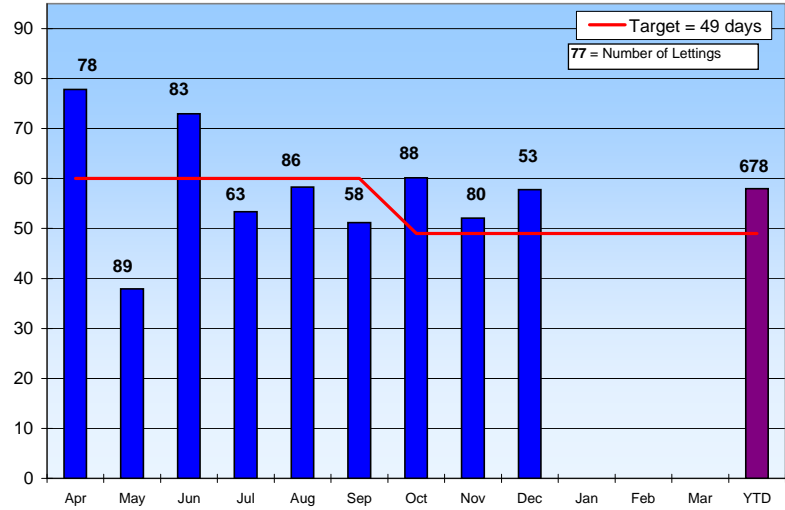
End of Year Target (Low is good) 49 days

Dec 10 Performance 58 days

Dec 09 Performance 50 days

YTD Performance 58 days

Top Quartile (BPSA) = 23.8 days



### Tenant Satisfaction



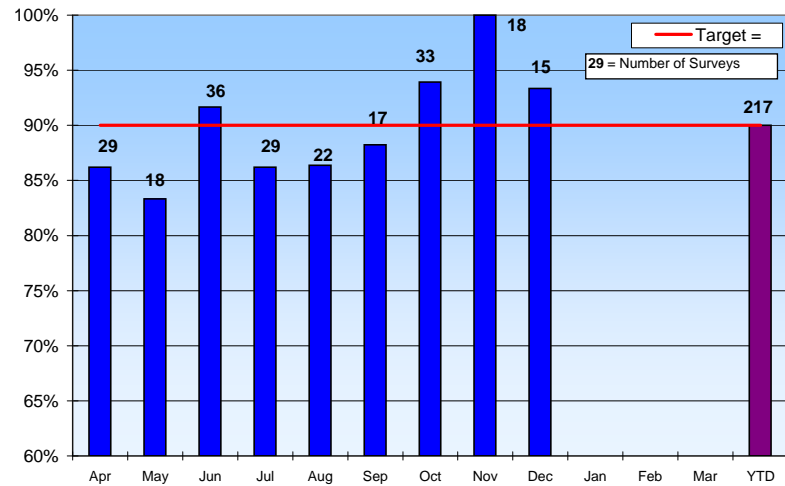
The percentage of new tenants satisfied with the condition of their new property

End of Year Target (High is good) 90%

Dec 10 Performance 93.3%

Dec 09 Performance 85.0%

YTD Performance 90%



### Outstanding Voids

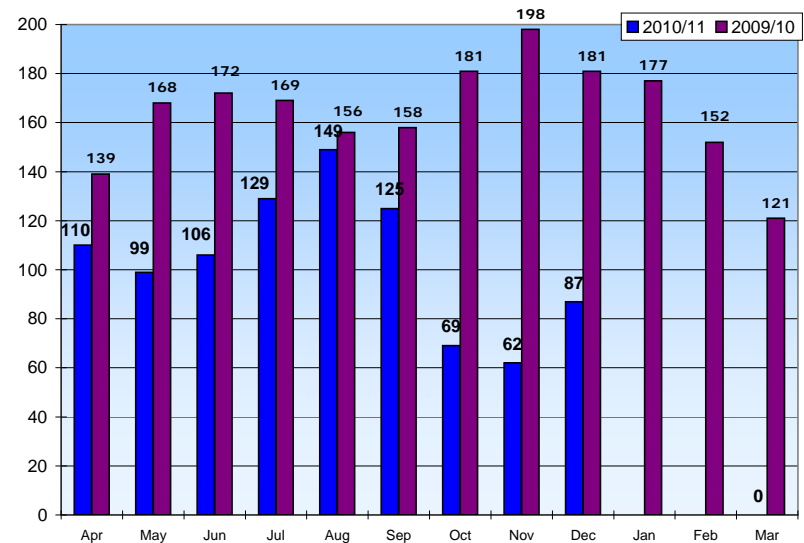


The number of empty properties at the end of each month

(Low is good)

Dec 10 Performance 87

Dec 09 Performance 181



# Barnet Homes Pulse Report

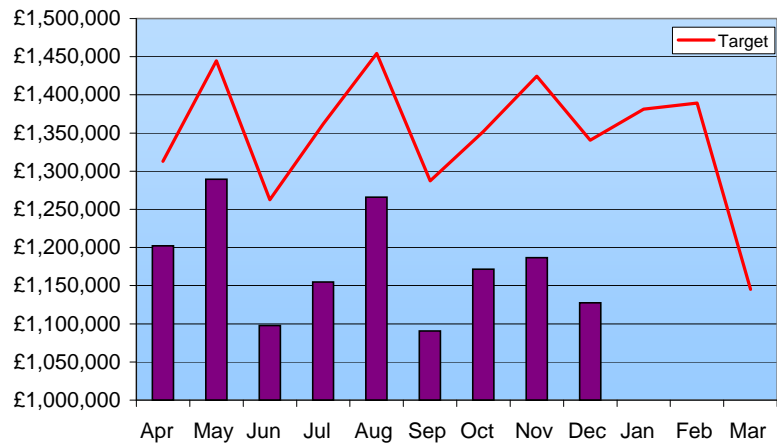


## Arrears



The level of rent arrears at the end of each month

End of Year Target (Low is good)	£1,145,000
Month Target	£1,340,593
Dec 10 Performance	£1,127,468
Dec 09 Performance	£1,265,085

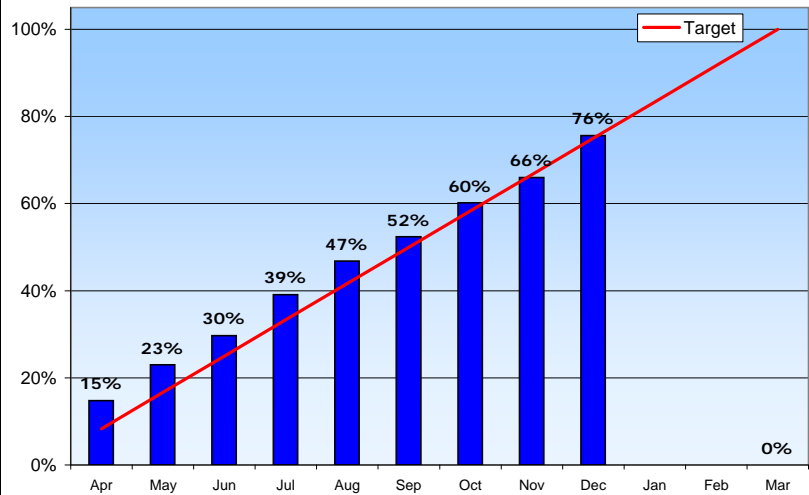


## Service Charge



% Annual Service Charge Collected this year

End of Year Target (High is good)	103%
Month Target	75.0%
Dec 10 Performance	75.6%
Dec 09 Performance	71.8%



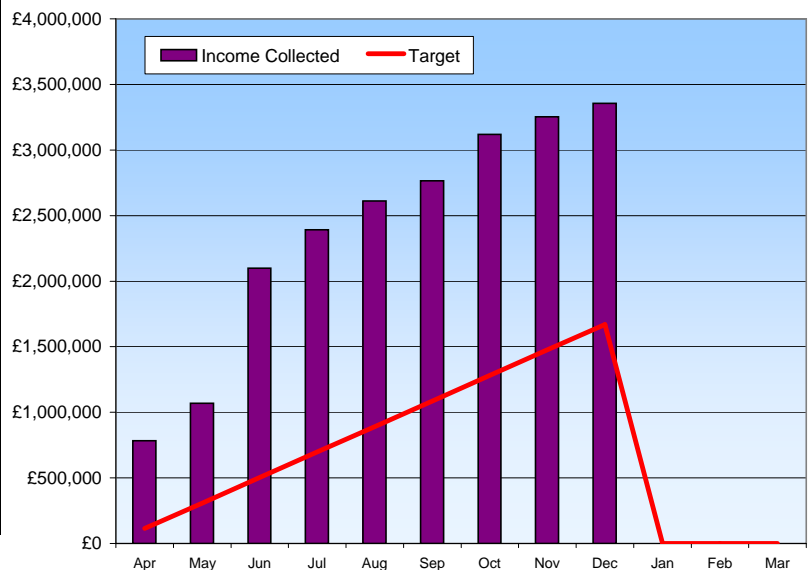
## Major Works Income



The amount of major works income collected from leaseholders this year

(High is good)

Dec 10 Performance	£3,356,528
Target	£1,669,776



## 4) Neighbourhood & Community

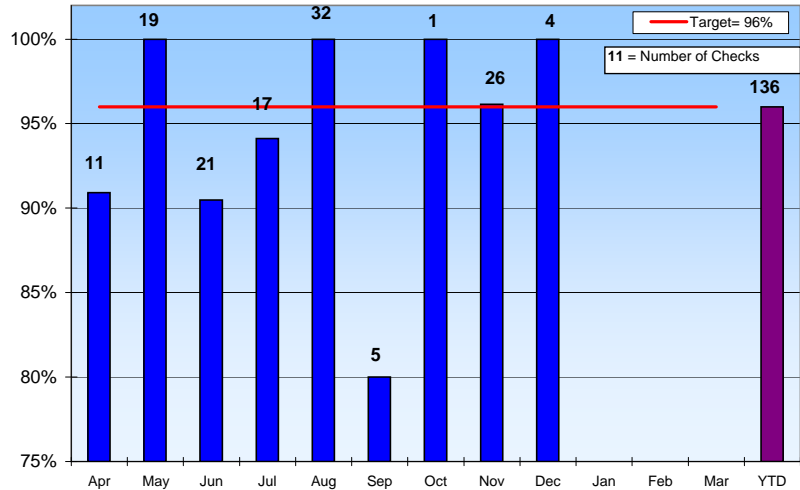
- neighbourhood management; local area cooperation; anti-social behaviour

### 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%
Dec 10 Performance	100%
Dec 09 Performance	100%
<b>YTD Performance</b>	<b>96%</b>
Number of checks in month	4
Number of checks YTD	136

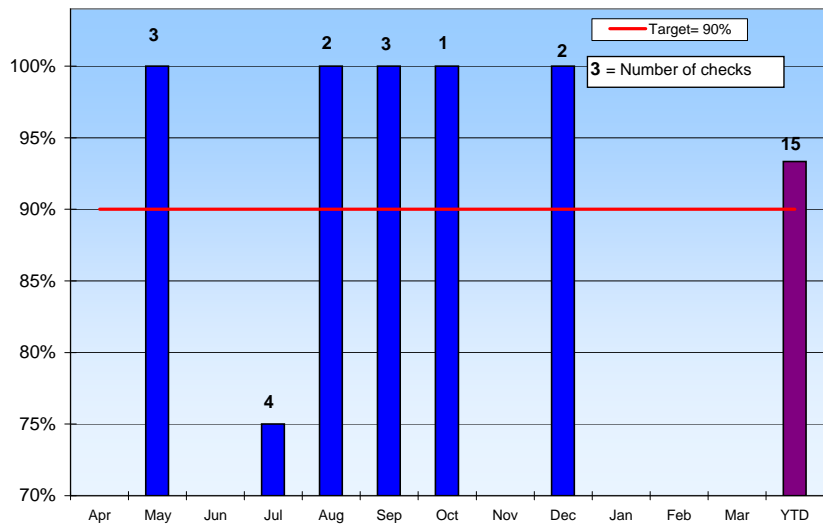


### Reality Checks - Regeneration



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

<i>End of Year Target</i> (High is good)	90%
Dec 10 Performance	100%
Dec 09 Performance	100%
<b>YTD Performance</b>	<b>93%</b>
Number of checks in month	2
Number of checks YTD	15

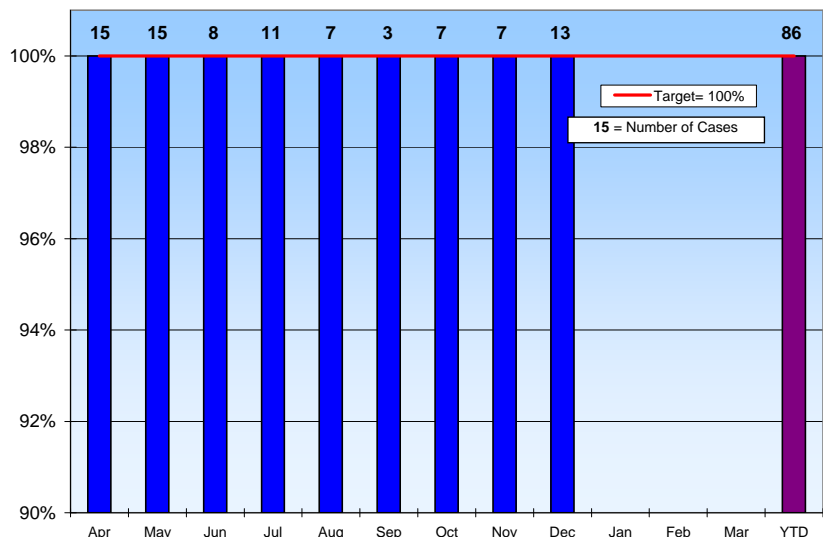


### ASB



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

<i>End of Year Target</i> (High is good)	100%
Dec 10 Performance	100%
Dec 09 Performance	100%
<b>YTD Performance</b>	<b>100%</b>
No. of cases reported in month	13
No. of cases reported YTD	86



## 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

Dec 10 Performance 0.5 days

Dec 09 Performance 0.5 days

YTD Performance 4.5 days

Note: End of year projection is 6.8 days

