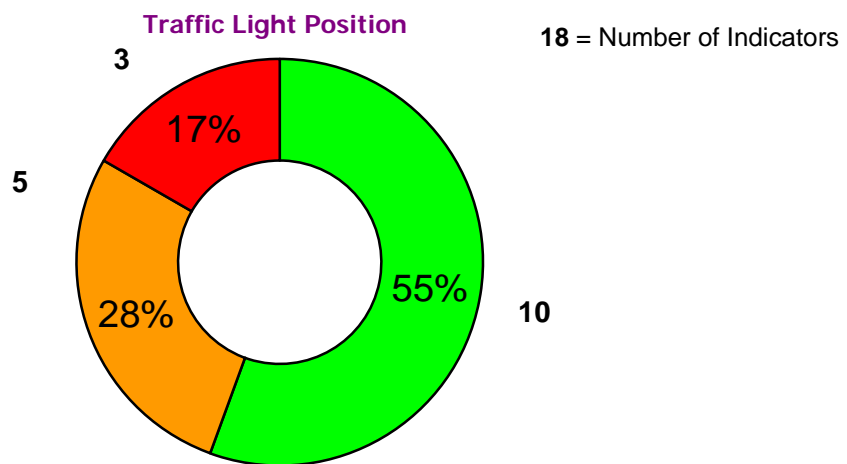
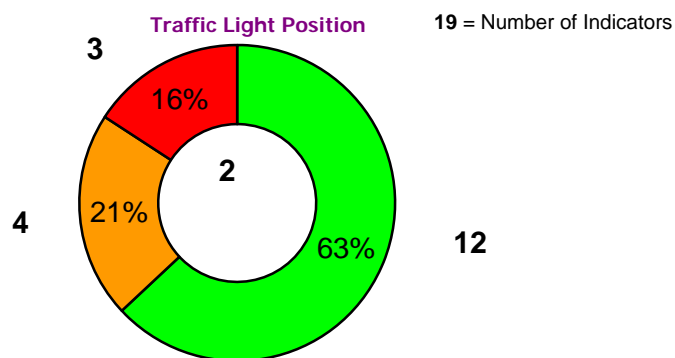


Barnet Homes PULSE Report



February 2011



January 2011

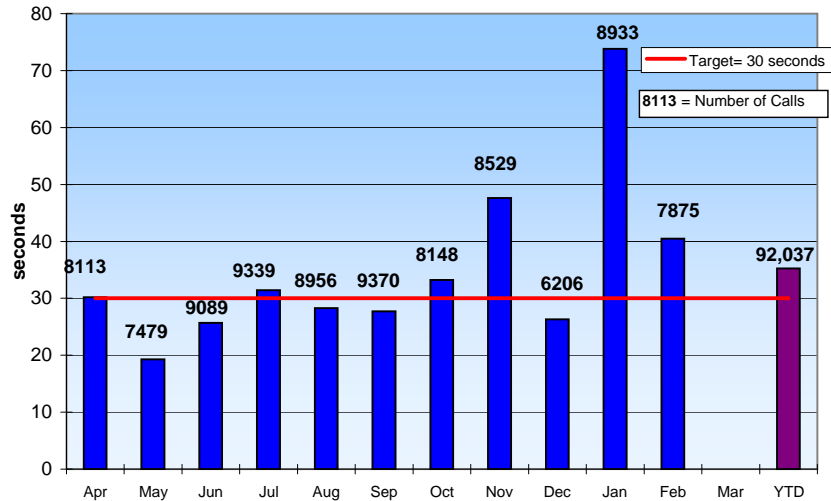
1) Tenancy Involvement & Empowerment

- 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

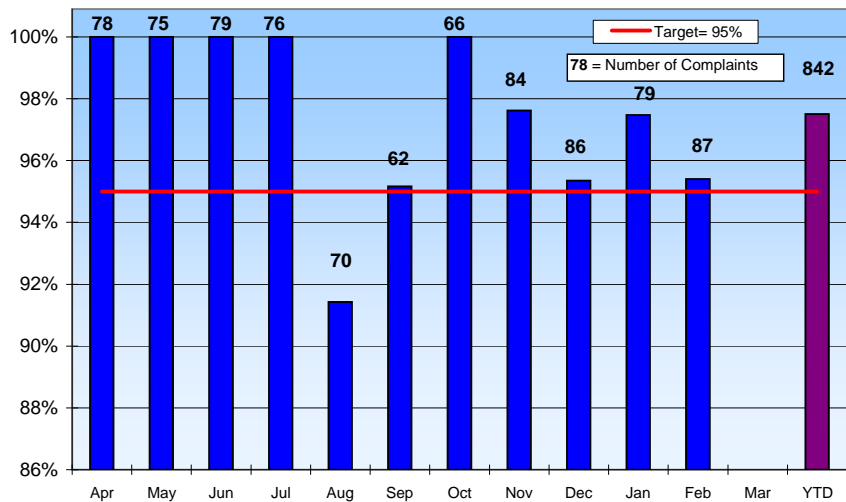
<i>End of Year Target</i> (Low is good)	30 secs
Feb 11 Performance	40 secs
Feb 10 Performance	28 secs
YTD Performance	35 secs



Complaints ↓ ●

The percentage of stage 1 complaints replied in 10 working days

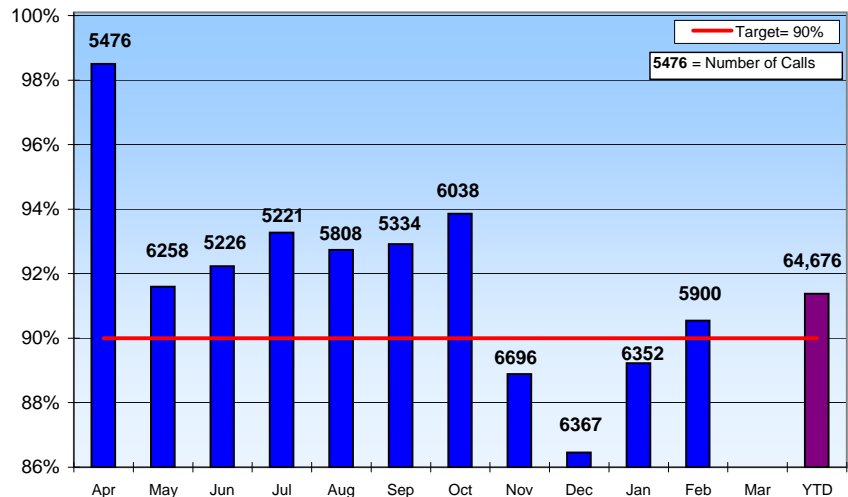
<i>End of Year Target</i> (High is good)	95%
Feb 11 Performance	95%
Feb 10 Performance	98%
YTD Performance	98%



Assist ↑ ●

The percentage of calls responded to in 30 seconds

<i>End of Year Target</i> (High is good)	90%
Feb 11 Performance	91%
Feb 10 Performance	92%
YTD Performance	91.4%

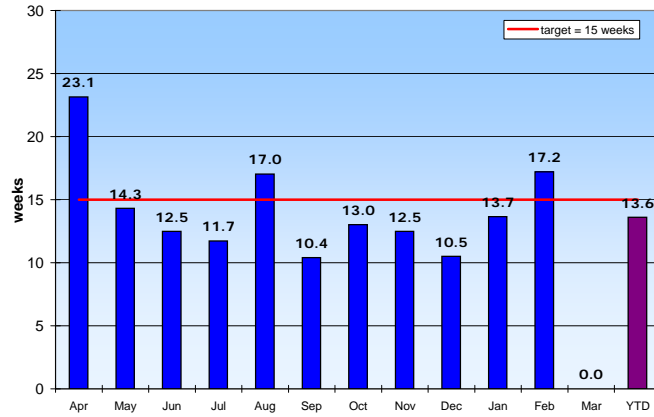


Adaptations



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

End of Year Target (Low is good)	15 weeks
Feb 11 Performance	17 weeks
Feb 10 Performance	26 weeks
YTD Performance	14 weeks



2) Home

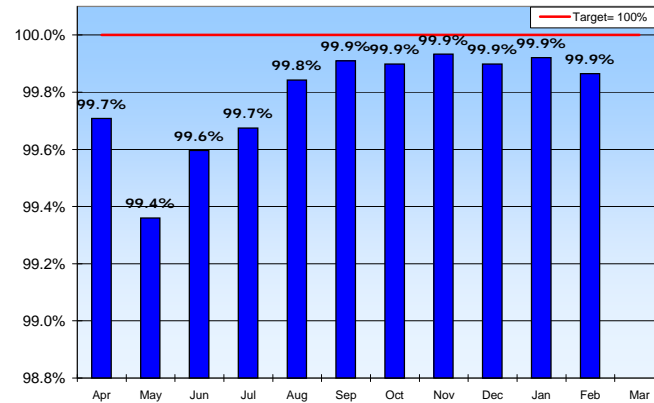
- quality of accommodation; repairs & maintenance

Gas Safety Checks



The percentage of homes with a CP12 safety certificate

End of Year Target (High is good)	100%
Feb 11 Performance	99.9%
Feb 10 Performance	99.6%
Top Quartile (BPSA) =	99.6%



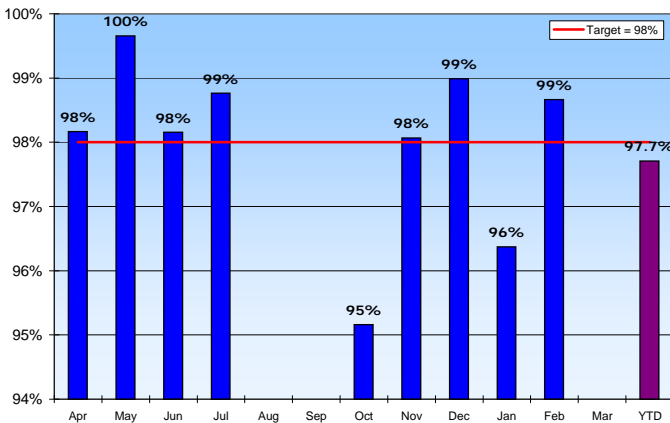
Appointments



The percentage of appointments which were made and then kept

End of Year Target (High is good)	98.0%
Feb 11 Performance	98.7%
Feb 10 Performance	99.4%
YTD Performance	97.7%
Top Quartile (HouseMark) =	96.9%

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



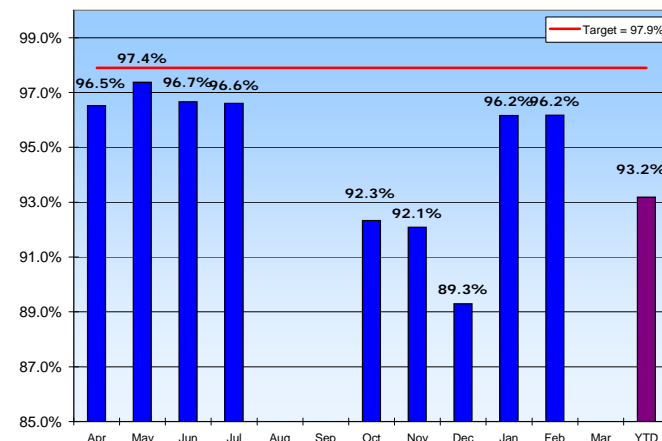
Urgent Repairs



The percentage of urgent repairs completed within government time limits

End of Year Target (High is good)	97.9%
Feb 11 Performance	96.2%
Feb 10 Performance	98.2%
YTD Performance	93.2%
Top Quartile (BPSA) =	98.0%

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



Barnet Homes Pulse Report

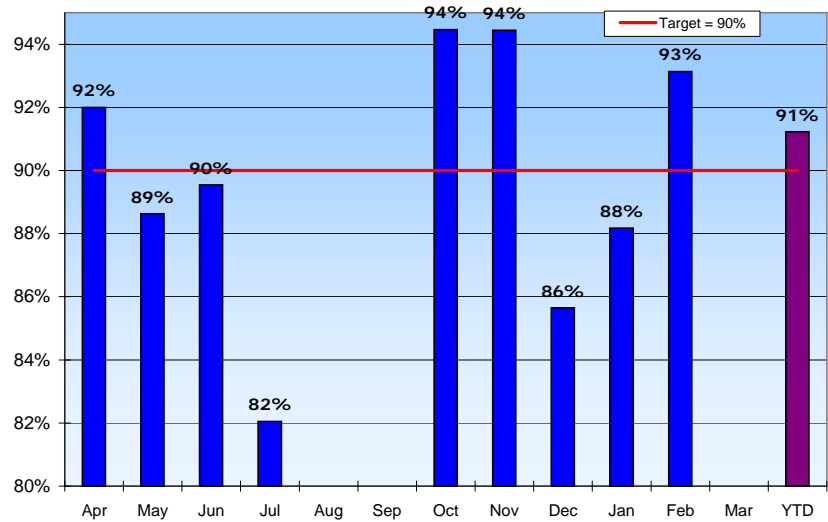


Right First Time ↑ ●

The percentage of repairs which are completed right first time

End of Year Target (High is good)	90%
Feb 11 Performance	93.1%
Feb 10 Performance	94.0%
YTD Performance	91.2%

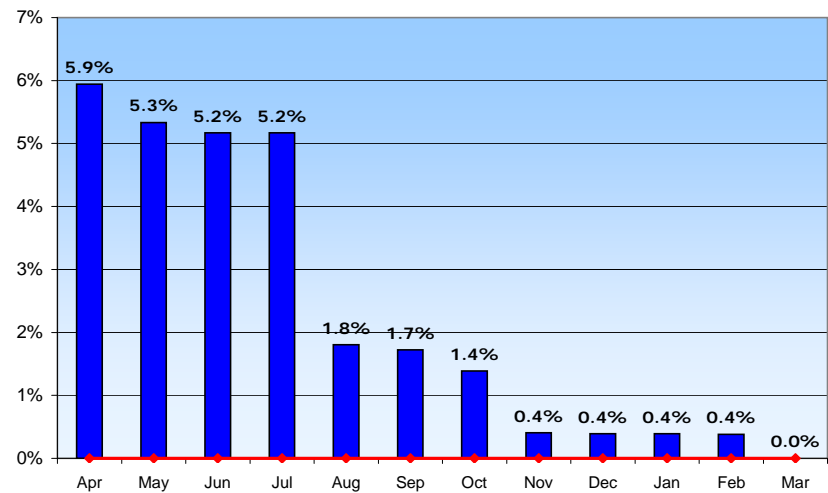
Note: No Data in Aug/Sep due to Connaught Administration
Lovell performance starts Oct



Decent Homes ↔ ●

The percentage of non-decent homes excluding regeneration properties.

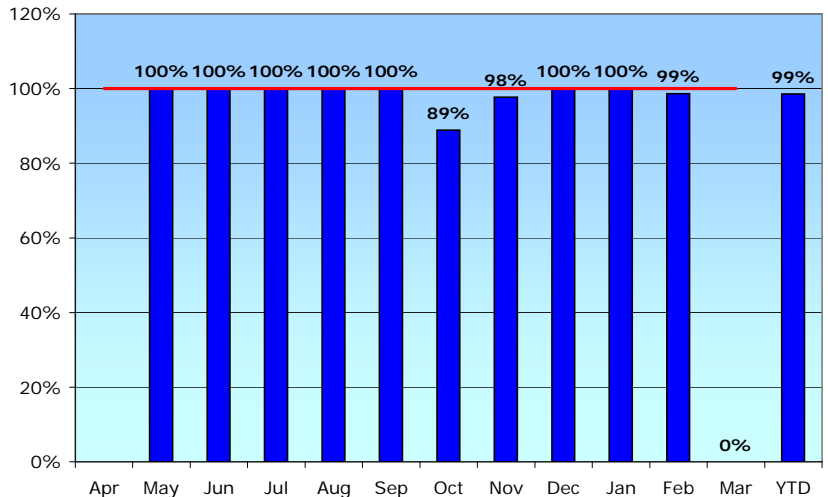
End of Year Target (Low is good)	0%
Feb 11 Performance	0.4%



Fire Safety ↓ ●

The percentage of fire safety actions complete within one month

End of Year Target (High is good)	100%
Feb 11 Performance	99%
Feb 10 Performance	New PI
YTD Performance	99%



3) Tenancy

- allocations; rents; tenure

Relet Time



The average time it takes to relet an empty property.

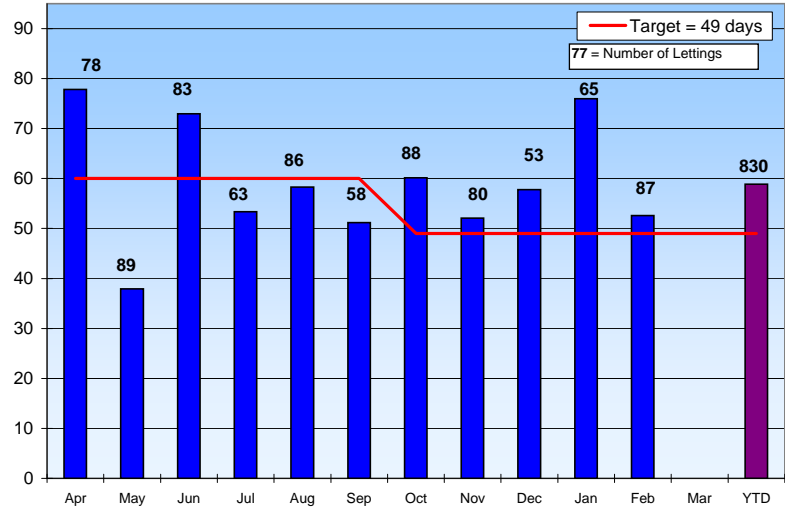
End of Year Target (Low is good) 49 days

Feb 11 Performance 53 days

Feb 10 Performance 91 days

YTD Performance 59 days

Top Quartile (BPSA) = 23.8 days



Tenant Satisfaction



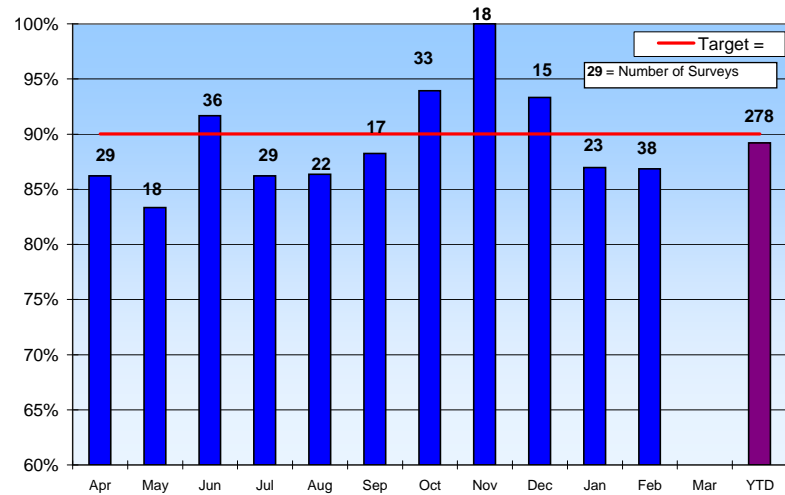
The percentage of new tenants satisfied with the condition of their new property

End of Year Target (High is good) 90%

Feb 11 Performance 86.8%

Feb 10 Performance 91.3%

YTD Performance 89%



Outstanding Voids

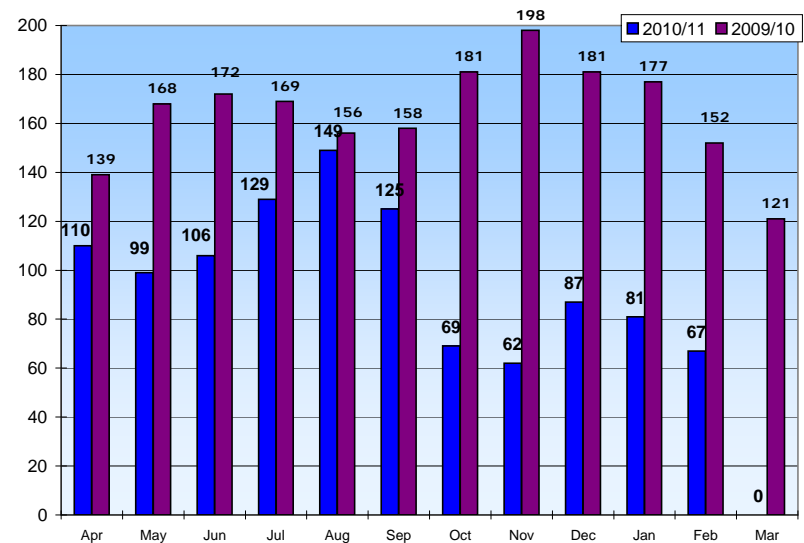


The number of empty properties at the end of each month

(Low is good)

Feb 11 Performance 67

Feb 10 Performance 152



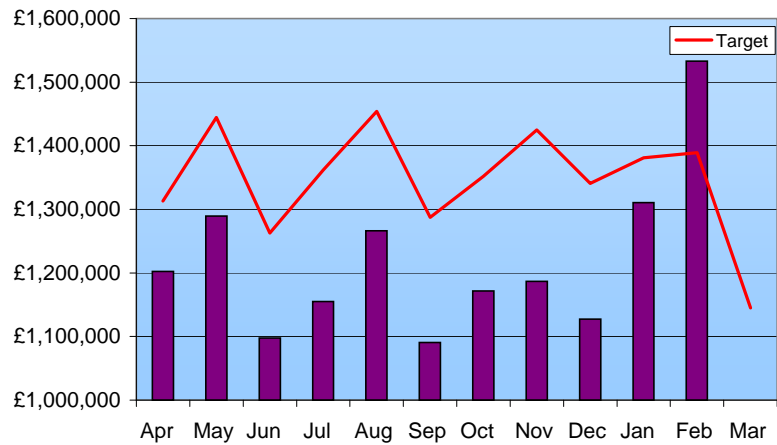
Barnet Homes Pulse Report



Arrears

The level of rent arrears at the end of each month

End of Year Target (Low is good)	£1,145,000
Month Target	£1,389,129
Feb 11 Performance	£1,533,270
Feb 10 Performance	£1,330,878

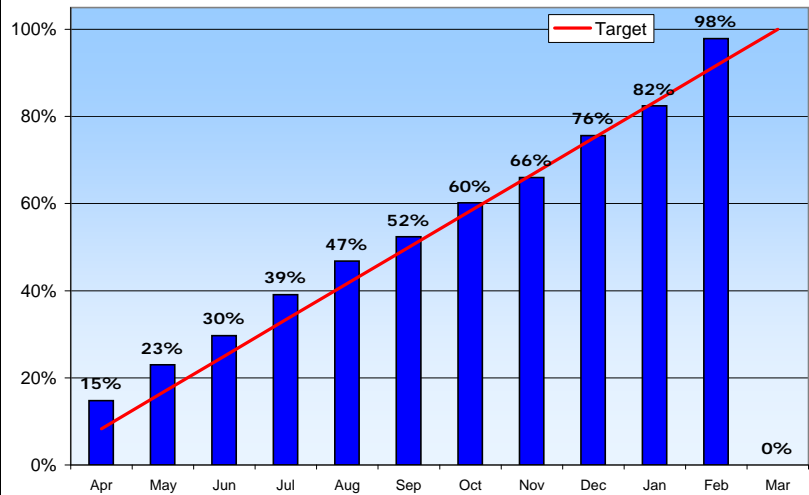


Service Charge



% Annual Service Charge Collected this year

End of Year Target (High is good)	103%
Month Target	91.7%
Feb 11 Performance	97.9%
Feb 10 Performance	92.5%



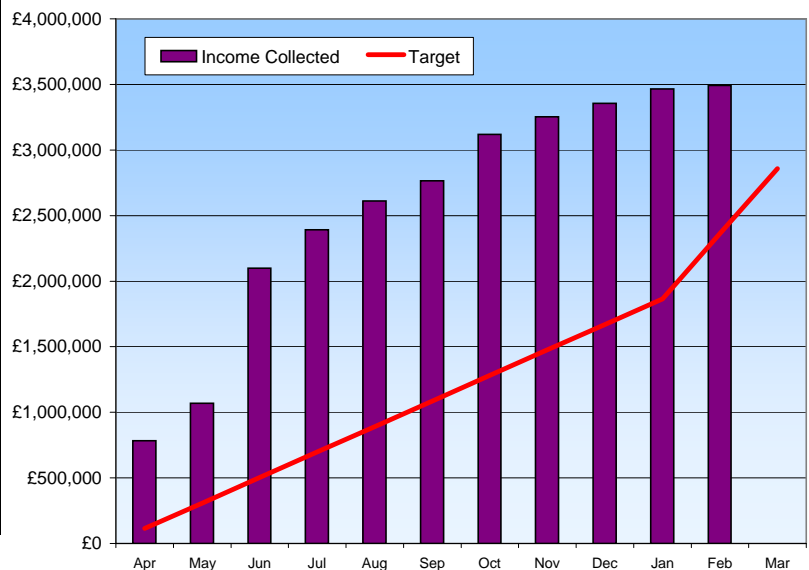
Major Works Income



The amount of major works income collected from leaseholders this year

(High is good)

Feb 11 Performance	£3,491,696
Target	£2,361,491



4) Neighbourhood & Community

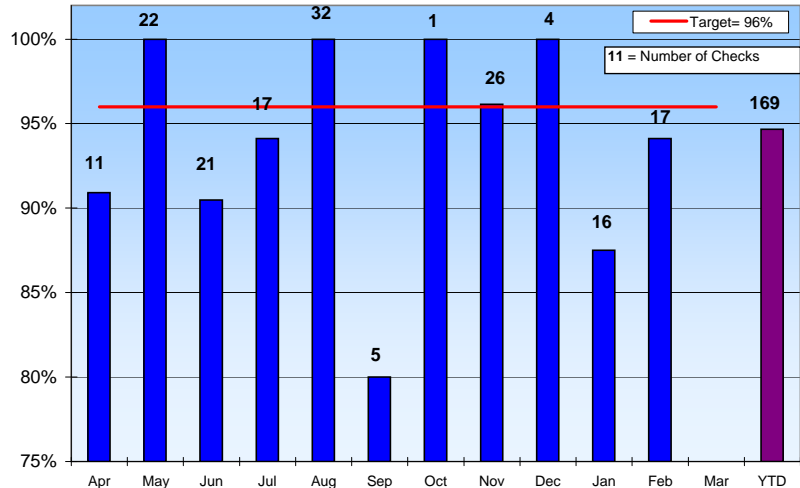
- neighbourhood management; local area cooperation; anti-social behaviour

Reality Checks - Non Regen



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

End of Year Target (High is good)	96%
Feb 11 Performance	94%
Feb 10 Performance	100%
YTD Performance	95%
Number of checks in month	17
Number of checks YTD	169

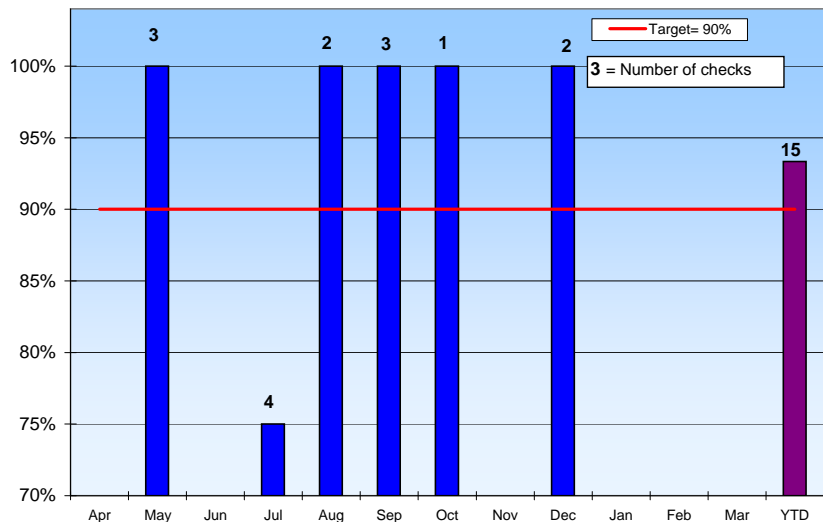


Reality Checks - Regeneration



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

End of Year Target (High is good)	90%
Feb 11 Performance	
Feb 10 Performance	100%
YTD Performance	93%
Number of checks in month	0
Number of checks YTD	15

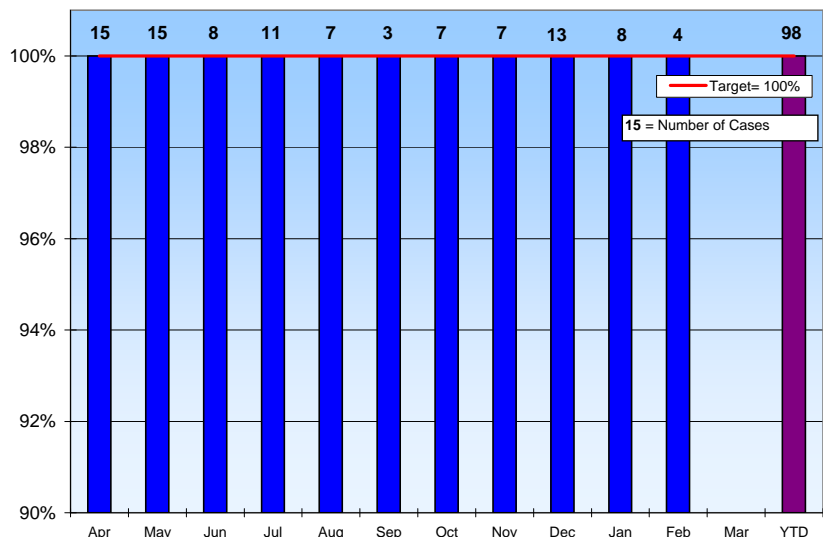


ASB



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

End of Year Target (High is good)	100%
Feb 11 Performance	100%
Feb 10 Performance	100%
YTD Performance	100%
No. of cases reported in month	4
No. of cases reported YTD	98



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

Feb 11 Performance 0.7 days

Feb 10 Performance 0.5 days

YTD Performance 5.9 days

Note: End of year projection is 7.1 days

