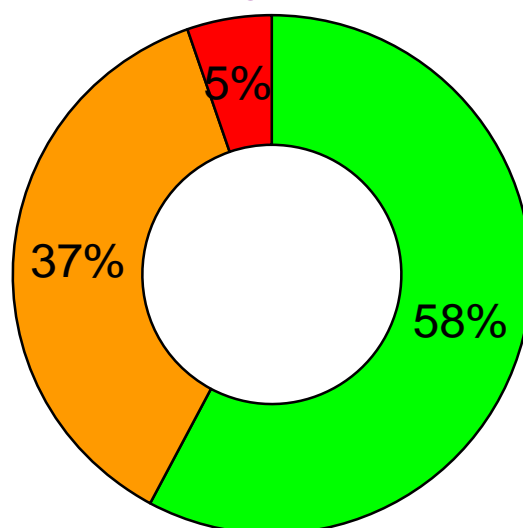


Barnet Homes PULSE Report

Traffic Light Position



July 2010

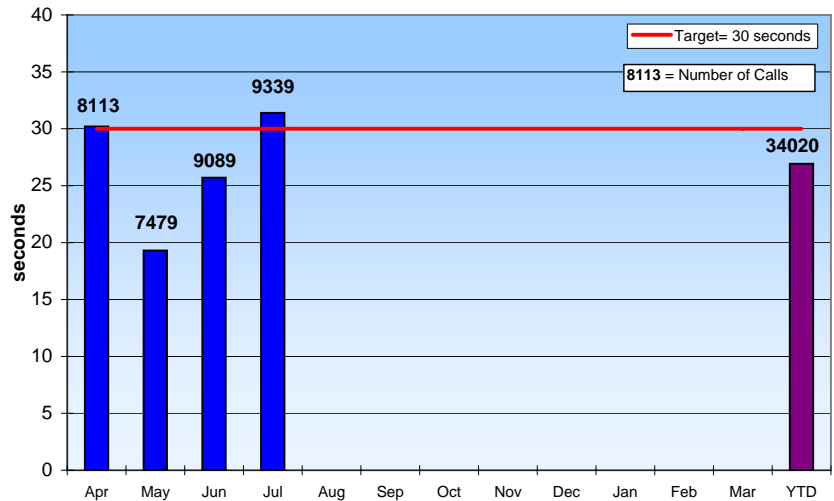
1) Tenancy Involvement & Empowerment

- 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

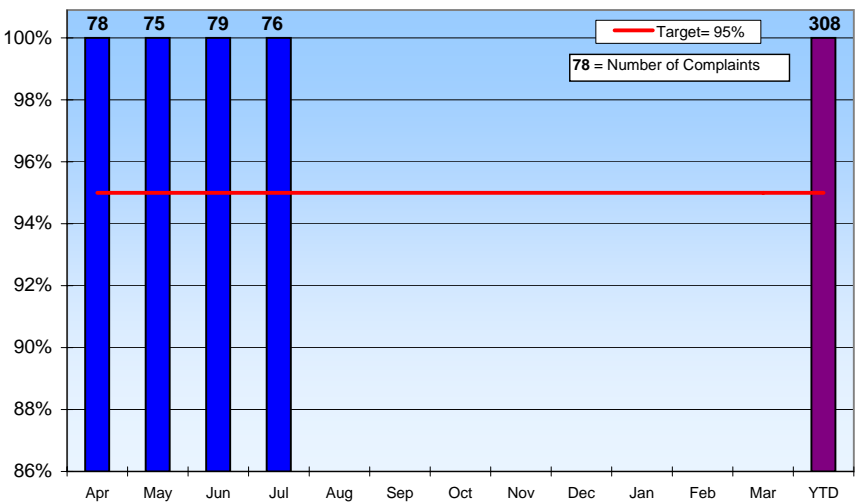
<i>End of Year Target</i> (Low is good)	30 secs
Jul 10 Performance	31 secs
Jul 09 Performance	21 secs
YTD Performance	27 secs



Complaints ↔ ●

The percentage of stage 1 complaints replied in 10 working days

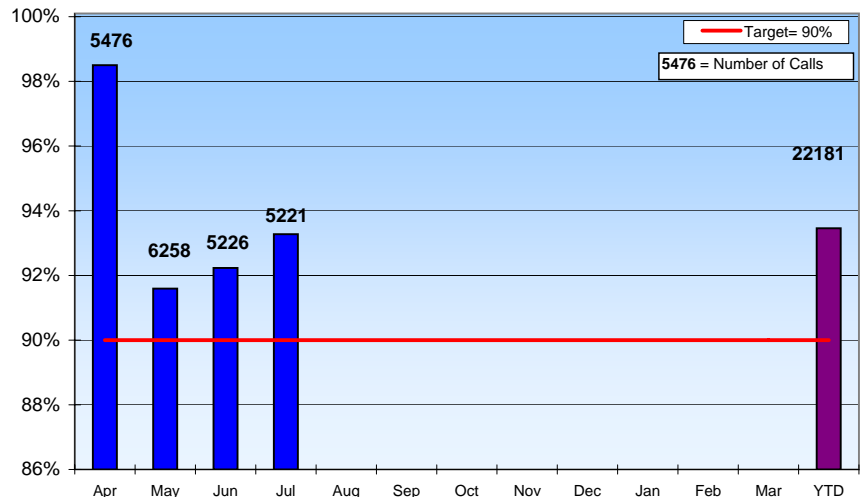
<i>End of Year Target</i> (High is good)	95%
Jul 10 Performance	100%
Jul 09 Performance	84%
YTD Performance	100%



Assist ↑ ●

The percentage of calls responded to in 30 seconds

<i>End of Year Target</i> (High is good)	90%
Jul 10 Performance	93%
Jul 09 Performance	91%
YTD Performance	93.5%



Barnet Homes Pulse Report



Adaptations



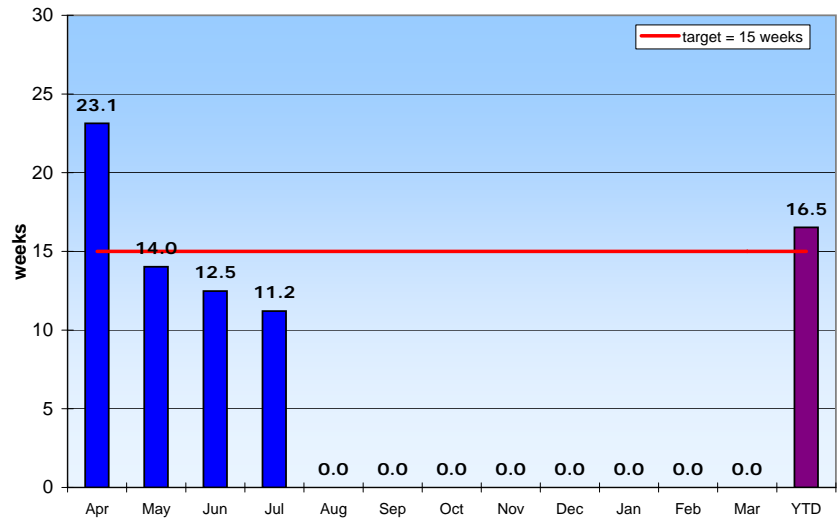
The average wait time from referral to start on site for major adaptations

End of Year Target (Low is good) 15 weeks

Jul 10 Performance 11 weeks

Jul 09 Performance 9 weeks

YTD Performance 17 weeks



Barnet Homes Pulse Report



2) Home

- quality of accomodation; repairs & maintenance

Gas Safety Checks ↑ ●

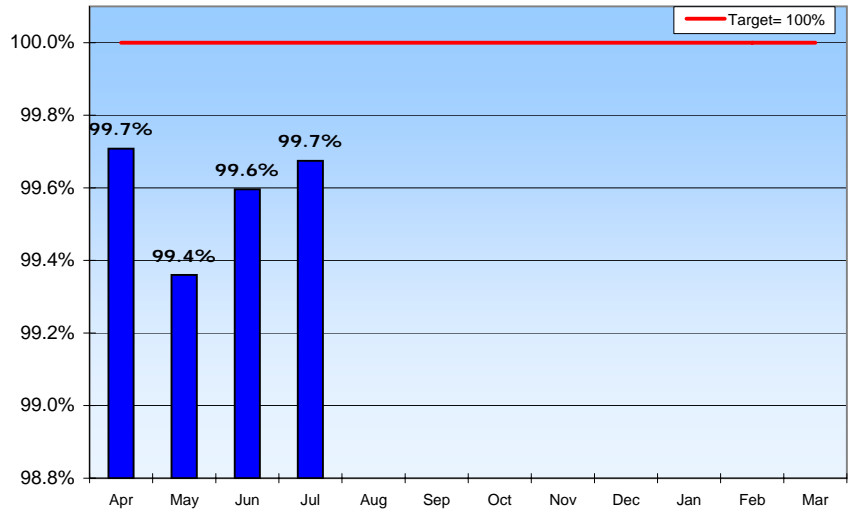
The percentage of homes with a CP12 safety certificate

End of Year Target (High is good) 100%

Jul 10 Performance 99.7%

Jul 09 Performance 98.9%

Top Quartile (BPSA) = 99.6%



Appointments ↑ ●

The percentage of appointments which were made and then kept

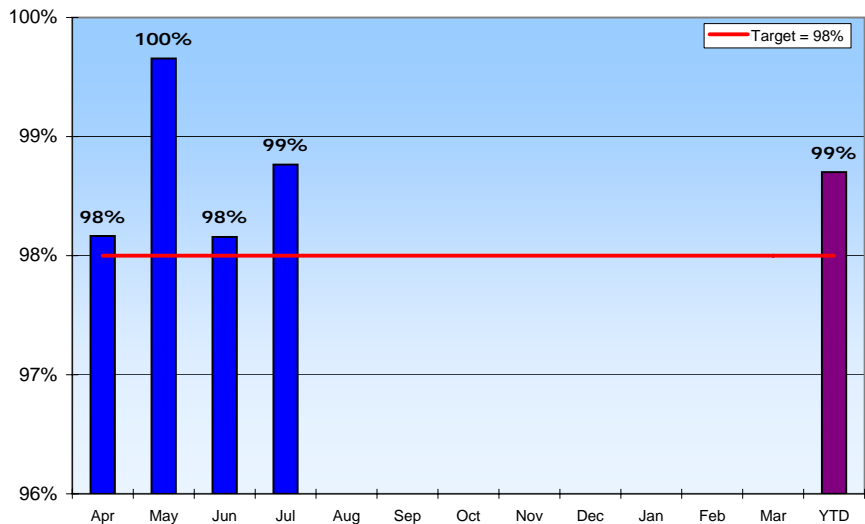
End of Year Target (High is good) 98.0%

Jul 10 Performance 98.8%

Jul 09 Performance 99.6%

YTD Performance 98.7%

Top Quartile (HouseMark) = 96.9%



Urgent Repairs ↔ ●

The percentage of urgent repairs completed within government time limits

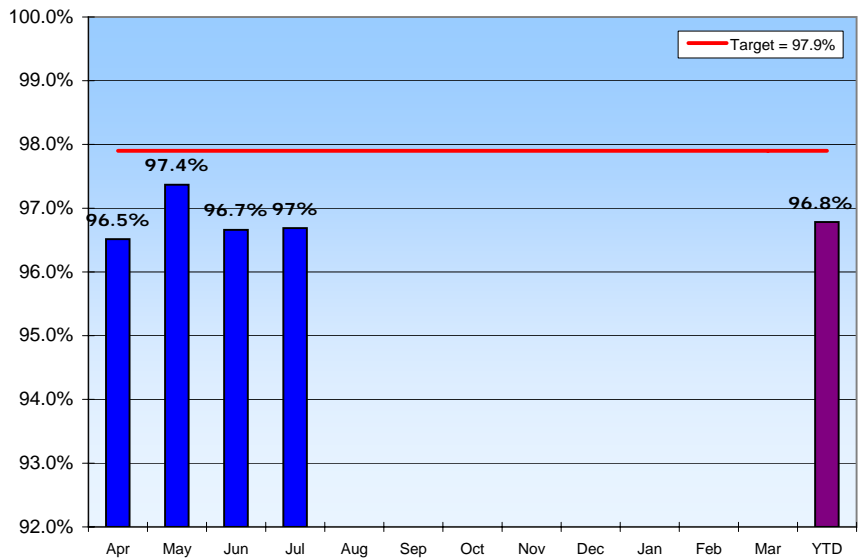
End of Year Target (High is good) 97.9%

Jul 10 Performance 96.7%

Jul 09 Performance 97.3%

YTD Performance 96.8%

Top Quartile (BPSA) = 98.0%



Barnet Homes Pulse Report

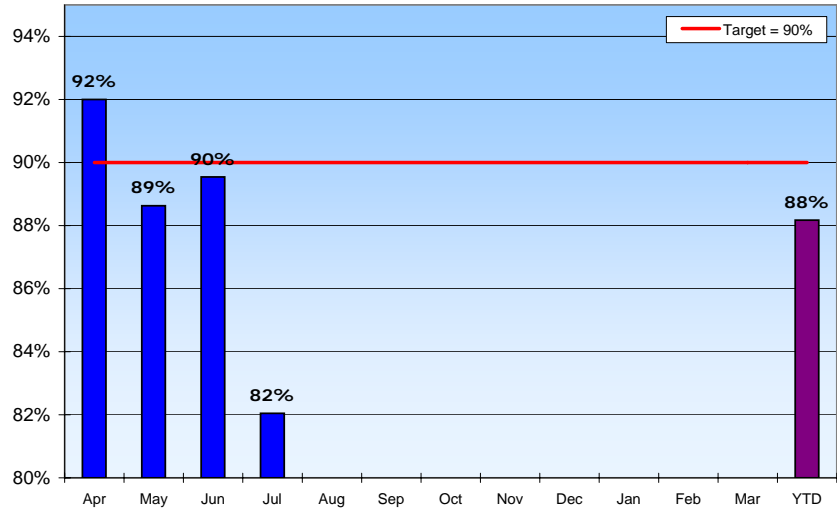


Right First Time



The percentage of repairs which are completed right first time

<i>End of Year Target</i> (High is good)	90%
Jul 10 Performance	82.0%
Jul 09 Performance	99.4%
YTD Performance	88.2%

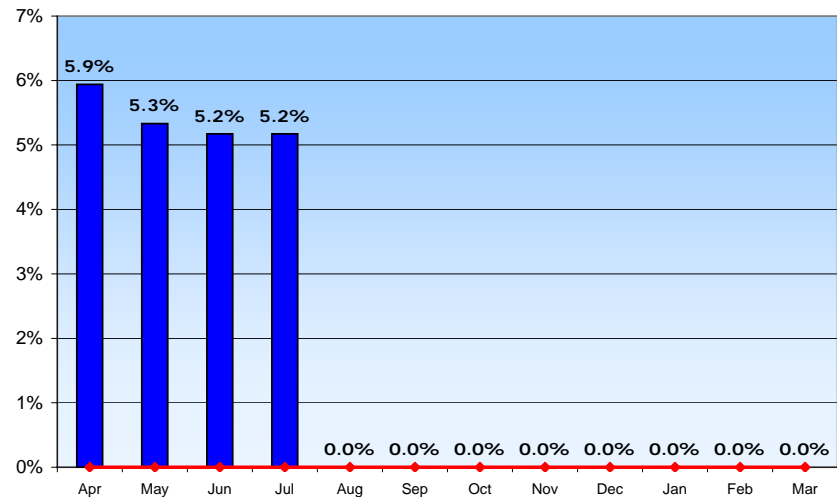


Decent Homes

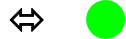


The percentage of non-decent homes excluding regeneration properties.

<i>End of Year Target</i> (Low is good)	0%
Jul 10 Performance	5.2%

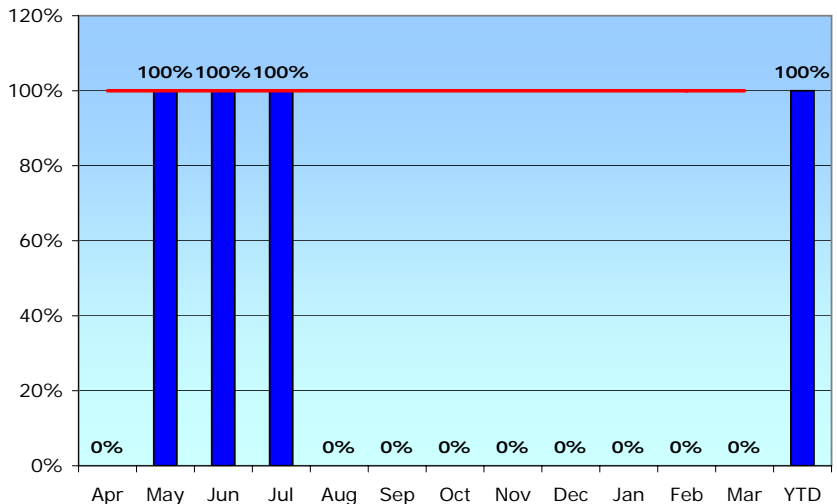


Fire Safety



The percentage of fire safety actions complete within one month

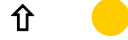
<i>End of Year Target</i> (High is good)	100%
Jul 10 Performance	100%
Jul 09 Performance	New PI
YTD Performance	100%



3) Tenancy

- allocations; rents; tenure

Relet Time



The average time it takes to relet an empty property.

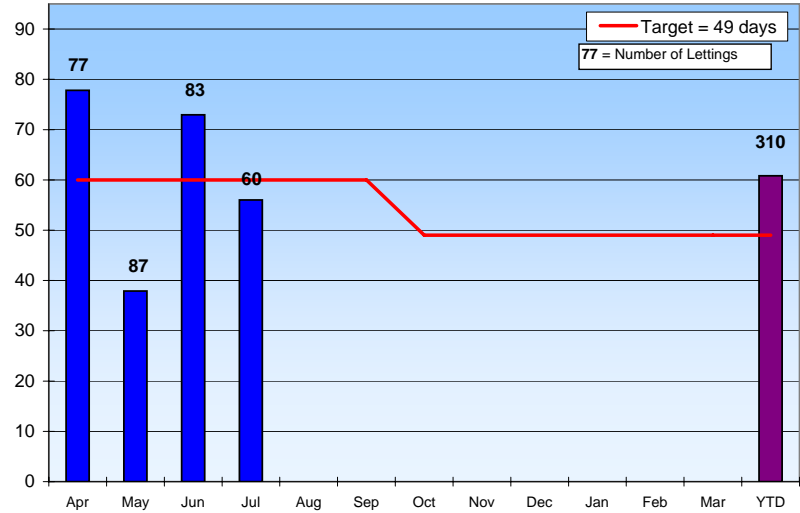
End of Year Target (Low is good) 49 days

Jul 10 Performance 56 days

Jul 09 Performance 26 days

YTD Performance 61 days

Top Quartile (BPSA) = 23.8 days



Tenant Satisfaction



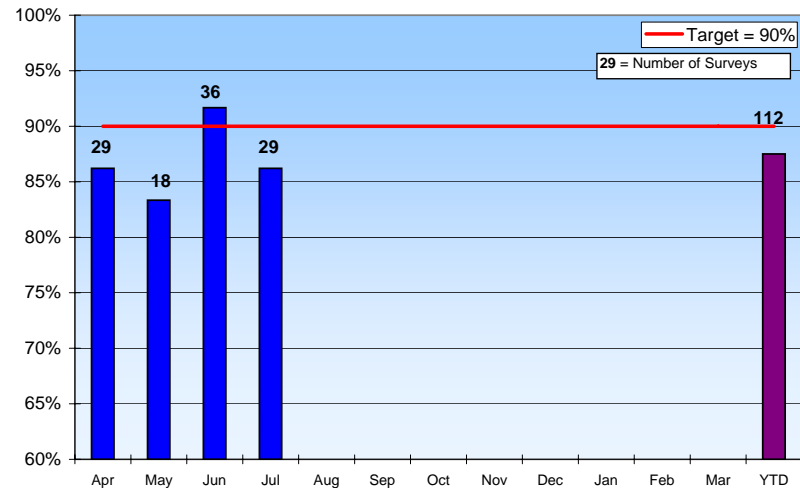
The percentage of new tenants satisfied with the condition of their new property

End of Year Target (High is good) 90%

Jul 10 Performance 86.2%

Jul 09 Performance 93.3%

YTD Performance 88%



Outstanding Voids

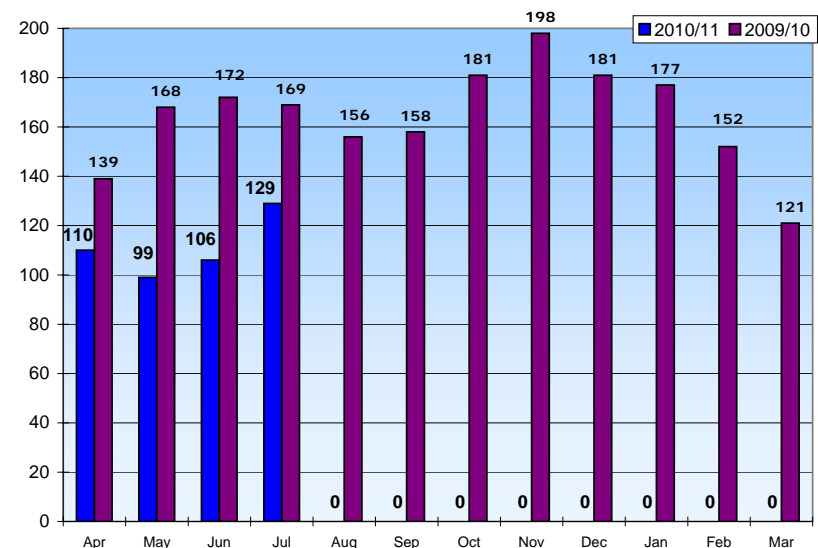


The number of empty properties at the end of each month

(Low is good)

Jul 10 Performance 129

Jul 09 Performance 169



Barnet Homes Pulse Report

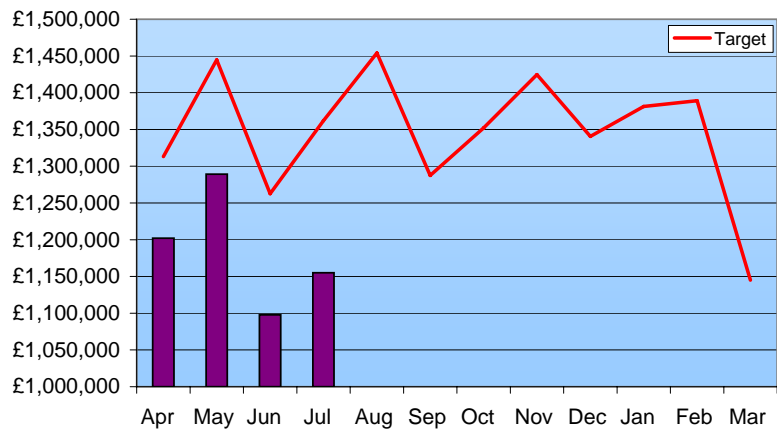


Arrears



The level of rent arrears at the end of each month

<i>End of Year Target</i> (Low is good)	<i>£1,145,000</i>
<i>Month Target</i>	<i>£1,361,948</i>
Jul 10 Performance	£1,154,970
Jul 09 Performance	£1,279,822

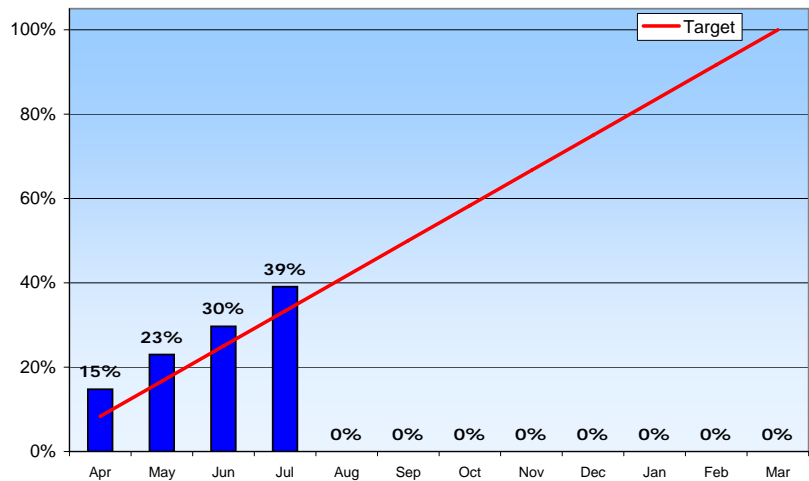


Service Charge



% Annual Service Charge Collected this year

<i>End of Year Target</i> (High is good)	<i>103%</i>
<i>Month Target</i>	<i>33.3%</i>
Jul 10 Performance	39.1%
Jul 09 Performance	38.5%



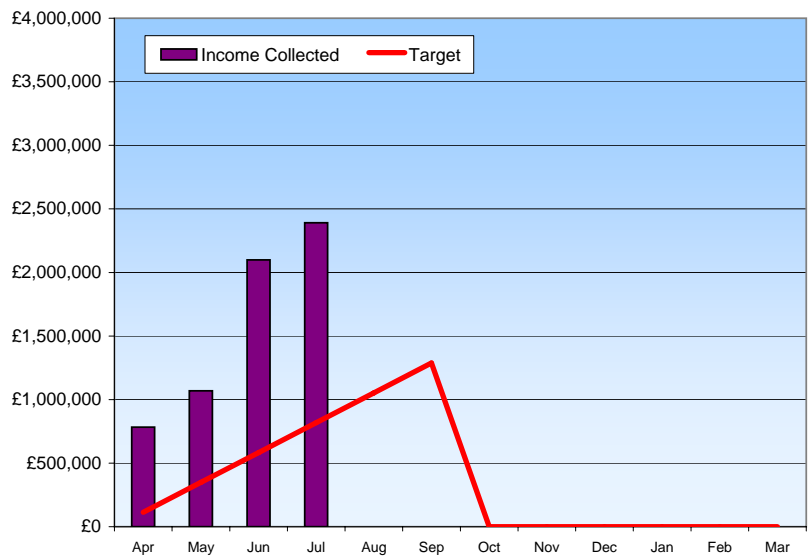
Major Works Income



The amount of major works income collected from leaseholders this year

(High is good)

Jul 10 Performance	£2,390,790
Target	£818,234



4) Neighbourhood & Community

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

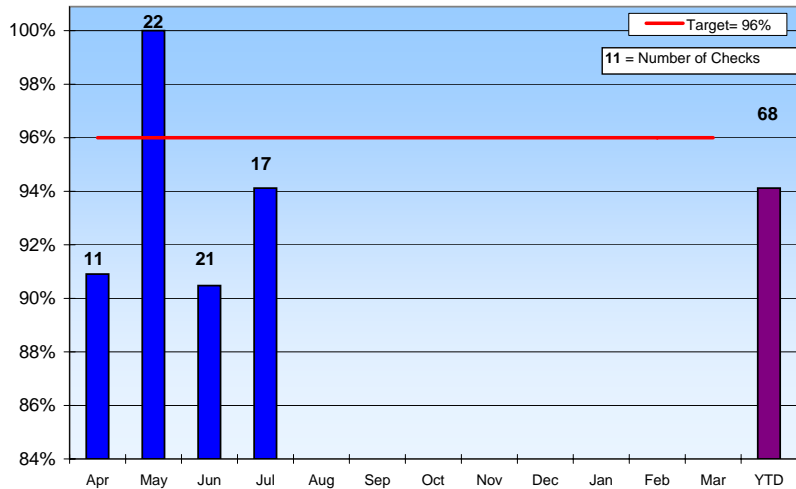
Reality Checks - Non Regen



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

<i>End of Year Target</i> (High is good)	96%
Jul 10 Performance	94%
Jul 09 Performance	100%
YTD Performance	94%

Number of checks in month	17
Number of checks YTD	68



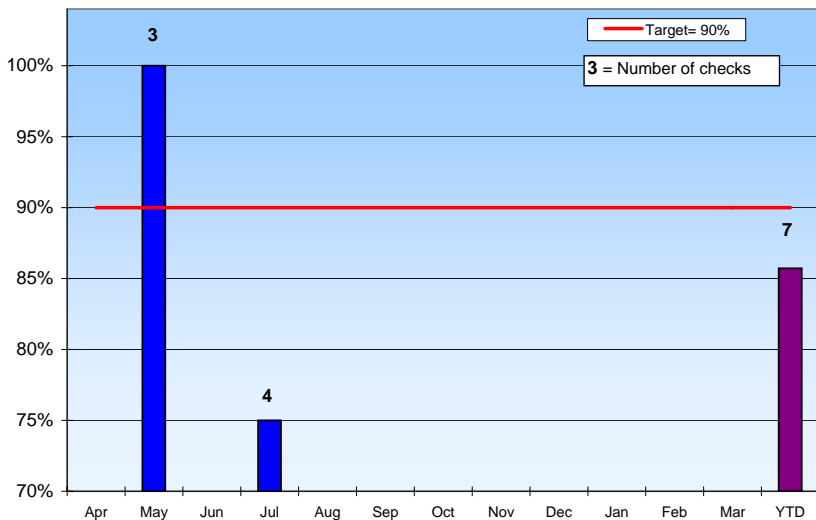
Reality Checks - Regeneration



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

<i>End of Year Target</i> (High is good)	90%
Jul 10 Performance	75%
Jul 09 Performance	~80%
YTD Performance	86%

Number of checks in month	4
Number of checks YTD	7



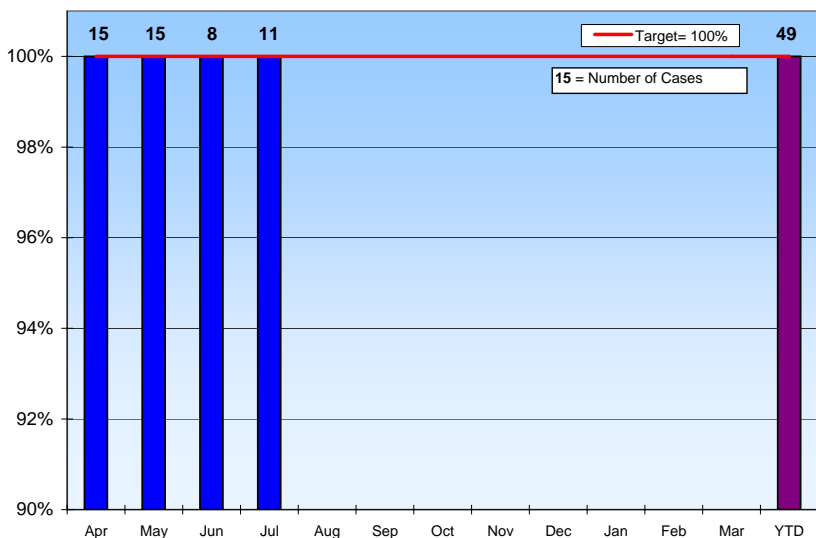
ASB



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

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

No. of cases reported in month	11
No. of cases reported YTD	49



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

Jul 10 Performance 0.8 days

Jul 09 Performance 2.0 days

YTD Performance 1.8 days

