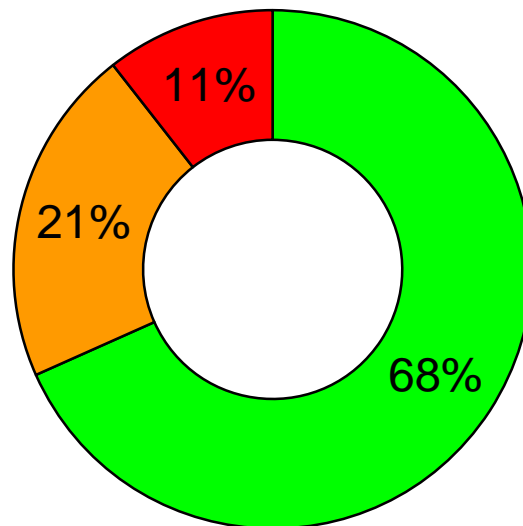


Barnet Homes PULSE Report

Traffic Light Position



June 2010

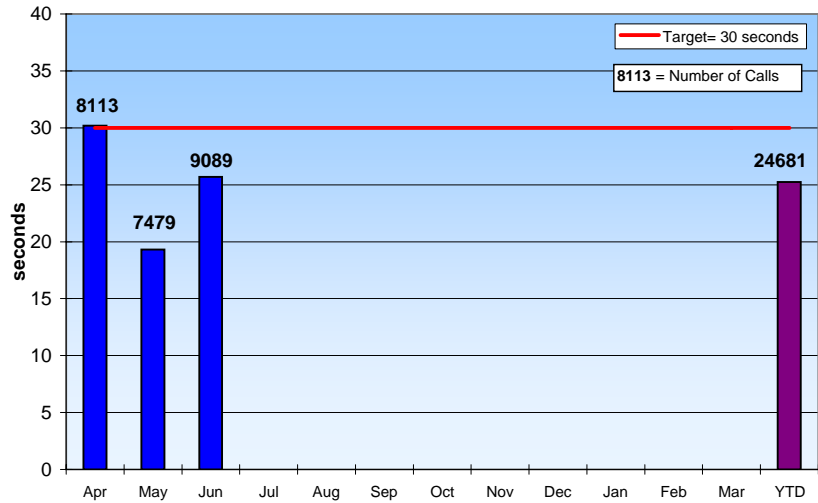
1) Tenancy Involvement & Empowerment

- 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

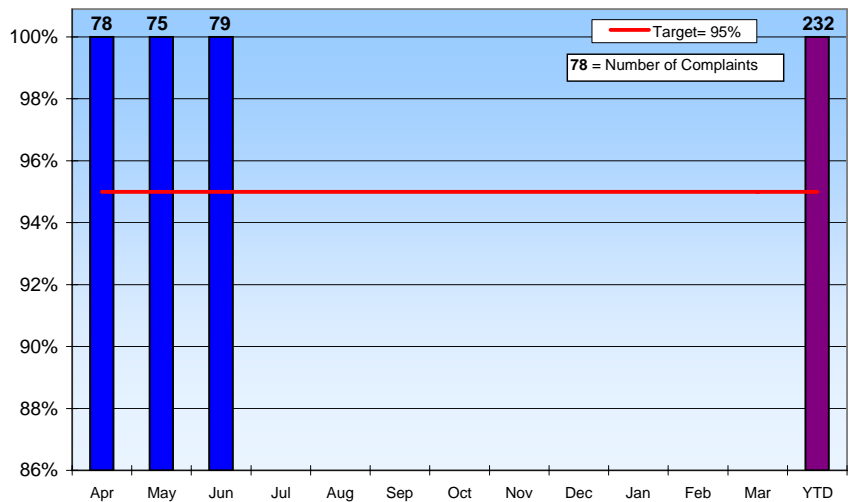
<i>End of Year Target</i> (Low is good)	30 secs
Jun 10 Performance	26 secs
Jun 09 Performance	23 secs
YTD Performance	25 secs



Complaints ↔ ●

The percentage of stage 1 complaints in 10 working days

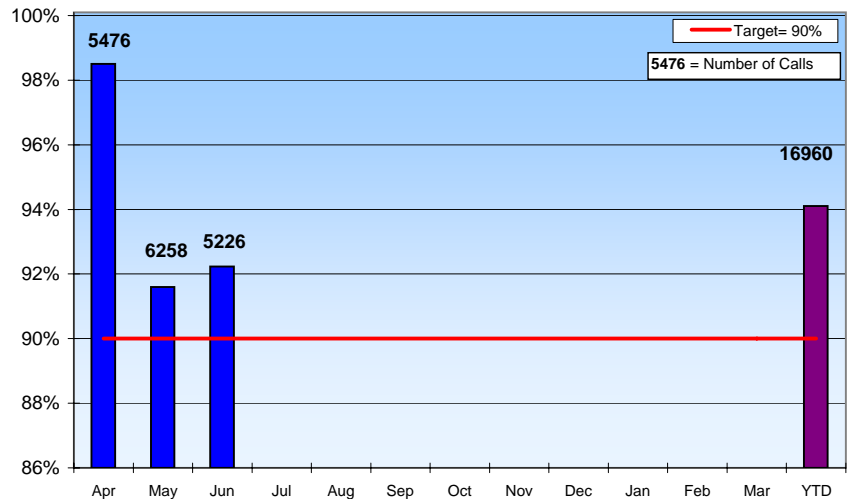
<i>End of Year Target</i> (High is good)	95%
Jun 10 Performance	100%
Jun 09 Performance	90%
YTD Performance	100%



Assist ↑ ●

The percentage of calls responded to in 30 seconds

<i>End of Year Target</i> (High is good)	90%
Jun 10 Performance	92%
Jun 09 Performance	93%
YTD Performance	94%



Barnet Homes Pulse Report



Adaptations



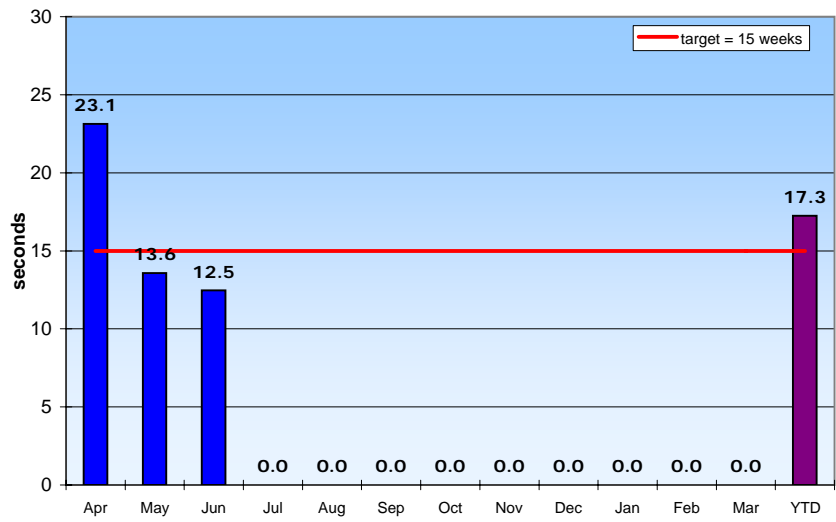
The average wait time for major adaptations to homes.

End of Year Target (Low is good) 15 weeks

Jun 10 Performance 12 weeks

Jun 09 Performance 11 weeks

YTD Performance 17 weeks



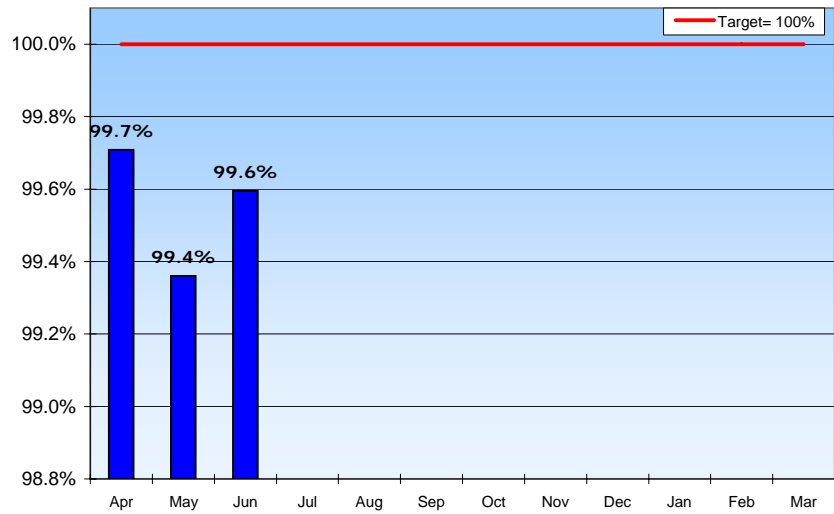
2) Home

- quality of accomodation; repairs & maintenance

Gas Safety Checks ↑ ●

The percentage of homes with a safety certificate

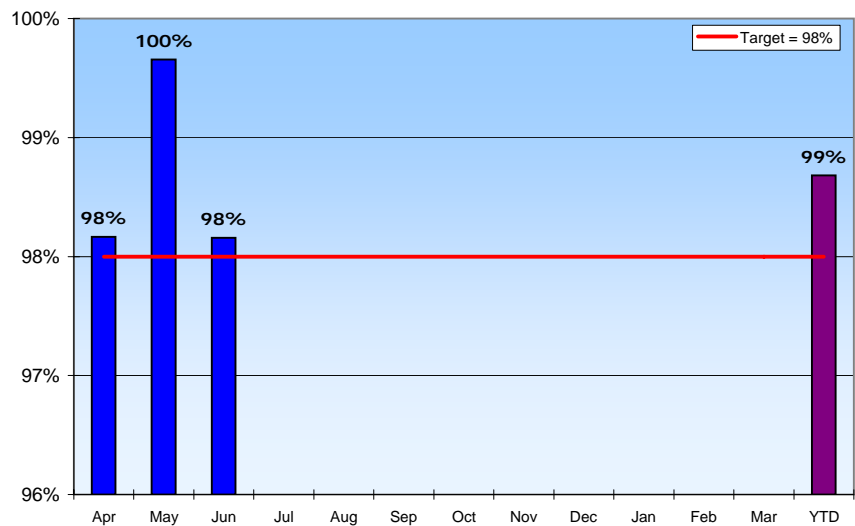
End of Year Target (High is good)	100%
Jun 10 Performance	99.6%
Jun 09 Performance	99.3%
Top Quartile (BPSA) = 99.6%	



Appointments ↓ ●

The percentage of appointments which were made and then kept

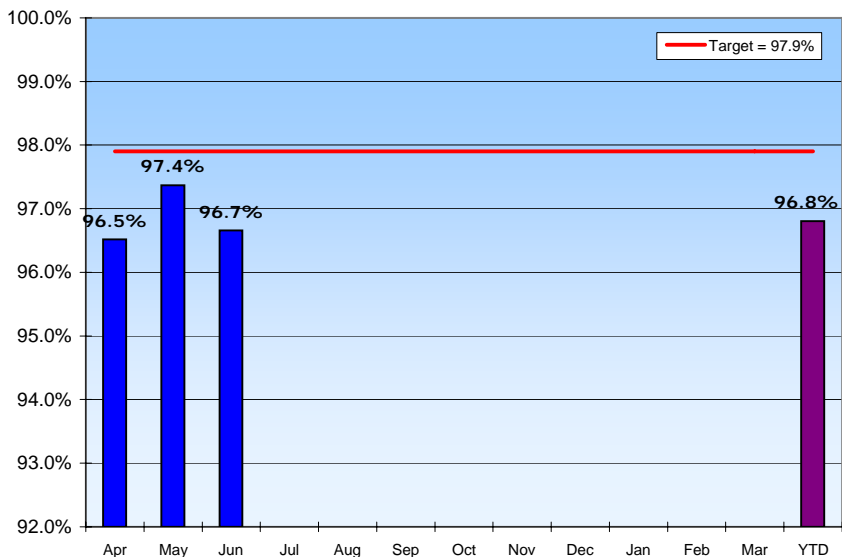
End of Year Target (High is good)	98.0%
Jun 10 Performance	98.2%
Jun 09 Performance	98.1%
YTD Performance	98.7%
Top Quartile (HouseMark) = 96.9%	



Urgent Repairs ↓ ●

The percentage of urgent repairs completed within government time limits

End of Year Target (High is good)	97.9%
Jun 10 Performance	96.7%
Jun 09 Performance	96.0%
YTD Performance	96.8%
Top Quartile (BPSA) = 98.0%	



Barnet Homes Pulse Report

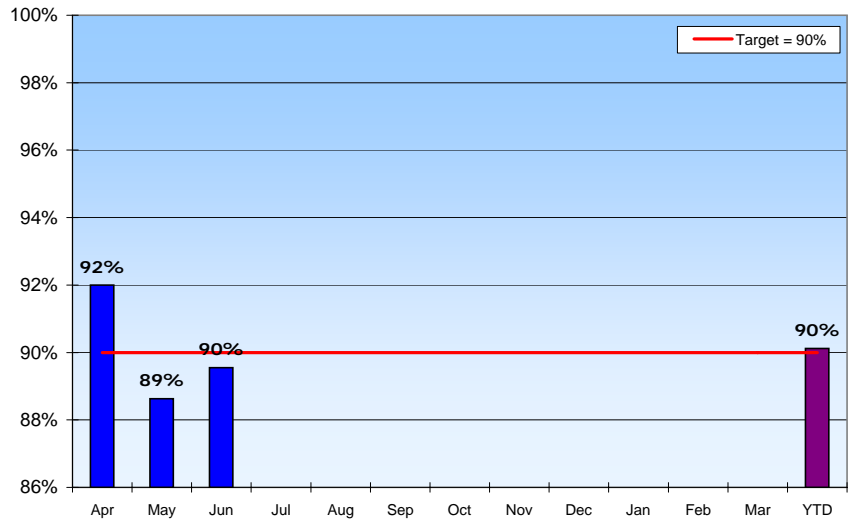


Right First Time



The percentage of repairs which are completed right first time

<i>End of Year Target</i> (High is good)	90%
Jun 10 Performance	89.5%
Jun 09 Performance	95.3%
YTD Performance	90.1%

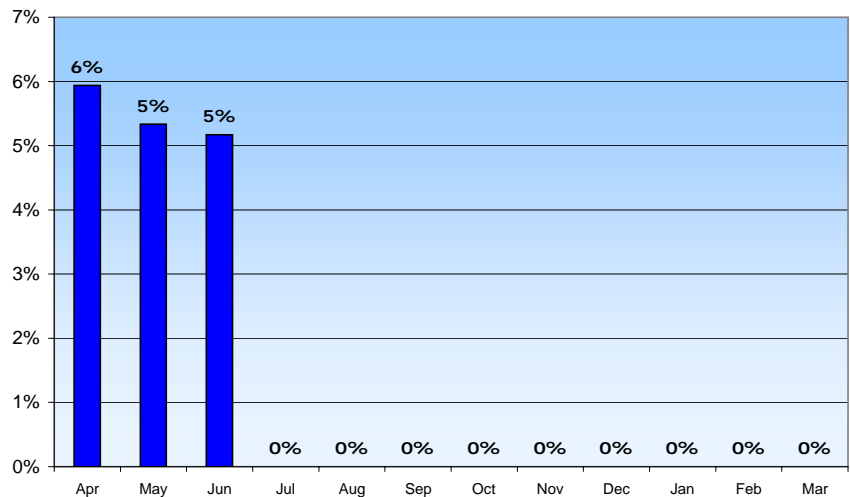


Decent Homes



The percentage of non-decent homes excluding regeneration properties.

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

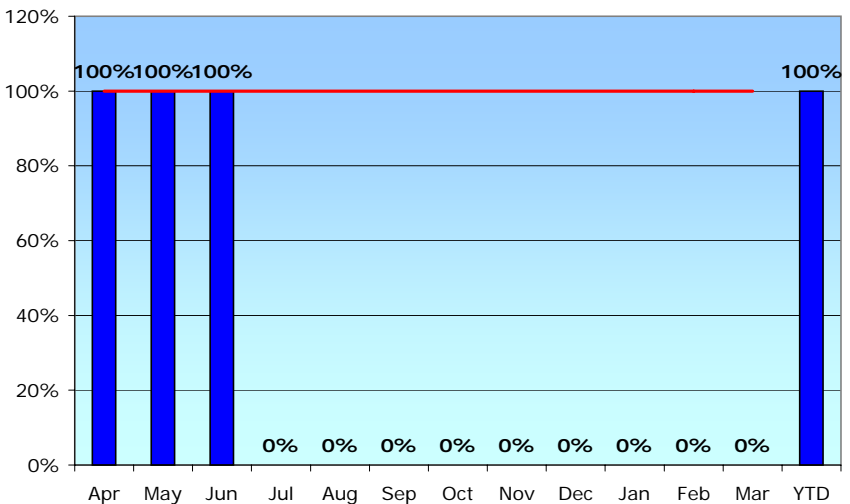


Fire Safety



The percentage of fire safety actions complete within one month

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



3) Tenancy

- allocations; rents; tenure

Relet Time



The average time it takes to relet an empty property.

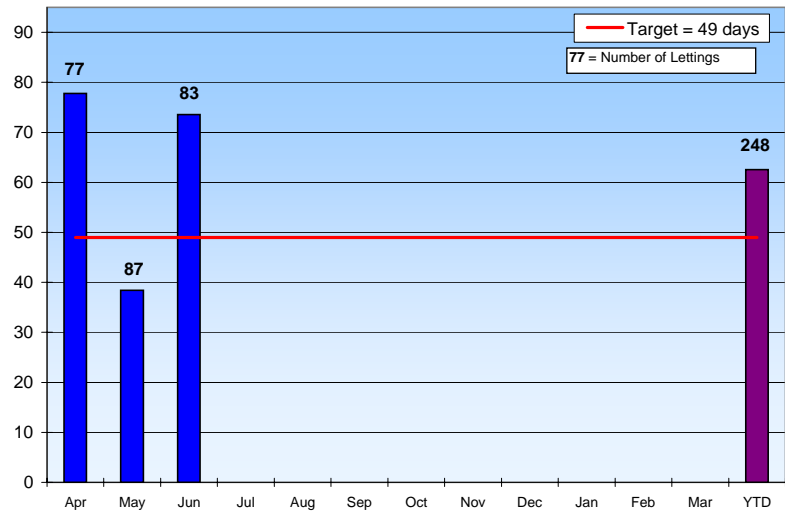
End of Year Target (Low is good) 49 days

Jun 10 Performance 74 days

Jun 09 Performance 32 days

YTD Performance 63 days

Top Quartile (BPSA) = 23.8 days



Tenant Satisfaction



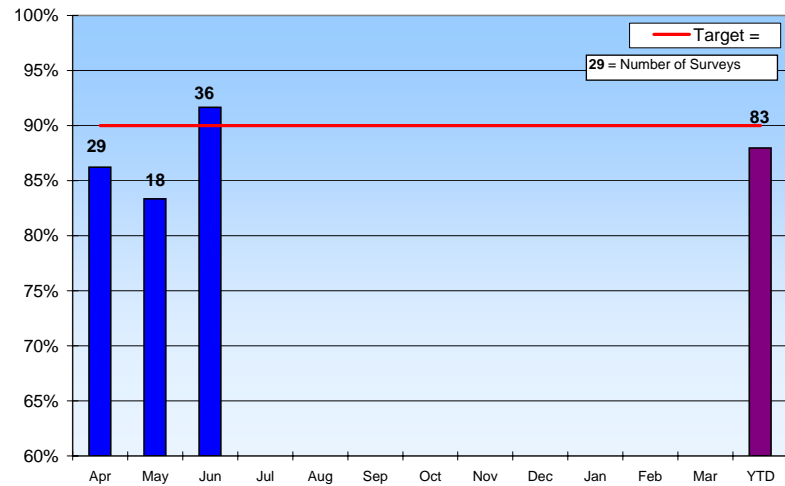
The percentage of new tenants satisfied with the condition of their new property

End of Year Target (High is good) 90%

Jun 10 Performance 91.7%

Jun 09 Performance 77.4%

YTD Performance 88%



Outstanding Voids

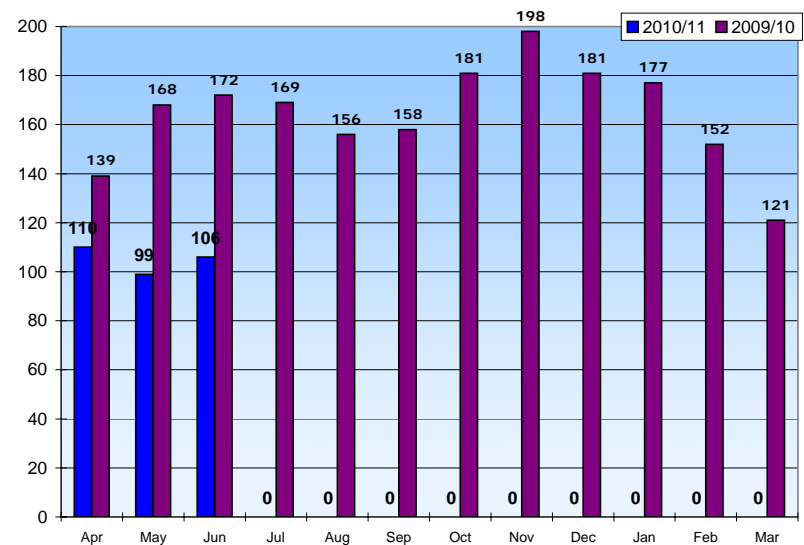


The number of empty properties at the end of each month

(Low is good)

Jun 10 Performance 106

Jun 09 Performance 172



Barnet Homes Pulse Report

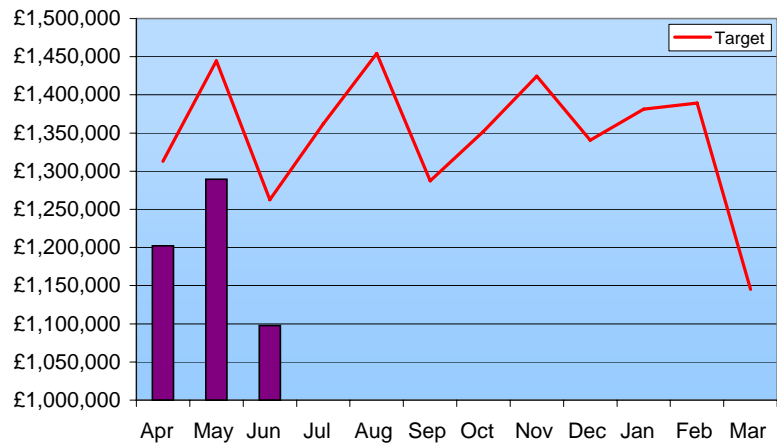


Arrears



The level of rent arrears at the end of each month

<i>End of Year Target</i> (Low is good)	£1,145,000
<i>Month Target</i>	£1,262,570
Jun 10 Performance	£1,097,805
Jun 09 Performance	£1,156,939

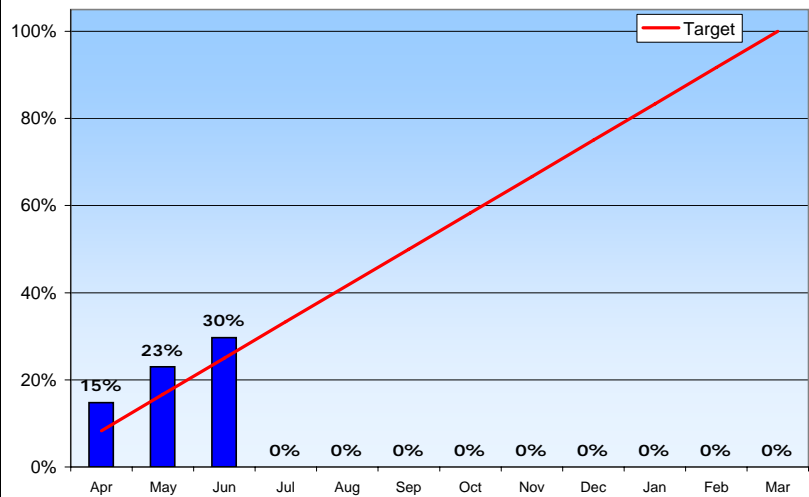


Service Charge



% Annual Service Charge Collected this year

<i>End of Year Target</i> (High is good)	103%
<i>Month Target</i>	25.0%
Jun 10 Performance	29.7%
Jun 09 Performance	28.2%



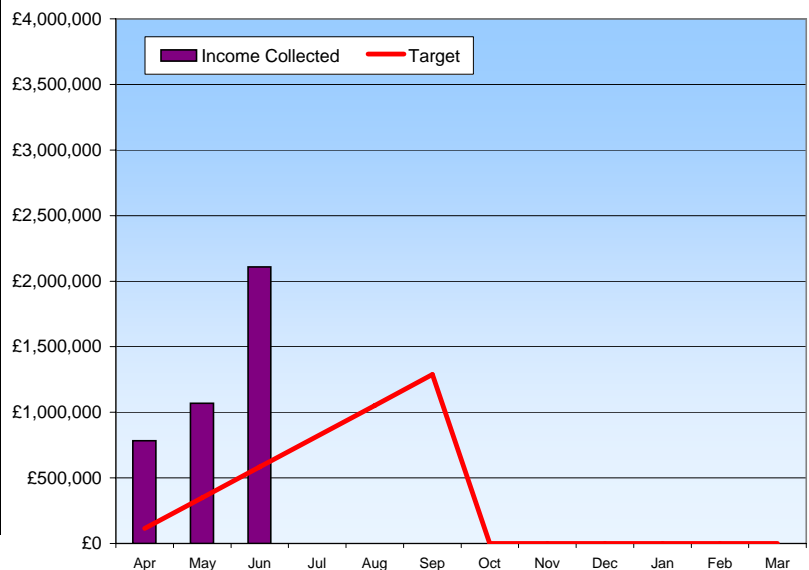
Major Works Income



The amount of major works income collected from leaseholders this year

(High is good)

Jun 10 Performance	£2,109,723
Target	£583,455



4) Neighbourhood & Community

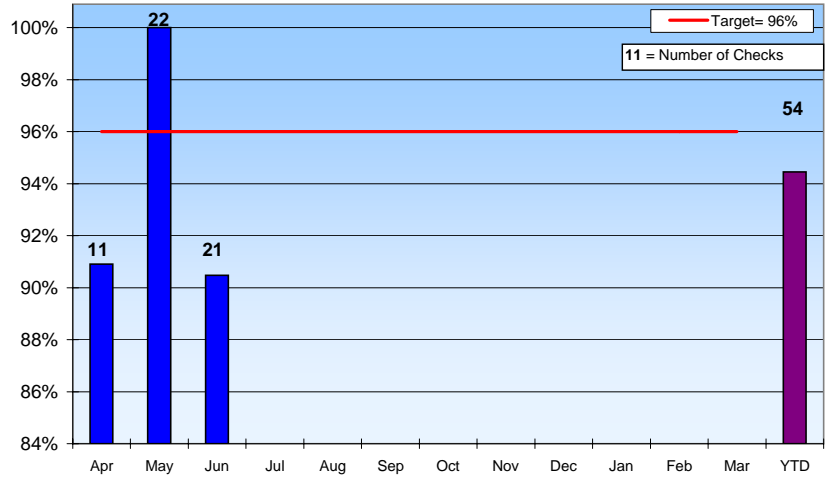
- neighbourhood management; local area cooperation; anti-social behaviour

Reality Checks



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

End of Year Target (High is good)	96%
Jun 10 Performance	90%
Jun 09 Performance	100%
YTD Performance	94%
Number of checks in month	21
Number of checks YTD	54

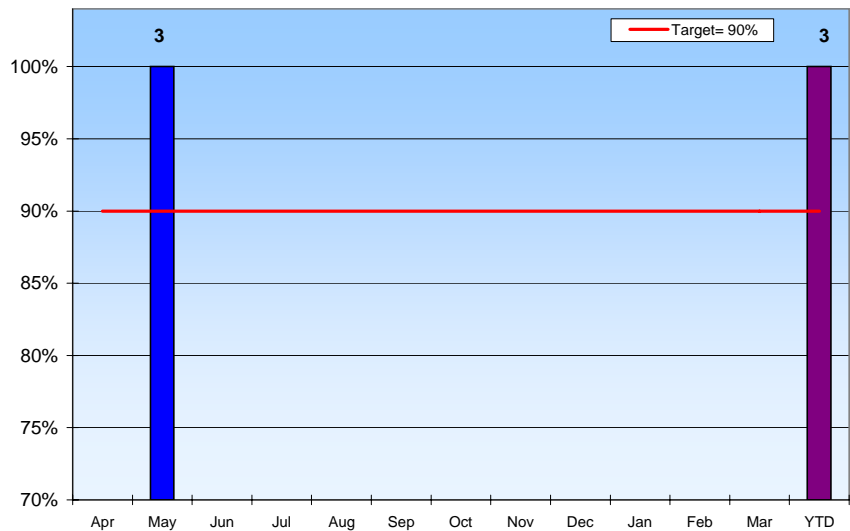


Reality Checks - Regeneration



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

End of Year Target (High is good)	90%
Jun 10 Performance	
Jun 09 Performance	100%
YTD Performance	100%
Number of checks in month	0
Number of checks YTD	3

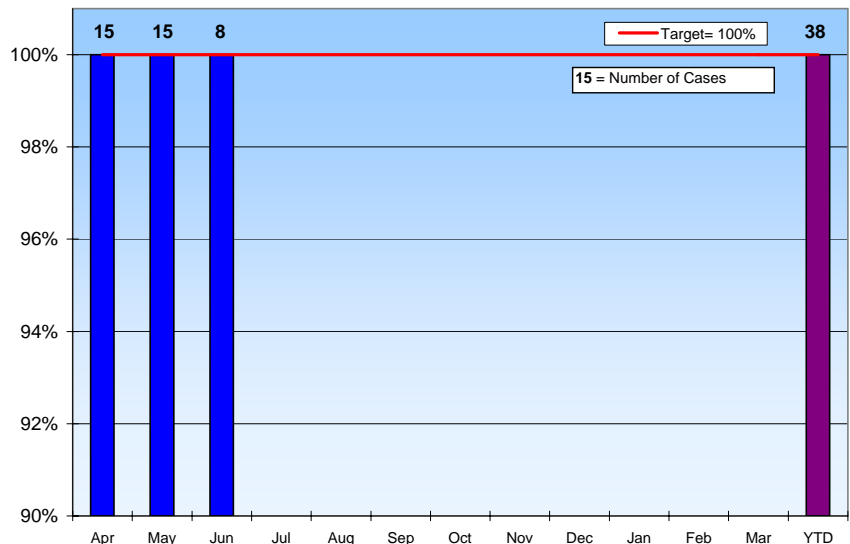


ASB



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

End of Year Target (High is good)	100%
Jun 10 Performance	100%
Jun 09 Performance	100%
YTD Performance	100%
No. of cases reported in month	8
No. of cases reported YTD	38



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

Jun 10 Performance 0.3 days

Jun 09 Performance 1.5 days

YTD Performance 1.0 days

