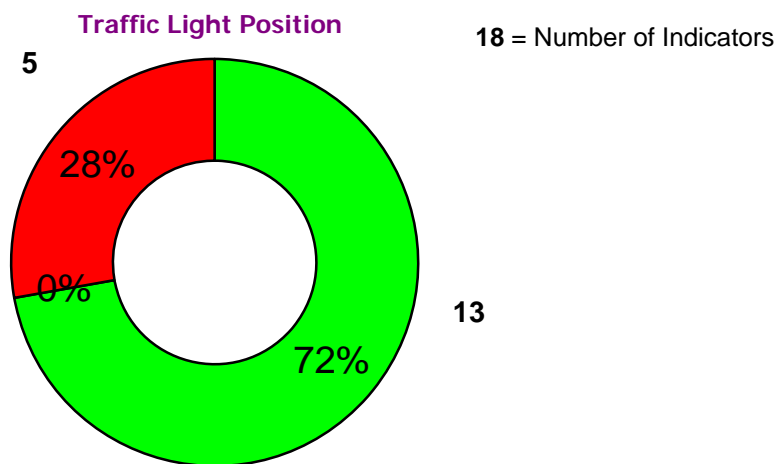
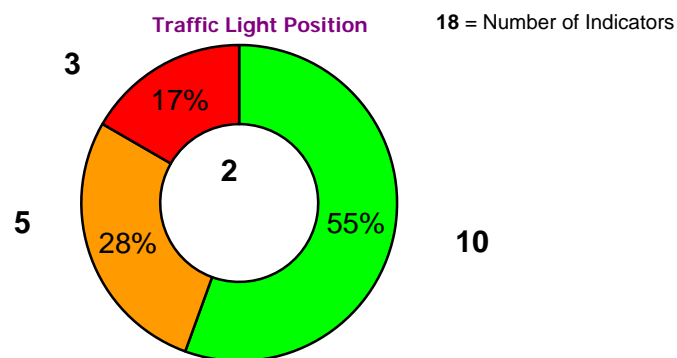


Barnet Homes PULSE Report



March 2011



February 2011

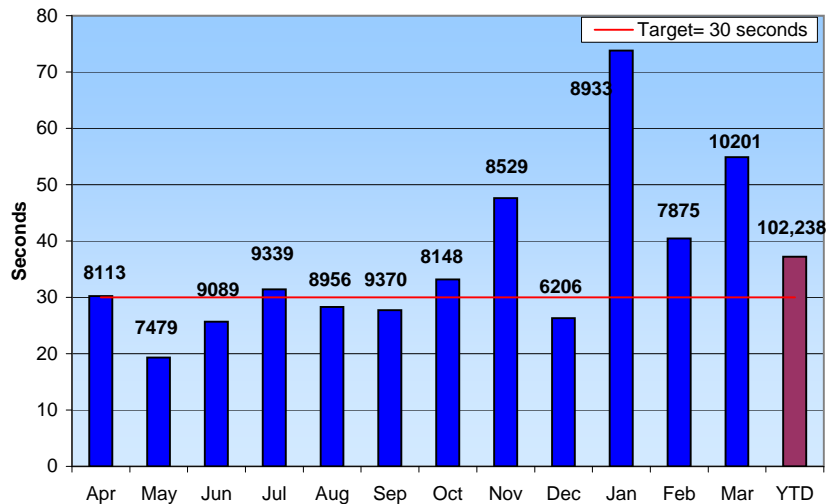
1) Tenancy Involvement & Empowerment

- 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

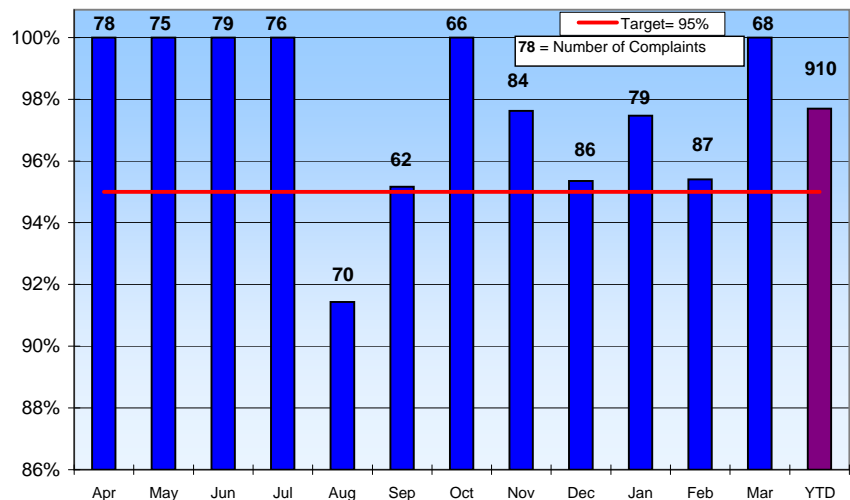
<i>End of Year Target</i> (Low is good)	30 secs
Mar 11 Performance	55 secs
Mar 10 Performance	37 secs
YTD Performance	37 secs



Complaints ↑ ●

The percentage of stage 1 complaints replied in 10 working days

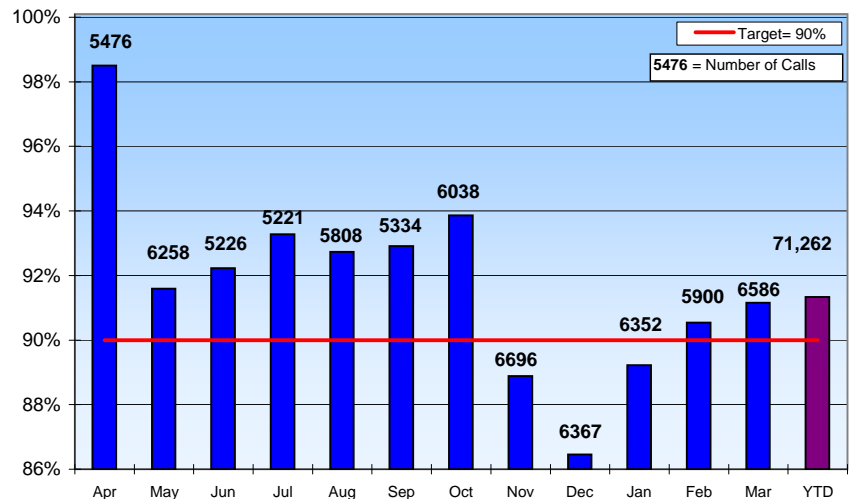
<i>End of Year Target</i> (High is good)	95%
Mar 11 Performance	100%
Mar 10 Performance	98%
YTD Performance	98%



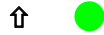
Assist ↑ ●

The percentage of calls responded to in 30 seconds

<i>End of Year Target</i> (High is good)	90%
Mar 11 Performance	91%
Mar 10 Performance	92%
YTD Performance	91.3%

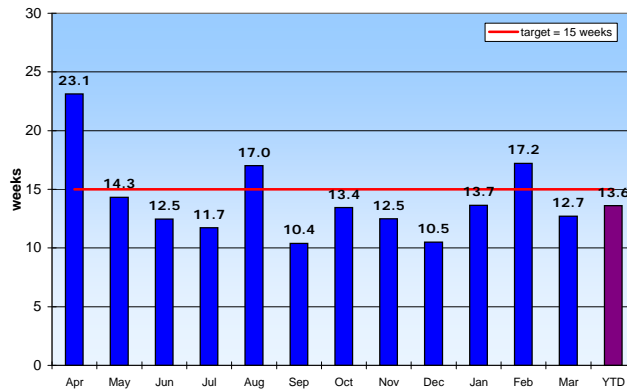


Adaptations



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

End of Year Target (Low is good)	15 weeks
Mar 11 Performance	13 weeks
Mar 10 Performance	14 weeks
YTD Performance	14 weeks



2) Home

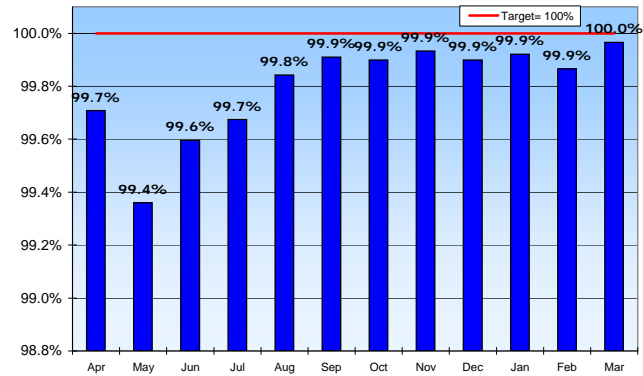
- quality of accomodation; repairs & maintenance

Gas Safety Checks



The percentage of homes with a CP12 safety certificate

End of Year Target (High is good)	100%
Mar 11 Performance	100.0%
Mar 10 Performance	100.0%
Top Quartile (BPSA)	99.6%



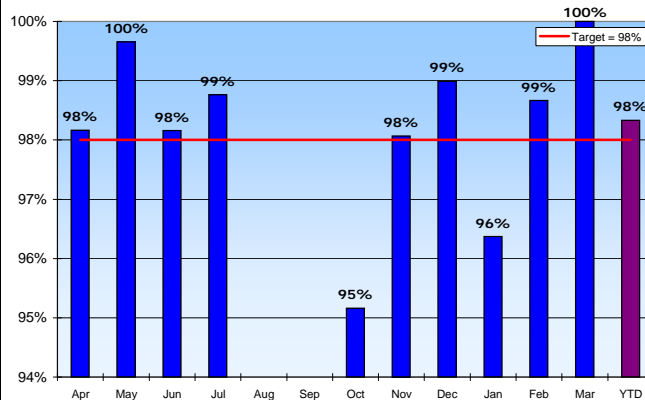
Appointments



The percentage of appointments which were made and then kept

End of Year Target (High is good)	98.0%
Mar 11 Performance	100.0%
Mar 10 Performance	98.2%
YTD Performance	98.3%
Top Quartile (HouseMark)	96.9%

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



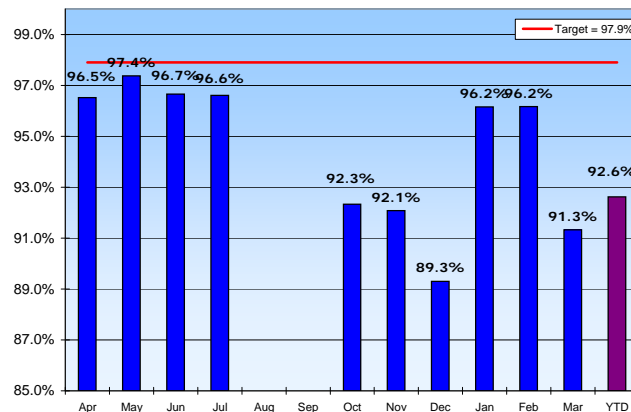
Urgent Repairs



The percentage of urgent repairs completed within government time limits

End of Year Target (High is good)	97.9%
Mar 11 Performance	91.3%
Mar 10 Performance	98.9%
YTD Performance	92.6%
Top Quartile (BPSA)	98.0%

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



Barnet Homes Pulse Report



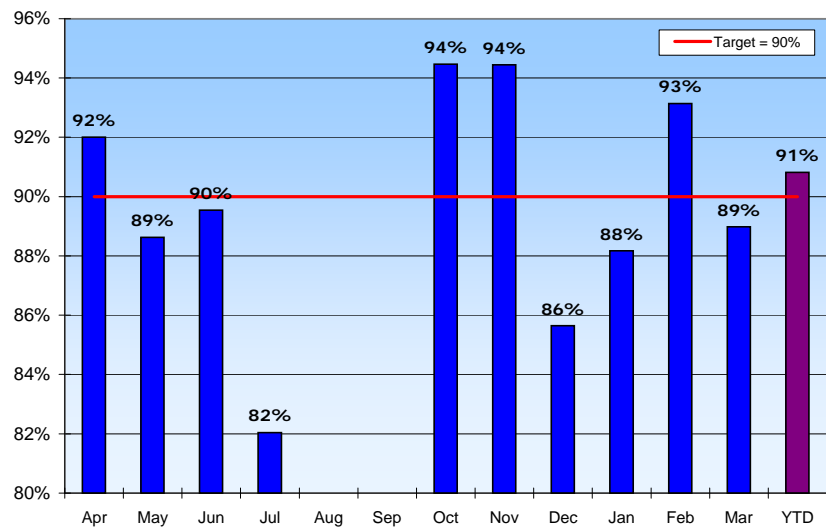
Right First Time



The percentage of repairs which are completed right first time

<i>End of Year Target</i> (High is good)	90%
Mar 11 Performance	89.0%
Mar 10 Performance	94.7%
YTD Performance	90.8%

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

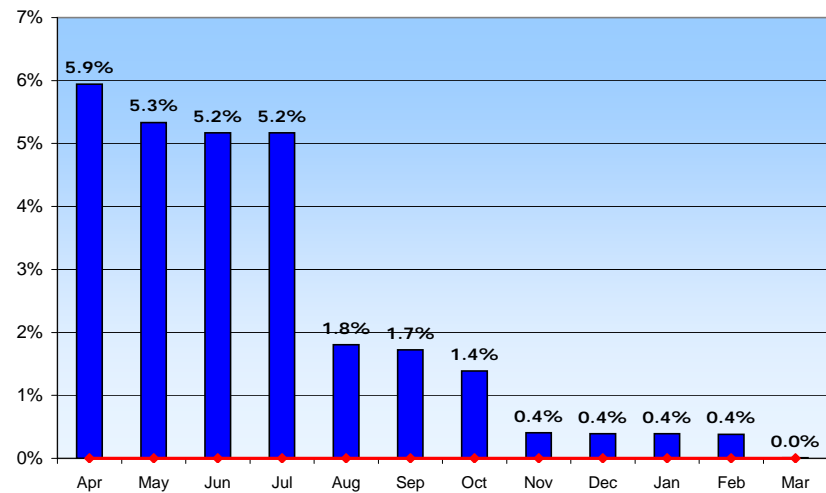


Decent Homes



The percentage of non-decent homes excluding regeneration properties.

<i>End of Year Target</i> (Low is good)	0%
Mar 11 Performance	0.0%

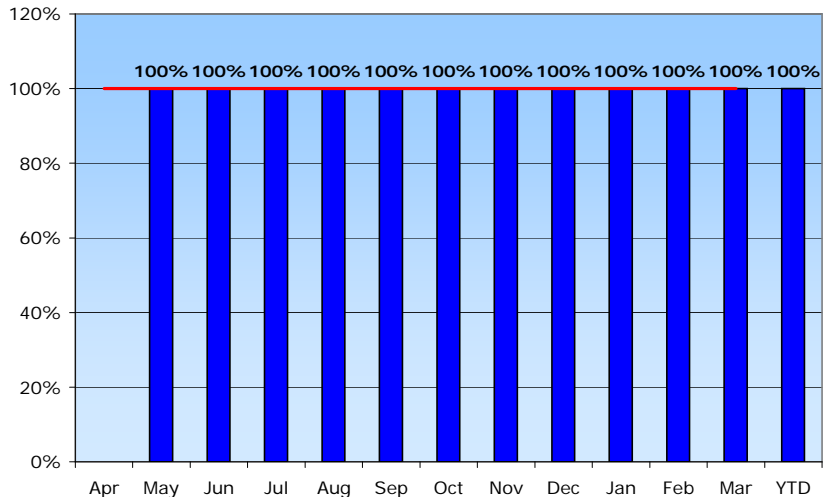


Fire Safety



The percentage of fire safety actions complete within one month

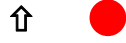
<i>End of Year Target</i> (High is good)	100%
Mar 11 Performance	100%
Mar 10 Performance	New PI
YTD Performance	100%



3) Tenancy

- allocations; rents; tenure

Relet Time



The average time it takes to relet an empty property.

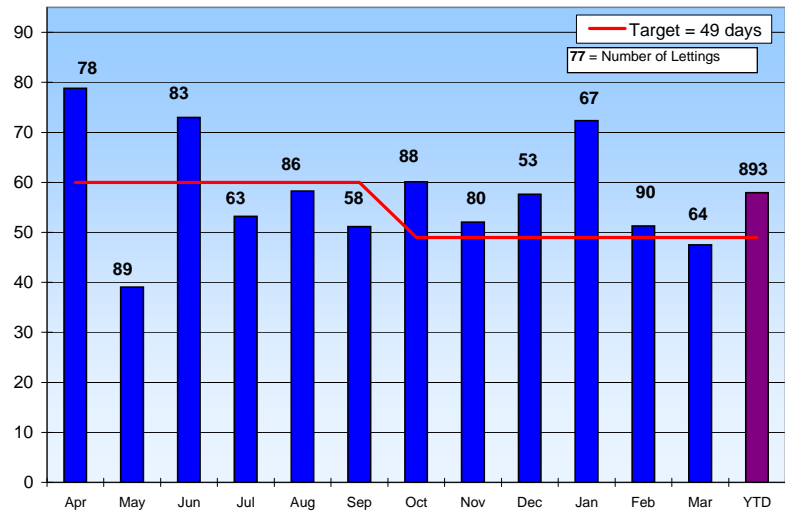
End of Year Target (Low is good) 49 days

Mar 11 Performance 47 days

Mar 10 Performance 95 days

YTD Performance 58 days

Top Quartile (BPSA) = 23.8 days



Tenant Satisfaction



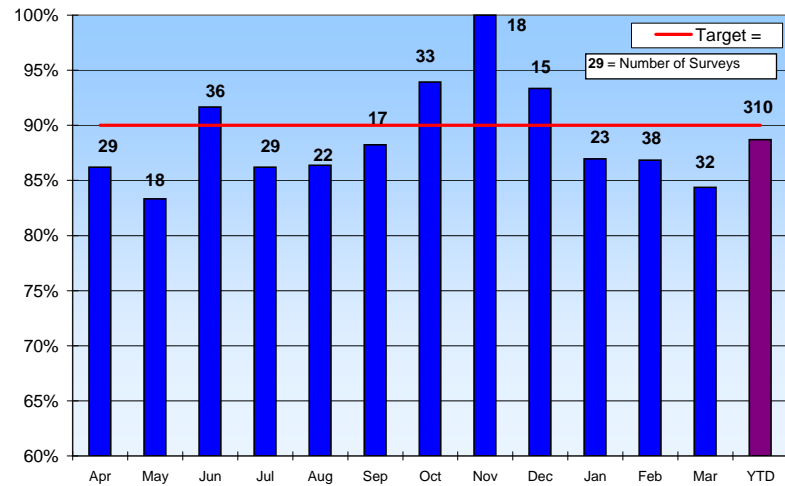
The percentage of new tenants satisfied with the condition of their new property

End of Year Target (High is good) 90%

Mar 11 Performance 84.4%

Mar 10 Performance 94.0%

YTD Performance 89%



Outstanding Voids

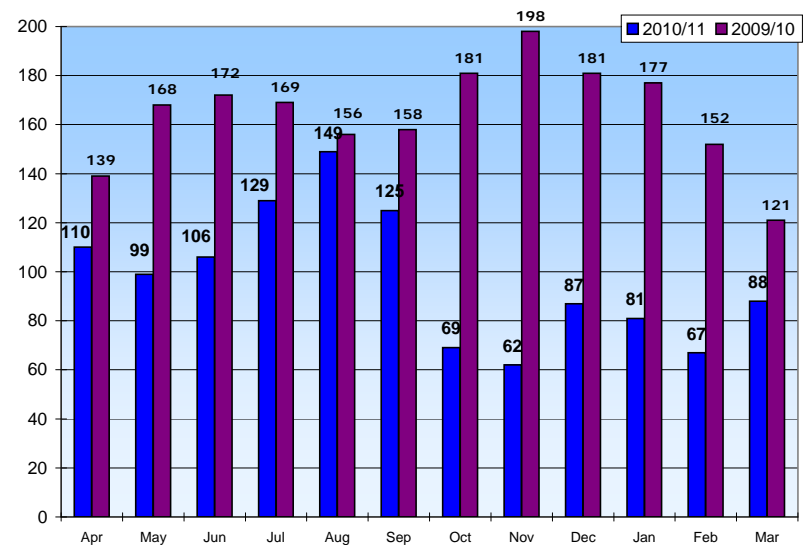


The number of empty properties at the end of each month

(Low is good)

Mar 11 Performance 88

Mar 10 Performance 121



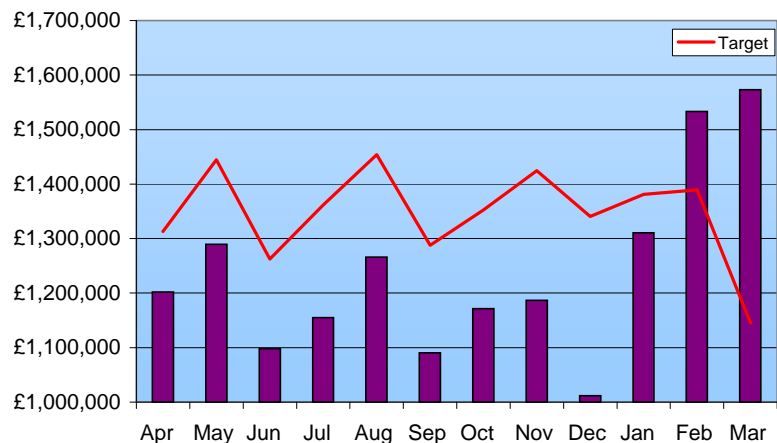
Barnet Homes Pulse Report



Arrears

The level of rent arrears at the end of each month

End of Year Target (Low is good)	£1,145,000
Month Target	£1,145,000
Mar 11 Performance	£1,572,932
Mar 10 Performance	£1,155,870

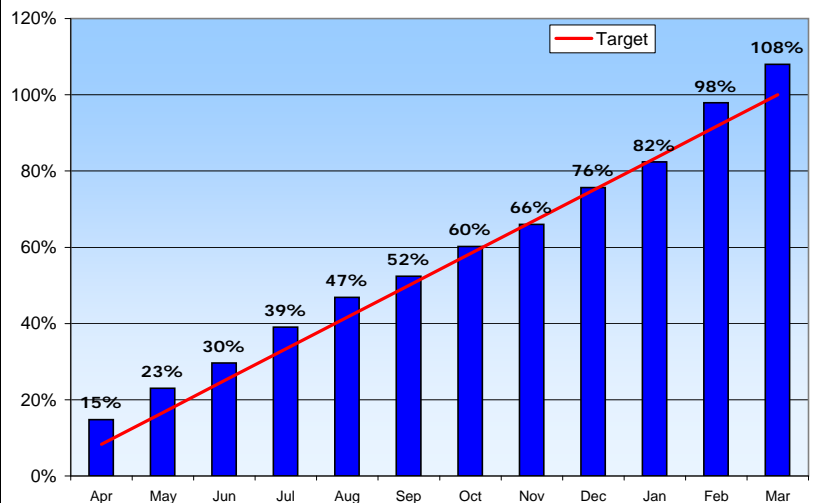


Service Charge



% Annual Service Charge Collected this year (vs. target)

End of Year Target (High is good)	103%
Month Target	100.0%
Mar 11 Performance	108.0%
Mar 10 Performance	104.4%



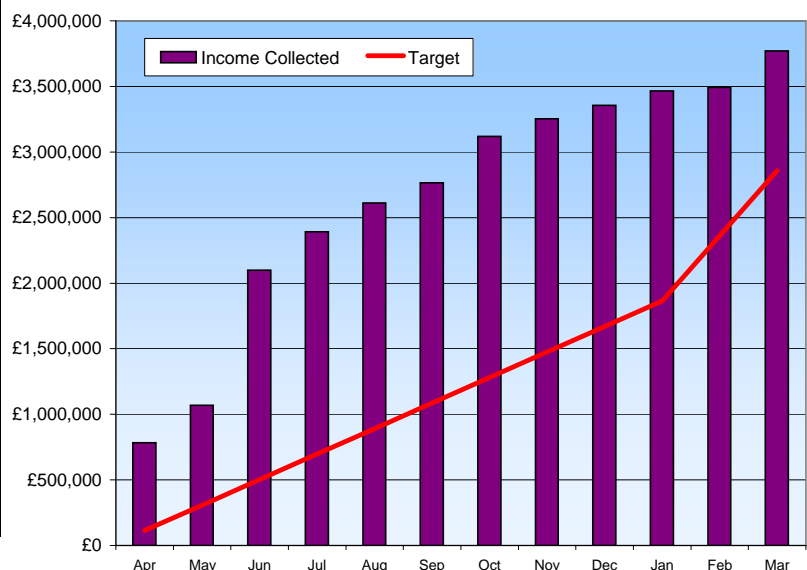
Major Works Income



The amount of major works income collected from leaseholders this year

(High is good)

Mar 11 Performance	£3,771,704
Target	£2,858,720



4) Neighbourhood & Community

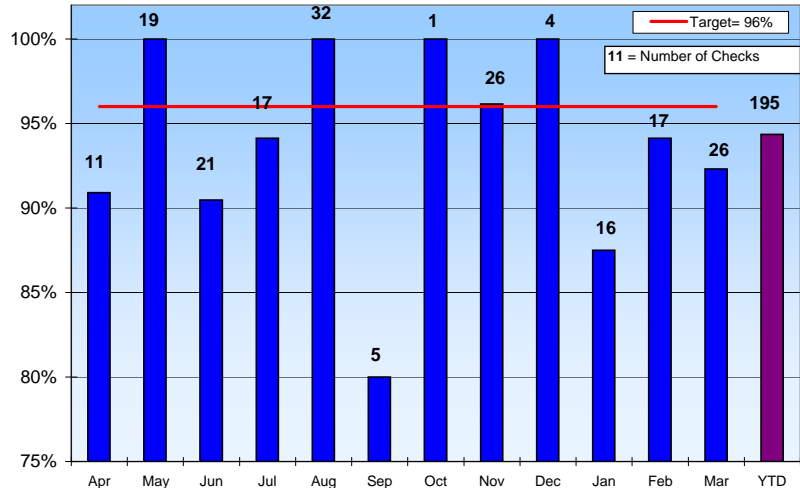
- neighbourhood management; local area cooperation; anti-social behaviour

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%
Mar 11 Performance	92%
Mar 10 Performance	93%
YTD Performance	94%
Number of checks in month	26
Number of checks YTD	195

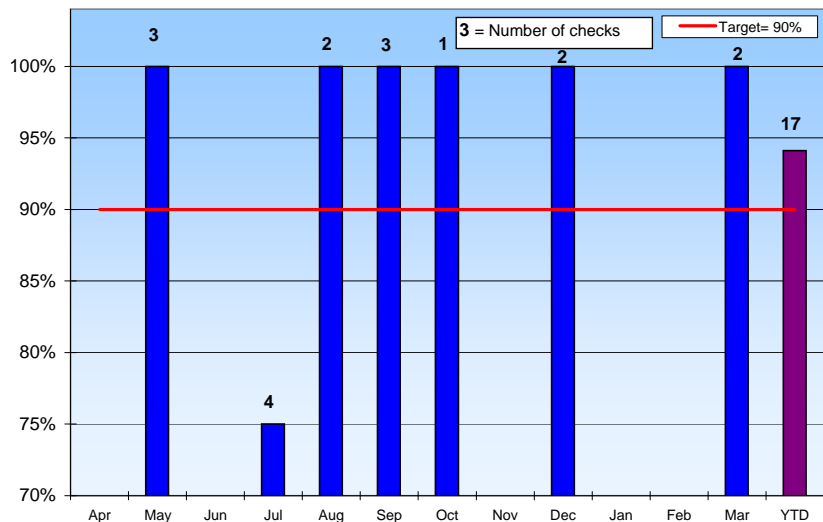


Reality Checks - Regeneration



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

End of Year Target (High is good)	90%
Mar 11 Performance	100%
Mar 10 Performance	
YTD Performance	94%
Number of checks in month	2
Number of checks YTD	17

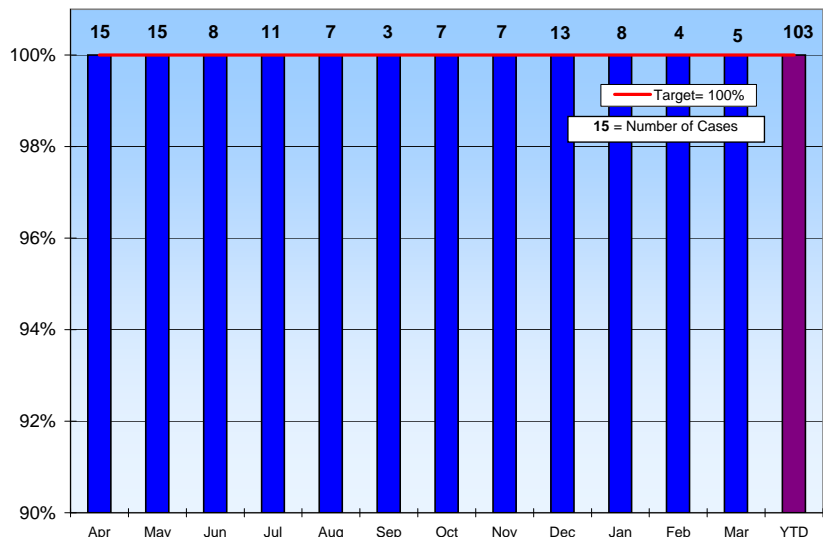


ASB



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

End of Year Target (High is good)	100%
Mar 11 Performance	100%
Mar 10 Performance	100%
YTD Performance	100%
No. of cases reported in month	5
No. of cases reported YTD	103



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

Mar 11 Performance 1.1 days

Mar 10 Performance 1.1 days

YTD Performance 7.1 days

