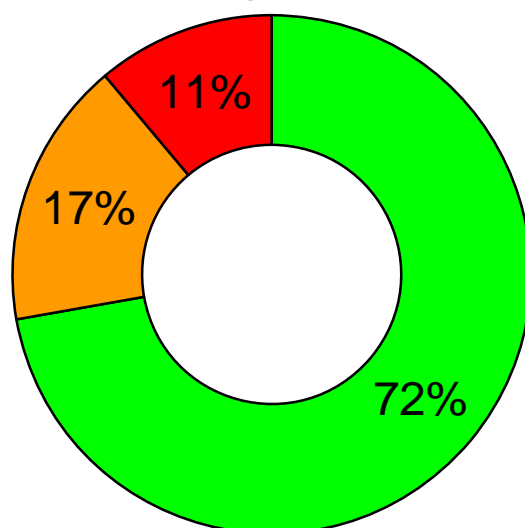


Barnet Homes PULSE Report

Traffic Light Position



May 2010

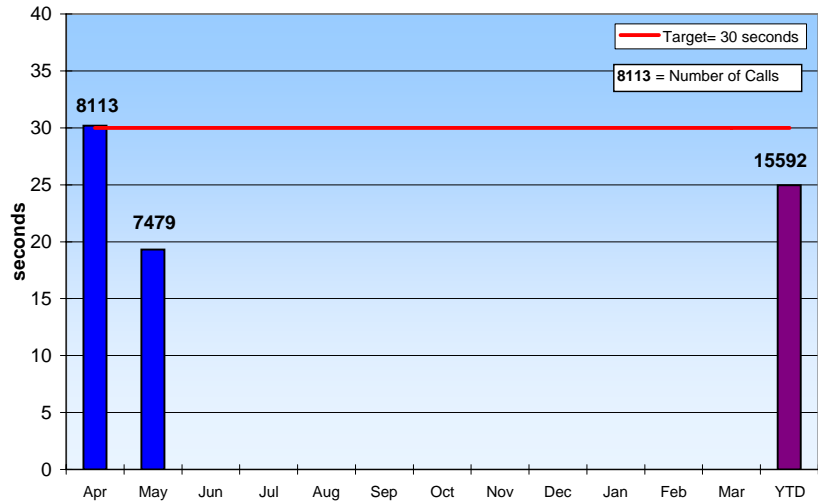
1) Tenancy Involvement & Empowerment

- 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

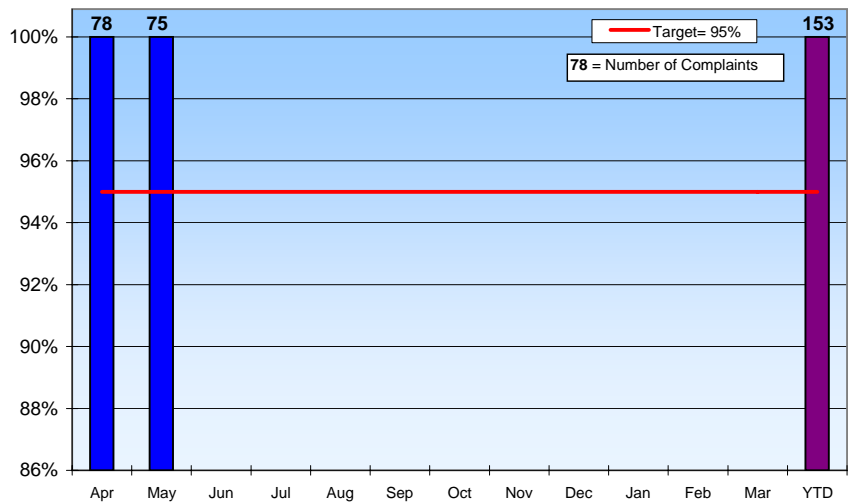
<i>End of Year Target</i> (Low is good)	30 secs
May 10 Performance	19 secs
May 09 Performance	35 secs
YTD Performance	25 secs



Complaints ↔ ●

The percentage of stage 1 complaints answered in 10 working days

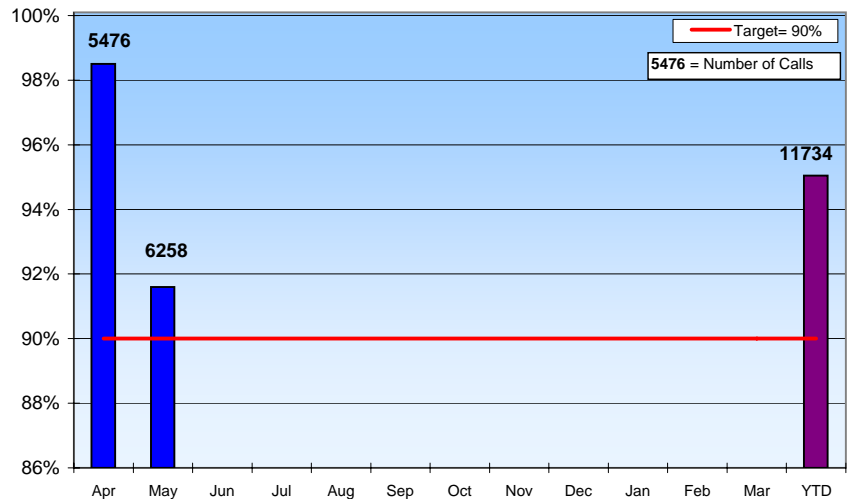
<i>End of Year Target</i> (High is good)	95%
May 10 Performance	100%
May 09 Performance	97%
YTD Performance	100%



Assist ↓ ●

The percentage of calls responded to in 30 seconds

<i>End of Year Target</i> (High is good)	90%
May 10 Performance	92%
May 09 Performance	92%
YTD Performance	95%



Barnet Homes Pulse Report



Adaptations



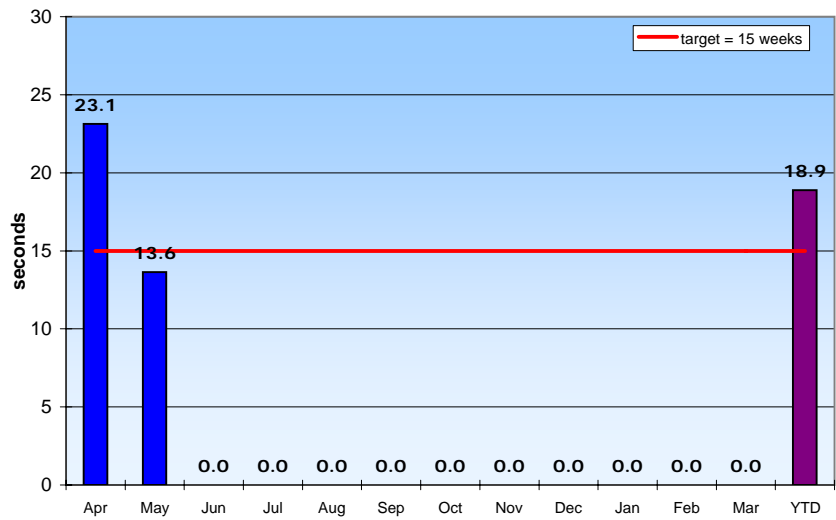
The average wait time for major adaptations to homes.

End of Year Target (Low is good) 15 weeks

May 10 Performance 14 weeks

May 09 Performance 14 weeks

YTD Performance 19 weeks



Resident Involvement

Resident Involvement Indicator under development

2) Home

- quality of accomodation; repairs & maintenance

Gas Safety Checks ↓ ●

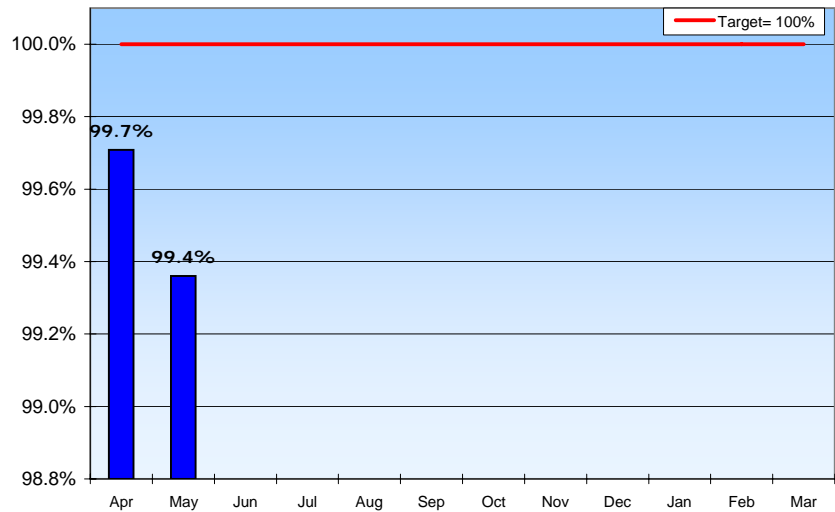
The percentage of homes with a safety certificate

End of Year Target (High is good) 100%

May 10 Performance 99.4%

May 09 Performance 99.1%

Top Quartile (BPSA) = 98.6%



Appointments ↑ ●

The percentage of appointments which were made and then kept

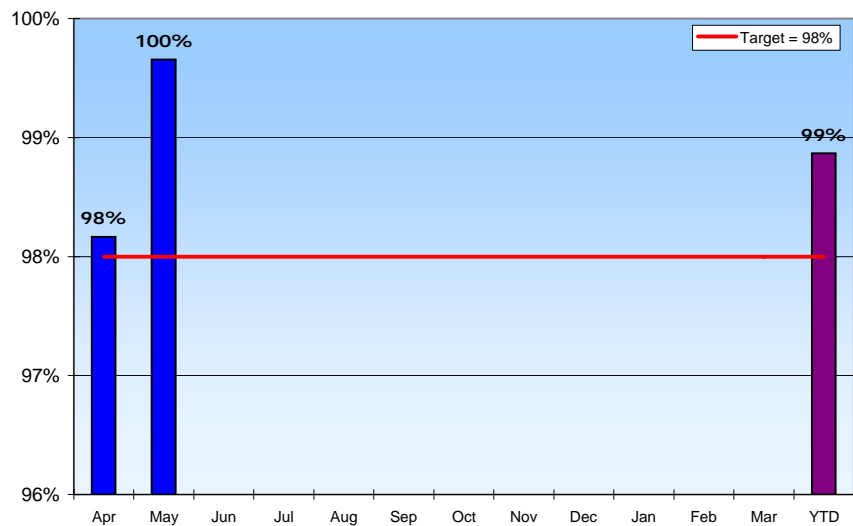
End of Year Target (High is good) 98.0%

May 10 Performance 99.7%

May 09 Performance 98.7%

YTD Performance 98.9%

Top Quartile (HouseMark) = 96.9%



Urgent Repairs ↑ ●

The percentage of urgent repairs completed within government time limits

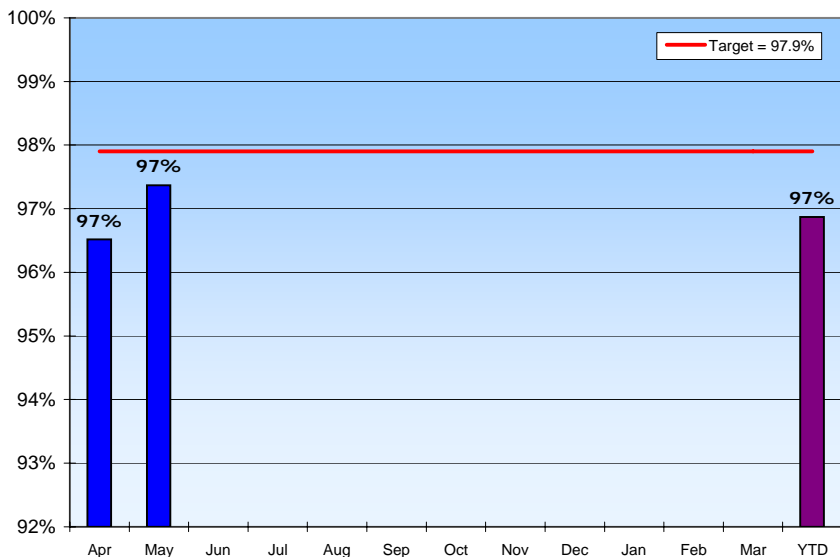
End of Year Target (High is good) 97.9%

May 10 Performance 97.4%

May 09 Performance 95.4%

YTD Performance 96.9%

Top Quartile (BPSA) = 98.0%



Barnet Homes Pulse Report

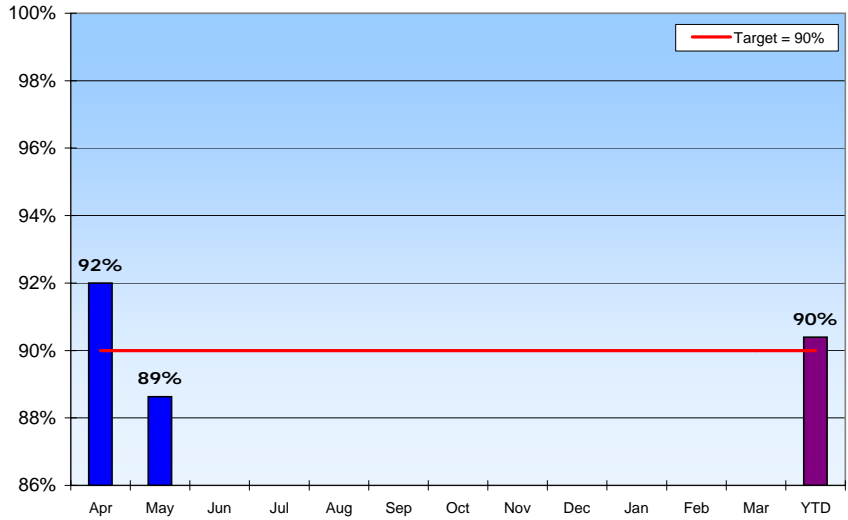


Right First Time



The percentage of repairs which are completed right first time

<i>End of Year Target</i> (High is good)	90%
May 10 Performance	88.6%
May 09 Performance	90.2%
YTD Performance	90.4%

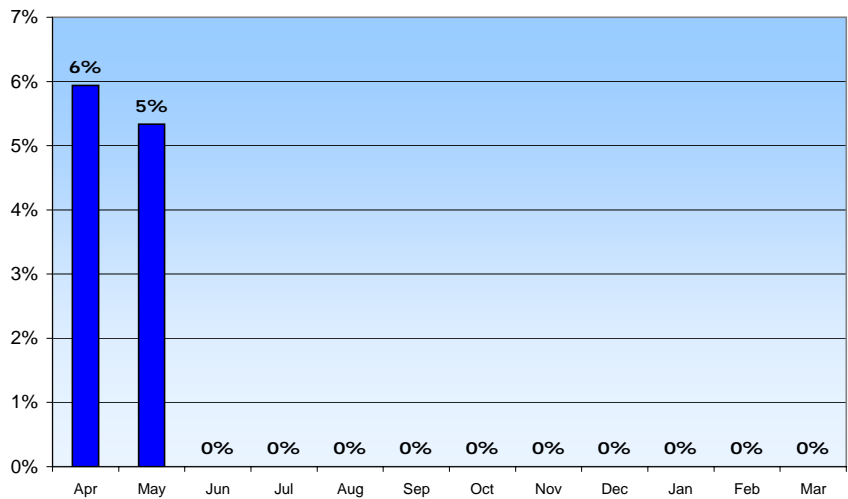


Decent Homes



The percentage of non-decent homes excluding regeneration properties.

<i>End of Year Target</i> (Low is good)	0%
May 10 Performance	5.3%



Fire Safety

The percentage of fire safety actions complete within one month - to commence June 2010

3) Tenancy

- allocations; rents; tenure

Relet Time



The average time it takes to relet an empty property.

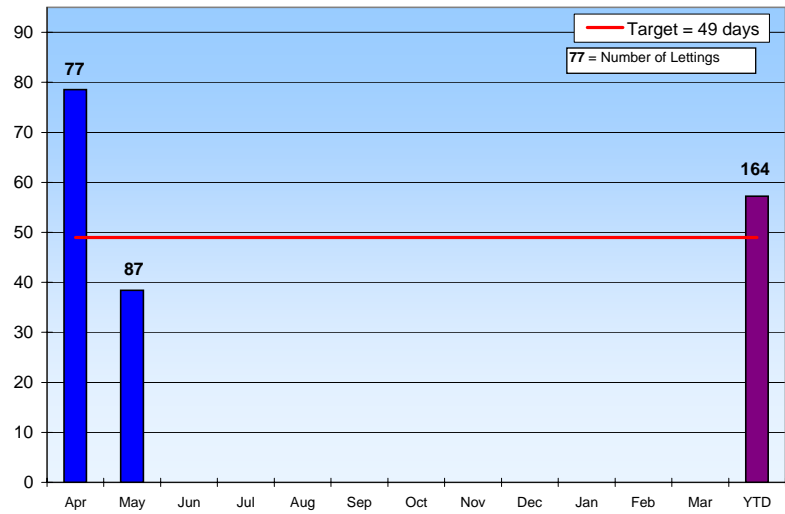
End of Year Target (Low is good) 49 days

May 10 Performance 38 days

May 09 Performance 26 days

YTD Performance 57 days

Top Quartile (BPSA) = 23.8 days



Tenant Satisfaction



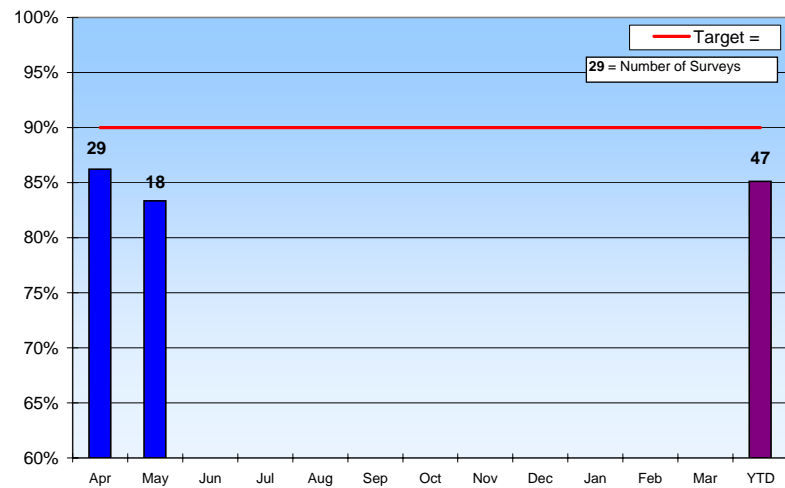
The percentage of new tenants satisfied with the condition of their new property

End of Year Target (High is good) 90%

May 10 Performance 83.3%

May 09 Performance 95.7%

YTD Performance 85%



Outstanding Voids

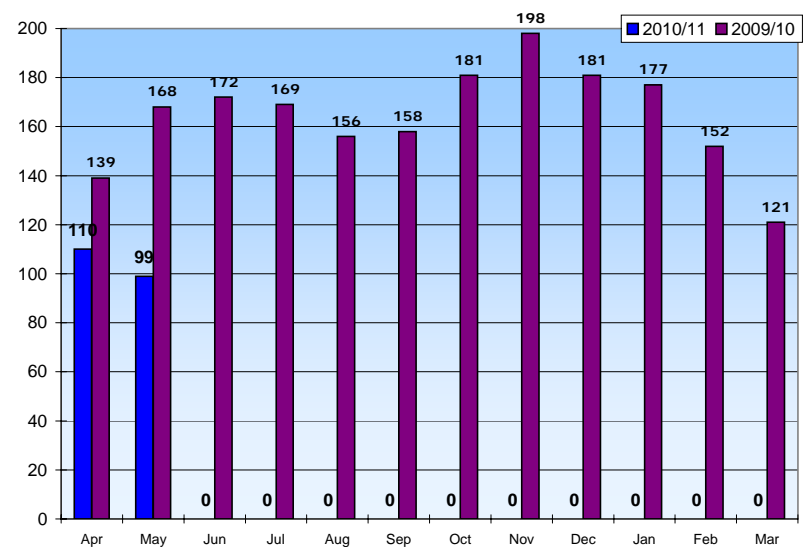


The number of empty properties at the end of each month

(Low is good)

May 10 Performance 99

May 09 Performance 168



Barnet Homes Pulse Report

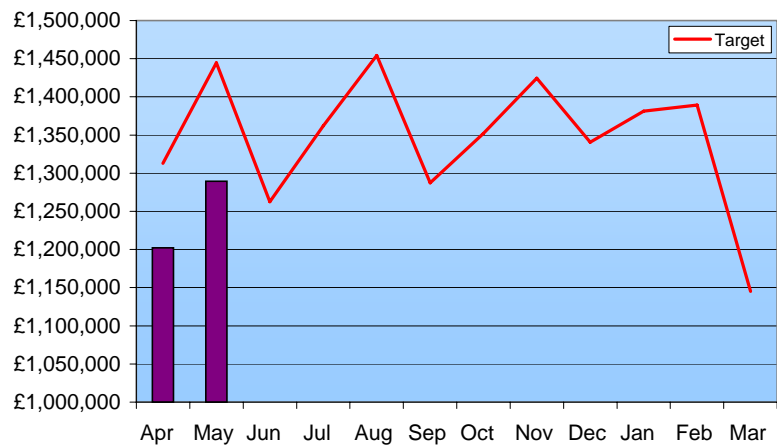


Arrears



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>	£1,444,648
May 10 Performance	£1,289,244
May 09 Performance	£1,400,997

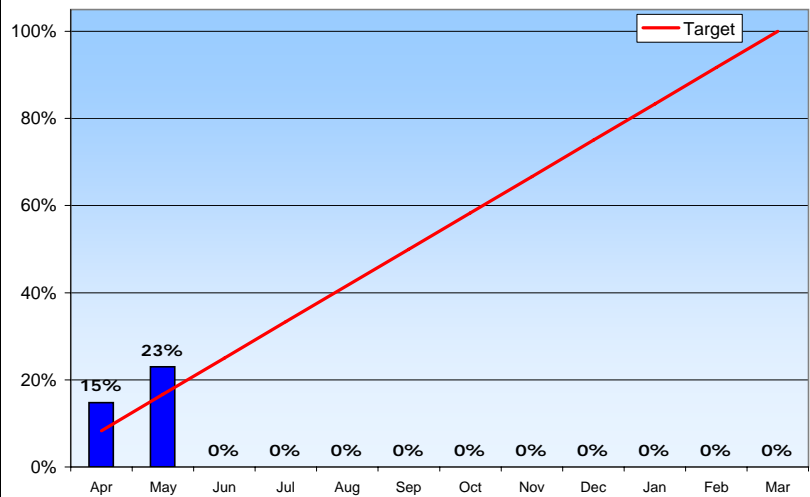


Service Charge



% Annual Service Charge Collected this year

<i>End of Year Target</i> (High is good)	103%
<i>Month Target</i>	16.7%
May 10 Performance	23.0%
May 09 Performance	19.7%



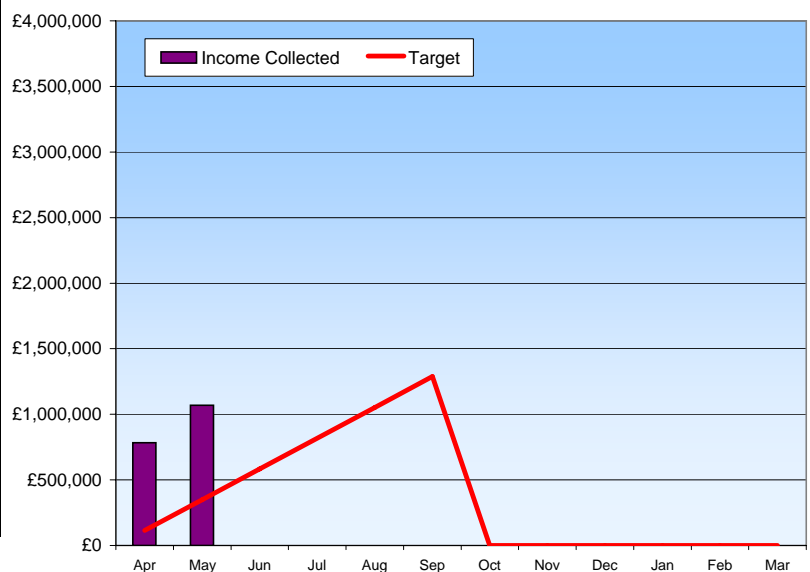
Major Works Income



The amount of major works income collected from leaseholders this year

(High is good)

May 10 Performance	£1,068,607
Target	£348,676



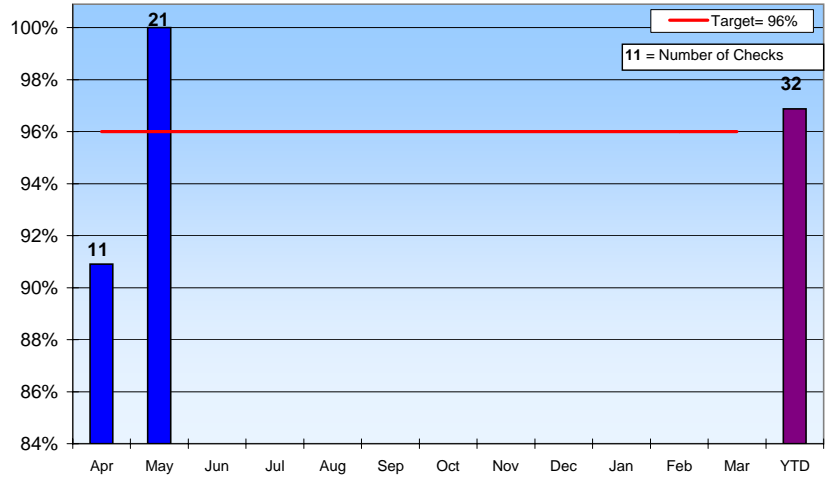
4) Neighbourhood & Community

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

Reality Checks ↑ ●

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

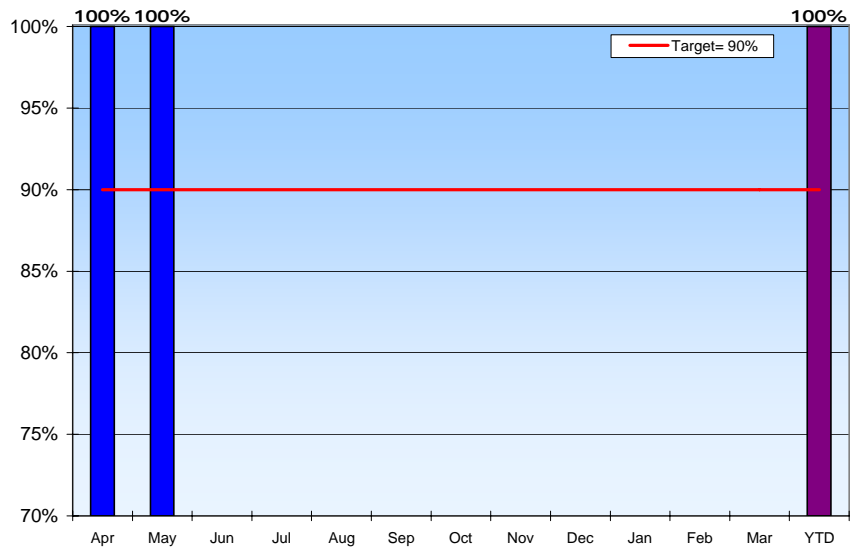
<i>End of Year Target</i> (High is good)	96%
May 10 Performance	100%
May 09 Performance	100%
YTD Performance	97%
Number of checks in month	21
Number of checks YTD	32



Reality Checks - Regeneration ↓ ●

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

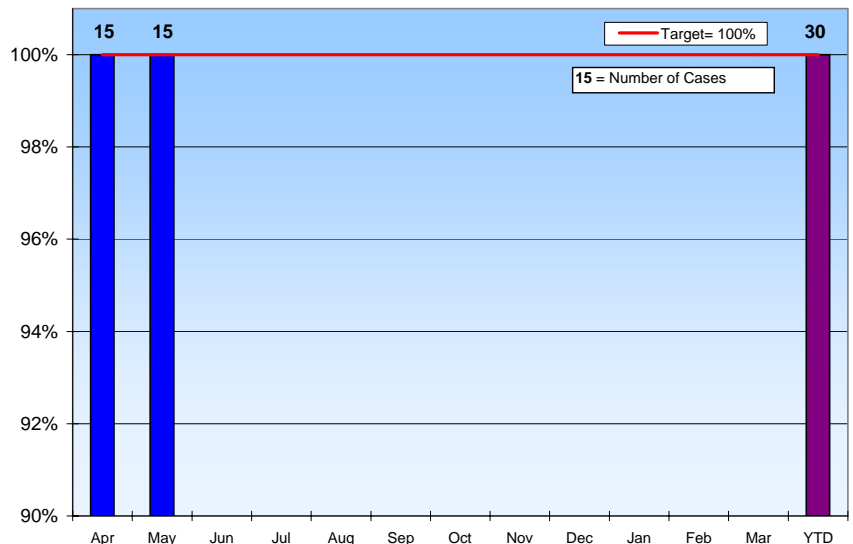
<i>End of Year Target</i> (High is good)	90%
May 10 Performance	100%
May 09 Performance	100%
YTD Performance	100%
Number of checks in month	3
Number of checks YTD	6



ASB ↔ ●

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

<i>End of Year Target</i> (High is good)	100%
May 10 Performance	100%
May 09 Performance	100%
YTD Performance	100%
No. of cases reported in month	15
No. of cases reported YTD	30



Tenancy Sustainment

The number of floating support cases where tenancy has been sustained for 6 months

New for 2010/11

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

May 10 Performance 0.4 days

May 09 Performance 0.8 days

