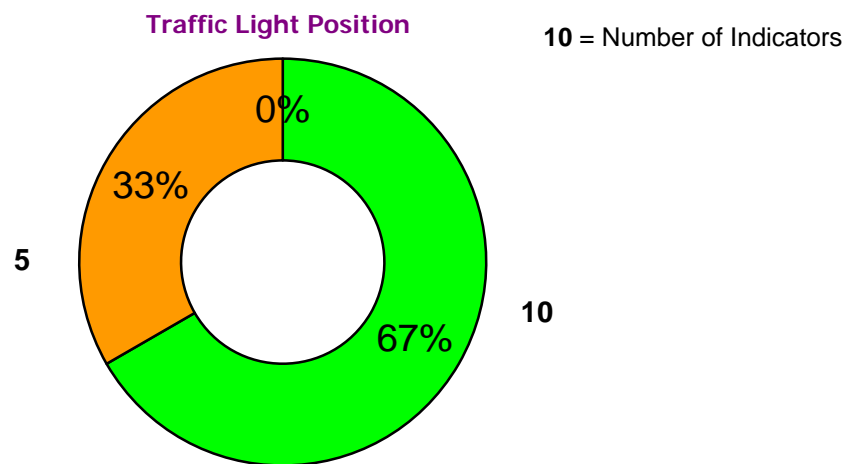
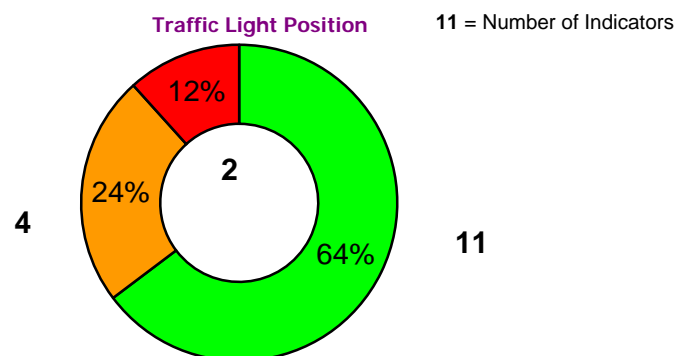


Barnet Homes PULSE Report



September 2010



August 2010

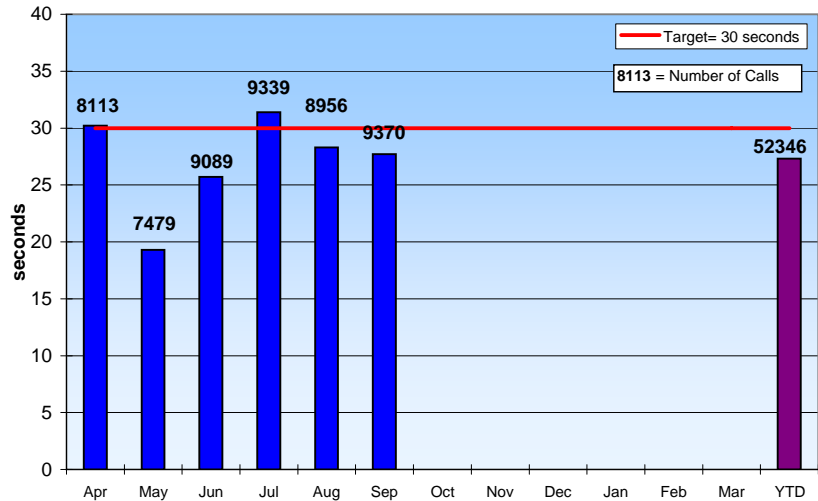
1) Tenancy Involvement & Empowerment

- 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

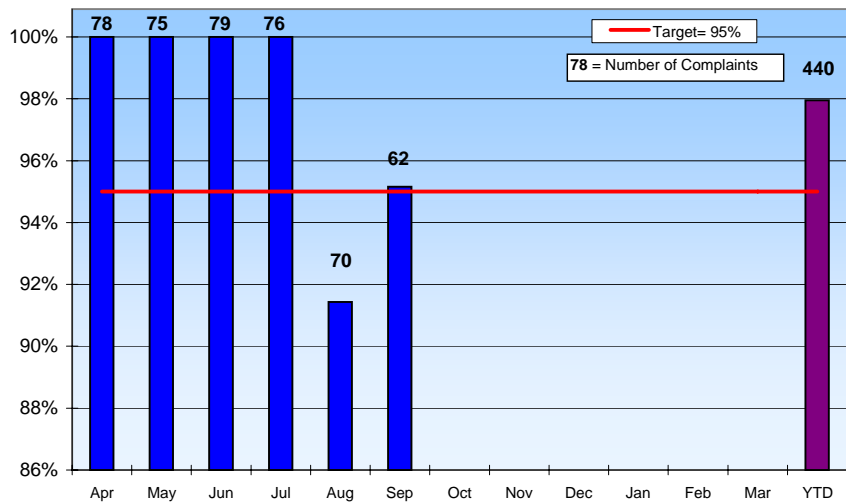
<i>End of Year Target</i> (Low is good)	30 secs
Sep 10 Performance	28 secs
Sep 09 Performance	34 secs
YTD Performance	27 secs



Complaints ↑ ●

The percentage of stage 1 complaints replied in 10 working days

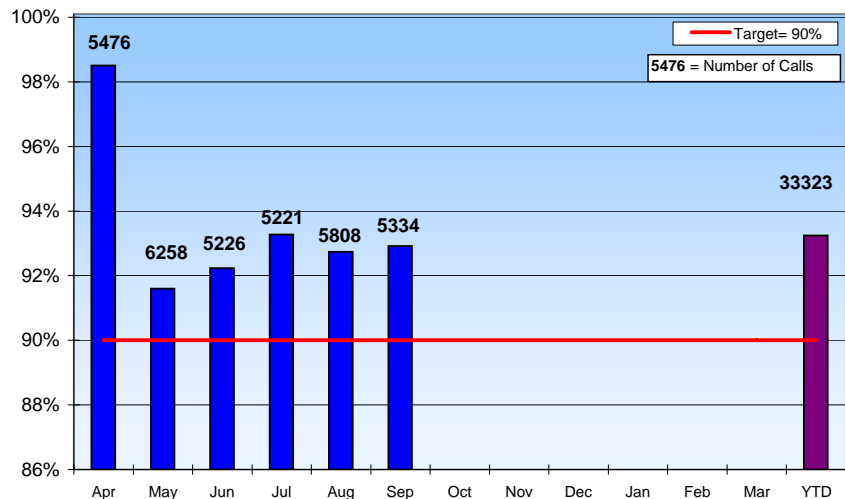
<i>End of Year Target</i> (High is good)	95%
Sep 10 Performance	95%
Sep 09 Performance	95%
YTD Performance	98%



Assist ↑ ●

The percentage of calls responded to in 30 seconds

<i>End of Year Target</i> (High is good)	90%
Sep 10 Performance	93%
Sep 09 Performance	100%
YTD Performance	93.2%

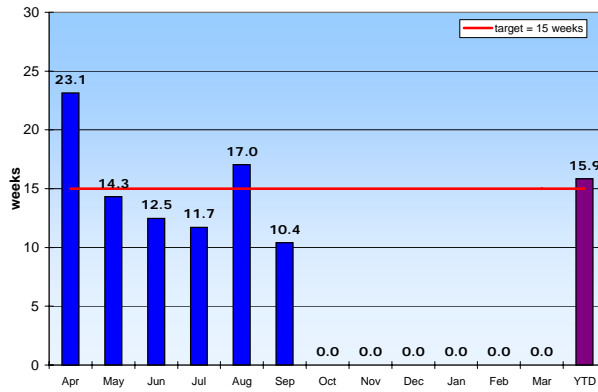


Adaptations



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

End of Year Target (Low is good)	15 weeks
Sep 10 Performance	10 weeks
Sep 09 Performance	13 weeks
YTD Performance	16 weeks



2) Home

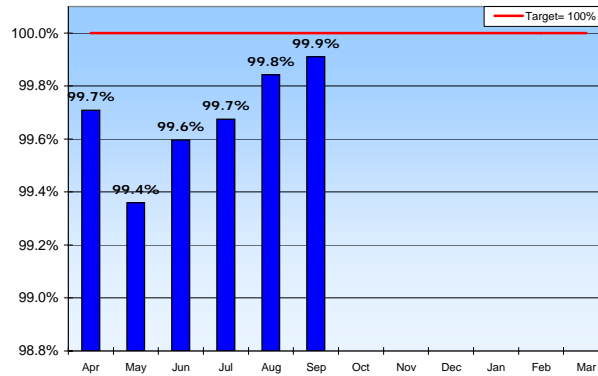
- quality of accomodation; repairs & maintenance

Gas Safety Checks



The percentage of homes with a CP12 safety certificate

End of Year Target (High is good)	100%
Sep 10 Performance	99.9%
Sep 09 Performance	99.1%
Top Quartile (BPSA) = 99.6%	

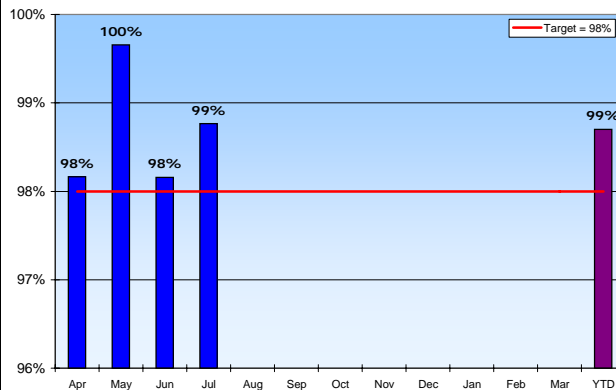


Appointments

The percentage of appointments which were made and then kept

End of Year Target (High is good)	98.0%
Sep 10 Performance	
Sep 09 Performance	100.0%
YTD Performance	98.7%
Top Quartile (HouseMark) = 96.9%	

Note: No Data in September due to Connaught Administration

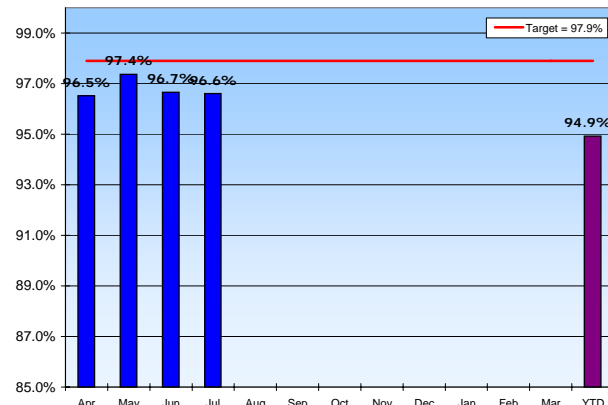


Urgent Repairs

The percentage of urgent repairs completed within government time limits

End of Year Target (High is good)	97.9%
Sep 10 Performance	0.0%
Sep 09 Performance	98.9%
YTD Performance	94.9%
Top Quartile (BPSA) = 98.0%	

Note: No Data in September due to Connaught Administration



Barnet Homes Pulse Report

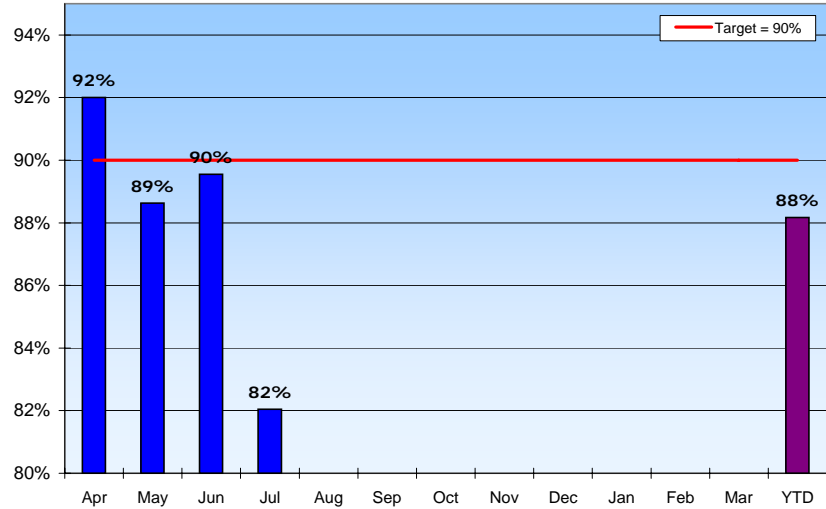


Right First Time

The percentage of repairs which are completed right first time

<i>End of Year Target</i> (High is good)	90%
Sep 10 Performance	
Sep 09 Performance	96.3%
YTD Performance	88.2%

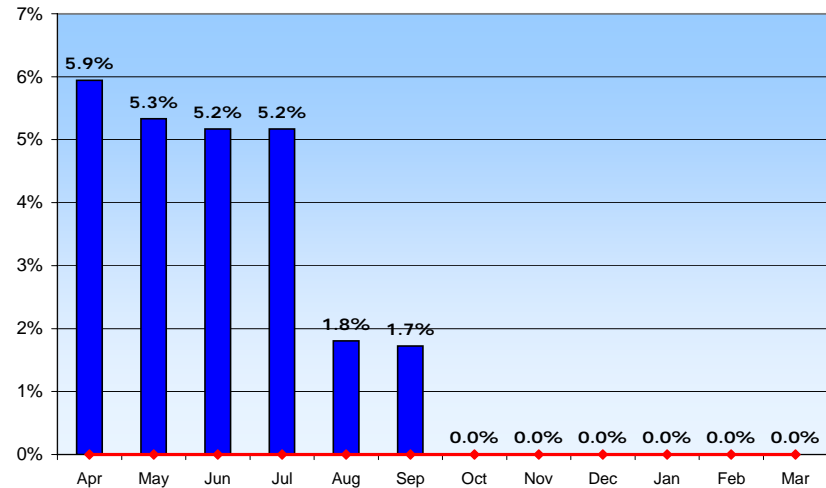
Note: No Data in September due to Connaught Administration



Decent Homes ↑ ●

The percentage of non-decent homes excluding regeneration properties.

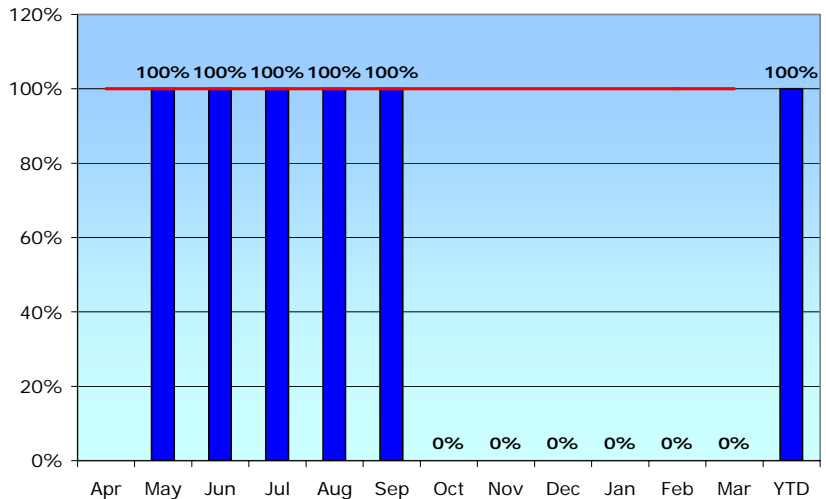
<i>End of Year Target</i> (Low is good)	0%
Sep 10 Performance	1.7%



Fire Safety ↔ ●

The percentage of fire safety actions complete within one month

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

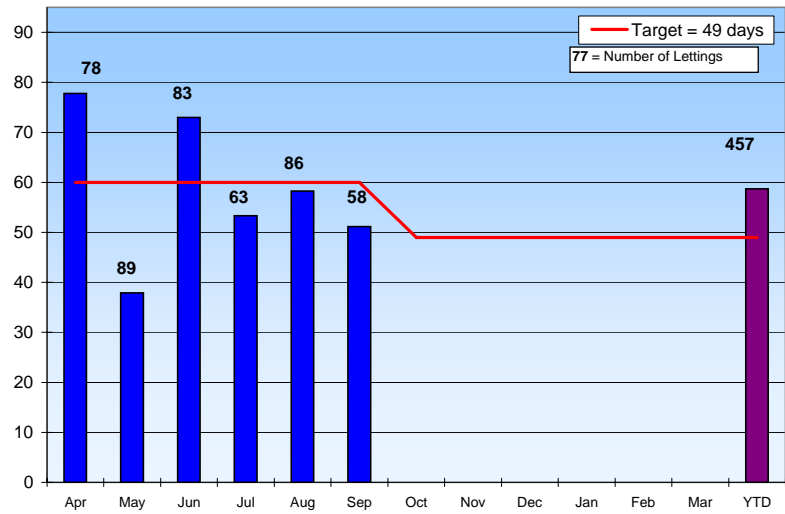
Sep 10 Performance 51 days

Sep 09 Performance 44 days

YTD Performance 59 days

Top Quartile (BPSA) = 23.8 days

Note: Mid-year target being met



Tenant Satisfaction



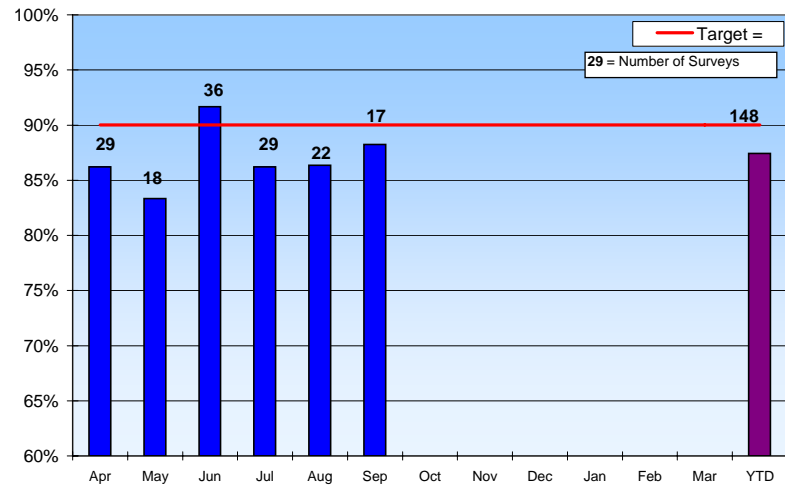
The percentage of new tenants satisfied with the condition of their new property

End of Year Target (High is good) 90%

Sep 10 Performance 88.2%

Sep 09 Performance 84.6%

YTD Performance 87%



Outstanding Voids

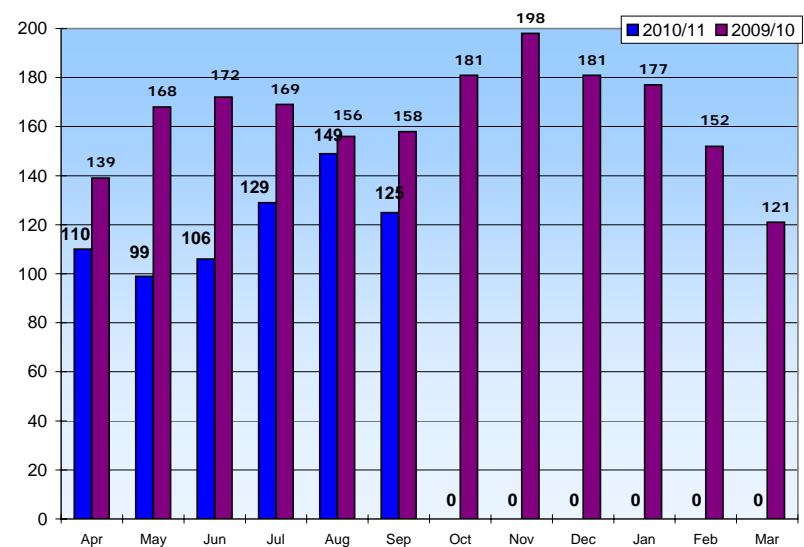


The number of empty properties at the end of each month

(Low is good)

Sep 10 Performance 125

Sep 09 Performance 158



Barnet Homes Pulse Report

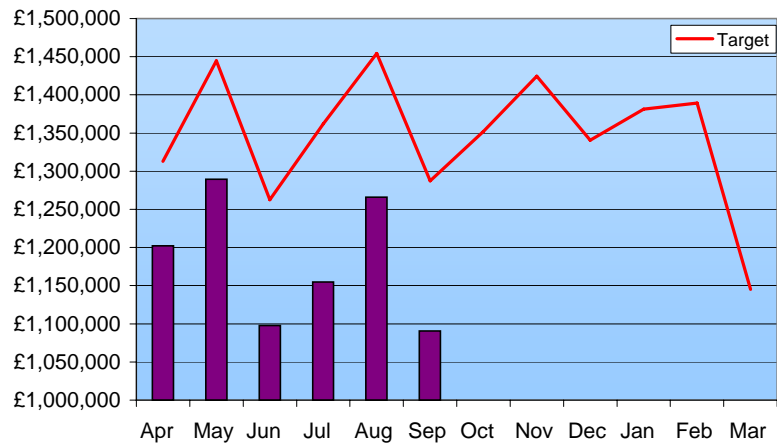


Arrears



The level of rent arrears at the end of each month

End of Year Target (Low is good)	£1,145,000
Month Target	£1,287,522
Sep 10 Performance	£1,090,537
Sep 09 Performance	£1,201,258

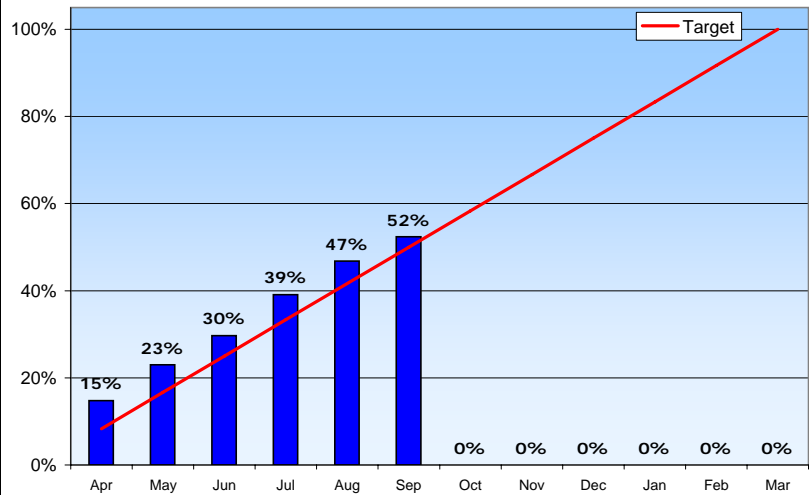


Service Charge



% Annual Service Charge Collected this year

End of Year Target (High is good)	103%
Month Target	50.0%
Sep 10 Performance	52.4%
Sep 09 Performance	48.9%



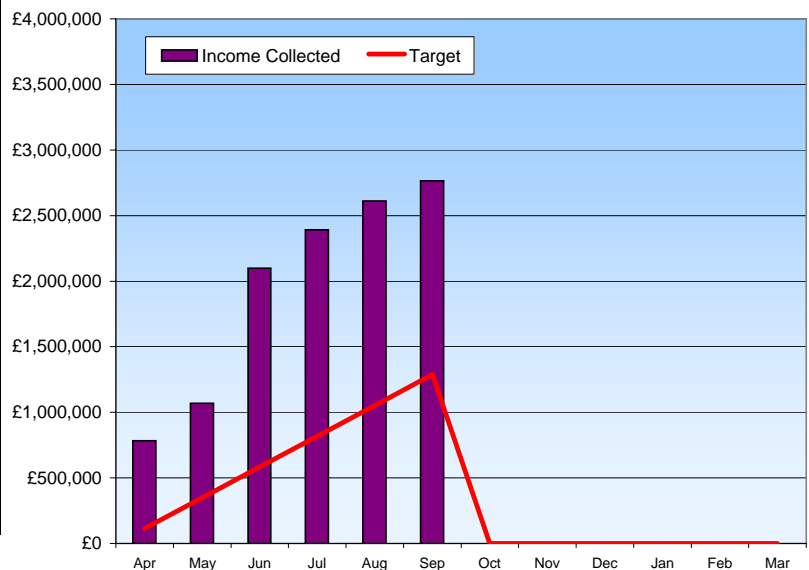
Major Works Income



The amount of major works income collected from leaseholders this year

(High is good)

Sep 10 Performance	£2,765,257
Target	£1,287,793



4) Neighbourhood & Community

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

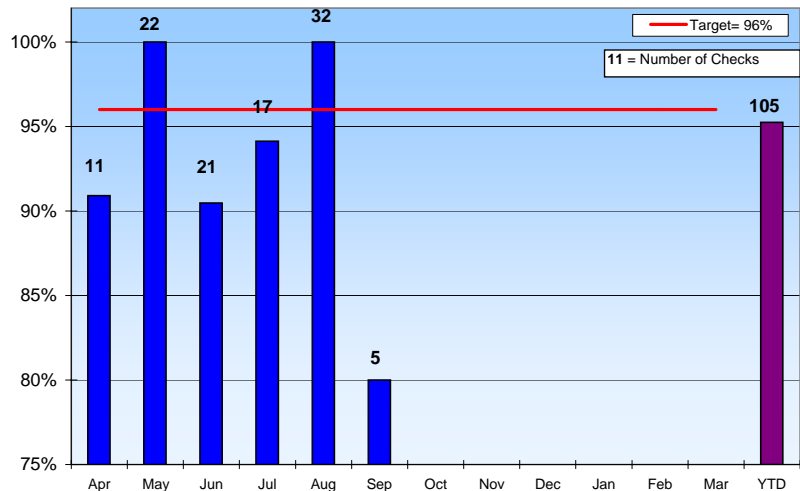
Reality Checks - Non Regen



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

End of Year Target (High is good)	96%
Sep 10 Performance	80%
Sep 09 Performance	100%
YTD Performance	95%

Number of checks in month	5
Number of checks YTD	105



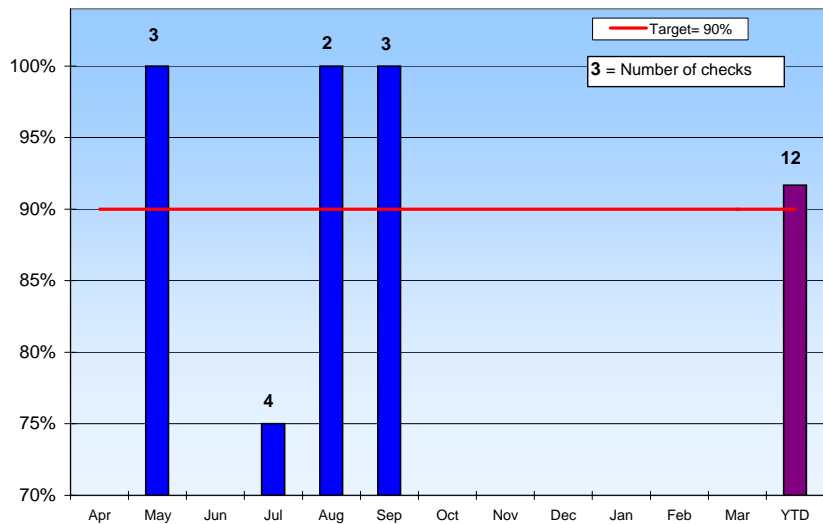
Reality Checks - Regeneration



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

End of Year Target (High is good)	90%
Sep 10 Performance	100%
Sep 09 Performance	100%
YTD Performance	92%

Number of checks in month	3
Number of checks YTD	12



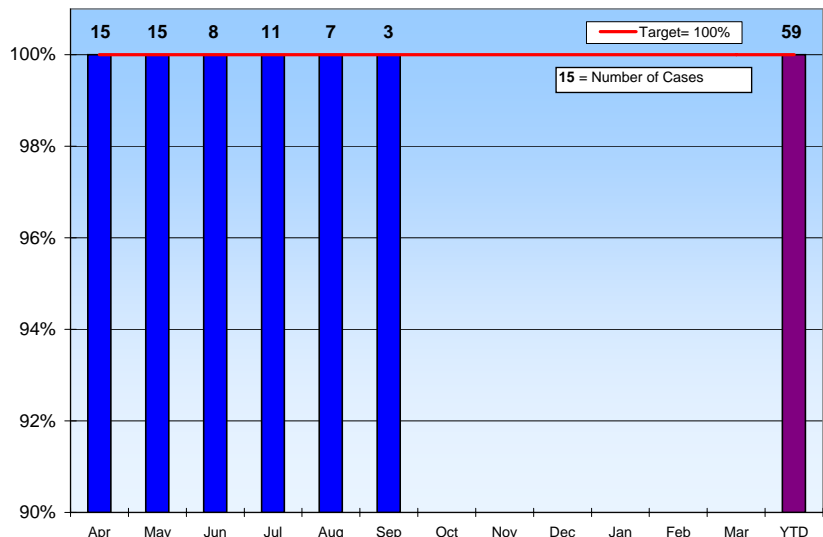
ASB



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

End of Year Target (High is good)	100%
Sep 10 Performance	100%
Sep 09 Performance	100%
YTD Performance	100%

No. of cases reported in month	3
No. of cases reported YTD	59



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

Sep 10 Performance 0.4 days

Sep 09 Performance 3.2 days

YTD Performance 2.8 days

Note: End of year projection is 6.5 days

