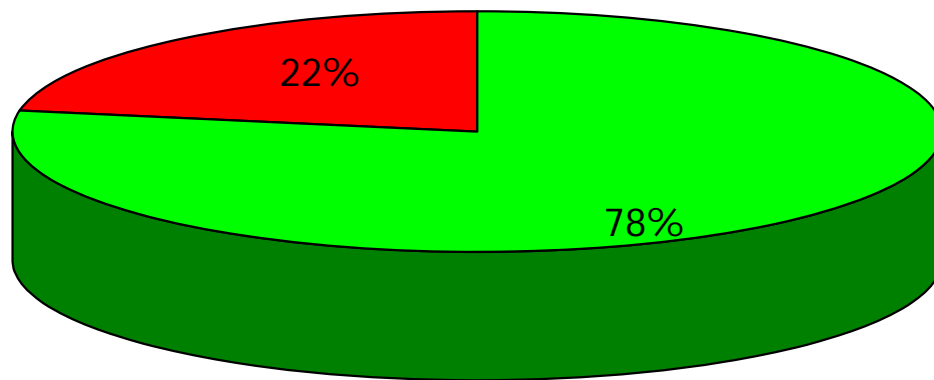


Barnet Homes Resident PIs

2009/10

Proportion of Green/Amber/Red



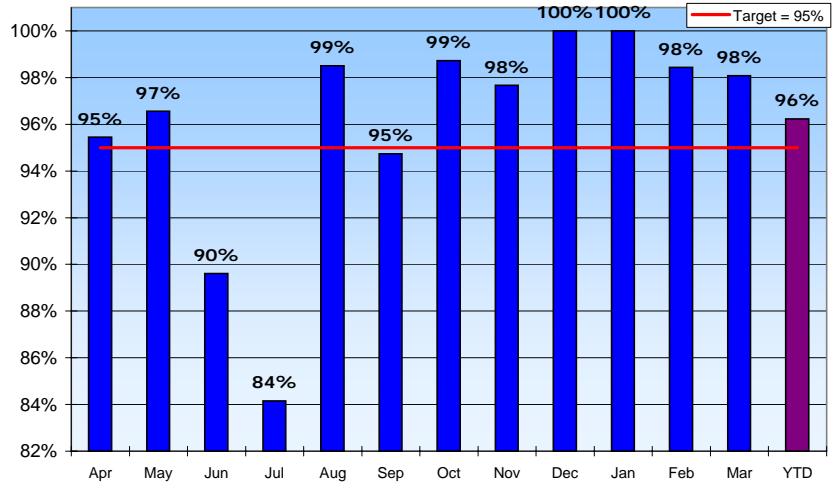


Complaints



The percentage of stage 1 complaints answered in 10 working days

End of Year Target	95.0%
Mar 10 Performance	98.1%
Mar 09 Performance	93.4%
YTD Performance	96.2%

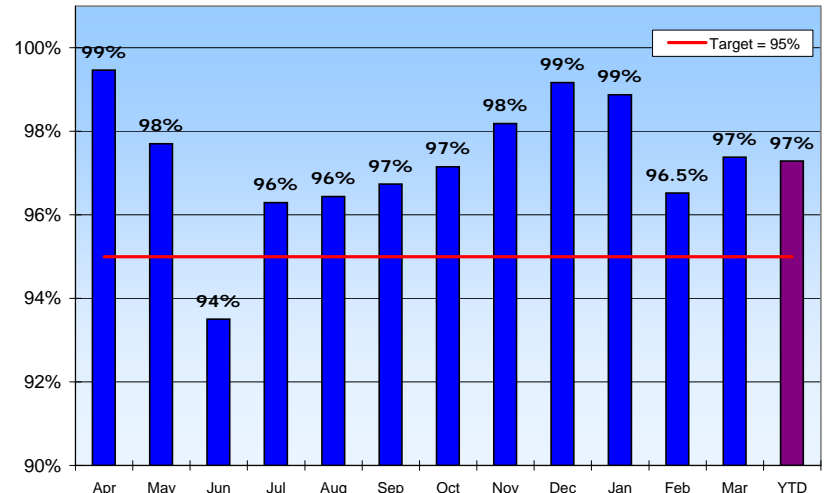


Correspondence



The percentage of correspondence answered in 10 working days

End of Year Target	95.0%
Mar 10 Performance	97.4%
Mar 09 Performance	95.6%
YTD Performance	97.3%

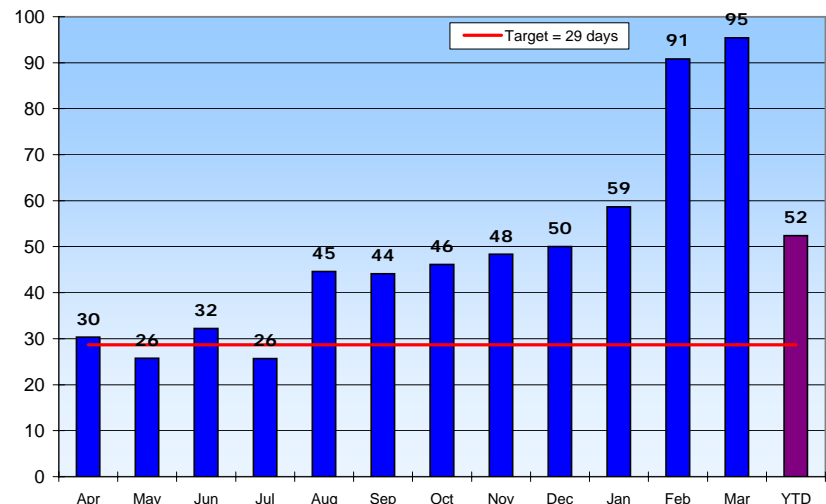


Relet Time



The average time (in days) it takes to relet an empty property.

End of Year Target	29 days
Mar 10 Performance	95 days
Mar 09 Performance	31 days
YTD Performance	52 days

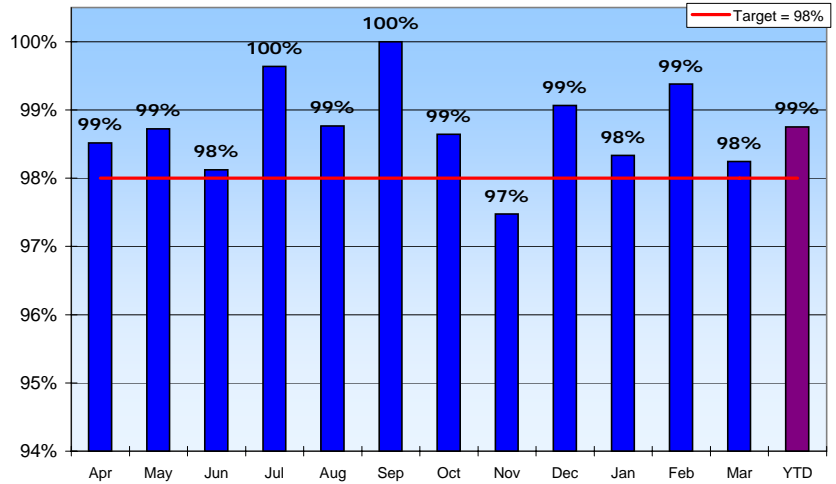


Appointments



The percentage of appointments which were made and then kept

End of Year Target	98.0%
Mar 10 Performance	98.2%
Mar 09 Performance	100.0%
YTD Performance	98.7%

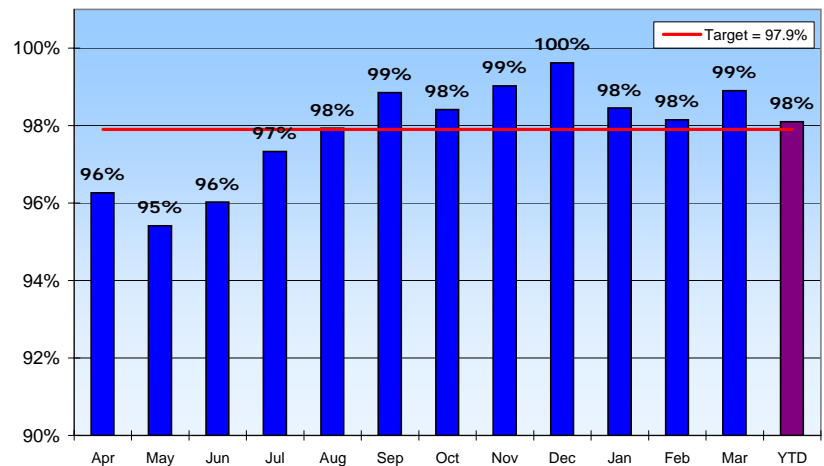


Urgent Repairs



The percentage of urgent repairs completed within government time limits

End of Year Target	97.9%
Mar 10 Performance	99.8%
Mar 09 Performance	96.3%
YTD Performance	98.1%

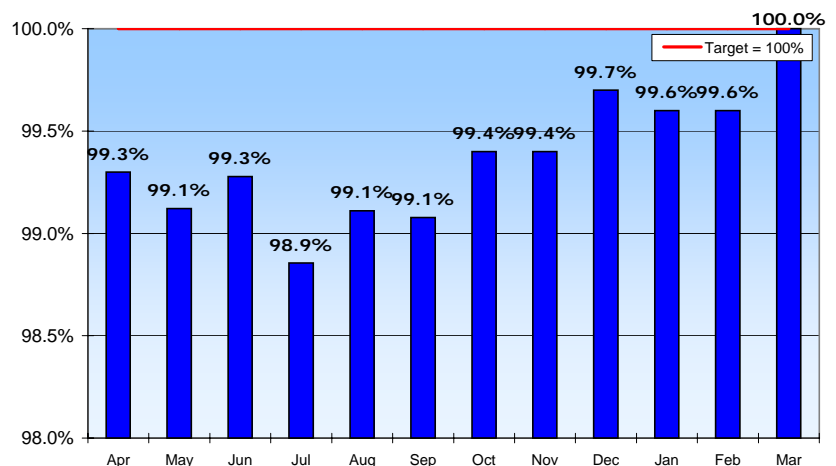


Gas Safety Checks



The percentage of homes with a safety certificate

End of Year Target	100%
Mar 10 Performance	99.5%
Mar 09 Performance	98.6%



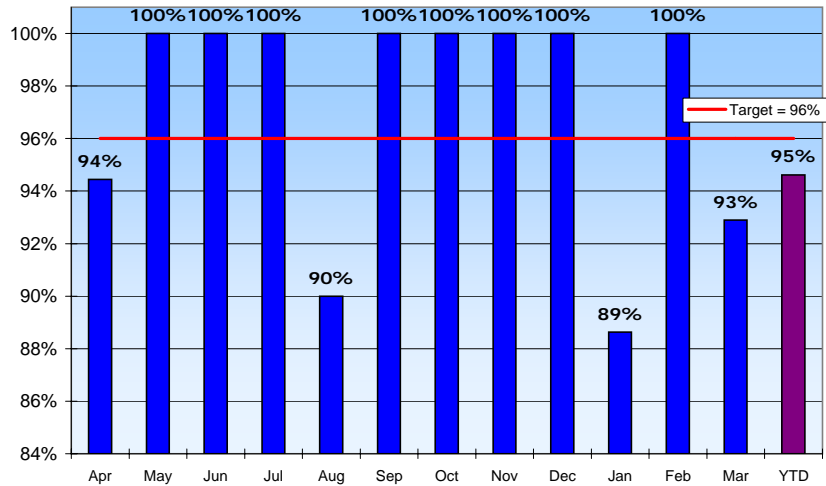


Estate Checks



The percentage of estates achieving 2 star + following reality checks

<i>End of Year Target</i>	96.0%
Mar 10 Performance	92.9%
Mar 09 Performance	100.0%
YTD Performance	94.6%

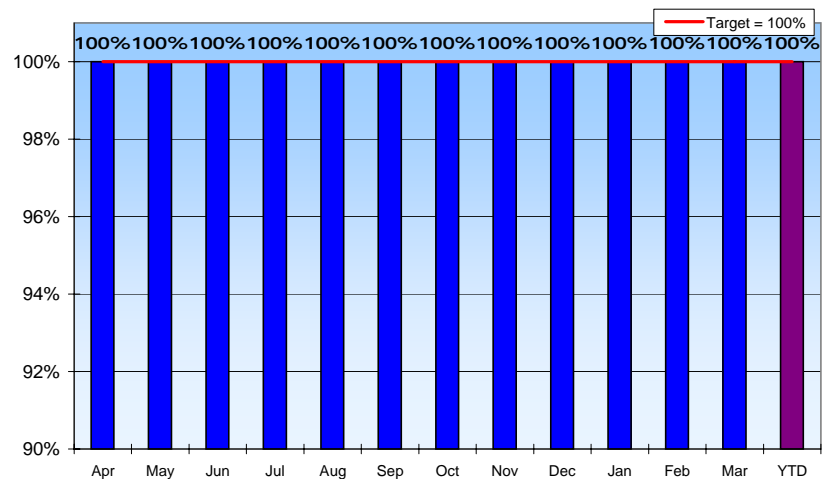


ASB Cases



The percentage of serious complaints where contact is made within 1 day

<i>End of Year Target</i>	100%
Mar 10 Performance	100%
Mar 09 Performance	100%
YTD Performance	100%



Adaptations



Average waiting time for minor adaptations

<i>End of Year Target</i>	1.2 weeks
Mar 10 Performance	0.7 weeks
Mar 09 Performance	0.9 weeks
YTD Performance	0.6 days

