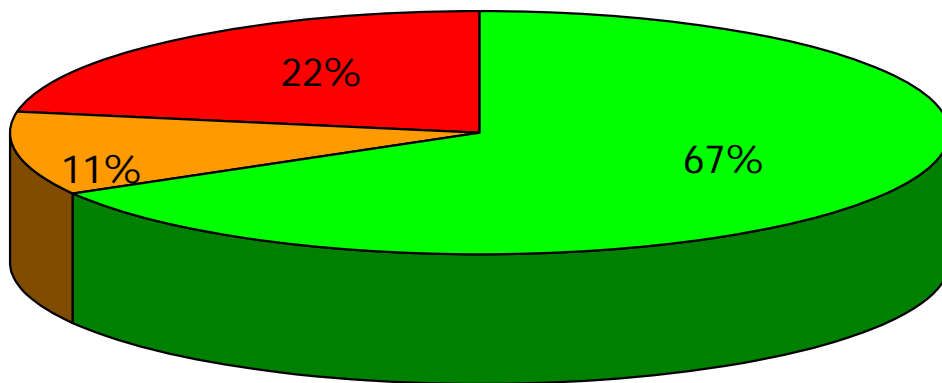


Barnet Homes Resident PIs

February 2010

Proportion of Green/Amber/Red



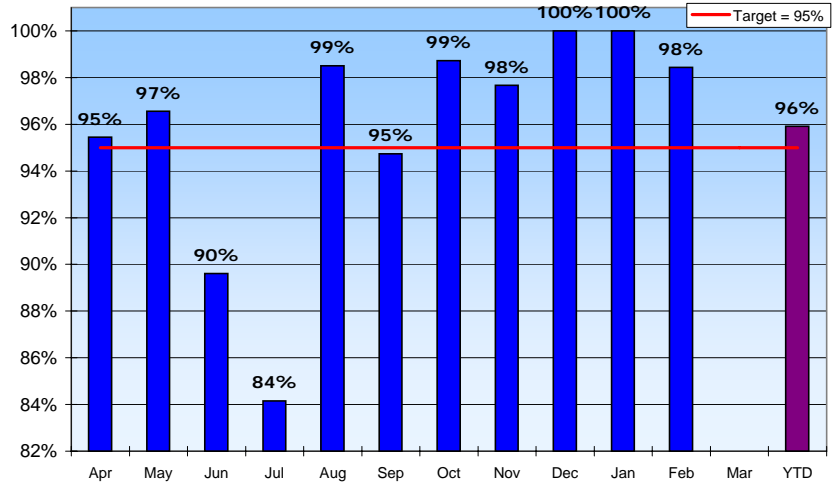


Complaints



The percentage of stage 1 complaints answered in 10 working days

End of Year Target	95.0%
Feb 10 Performance	98.4%
Feb 09 Performance	94.5%
YTD Performance	95.9%

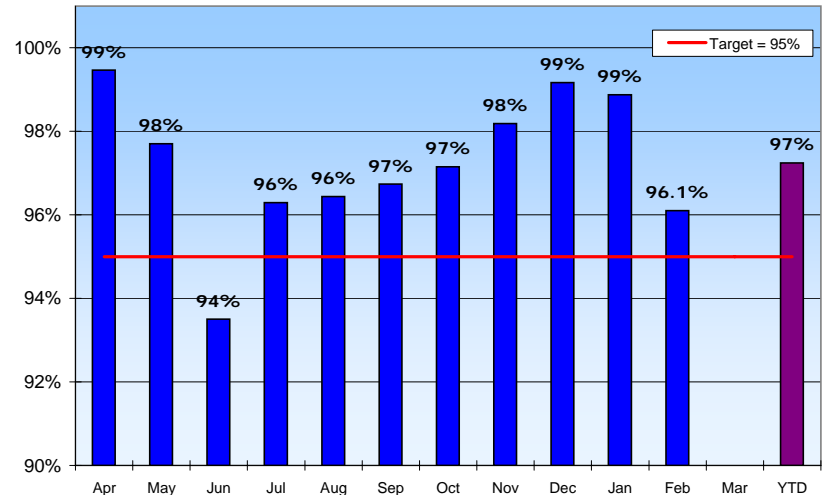


Correspondence



The percentage of correspondence answered in 10 working days

End of Year Target	95.0%
Feb 10 Performance	96.1%
Feb 09 Performance	96.9%
YTD Performance	97.2%

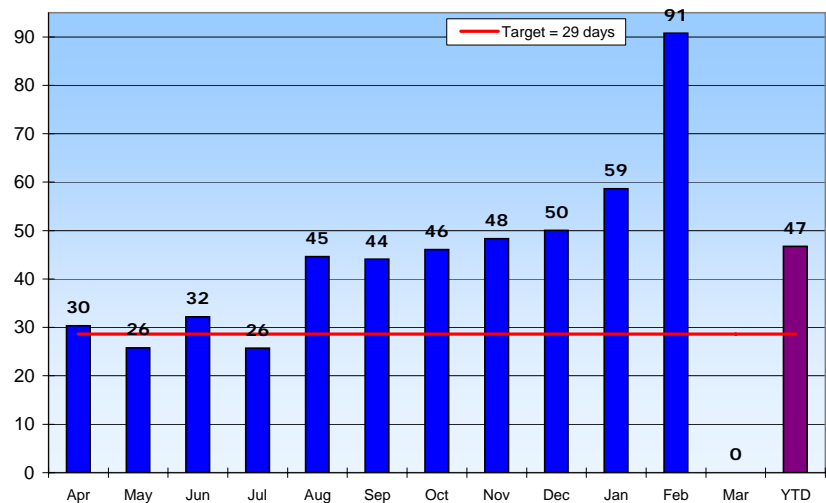


Relet Time



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

End of Year Target	29 days
Feb 10 Performance	91 days
Feb 09 Performance	27 days
YTD Performance	47 days



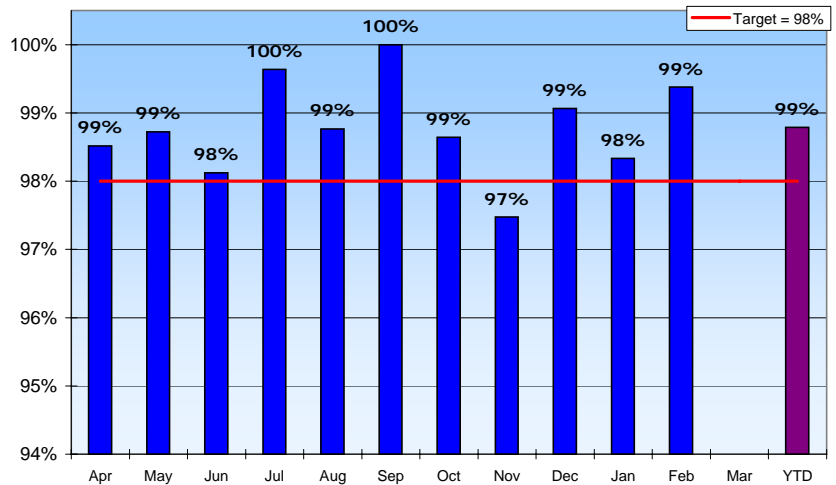


Appointments



The percentage of appointments which were made and then kept

End of Year Target	98.0%
Feb 10 Performance	99.4%
Feb 09 Performance	99.3%
YTD Performance	98.8%

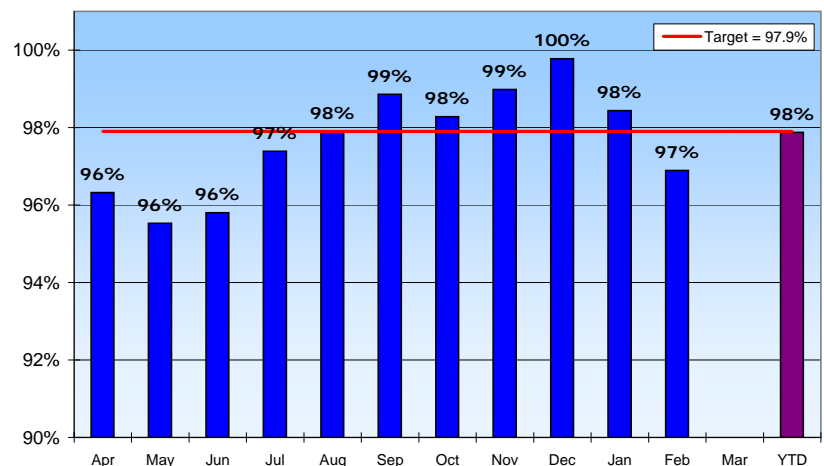


Urgent Repairs



The percentage of urgent repairs completed within government time limits

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

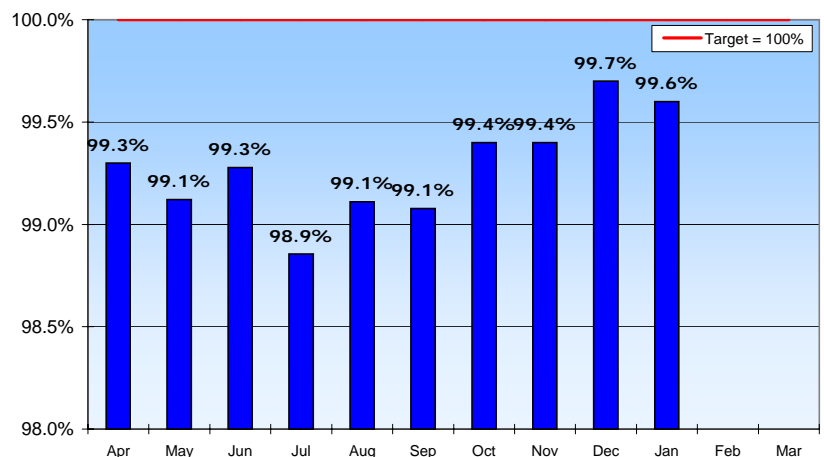


Gas Safety Checks



The percentage of homes with a safety certificate

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



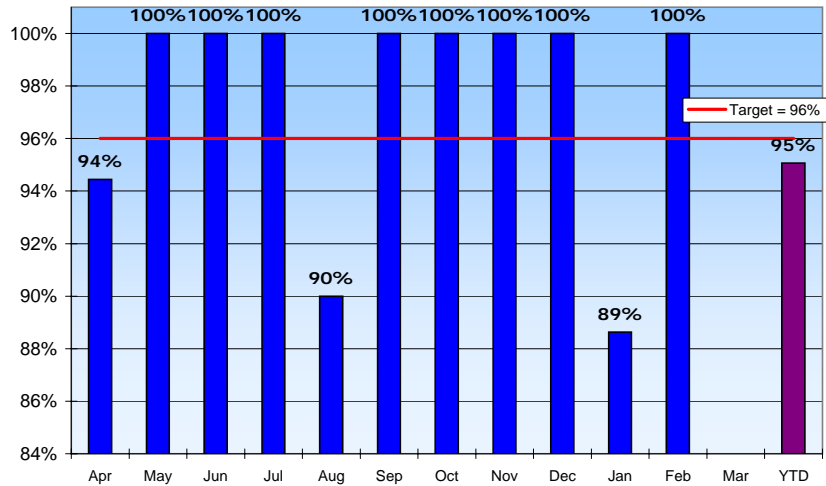


Estate Checks



The percentage of estates achieving 2 star + following reality checks

End of Year Target	96.0%
Feb 10 Performance	100.0%
Feb 09 Performance	83.3%
YTD Performance	95.1%

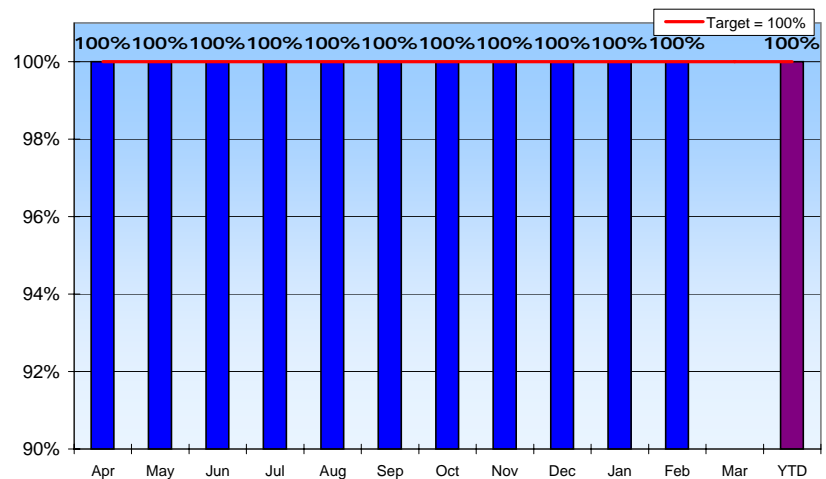


ASB Cases



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

End of Year Target	100%
Feb 10 Performance	100%
Feb 09 Performance	100%
YTD Performance	100%



Adaptations



Average waiting time for minor adaptations

End of Year Target	1.2 weeks
Feb 10 Performance	1.2 weeks
Feb 09 Performance	1.0 weeks
YTD Performance	0.7 days

