







# **EAST NORTH EAST HOMES LEEDS**

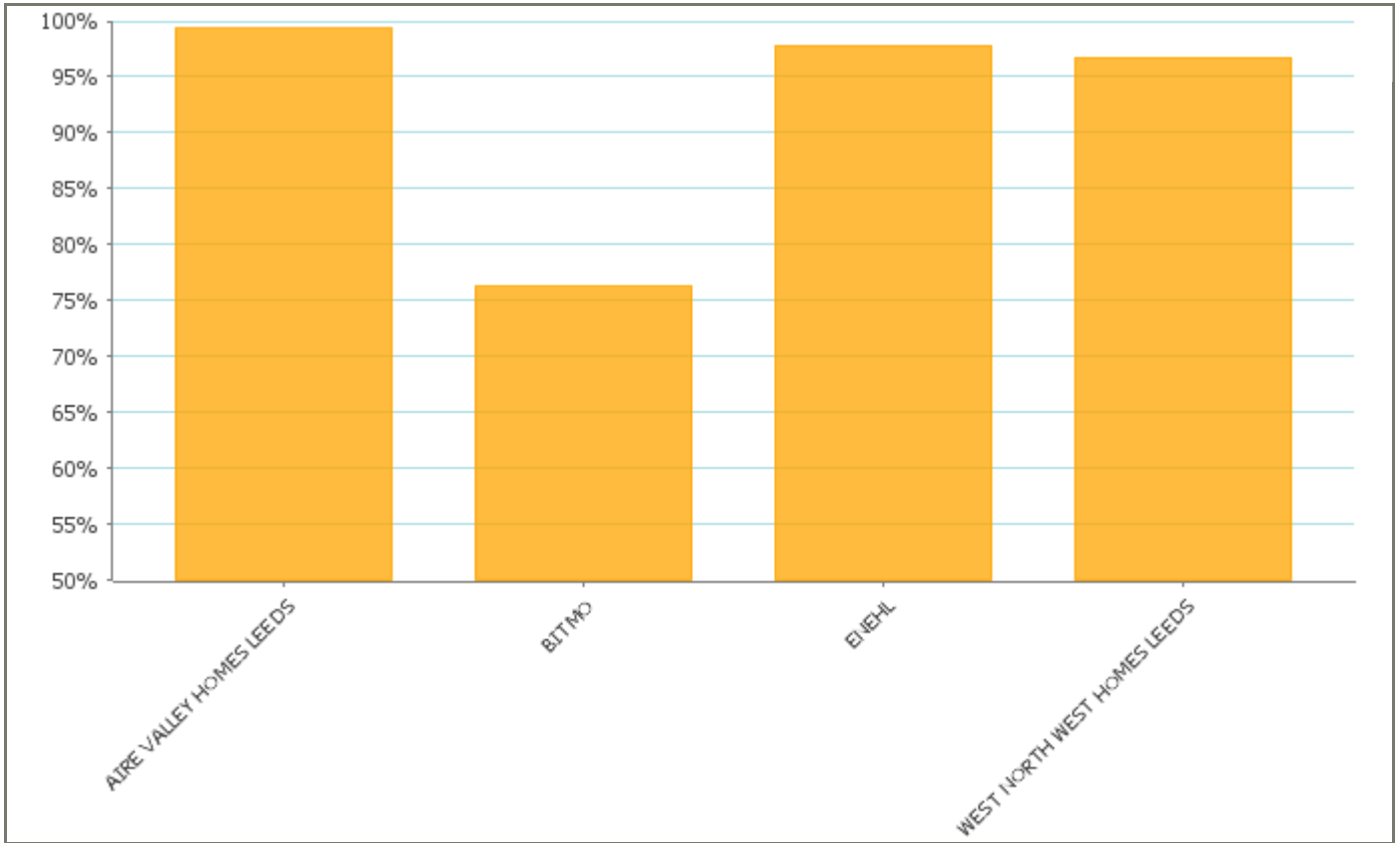
## **MAY 2011 MONTHLY PERFORMANCE REPORT**

## Call Centre and One Stop Centre Performance

Performance Indicator	Performance Data	Current Target	Current Value	Traffic Light
% Complaints Responded to Within 10 Working Days ENEHL	May 2011	90%	100%	
% of calls answered	May 2011	99%	81%	
% of customers rating the quality of service received at One Stop Centres as 'good' or 'excellent'	May 2011	99%	99%	
% of Members Correspondence answered in 10 working days	May 2011	80%	88.2%	

**Performance Indicator**

**Appointments Made and Kept**



Performance Indicator	Current Target	Performance		Status
Responsive Appointments Made and Kept Aire Valley Homes*	98.1%	91.18%	April 2011	
Responsive Appointments Made and Kept BITMO	98.25%	71.81%	May 2011	
Responsive Appointments Made and Kept East North East Homes Leeds	99%	94.17%	May 2011	
Responsive Appointments Made and Kept West North West Homes*	98.5%	73.68%	April 2011	

**Definition**

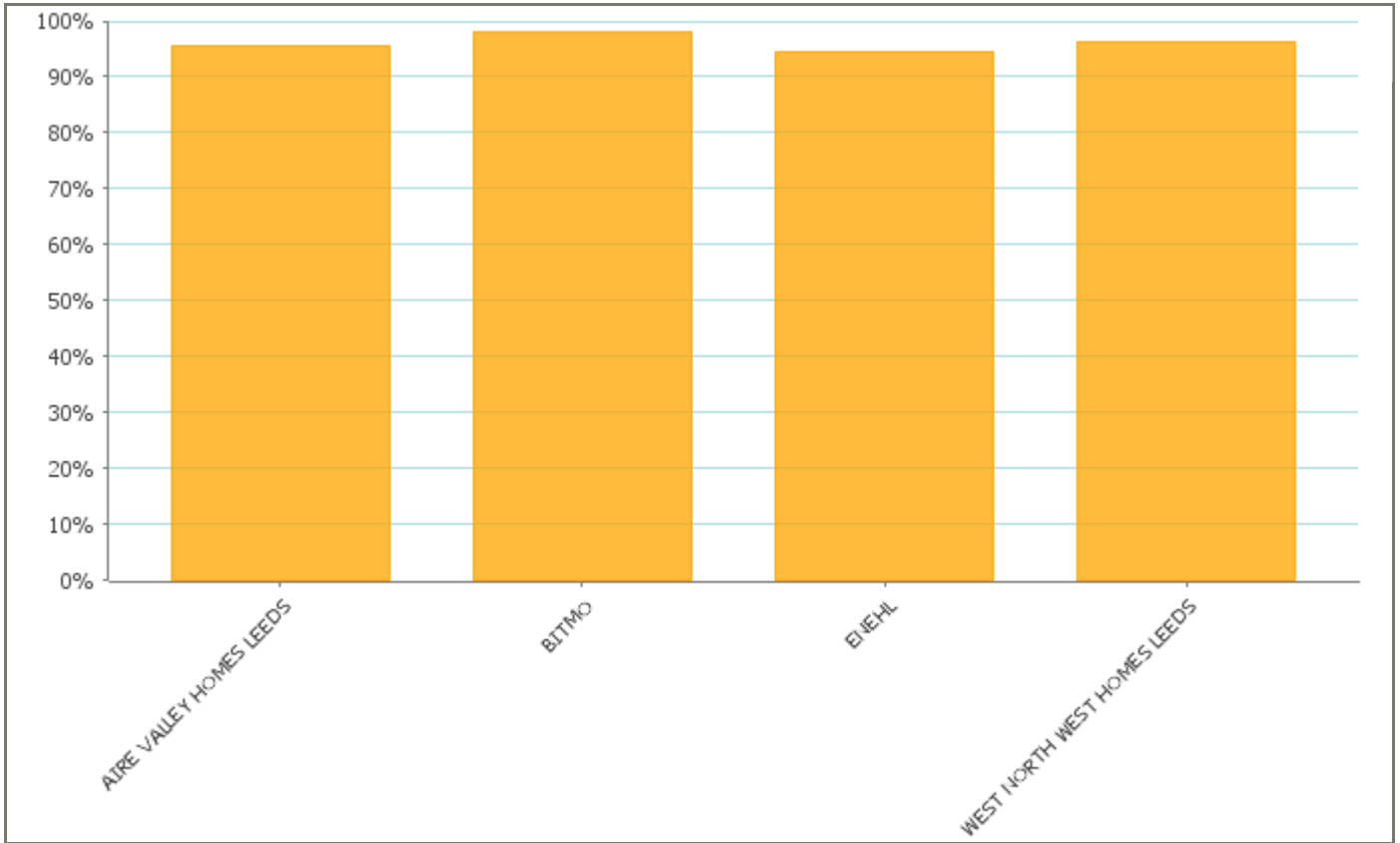
This indicator measures the percentage of repairs for which we have made and kept an appointment. Appointments which we attend but the customer does not are classed as kept.

This is a cumulative calculation over the financial year and we want performance to be as high as possible.

\* Performance on this indicator for Aire Valley Homes and West North West Homes is currently unavailable and so April's performance is shown

**Performance Indicator**

Urgent Repairs Met



Performance Indicator	Current Target	Performance		Status
Urgent Repairs Met Aire Valley Homes*	98%	99.6%	April 2011	
Urgent Repairs Met BITMO	98.8%	100%	May 2011	
Urgent Repairs Met East North East Homes Leeds	98%	97.69%	May 2011	
Urgent Repairs Met West North West Homes*	99.2%	98.58%	April 2011	

**Definition**

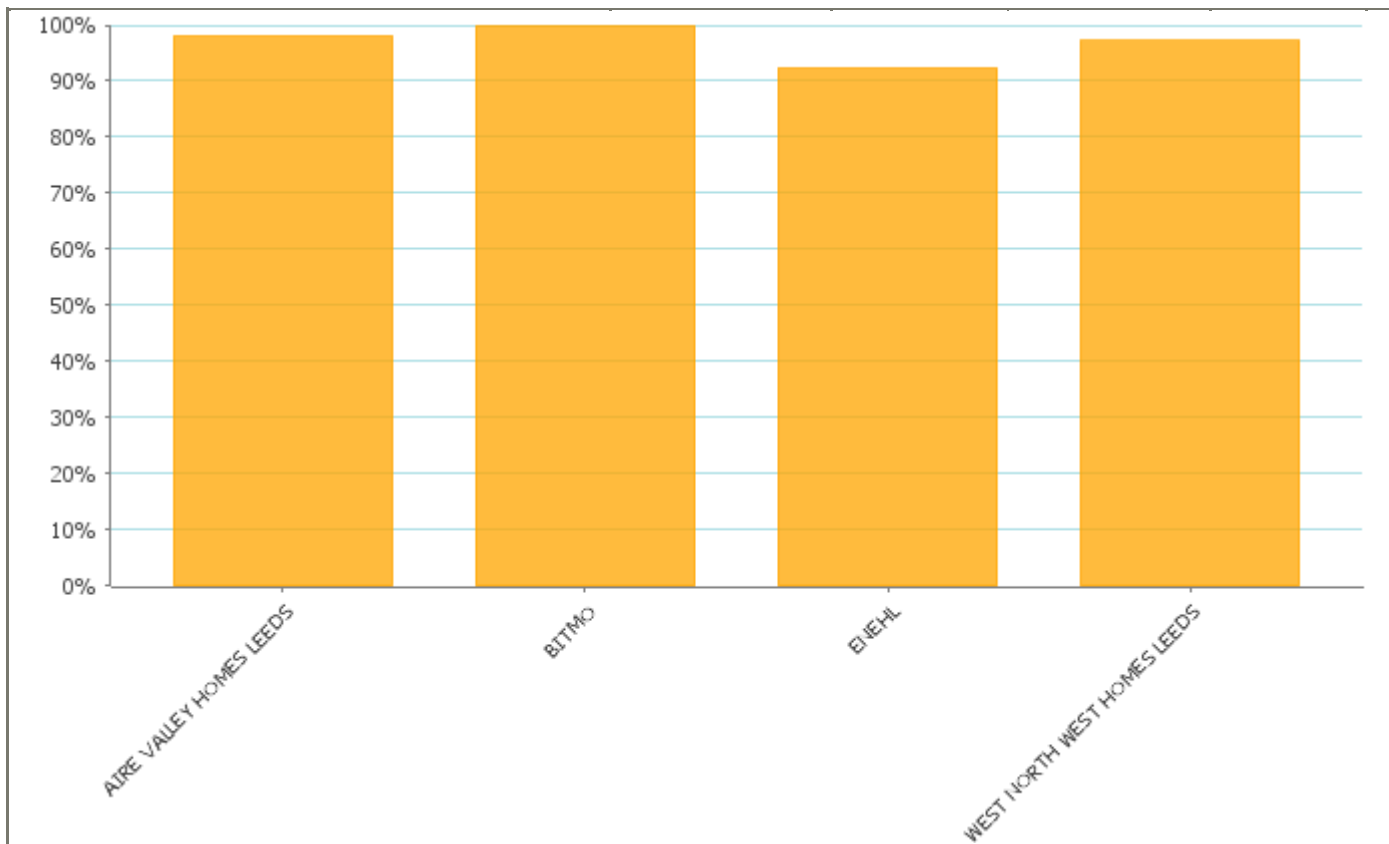
This indicator measures the time taken from the date an urgent order is raised to the date of the actual completion of the work.

We want performance on this indicator to be as high as possible.

\* Performance on this indicator for Aire Valley Homes and West North West Homes is currently unavailable and so April's performance is shown

**Performance Indicator**

Non Urgent Repairs Met



Performance Indicator	Current Target	Performance		Status
Non Urgent Repairs Met % Aire Valley Homes*	97%	99.85%	April 2011	
Non Urgent Repairs Met % BITMO	99.8%	99.86%	May 2011	
Non Urgent Repairs Met % East North East Homes	97%	96.24%	May 2011	
Non Urgent Repairs Met % West North West Homes*	97.5%	99.04%	April 2011	

**Definition**

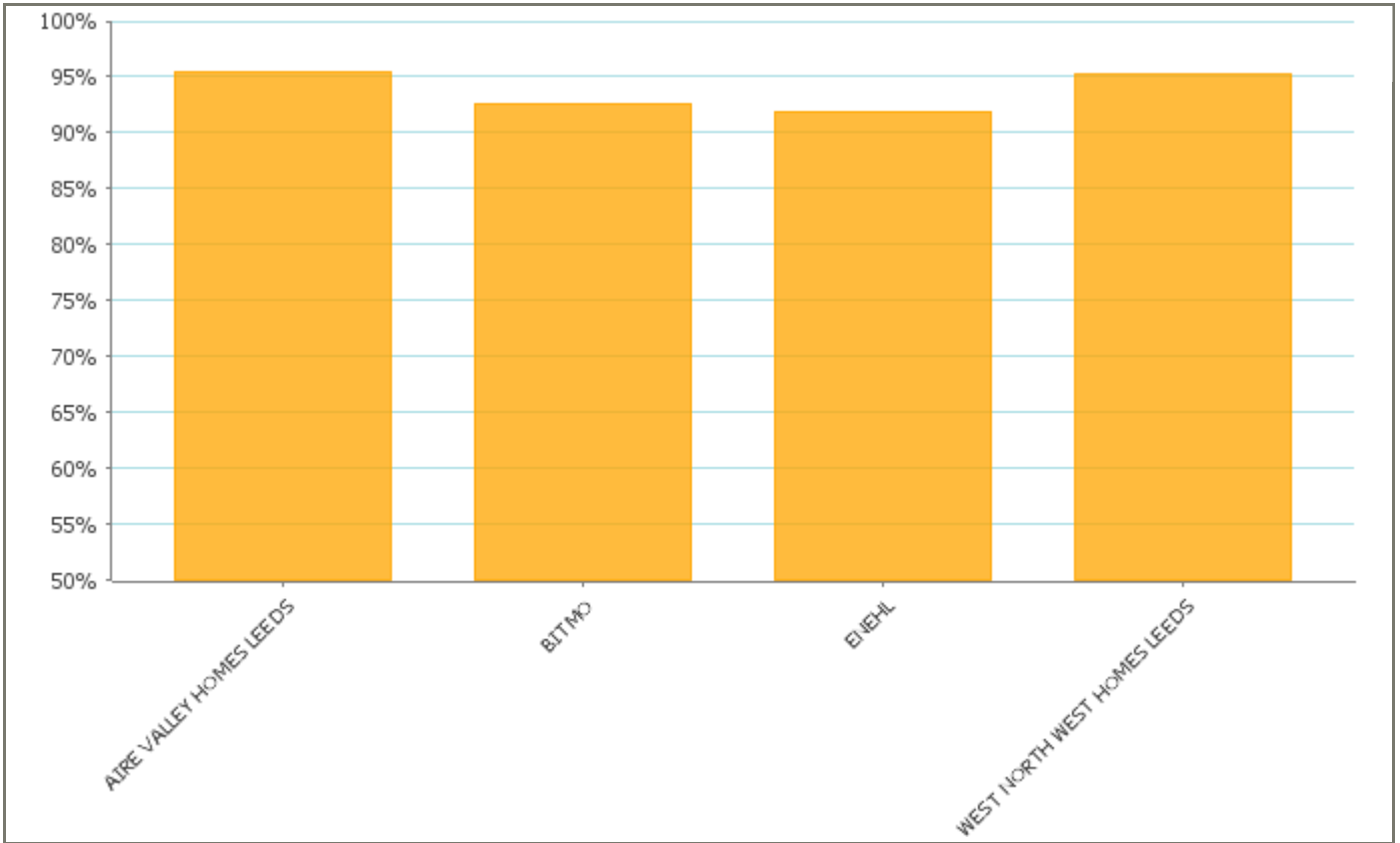
This indicator measures the time taken from the date an order (not urgent or emergency) is raised to the date of the actual completion of the work.

We want performance on this indicator to be as high as possible.

\* Performance on this indicator for Aire Valley Homes and West North West Homes is currently unavailable and so April's performance is shown

**Performance Indicator**

**Customer Satisfaction**



Performance Indicator	Current Target	Performance		Status
Repairs Customer Satisfaction % Aire Valley Homes	97%	88.59%	May 2011	
Repairs Customer Satisfaction % BITMO	95%	88.64%	May 2011	
Repairs Customer Satisfaction % East North East Homes Leeds	95%	91.15%	May 2011	
Repairs Customer Satisfaction % West North West Homes	97%	94.94%	May 2011	

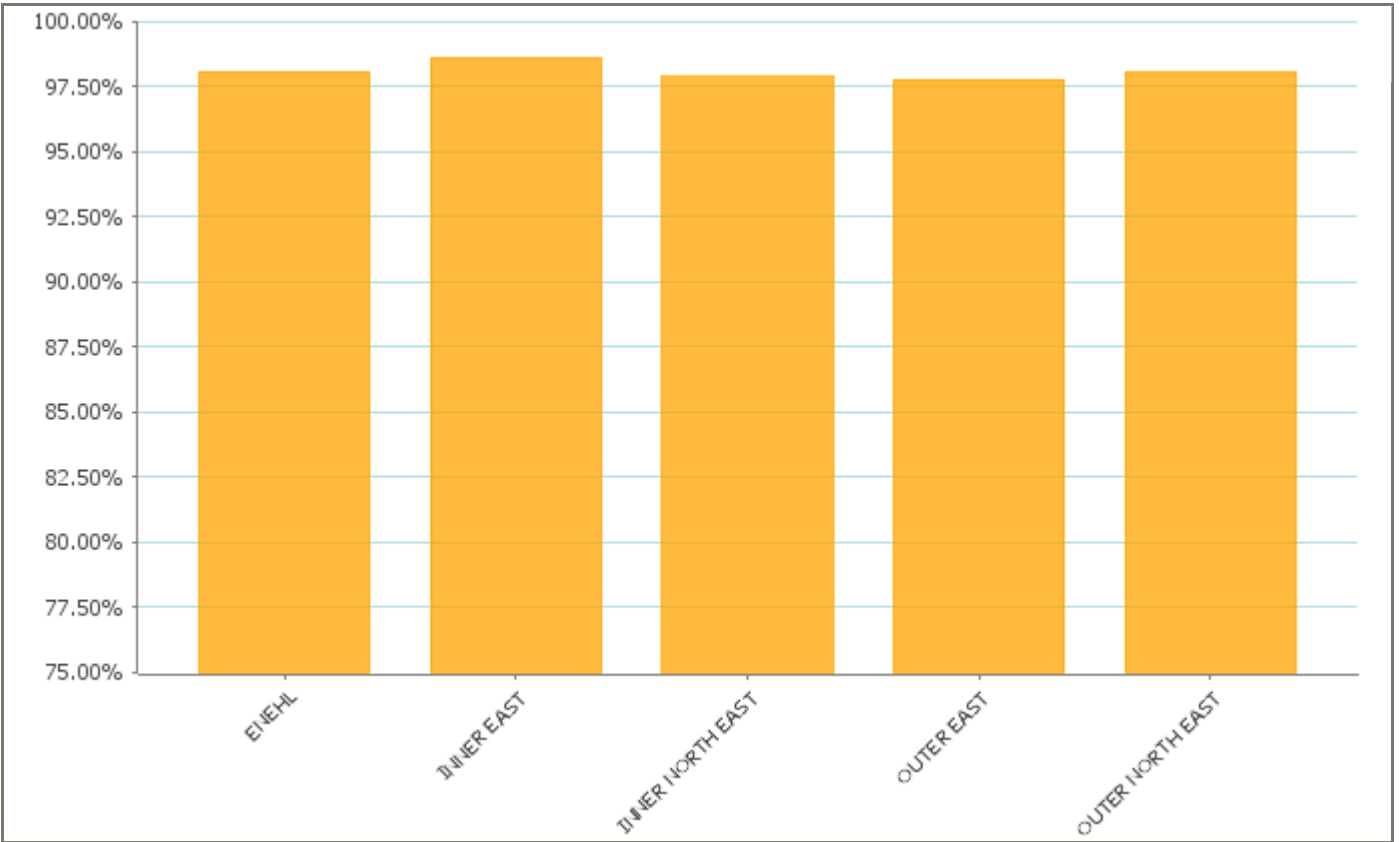
**Definition**

This indicator is based on a survey slip which is sent out with each repair and shows the percentage of tenants who rated the repair as good or excellent.

We want performance on this indicator to be as high as possible.

**Performance Indicator**

**Rent Collection**



Performance Indicator	Current Target	Performance		Status
% Rent Collected ENEHL	98.15%	96.01%	May 2011	
% Rent Collected INNER EAST	98.15%	96.41%	May 2011	
% Rent Collected INNER NORTH EAST	98.15%	95.98%	May 2011	
% Rent Collected OUTER EAST	98.15%	95.22%	May 2011	
% Rent Collected OUTER NORTH EAST	98.15%	96.36%	May 2011	

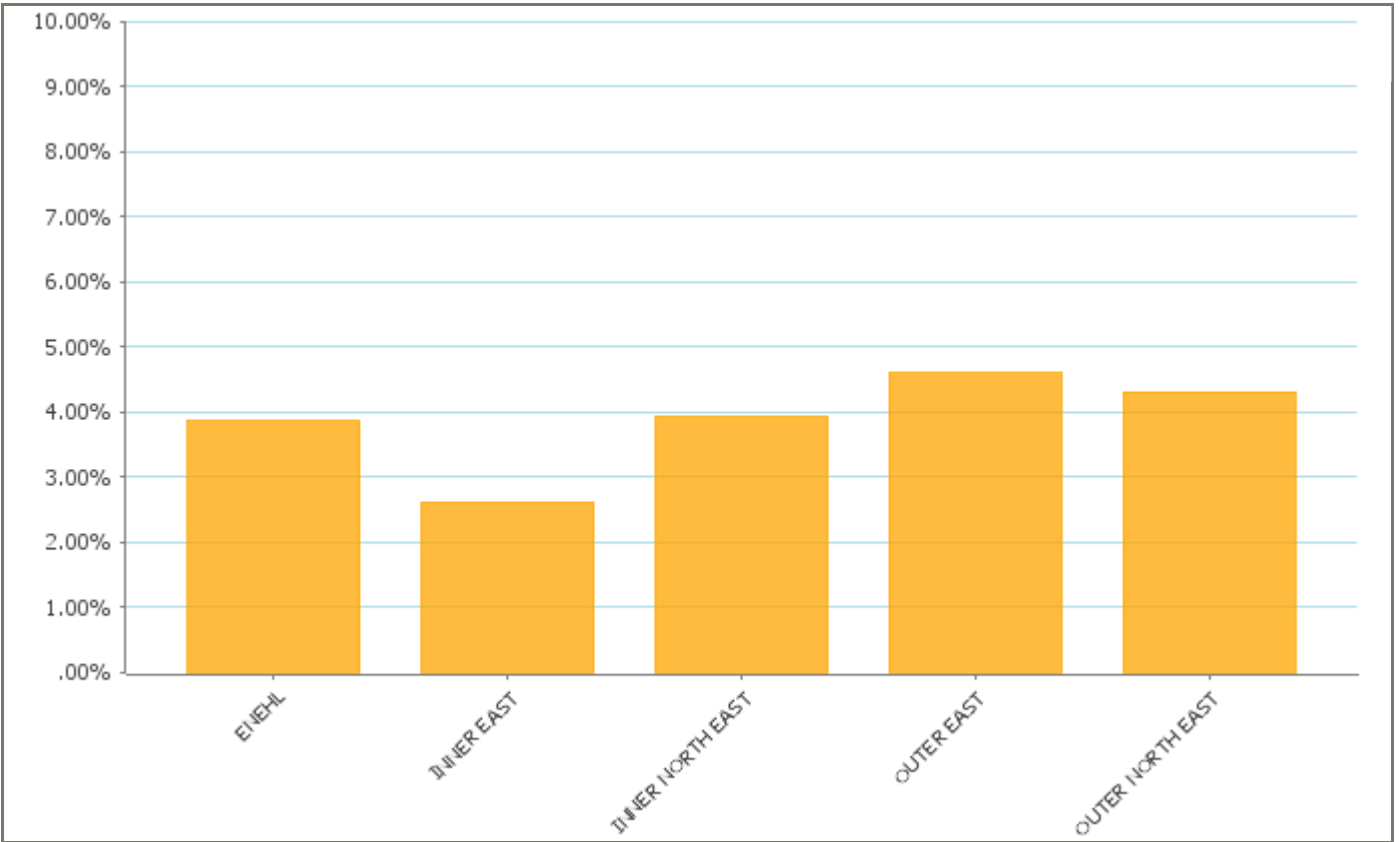
**Definition**

This indicator measures the total amount of rent we collect over the total amount due. The total amount of rent due is based on the current financial years rent charge plus debt we didn't collect in previous years, less any rent due on empty properties.

We want performance on this indicator to be as high as possible.

**Performance Indicator**

% of Tenants With 7+ Rent Arrears



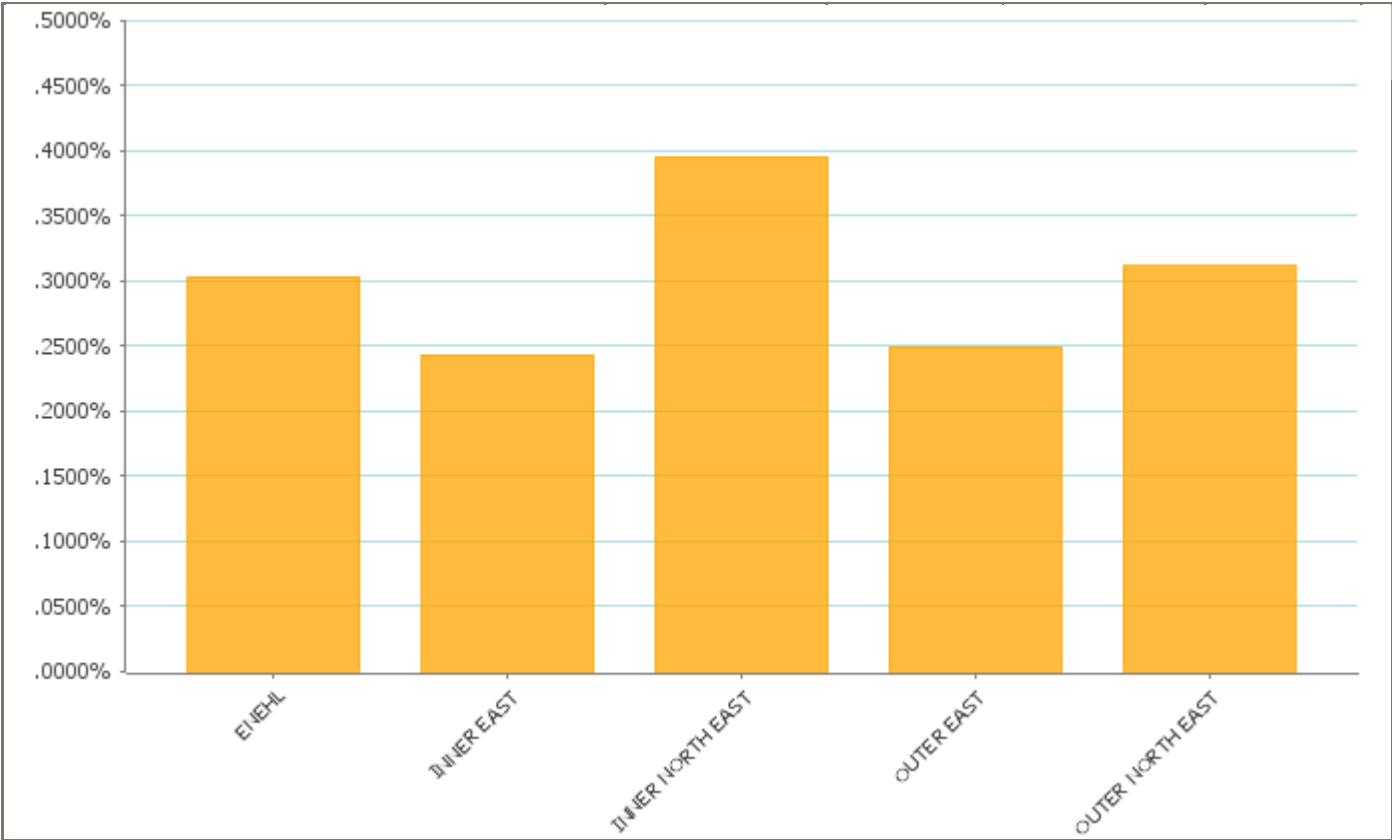
Performance Indicator	Current Target	Performance		Status
% With 7+ Rent Arrears ENEHL		3.92%	May 2011	
% With 7+ Rent Arrears INNER EAST		2.78%	May 2011	
% With 7+ Rent Arrears INNER NORTH EAST		3.92%	May 2011	
% With 7+ Rent Arrears OUTER EAST		4.81%	May 2011	
% With 7+ Rent Arrears OUTER NORTH EAST		4.21%	May 2011	

**Definition**

This indicator shows the number of tenants who owe 7 or more weeks rent as a percentage of the total number of tenants.

We want performance on this indicator to be as low as possible.

<b>Performance Indicator</b>	% Tenants Evicted as a Percentage of all ENEHL Tenants
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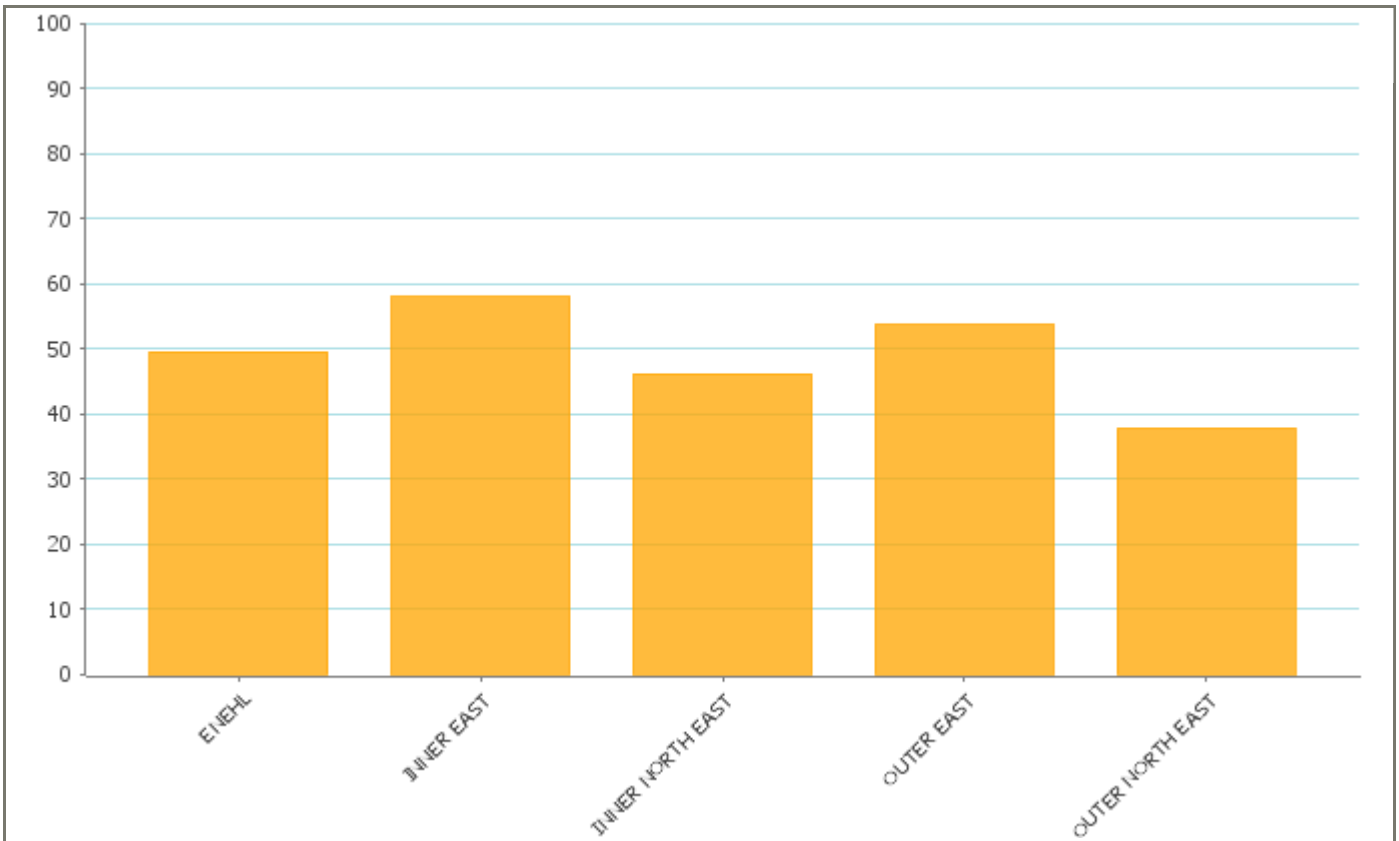


Performance Indicator	Current Target	Performance		Status
Evictions ENEHL	.2900%	.0580%	May 2011	
Evictions INNER EAST	.2900%	.0660%	May 2011	
Evictions INNER NORTH EAST	.2900%	.0790%	May 2011	
Evictions OUTER EAST	.2900%	.0230%	May 2011	
Evictions OUTER NORTH EAST	.2900%	.0620%	May 2011	

**Definition**

This indicator shows the total number of tenants evicted as a result of rent arrears as a percentage of the total number of tenants in that area. It is a cumulative calculation throughout the year.

We want performance on this indicator to be as low as possible.

**Performance Indicator****Gross Relet Times**

Performance Indicator	Current Target	Performance		Status
GROSS RELET TIMES ENEHL	50	57.82	May 2011	
GROSS RELET TIMES INNER EAST	60	61.88	May 2011	
GROSS RELET TIMES INNER NORTH EAST	50	53.34	May 2011	
GROSS RELET TIMES OUTER EAST	55	64.73	May 2011	
GROSS RELET TIMES OUTER NORTH EAST	35	50.59	May 2011	

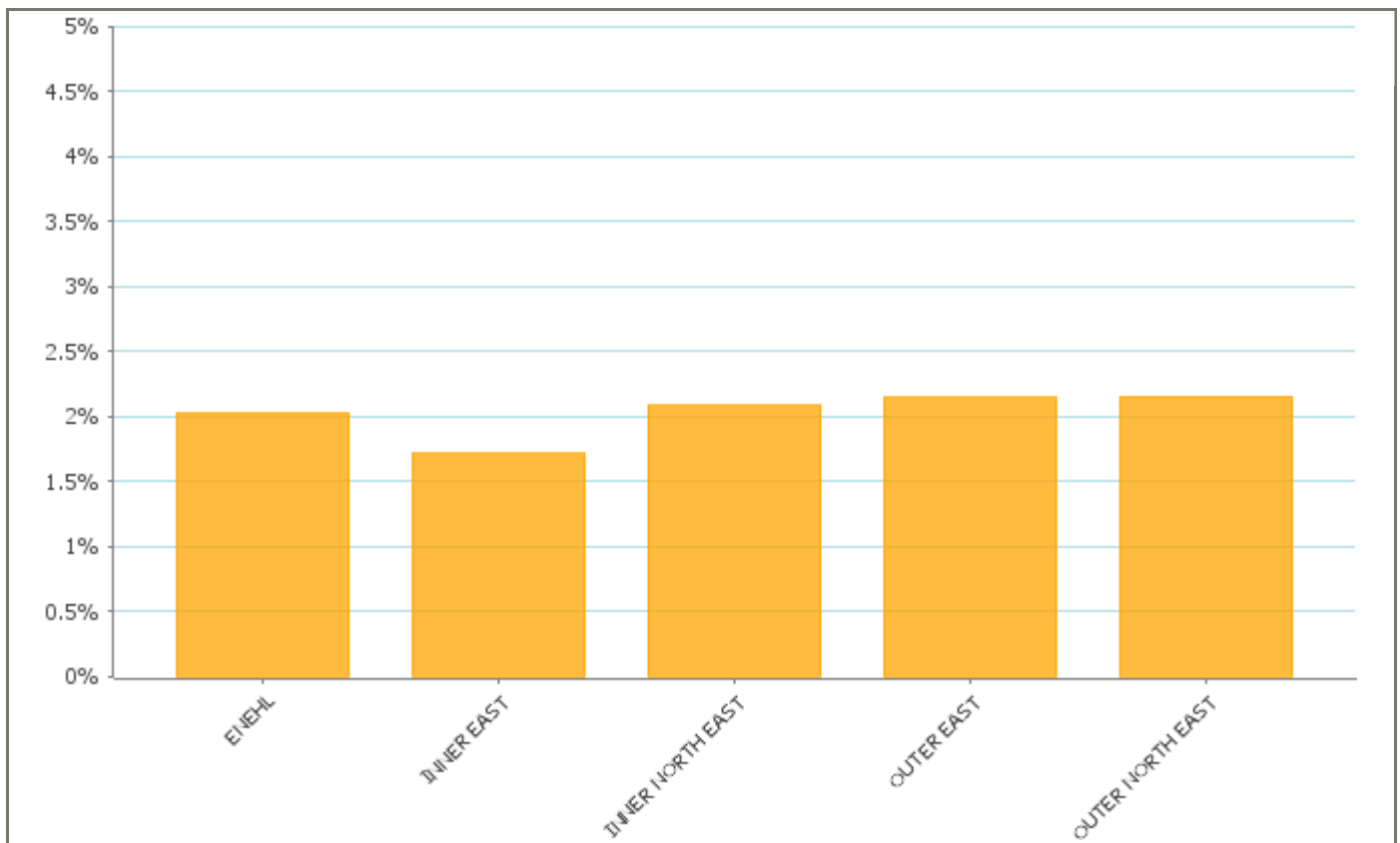
**Definition**

This indicator measures the average length of time in days from the last tenancy ending to the next tenancy starting.

We want performance on this indicator to be as low as possible.

**Performance Indicator**

**Rent Arrears**



Performance Indicator	Current Target	Performance		Status
Rent Arrears as a % of the rent due ENEHL	1.9%	2.14%	May 2011	
Rent Arrears as a percentage of the rent due INNER EAST	1.9%	1.77%	May 2011	
Rent Arrears as a percentage of the rent due INNER NORTH EAST	1.9%	2.2%	May 2011	
Rent Arrears as a percentage of the rent due OUTER EAST	1.9%	2.38%	May 2011	
Rent Arrears as a percentage of the rent due OUTER NORTH EAST	1.9%	2.23%	May 2011	

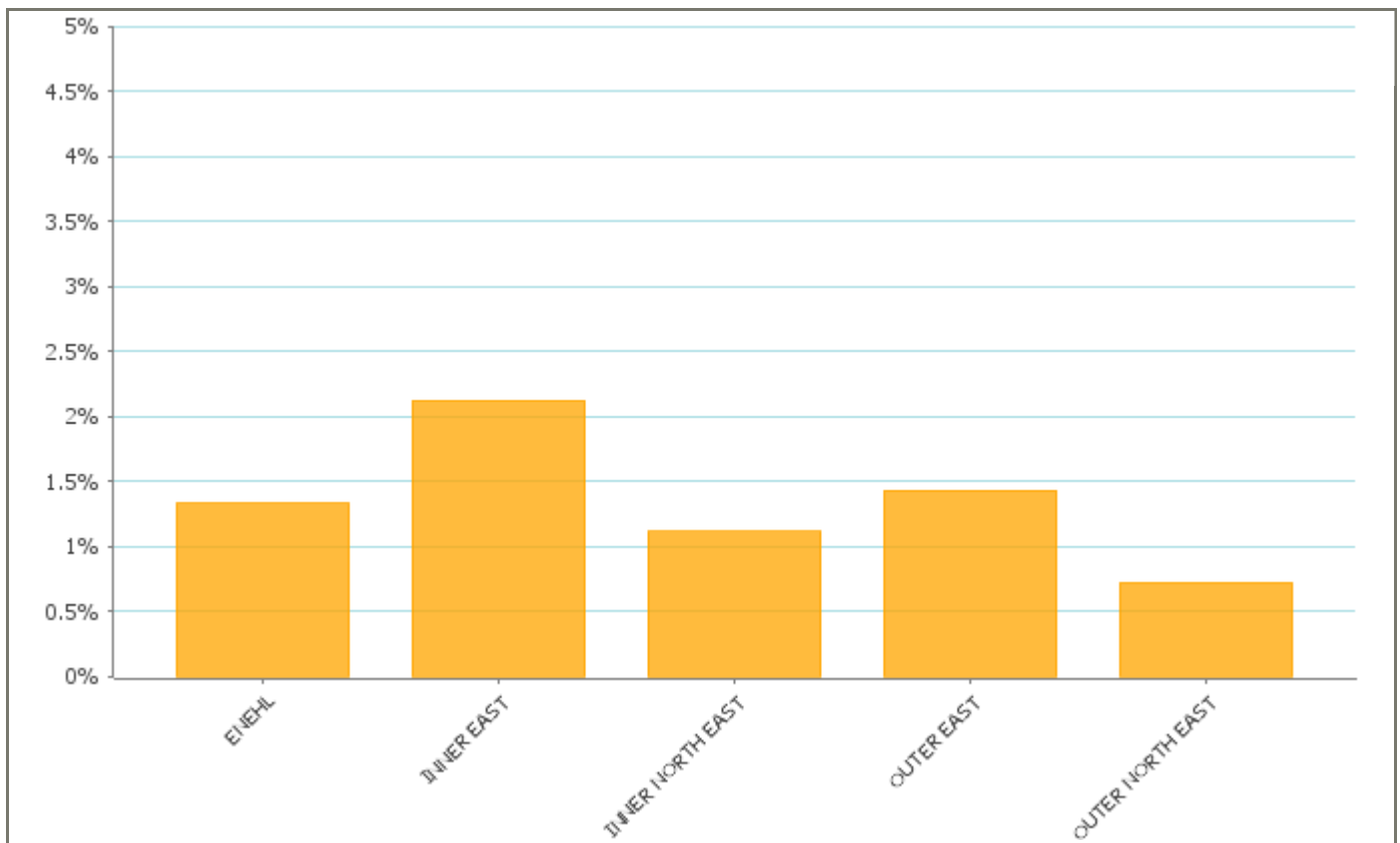
**Definition**

This shows the total debt as a percentage of the rent roll. The rent roll is the total amount of rent we could collect on all our properties. This includes empty properties.

We want performance on this indicator to be as low as possible.

**Performance Indicator**

Rent Loss



Performance Indicator	Current Target	Performance		Status
% RENT LOST FROM VOIDS ENEHL	1.2%	1.6%	May 2011	
% RENT LOST FROM VOIDS INNER EAST	1.75%	2.36%	May 2011	
% RENT LOST FROM VOIDS INNER NORTH EAST	1.1%	1.15%	May 2011	
% RENT LOST FROM VOIDS OUTER EAST	1.25%	2.02%	May 2011	
% RENT LOST FROM VOIDS OUTER NORTH EAST	0.7%	0.95%	May 2011	

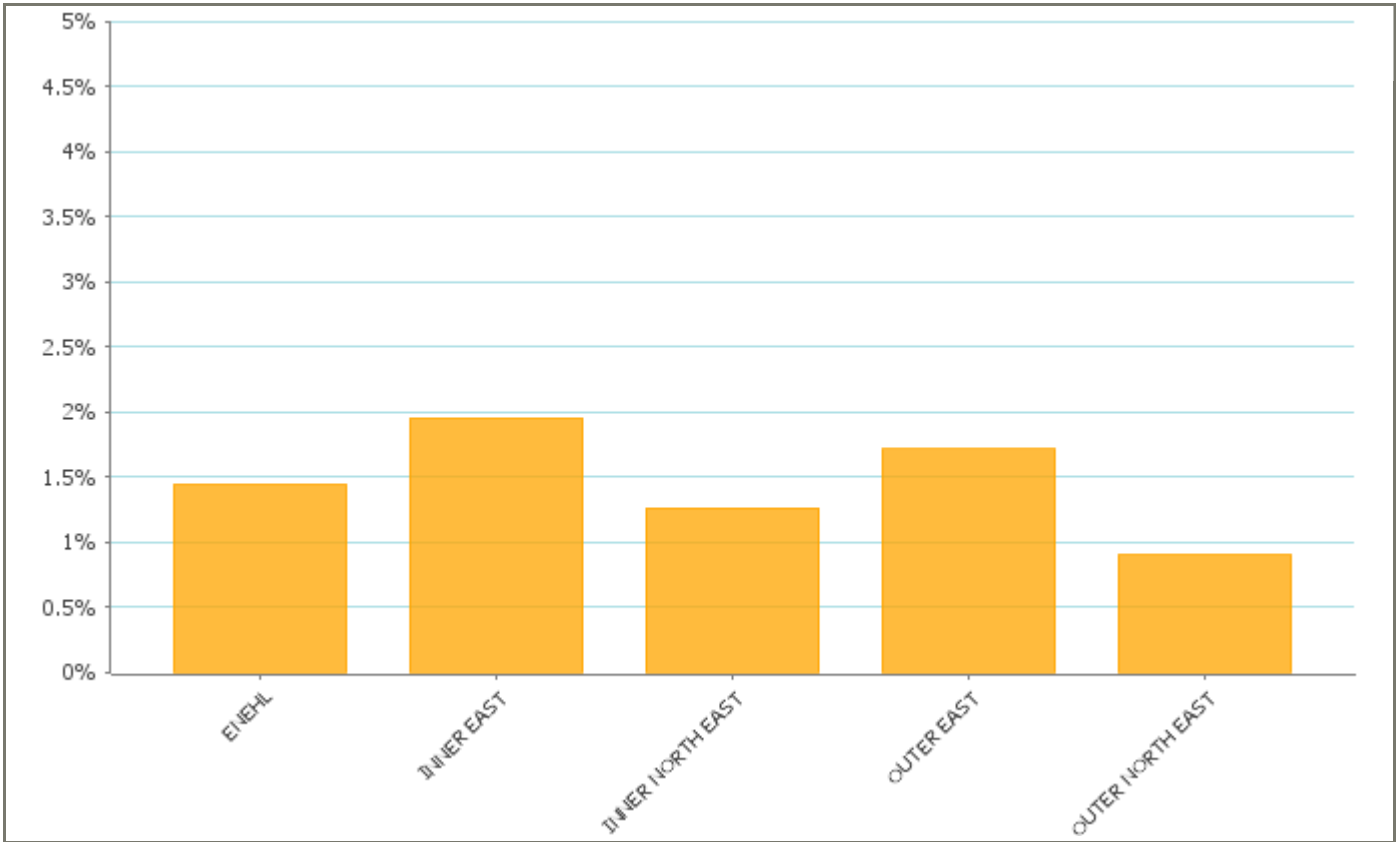
**Definition**

This indicator measures the rent due from empty properties if they were tenanted as a percentage of the rent roll.

We want performance on this indicator to be as low as possible.

**Performance Indicator**

Voids



Performance Indicator	Current Target	Performance		Status
% Voids ENEHL	1.1%	1.42%	May 2011	
% Voids INNER EAST	1.4%	2.11%	May 2011	
% Voids INNER NORTH EAST	1.1%	1.1%	May 2011	
% Voids OUTER EAST	1.2%	1.8%	May 2011	
% Voids OUTER NORTH EAST	0.7%	0.74%	May 2011	

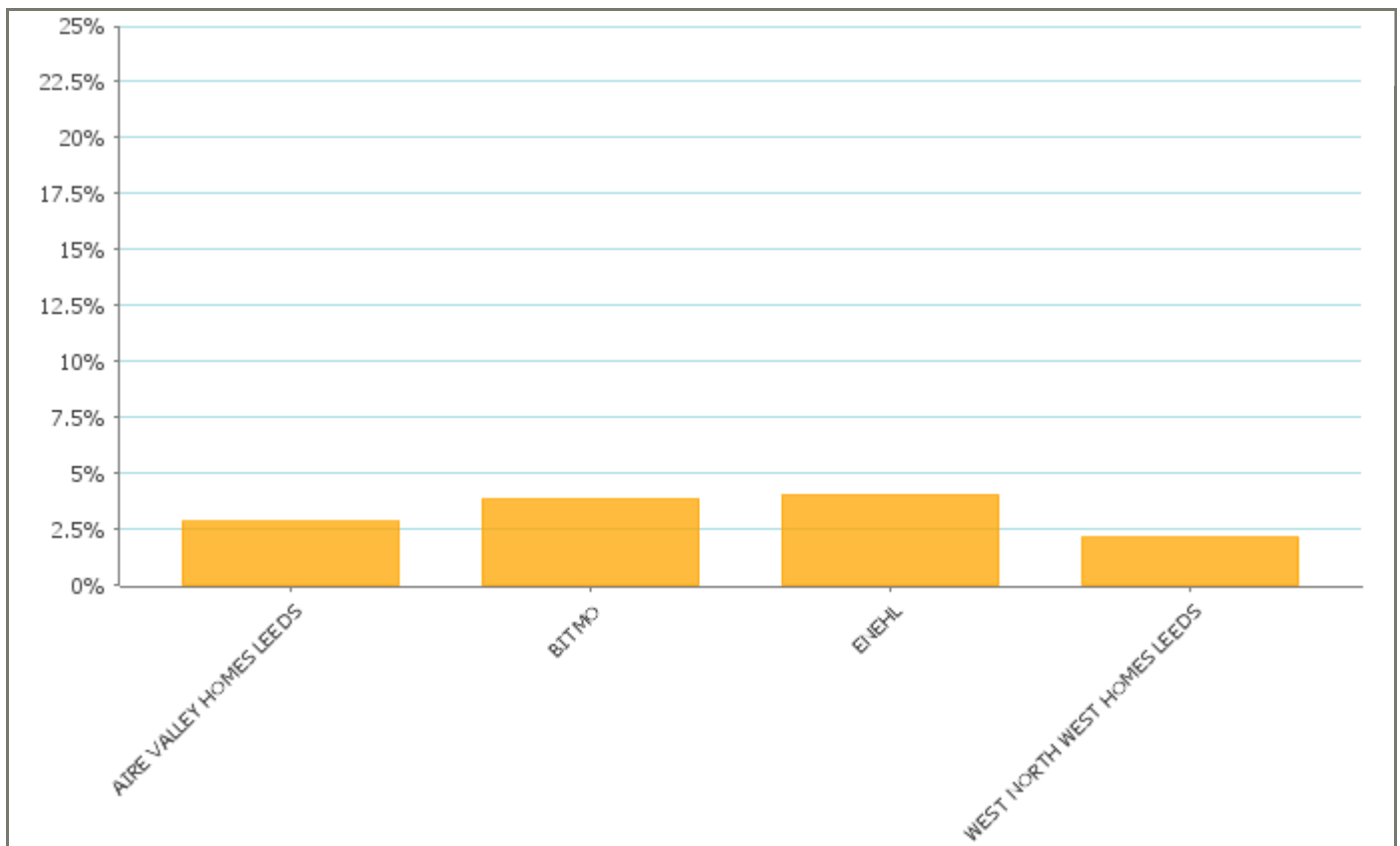
**Definition**

The percentage of empty properties as a proportion of the total stock.

We want performance on this indicator to be as low as possible.

**Performance Indicator**

Decency - Proportion of Homes Non Decent



Performance Indicator	Current Target	Performance		Status
Proportion of Homes Non-Decent Aire Valley Homes	3%	2.14%	May 2011	✓
Proportion of Homes Non-Decent BITMO	5%	2.91%	May 2011	✓
Proportion of Homes Non-Decent East North East Homes	4%	3.72%	May 2011	✓
Proportion of Homes Non-Decent West North West Homes	4%	2.76%	May 2011	✓

**Definition**

The percentage of our homes which do not meet the Decency Standard.

We want performance on this indicator to be as low as possible.