



How are we performing in 2009/2010?

End of November update

Indicator	Target 2009/2010	Current Performance	On Target?	Trend
Repairs and Maintenance				
Properties with an up-to-date gas certificate	100%	99.53%	☹️	↔️
Customers satisfied with our repairs service	92.5%	94.47%	😊	↔️
Repairs completed within target time	97%	98.03%	😊	↔️
Re-Letting Empty Properties				
Average time we took to let properties	30 days	26.49 days	😊	↑
Customer Care				
Complaints acknowledged within 2 days	100%	100%	😊	↔️
Length of time taken to answer a telephone call by Reception	10 seconds	5.62 seconds	😊	↔️
Rent Collection				
Rent collected	99%	99.91%	😊	↓
Rent arrears of our current tenants	3%	2.97%	😊	↑

Key

😊	Performance is better than target	↑	Performance is improving
☹️	Performance just below target	↔️	Performance has remained steady
☹️	Poor Performance	↓	Performance is declining

Are We Providing You With The Right Type of Performance Information?

What we would like to know from you is whether : -

- this is the type of performance information you want to see
- there is other performance information you would like to know
- you understand the information provided
- the information provided could be improved

To discuss the issue further please contact Graeme Freeman on 0151 261 2100 or at graeme.freeman@ventureha.co.uk with your views on how the performance information provided could be improved.