



# How are we performing in 2009/2010?

End of January update

| Indicator  | Target 2009/2010 | Current Performance | On Target? | Trend |
|--|------------------|---------------------|------------|-------|
| <b>Repairs and Maintenance</b>                               |                  |                     |            |       |
| Properties with an up-to-date gas certificate                | 100%             | 99.16%              | ☹️         | ↓     |
| Customers satisfied with our repairs service                 | 92.5%            | 94.05%              | 😊          | ↔️    |
| Repairs completed within target time                         | 97%              |                     |            |       |
| <b>Re-Letting Empty Properties</b>                           |                  |                     |            |       |
| Average time we took to let properties                       | 30 days          | 26.52 days          | 😊          | ↓     |
| <b>Customer Care</b>   |                  |                     |            |       |
| Complaints acknowledged within 2 days                        | 100%             | 100%                | 😊          | ↔️    |
| Length of time taken to answer a telephone call by Reception | 10 seconds       | 5.5 seconds         | 😊          | ↑     |
| <b>Rent Collection</b>                                       |                  |                     |            |       |
| Rent collected   | 99%              | 99.24%              | 😊          | ↑     |
| Rent arrears of our current tenants                          | 3%               | 3.36%               | ☹️         | ↔️    |

## 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](mailto:graeme.freeman@ventureha.co.uk) with your views on how the performance information provided could be improved.