

How are we performing in 2010/2011?



End of May update

Indicator	Target 2010/2011	Current Performance	On Target?	Trend
Repairs and Maintenance				
Properties with an up-to-date gas certificate	100%	100% 0 properties outstanding		
Customers satisfied with our repairs service	92.5%	96.40%		
Repairs completed within target time	98.5%	91.12%		
Re-Letting Empty Properties				
Average time we took to let properties	27 days	22.23 days		
Customer Care				
Complaints acknowledged within 2 days	100%	100%		
Length of time taken to answer a telephone call by Reception	10 seconds	6 seconds		
Rent Collection				
Rent collected	100%	99.76%		
Rent arrears of our current tenants	3%	2.29%		

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.