

How are we performing in 2010/2011?



End of June update

| Indicator | Target 2010/2011 | Current Performance | On Target? | Trend |
|---|------------------|---------------------------------|------------|-------|
| Repairs and Maintenance | | | | |
| Properties with an up-to-date gas certificate | 100% | 99.9% 1 property outstanding | | |
| Customers satisfied with our repairs service | 92.5% | 94.56% | | |
| Repairs completed within target time | 98.5% | 96.33% | | |

| | | | | |
|--|---------|------------|--|--|
| Re-Letting Empty Properties | | | | |
| Average time we took to let properties | 27 days | 22.07 days | | |

| | | | | |
|---|------|-------|--|--|
| Customer Care | | | | |
| Complaints acknowledged within 2 days | 100% | 95% | | |
| Calls answered within 10 second customer service target | 100% | 89.6% | | |

| | | | | |
|-------------------------------------|------|--------|--|--|
| Rent Collection | | | | |
| Rent collected | 100% | 99.75% | | |
| Rent arrears of our current tenants | 3% | 2.18% | | |

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.