



How are we performing in 2010/2011?

End of August update

Indicator	Target 2010/2011	Current Performance	On Target?	Trend
Repairs and Maintenance				
Properties with an up-to-date gas certificate	100%	100%	😊	↑
Customers satisfied with our repairs service	92.5%	94.67%	😊	↔
Repairs completed within target time	98.5%	99.07%	😊	↔
Re-Letting Empty Properties				
Average time we took to let properties	27 days	23.26 days	😊	↓
Customer Care				
Complaints acknowledged within 2 days	100%	100%	😊	↑
Calls answered within 10 second customer service target	100%	92.23%	😐	↑
Rent Collection				
Rent collected	100%	100.15%	😊	↑
Rent arrears of our current tenants	3%	2.13%	😊	↑

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.