

# How are we performing in 2011/2012?



## End of December update

Indicator	Target 2011/2012	Our Performance	Middle performers*	How we compare to others	Our Performance Trend
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Tenant Involvement and Empowerment					
Average time taken to answer a telephone call	Within 10 seconds	5.49 seconds	7.68 seconds		
% of tenants satisfied that their views are taken into account	68%	68.3%	66.00%		

Homes					
Properties with an up-to-date gas certificate	100%	99.91%	100%		
Customers satisfied with our repairs service	85%	91.27%	80.90%		
Repairs completed within target time	98.5%	98.15%	98.04%		
Appointments kept as % of appointments made	99.5%	97.47%	98.79%		

Tenancy					
Average time we took to let properties	23 days	18.84 days	26.92 days		
Current tenant rent arrears	4%	3.21%	3.00%		
% of tenants satisfied with landlord's services overall	87%	83.9%	84.40%		

Value for Money					
Rent collected	100%	97.51%	99.90%		
% of rent lost through properties being empty	0.9%	0.66%	0.89%		
% jobs right first time	88%	88.96%	91.00%		

### Key

	Better than average performance		Our Performance is improving
	Around Average performance		Our Performance has remained steady
	Worse than average performance		Our Performance is declining

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

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.

\* - Performance compared to all English Housing Associations with a stock base up to 2500 units. Data as at 30 September 2011, acquired from Housemark website 08 November 2011