

1. Housing Services Performance Summary

MHP

Dec-09

Housing Services

Performance Indicator	Unit / Sum Type	Target Aim
1 R - General needs arrears % Income	%	Below Target
5 R - General needs voids as % of GN stock Allocations	%	Below Target
11 P - Routine repairs completed in target % Repairs	%	Above Target
13 L - Gas safety - % overdue LGSR Asset mngmnt	%	Below Target
14 L - % non compliance with gas servicing proce Asset mngmnt	%	Below Target
16 R - Average SAP2005 rating for GN stock Asset mngmnt	Number	Above Target
17 R - % stock failing Decent Homes Asset mngmnt	%	Below Target
20 P - Calls per 100 homes Customer services	Number	Below Target
25 R - % overall satisfaction with repairs service Repairs	%	Above Target
Overall RAG status		

	MHT London	Spirita	Clapham Park H	Granta Housing	PI Measure basis
Yr end tgt	6.00%	5.25%	6.00%	3.50%	
PI Value	6.78%	7.04%	7.56%	5.90%	Month
Yr end tgt	1.48%	2.00%	4.78%	0.50%	
PI Value	1.53%	5.40%	4.77%	1.77%	Month
Yr end tgt	97.0%	97.0%	97.0%	100%	
PI Value	83.9%	78.4%	80.0%	100.0%	YTD
Yr end tgt	0.5%	0.5%	0.5%	0.5%	
PI Value	0.58%	0.83%	1.58%	0.51%	Month
Yr end tgt	0.0%	0.0%	0.0%	0.0%	
PI Value	0.16%	0.63%	0.53%	0.00%	Month
Yr end tgt	75.0	n/a	n/a	73.0	
PI Value	67.7	67.7	59.5	71.2	Month
Yr end tgt	On target for 5% failure at end of 2010 (1)				
PI Value	11.20%	7.90%	78.20%	0.00%	Month
Yr end tgt	70	70	120	200	
PI Value	97	79	116	228	Month
Yr end tgt	95.0%	95.0%	95.0%	90.0%	
PI Value	81.3%	97.9%	90.5%	n/a	Month
	MHT London	Spirita	Clapham Park H	Granta Housing	