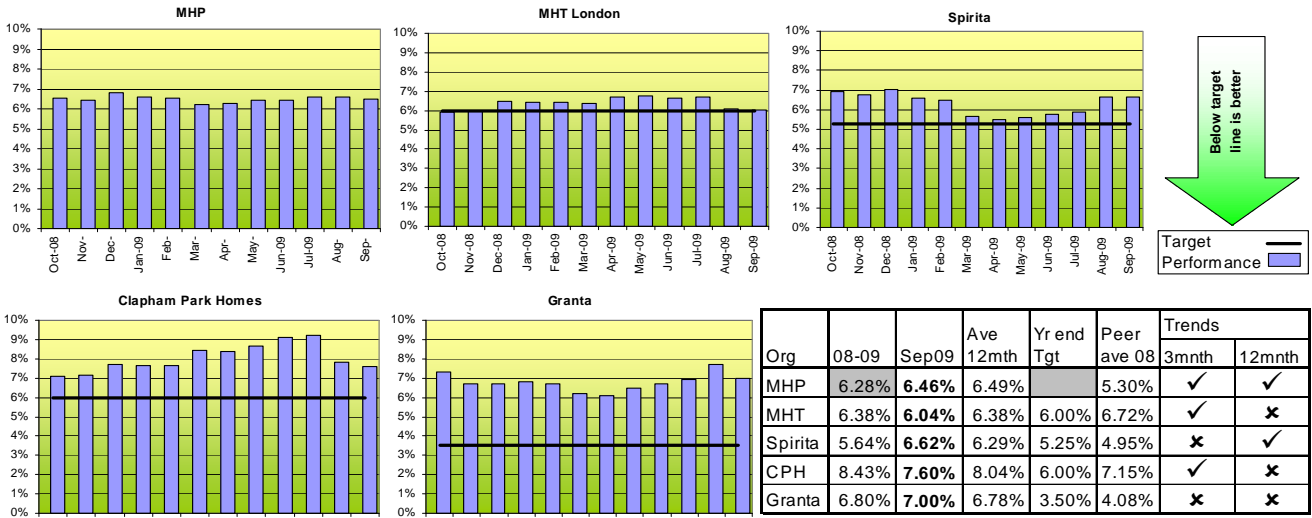


1: R - General needs arrears %

MHP

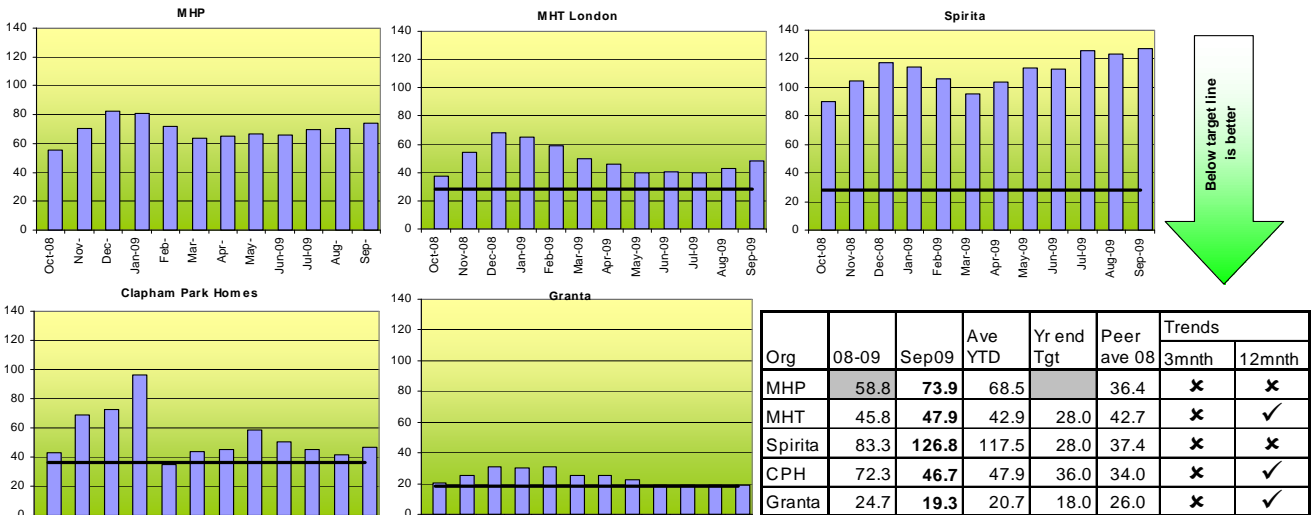


Rent arrears of current General Needs social housing tenants as a percentage of rent roll

✓ = performance improving
✗ = performance not improving

7: P - GN Relet times (3 month ave)

MHP

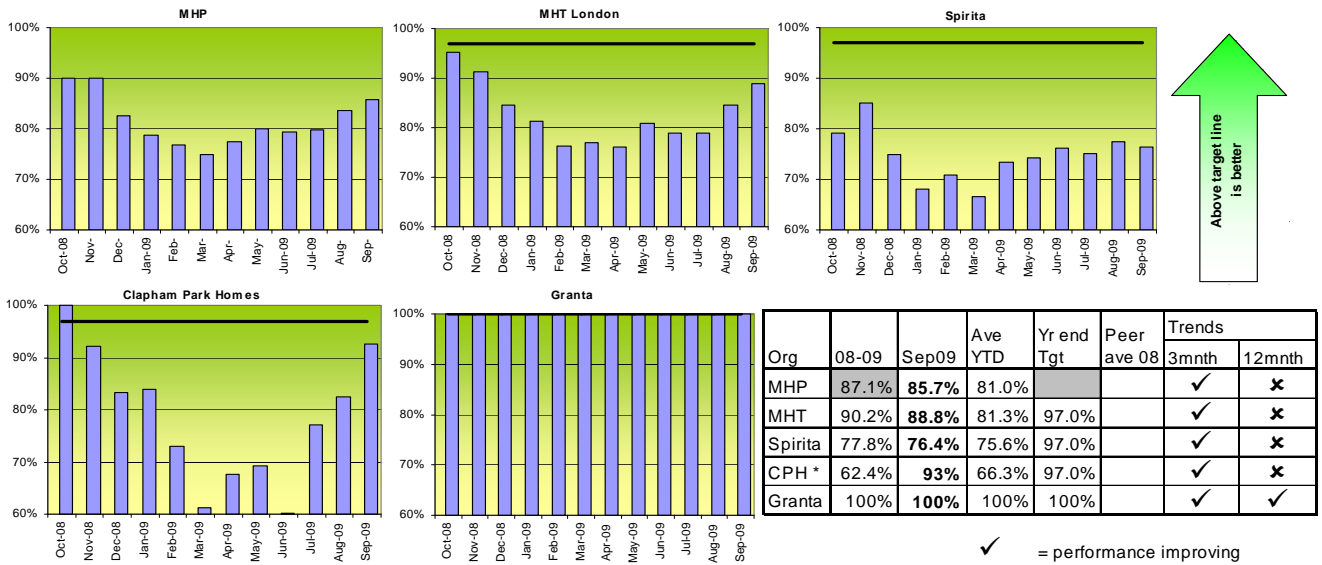


Ave calendar days to relet a managed General Needs dwelling (3 month rolling ave)
(May 08 onwards - calendar days (not working days), consistent with HC PI guidelines)

✓ = performance improving
✗ = performance not improving

11: P - Routine repairs completed in target %

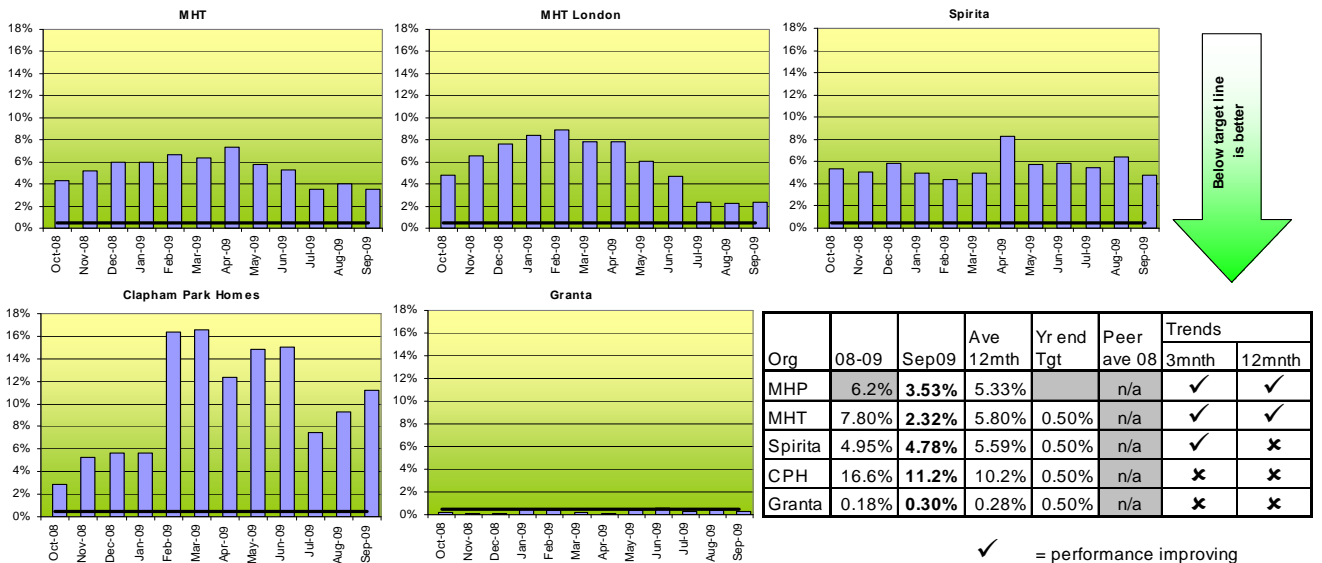
MHP



% age of routine repairs (P2A & P3) completed within target (<14 days & 28 days respectively).
 * CPH reporting for MHT priorities from Oct 08 onwards.

13: L - Gas safety - % appliance without LGSR

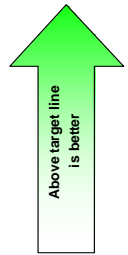
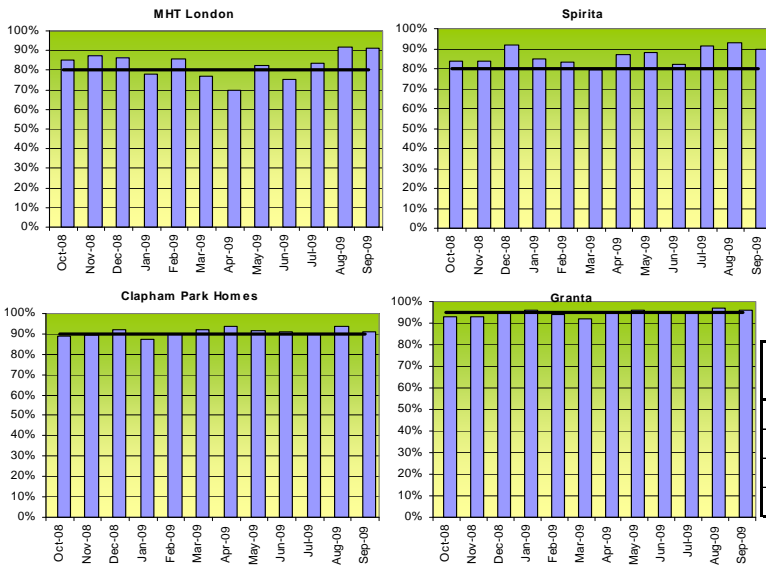
MHP



An overdue gas appliance check does not, in itself, mean that MHP would be legally liable for a connected gas incident. MHT would be liable if we have failed to take reasonable steps to gain access to the appliance.

18: P - Call response rates %

MHP



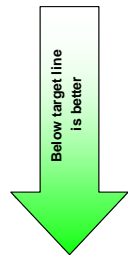
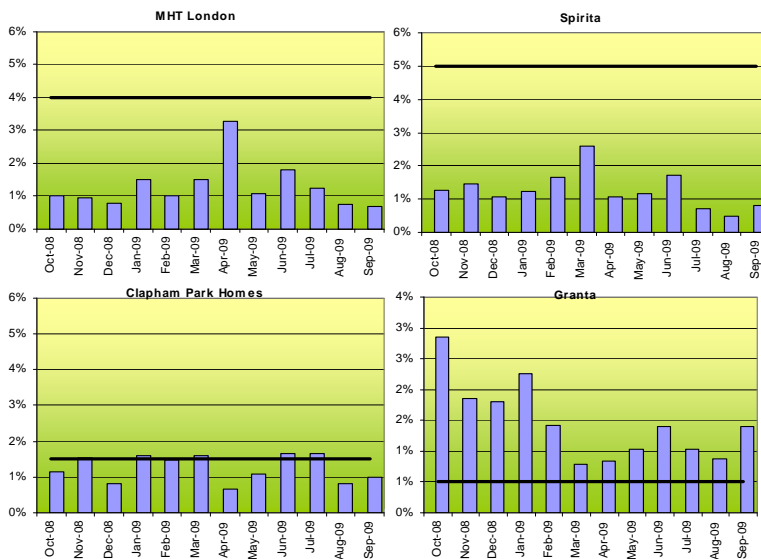
Org	08-09	Sep09	Ave YTD	Yr end Tgt	Peer ave 07	Trends	
						3mnth	12mnth
MHT	88.6%	91.0%	82.7%	85.0%	n/a	✓	✓
Spirita	80.1%	90.0%	86.6%	80.0%	n/a	✗	✓
CPH	91.9%	91.2%	90.9%	90.0%	n/a	✓	✓
Granta	92.0%	96.0%	94.8%	95.0%	n/a	✓	✓

✓ = performance improving
✗ = performance not improving

Proportion of calls answered within 20 seconds as a percentage of all calls answered.

19: P - Call abandon rates %

MHP



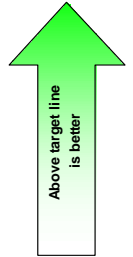
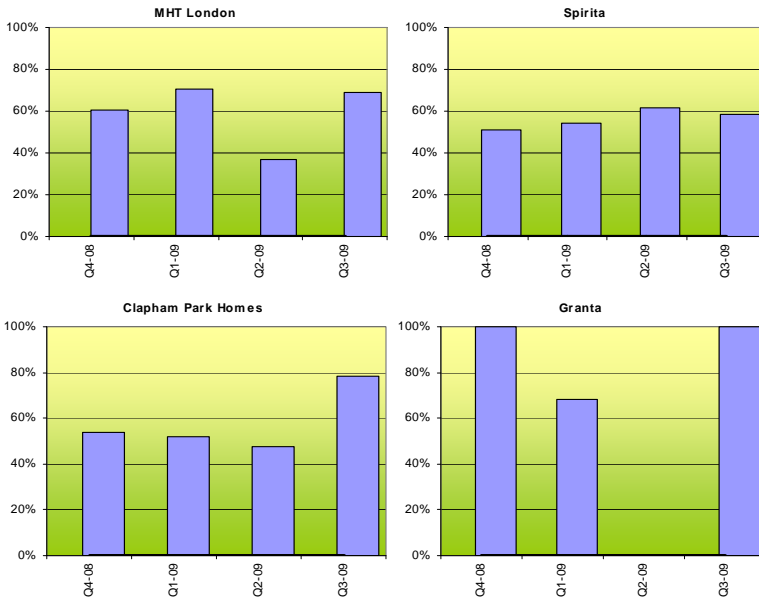
Org	08-09	Sep09	Ave 12mth	Yr end Tgt	Peer ave 07	Trends	
						3mnth	12mnth
MHT	0.7%	0.7%	1.3%	4.0%	n/a	✓	✗
Spirita	3.1%	0.8%	1.3%	5.0%	n/a	✗	✓
CPH	1.2%	1.0%	1.3%	1.5%	n/a	✓	✓
Granta	1.5%	1.4%	1.5%	0.5%	n/a	✗	✓

✓ = performance improving
✗ = performance not improving

Proportion of calls abandoned after 20 seconds as a percentage of all calls received.

24: P - % Complaints closed in timescale

MHP



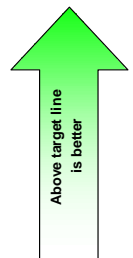
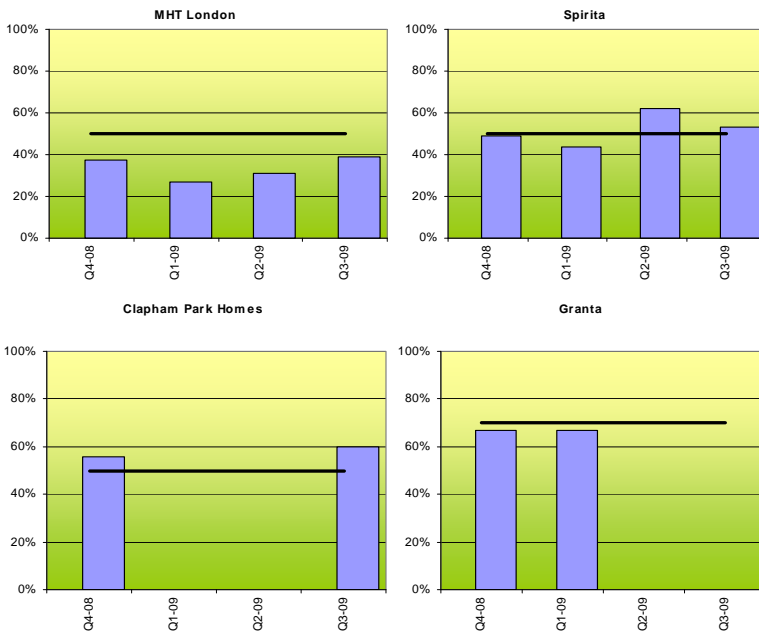
Org	08-09	Q3-09	Ave 12mth	Target	Trend 12mth
MHT	64%	69%	59%	n/a	✗
Spirita	52%	58%	56%	n/a	✓
CPH	55%	78%	58%	n/a	✓
Granta	78%	100%	89%	n/a	➔

- ✓ = performance improving
- ✗ = performance not improving

Percentage of complaints closed within timescale.

26: P - % Satisfaction with handling of ASB report

MHP



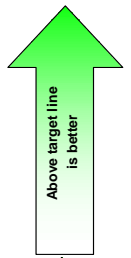
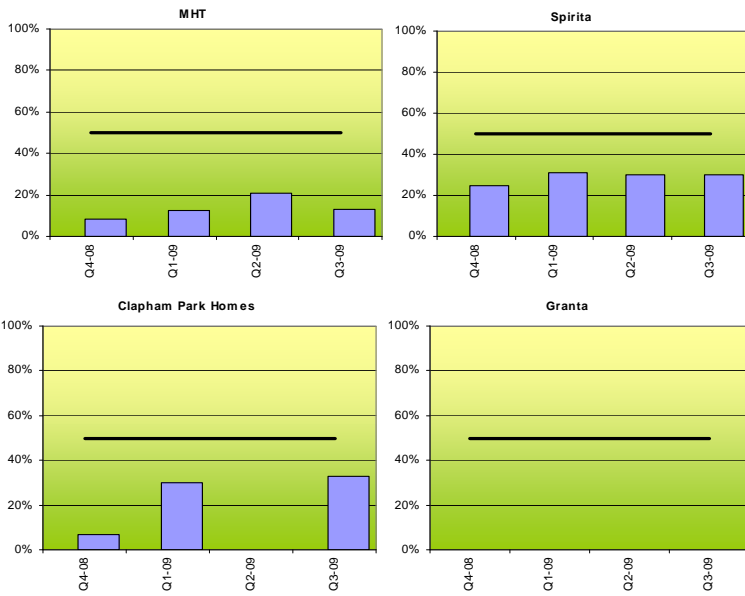
Org	08-09	Q3-09	Year	Target	Trend 12mth
MHT	39%	39%	34%	50%	✓
Spirita	45%	53%	52%	50%	✓
CPH	58%	60%	58%	50%	☐
Granta	67%	no data	67%	70%	☐

- ✓ = performance improving
- ✗ = performance not improving

Proportion of ASB complainants satisfied with the way the case was handled.

27: P - % Satisfaction with handling of complaints

MHP



Org	08-09	Q3-09	Year	Target	Trend 12mth
MHT	12%	13.0%	13.6%	50.0%	✓
Spirita	31%	30.0%	29.0%	50.0%	✓
CPH	30%	33.0%	23.2%	50.0%	□
Granta	n/a	no data	n/a	50.0%	□

% age of complainants satisfied with the way the complaint was handled. From Sep08 - revised complaints survey.