

HOME GROUP LTD PERFORMANCE TRENDS 2010/11

Performance Measure	Performance at March 2010	Actual performance during 2010/11				Are we better than at the start of the year?	What target have we set for March 2011?	Did we get to where we wanted to be?
		Quarter 1 June 2010	Quarter 2 September 2010	Quarter 3 December 2010	Quarter 4 March 2011			
Proportion of houses with a gas safety certificate	97.97%	99.59%	99.61%	99.90%	99.93%		100%	
Proportion of houses with a Legionella assessment	95.24%	100%	100%	100%	100%		100%	
Proportion of houses with a solid fuel certificate	98.50%	97.00%	96.69%	97.81%	99.33%		100%	
Proportion of houses which meet the Decent Homes Standard	96.3%	98.0%	99.50%	100%	100%		100%	
Proportion of Customer Services houses which are occupied	97.5%	97.78%	98.03%	98.20%	99.17%		98%	
Loss of rent from empty Customer Services properties	1.49%	1.23%	1.07%	0.86%	0.80%		1.4%	
Loss of rent from empty Care and Support properties	6.02%	7.04%	5.55%	5.28%	5.60%		6.20%	
Repairs carried out on time	93.1%	96.79%	97.12%	96.82%	97.19%		96.5%	
Rent and service charge arrears for social housing	4.25%	4.17%	4.06%	4.92%	3.87%		3.50%	
Rent and service charge arrears for Care and Support	5.94%	5.86%	6.19%	6.65%	4.70%		5.00%	
Sickness absence year to date	5.03%	4.62%	4.50%	4.56%	4.44%		4.00%	

We've also set up a follow up a telephone check with a sample of customers who have had repairs carried out. This is carried out every week by an independent company to help us measure a number of different things including customer satisfaction and whether the repair was carried out in response to just one report being made (right first time). Results and feedback from customers help us improve what matters most.

Performance Measure	Performance at May 2010	Actual performance during 2010/11				Are we better than at the start of the year?	What target have we set for March 2011?	Did we get to where we wanted to be?
		Quarter 1 June 2010	Quarter 2 September 2010	Quarter 3 December 2010	Quarter 4 March 2011			
Overall satisfaction	84%	83%	83%	80%	87%		85%	
Was the work done in response to just one request for action?	76%	83%	83%	78%	79%		80%	