

CORPORATE SERVICES - (ADMINISTRATION)
QUARTERLY REVIEW OF KEY PERFORMANCE TARGETS FOR 07/08

KEY OPERATIONAL TARGETS/OUTPUTS	TARGET / QUARTER	ACHIEVED QUARTER ONE	ACHIEVED QUARTER TWO	ACHIEVED QUARTER THREE	ACHIEVED QUARTER FOUR	TOTALS
To submit all corporate governance Returns on time.	3 per year	1	1	1	0	3
To ensure newsletters are sent out to Share Members	2 per year	0	1	1	0	2
To ensure newsletters are sent out to Tenants	4 per year	1	1	1	1	4
To ensure newsletters are sent out to Stakeholders	1 per year	1	0	0	0	1
To ensure newsletters are sent out to Factored Owners	1 / 2 / 3 / 4	1	1	1	1	4
To ensure all minutes of Management/Sub-Committee and internal meetings are produced within agreed times.		✓	✓	✓	✓	
Two Performance Newsletter per year to tenants	1st & 3rd	1 ✓		1 ✓		2
Update tenants satisfaction survey (10% sample)	4th				Tenders In	0
Chief Executive to submit all end of year reports (and mid-year updates) to Management Committee	2nd		✓		✓	2