

**PROPERTY SERVICES DEPARTMENT
REVIEW OF KEY PERFORMANCE TARGETS 06/07 AND TARGETS FOR 07/08**

| KEY OPERATIONAL TARGETS/OUTPUTS | TARGETS / QUARTER | ACHIEVED QUARTER ONE | ACHIEVED QUARTER TWO | ACHIEVED QUARTER THREE | ACHIEVED QUARTER FOUR | TOTALS |
|---|--|--|--|--|--|-----------------|
| % of common inspection visits achieved against target | 100% | 100% | 100% | 100% | 100% | Achieved |
| % of Repairs completed within published timescales: Emergency, Urgent & Routine | Targets Emergency: 99% Urgent: 98% | Emergency: 97.01% Urgent: 94.06% Routine: 92.09% | Emergency: 97.74% Urgent: 93.51% Routine: 91.22% | Emergency: 100% Urgent: 97.92% Routine: 97.52% | Emergency: 100% Urgent: 97.92% Routine: 97.52% | Achieved |
| Void Targets. | 21 days | 19.5 days | 19 days | 10 days | 18 days | Achieved |
| Quality control – repairs post inspections | 20% | 10% | 10% | 10% | 10% | Achieved |
| Waiting List Targets: % of applications processed within Target of 3 days | 100% | 100% | 100% | 98% | 100% | 99% |
| Waiting List Targets:% of applications live on the system within target of 21 days | 100% | 100% | 100% | 98% | 100% | 99% |
| Arrears: showing as % of rental income and cash outstanding | (3.86%) £200,000 | (4.48%) £231,914 | (4.57%) £236,713 | (4.52%) £234,053 | (4.5%) £234,000 | (4.5%) £234,000 |
| % of arrears visits achieved against target | 100% | 90% | 88% | 92% | 100% | 95% |
| % of New Tenant Post Allocation Visits completed | 100% | 92% | 88% | 86% | 100% | 90% |
| Nominations of net lets to NAC | 50% | 33% | 45% | 47% | 60% | 50% |
| % of nominations/section 5 referrals achieved within 5 working days on receipt of all information | 100% | 100% | 100% | 100% | 100% | 100% |
| Achieve % Customer Satisfaction | 94% | 96.34% | 97.48% | 97.05% | 97.00% | Achieved |