

OPERATIONAL PERFORMANCE REPORT
1 April 2008 – 31 March 2009



Victoria House, Homeless Persons' Facility

% tenants at our Victoria House Homeless Persons Facility who completed Customer Survey Forms

	Q1	Q2	Q3	Q4
Target %	80% (91 Tenants)	80% (88 Tenants)		
Actual Achieved %	36% (41 Tenants)	87% (96 Tenants)		

	Q1	Q2	Q3	Q4
Did We Meet Our Target?	No	Yes		
By What %?	44% (50 Tenants)	7% (8 Tenants)		

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