

How are we performing?

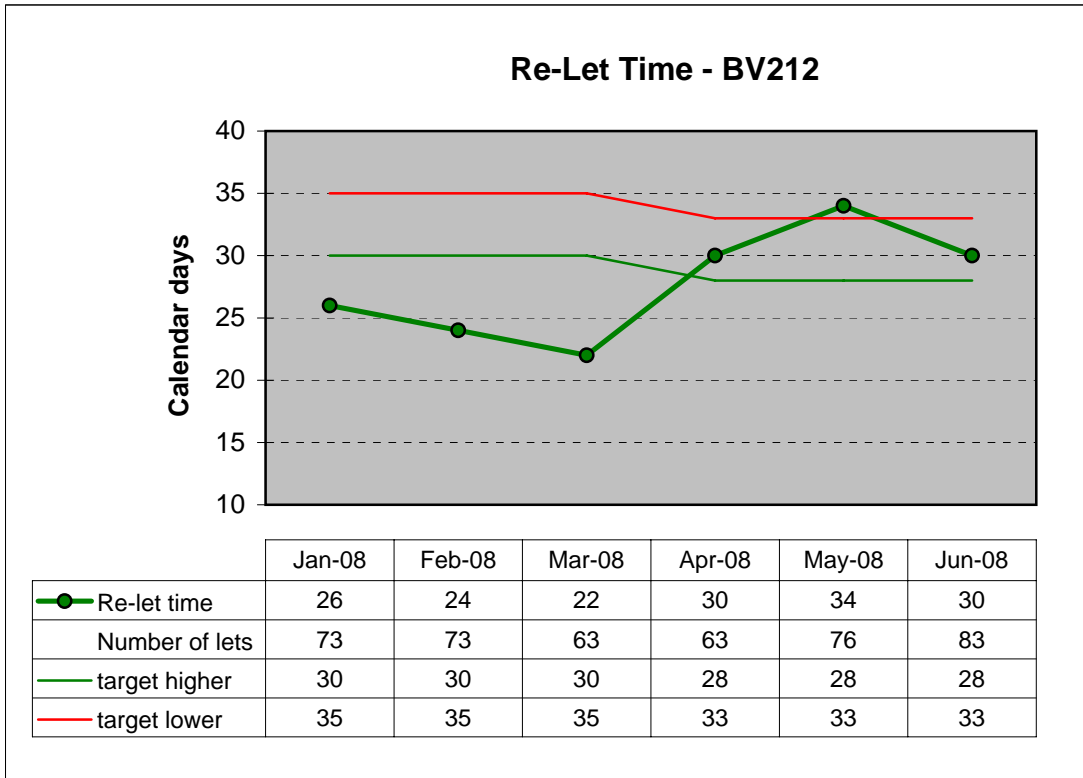
June 2008

Indicator	Description	Frequency	Top Quartile Performance	Target	Year End April 07 to March 08	April to May	June
EP1a	Re-let time - BV212	Monthly	31 days**	higher 28 days lower 33 days	31 days	● 34 days	● 30 days
Gas 3	Properties with a current service	Monthly	99.43%**	higher 100% lower 99%	99.1%	● 99.17%	● 99.52%
H4	Right-to-repair orders completed in time (xBV72)	Monthly	97.20%**	higher 97% lower 92%	n/a	● 95.30%	n/a
H5	Average time for non right-to-repair orders (xBV73)	Monthly	12.5 days**	higher 14 days lower 20 days	n/a	● 14 days	n/a
	Orders Raised	Monthly		e = 10% u = 20% r = 70%	n/a	● e = 26% ● u = 23% ● r = 51%	● e = 22% ● u = 21% ● r = 57%
RR3	Financial Variations	Monthly		higher 5% lower 7%	7.77%	● 4.71%	● 5.70%
TS1	Tenant satisfaction for all repairs & maintenance	Monthly	78.8%**	higher 95% lower 90%	95%	● 98.84%	● 99.14%
TS6	Response rate for all repairs & maintenance	Monthly	20%	20%	4%	● 3.67%	● 3.73%
BV8	% of invoices paid within 30 days	Monthly		100%	n/a	n/a	n/a
BV63	Energy efficiency - average SAP rating of authority dwelling	Quarterly	71.35**	75.6	75.4	n/a	● 75.5
BV184a	% of local authority homes which are non-decent	Quarterly	16.75%**	30%	56.65%	n/a	● 56.45%

** Top quartile performance from Major Cities Group at year end 2007/08

EP 1a Re-Let Time - BV212

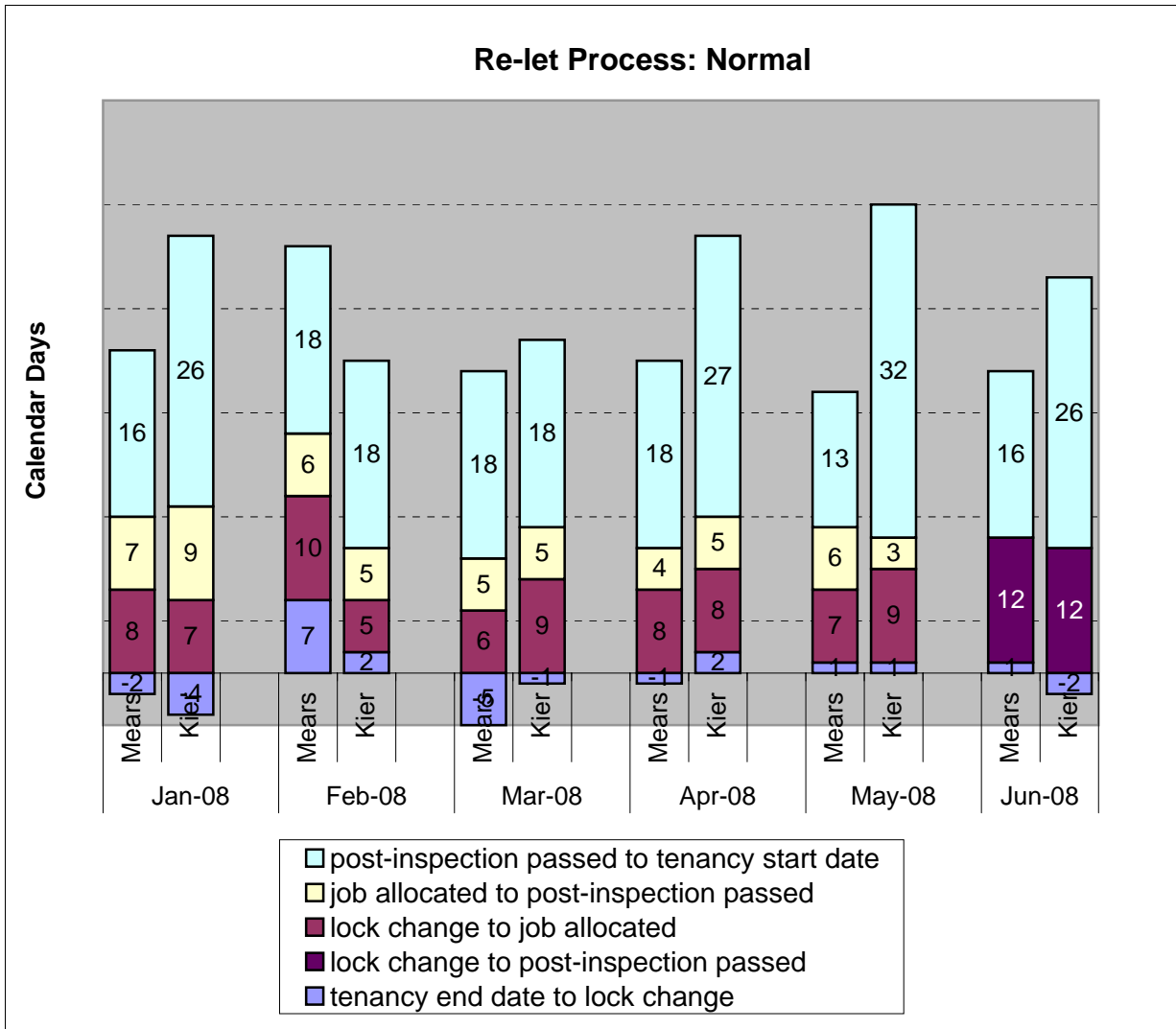
Description: Total time that a property is empty, from the day a tenancy ends to the day the new tenancy starts. In the instance of major repairs, the period is calculated from completion of the works. Mutual exchanges are excluded from this KPI.



Jun-08	no. of lets	turn around
General Needs	63	25 days
Sheltered	11	48 days
TACC	19	40 days

EP 1b Re-let - Process

Description: To demonstrate the proportion of re-let time for key elements in the empty property process.



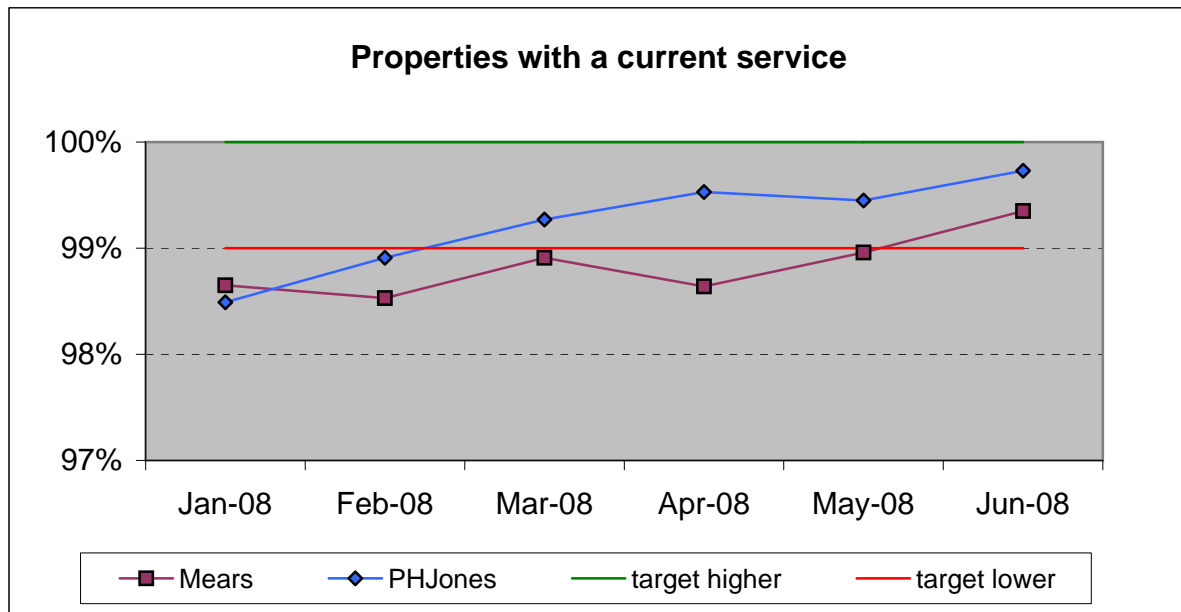
June	TED to LC	LC to PI	PI to TSD
Target	1	11	16
Mears - normal	1	12	16
Mears - major	2	39	2
Kier - normal	-2	12	26
Kier - major	-11	93	3

Gas 3 Properties with a Current Service

Description: The percent of all properties that require and hold a current gas safety certificate.

Method: for each constructor (number of properties - no of properties without a current service) / number of properties x 100

Source: B&HCC

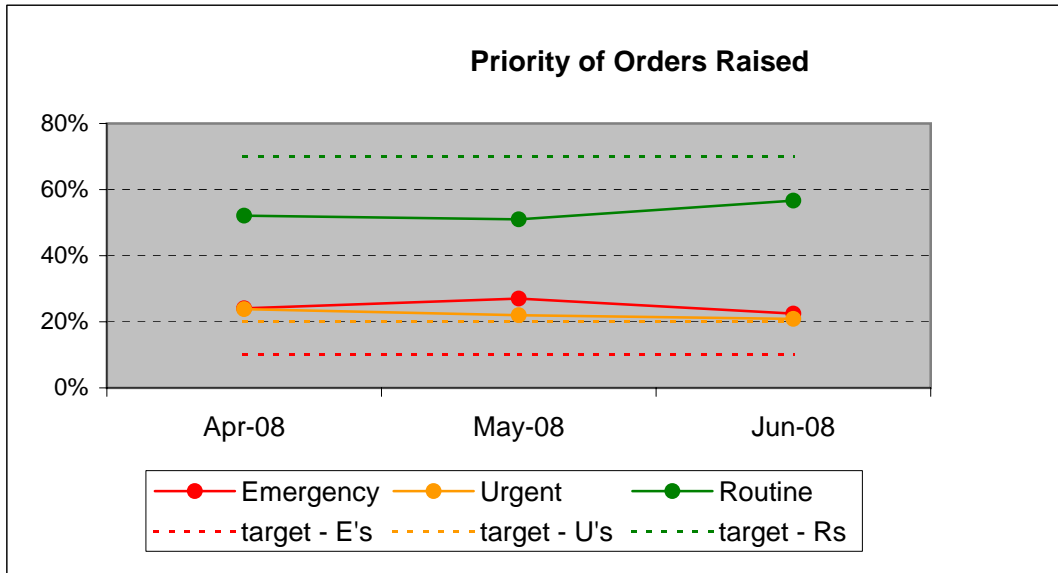


June	props w/out current service	total no of props	result
Mears	39	6040	99.35%
PHJones	12	4508	99.73%
Combined	51	10548	99.52%

Orders Raised

Description: The number of orders raised each month, in each priority group, as defined by the Audit Commission.

Source: OHMS report



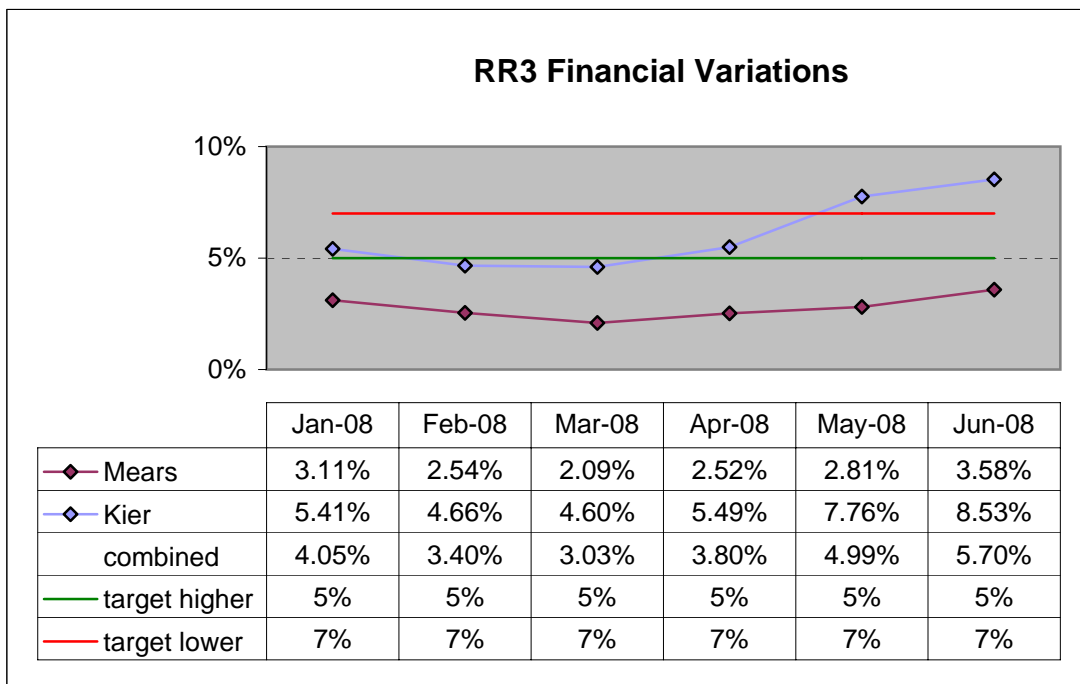
Jun-08			% of all orders target	
	Mears	Kier	orders	target
emergency	334	263	22%	10%
urgent	308	247	21%	20%
routine	823	684	57%	70%
total	1465	1194		

RR 3 Financial Variations

Description: Variations are additional works valued at £150 greater than the original order value, and are approved by surveyors.

Source: OHMS report

Method: number of approved variations/ total number of orders * 100.



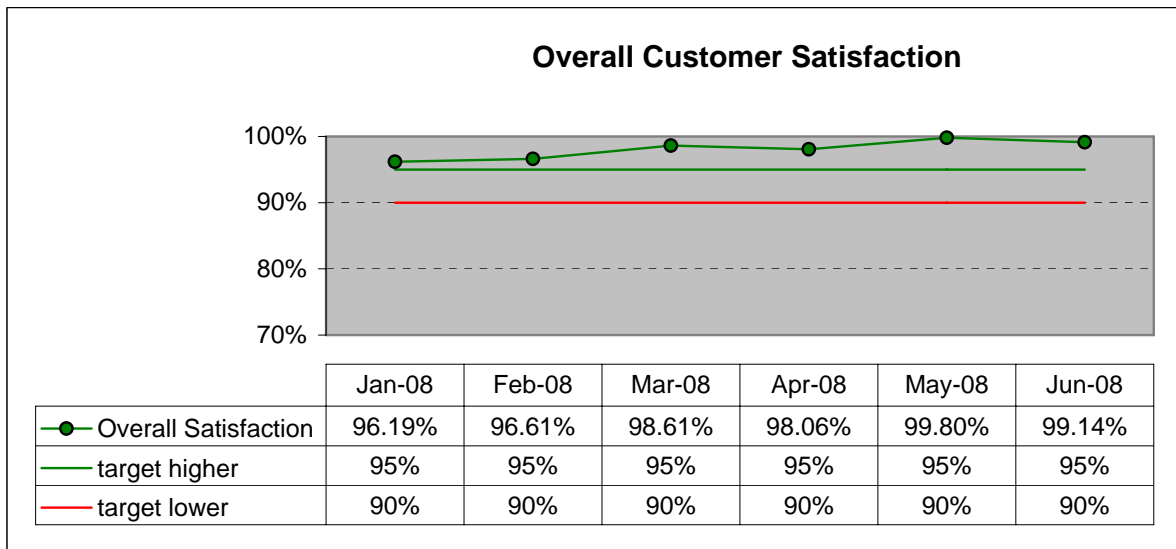
	No. variations approved	total number of orders	orders with variations
June			
Mears	51	1424	3.58%
Kier	91	1067	8.53%
Combined	142	2491	5.70%

TS1 Tenant Satisfaction for all Repairs & Maintenance

Description: Overall satisfaction with the Repairs & Maintenance service, excluding Planned Maintenance.

Source: B&HCC from OHMS report

Method: Number of responses with answer yes/ total no. of possible responses x 100



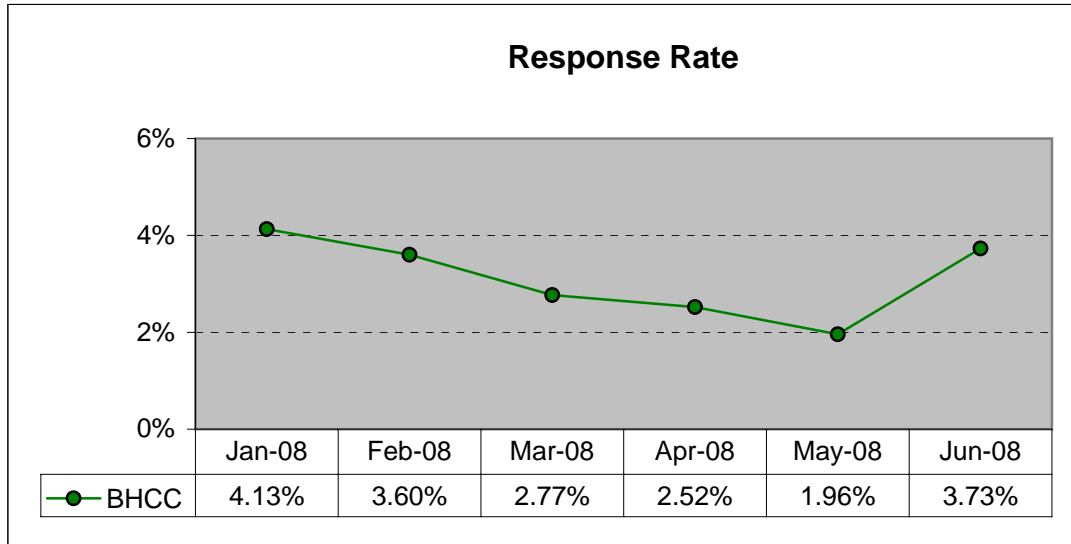
Jun-08	Yes	%	No	%	Not answered	%
Did council staff deal with your request correctly?	156	100.00%	0	0.00%	0	0%
Was an appt made?	155	99.36%	1	0.64%	0	0%
Was the appt kept?	154	98.72%	1	0.64%	1	0.64%
Was the work carried out as detailed?	154	98.72%	2	1.28%	0	0%
Was the work completed on time?	153	98.08%	1	0.64%	2	1.28%
Were the contractors polite & did they respect you & your property?	156	100.00%	0	0.00%	0	0.00%
Total		99.14%				

TS6 Response Rate

Description: Response rate to tenant receipt surveys for all Repairs & Maintenance

Source: B&HCC from OHMS report

Method: no. receipts returned / no. completed orders x 100



✘ The surveys used in this calculation include those that have been returned for communal areas, garages and parking.

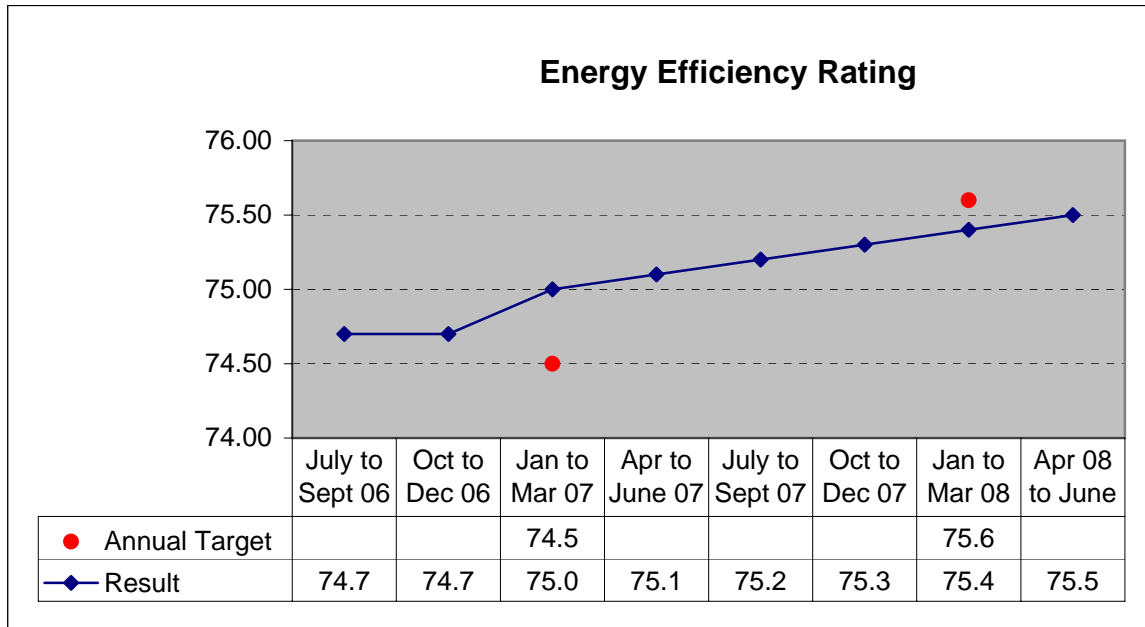
✘ There is a Project Group looking at ways to improve the collection and quality of feedback from residents across repairs and maintenance.

Jun-08	orders completed	receipts sent	receipts returned	returned of completed	returned of sent
block	491	13	0	0.00%	0.00%
communal area	6	0	0	0.00%	
dwelling	2626	2145	118	4.49%	5.50%
garage	16	0	0	0.00%	
parking space	4	0	0	0.00%	
repairs only	17	2	0	0.00%	0.00%
total	3160	2160	118	3.73%	5.46%

BV 63 Energy Efficiency of Homes (SAP rating)

Description: Energy efficiency of local authority homes using the SAP2001 calculation and methodology.

Source: B&HCC

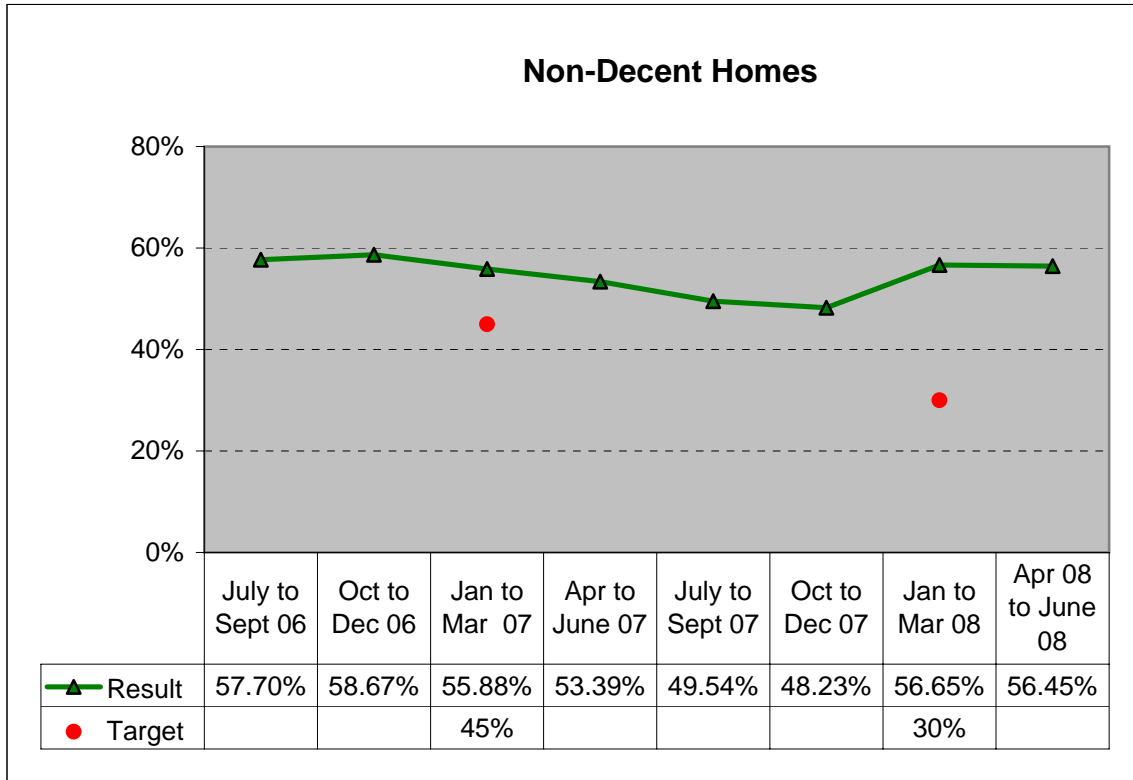


Period	Result
July to Sept 06	74.7
Oct to Dec 06	74.7
Jan to Mar 07	75.0
Apr to June 07	75.1
July to Sept 07	75.2
Oct to Dec 07	75.3
Jan to Mar 08	75.4
Apr 08 to June 08	75.5

BV 184a Non-Decent Homes

Description: Percent of Homes that are Non-Decent

Source: B&HCC



Period	Result
Jan to Mar 06	56.50%
Apr to June 06	56.50%
July to Sept 06	57.70%
Oct to Dec 06	58.67%
Jan to Mar 07	55.88%
Apr to June 07	53.39%
July to Sept 07	49.54%
Oct to Dec 07	48.23%
Jan to Mar 08	56.65%

⊗ targets will be revised when there is a decent homes investment strategy in place.