

SALVATION ARMY HOUSING ASSOCIATION KEY PERFORMANCE INDICATORS

Performance Indicator	December 2008	Target	Last Month	At a Glance
Emergency repairs completed in target (24 hours)	94%	98%	100%	✘
Three day repairs completed in target (3 days)	96%	98%	95%	✘
Urgent repairs completed in target (7 days)	88%	96%	91%	✘
Non urgent repairs completed in target (28 days)	96%	95%	98%	✔
Resident satisfaction with repairs	100%	90%	100%	✔
Proportion of empty homes / units	1.7%	2%	1.7%	✔
Rent lost from empty homes / units	1.6%	2%	1.7%	✔
Average time to re-let empty tenantable properties	12 days	17 days	12 days	✔
Homeless people successfully moved on	56%	75%	56%	✘
Proportion of rent collected	100%	100%	92%	✔
Total gross current tenants arrears	5.64%	5.5%	5.9%	✔
ASB complaints	11	-	1	-
Complaints	10	-	6	-
Satisfaction with complaint outcome	65%	75%	64%	✘
Satisfaction with complaint process	74%	90%	73%	✘
Proportion of abandoned telephone calls	1%	8%	1%	✔
Telephone calls answered within 6 rings	97%	85%	97%	✔