

# Performance Summary for April 2010

Indicator	Target	Result	On Target	Trend
Percentage of rent collected	91.35% Monthly	91.31%	Amber	↓
Percentage of homes decent	10.61% Quarterly	13.05%	Red	↑
Average relet times	50 days Quarterly	41.06 days	Green	↑
Percentage of urgent repairs completed with Gov't timescales	98.10% Year End	99.34%	Green	↑
Percentage of serviceable housing stock with a valid Gas Certificate	99.86% Quarterly	99.70%	Amber	↓

Indicator	Target	Result	On Target	Trend
Satisfaction with ASB case handling	80% Quarterly	96%	Green	↑
Percentage of non urgent repairs completed to target	97.50%	99.69%	Green	↑
Average waiting time in phone queue	50 sec Quarterly	117 Sec	Red	↓
Percentage of calls answered	95% Quarterly	88%	Red	↓
Percentage complaints resolved within 10 days	90%	69%	Red	↓
Percentage of estate inspections completed	90%	98.66%	Green	↓

## Significant Issues

1. Whilst our rent result seems low this was due to reporting times and does not take account of all rent collected.
2. We are continuing to work hard with the Contact Centre to make sure the service you receive improves.
3. Our improvement programme is set to make sure as many homes as possible meet the Governments Decency standard and all our homes will meet the standard by 2011.
4. We will be working hard on our complaints service to make sure your complaint is resolved within the 10 day target.

If you have any comments or enquiries about WNWHL's performance please contact Claire on 0113 2477513