









Charnwood Neighbourhood Housing



Top 10 Customer Performance Indicators

Performance From 1st April 2009 to 31st December 2009

Performance Indicator	Target 2009/10	Performance from 1 st April to 30th September 2009	Performance from 1 st April 2009 to 31 st December 2009	Are we getting better?	How do we compare to others?	Quartile Ranges
1. % of responsive repairs which are completed 'Right First Time'	90%	98.90%	99.18%		Top quarter of ALMOs	Top: Above 91.33% 2 nd : 86% to 91.33% 3 rd : 82.9% to 85.99% Bottom: Below 82.9%
2. % of responsive repairs completed within timescales	98%	97.64%	95.26%		4th quarter of ALMOs	Top: Above 98.74% 2 nd : 97.53% to 98.74% 3 rd : 95.7% to 97.52% Bottom: Below 95.7%
3. % of tenants whose properties have received a responsive repair satisfied with the service	85%	79.90%	80.16%		4 th quarter of ALMOs	Top: Above 86.6% 2 nd : 84% to 86.6% 3 rd : 81.6% to 83.9% Bottom: Below 81.6%
4. % of tenants whose properties have received a gas service repair satisfied with the service	85%	84%	83.38%		Bottom quarter of ALMOs	Top: Above 89.8% 2 nd : 88.9% to 89.8% 3 rd : 87.2% to 88.8% Bottom: Below 87.2%
5. % of tenants involved in activities.	35%	33.32%	33.32%	Stayed The Same	Not available at present	Not Applicable

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6. % of tenants satisfied with the outcome of their ASB complaint	70%	73.89%	76.34%		Top half of ALMOs	Top: Above 77.75% 2 nd : 72.5% to 77.75% 3 rd : 54.5% to 72.49% Bottom: Below 54.5%
7. % of tenants satisfied with the outcome of their Domestic Abuse complaint	80%	No surveys returned	No surveys returned	Not appropriate	Not available at present	Not Applicable
8. % of tenants satisfied with how their Service complaint was dealt with	75%	56.52%	47.80%		Bottom quarter of ALMOs	Top: Above 98.35% 2 nd : 77% to 98.35% 3 rd : 65.25% to 76.99% Bottom: Below 65.25%
9.% of new tenants satisfied with the allocation & letting process	70%	86.81%	80.47%		3rd quarter of ALMOs	Top: Above 94.5% 2 nd : 90% to 94.5% 3 rd : 78.74% to 89.99% Bottom: Below 78.74%
10. % of rent collected	98.60%	99.72%	98.84%		Top quarter of ALMOs	Top: Above 98.6% 2 nd : 98.15% to 98.6% 3 rd : 97.76% to 98.14% Bottom: Below 97.76%

This provides a snapshot of how Charnwood Neighbourhood Housing is performing against the top ten performance indicators chosen by tenants and residents.