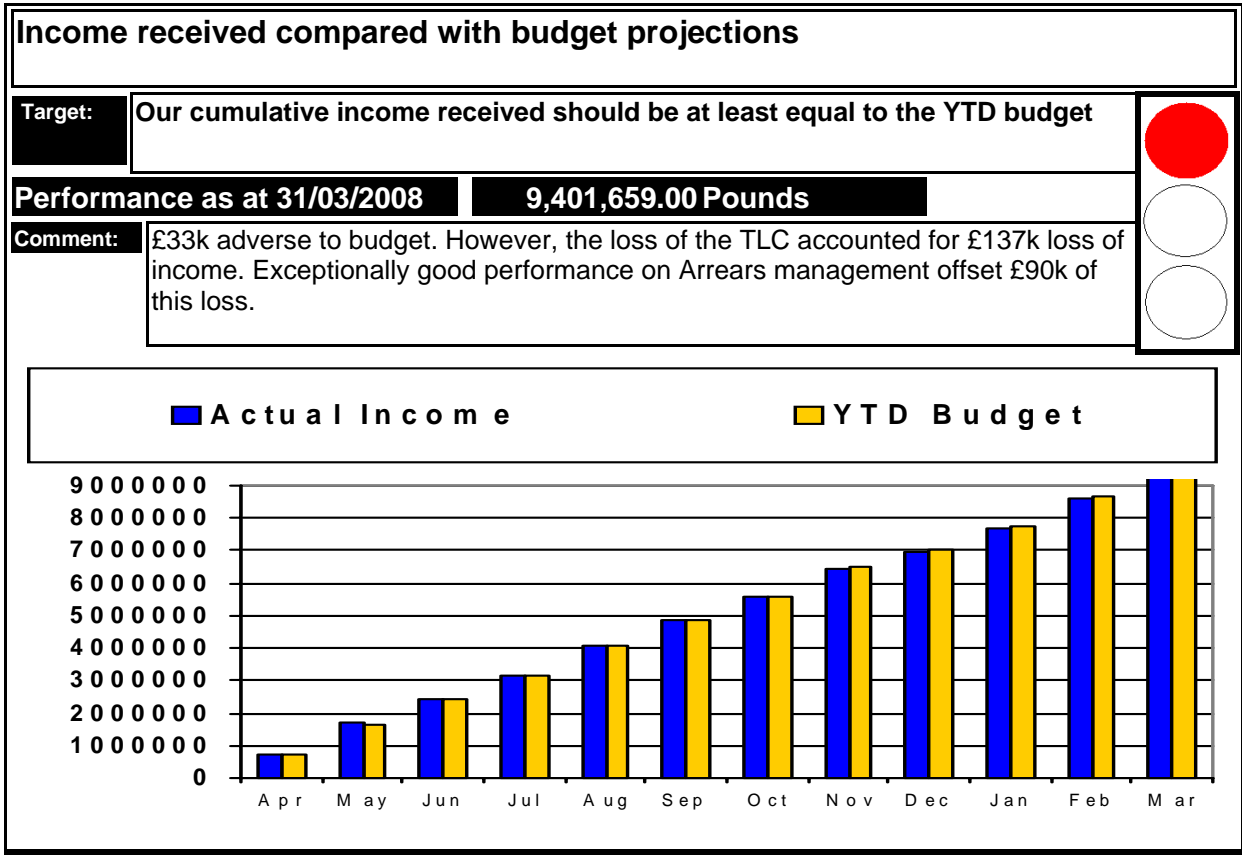
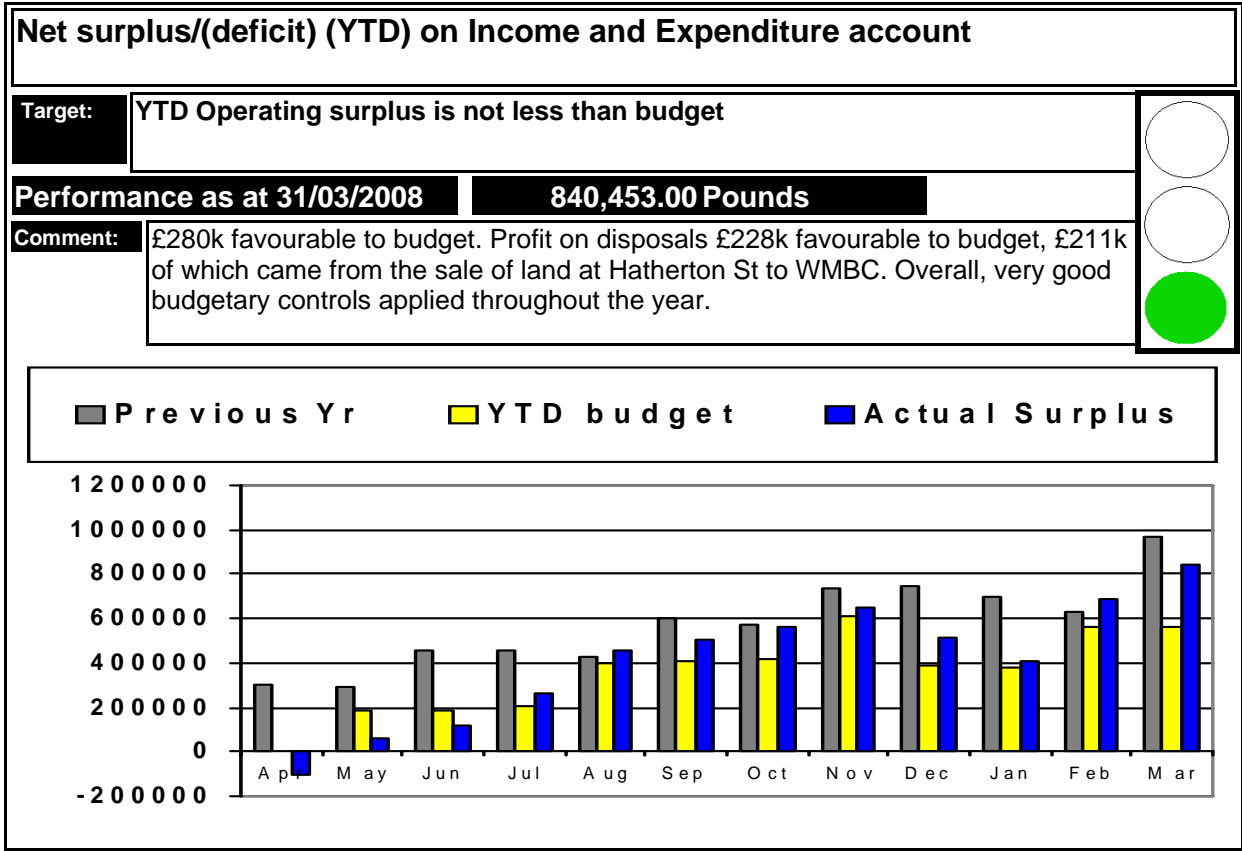


Performance for Year Ended 31st March 2008

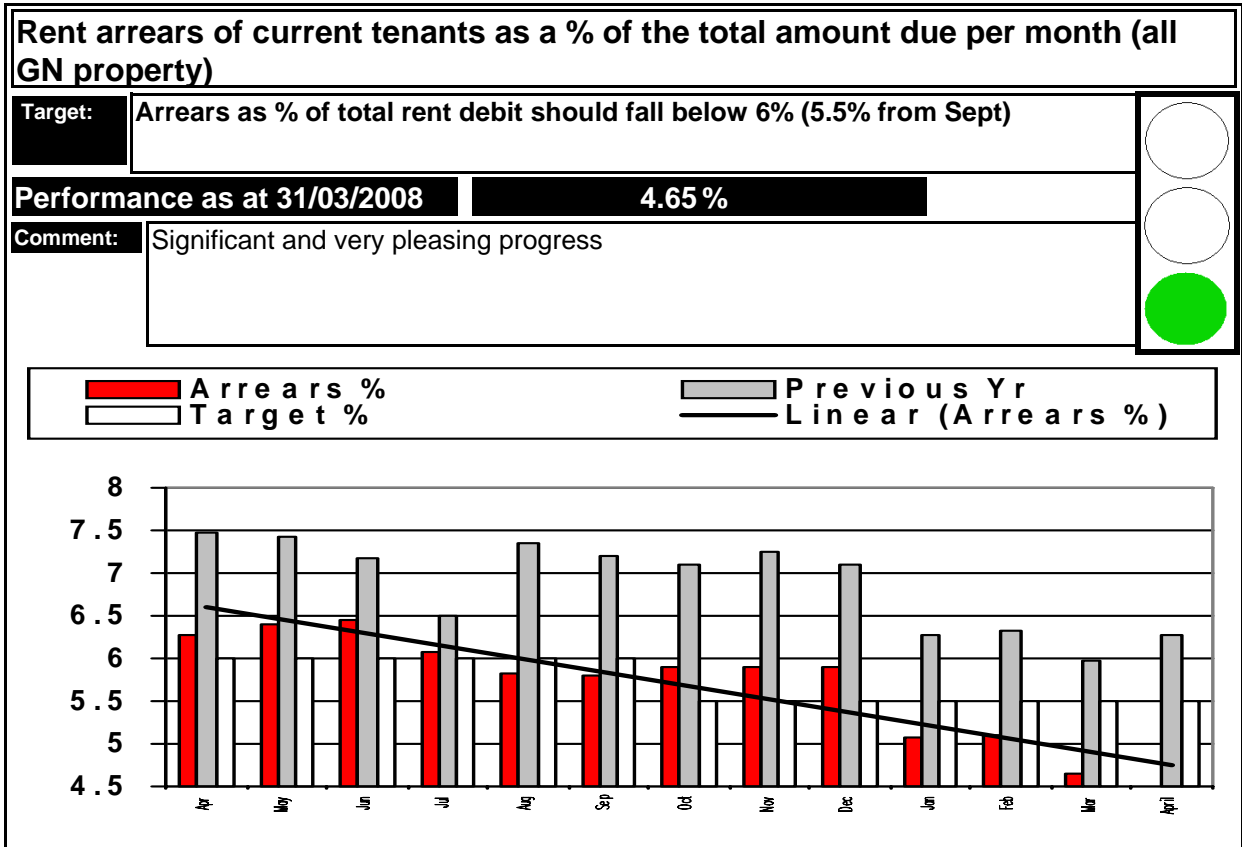
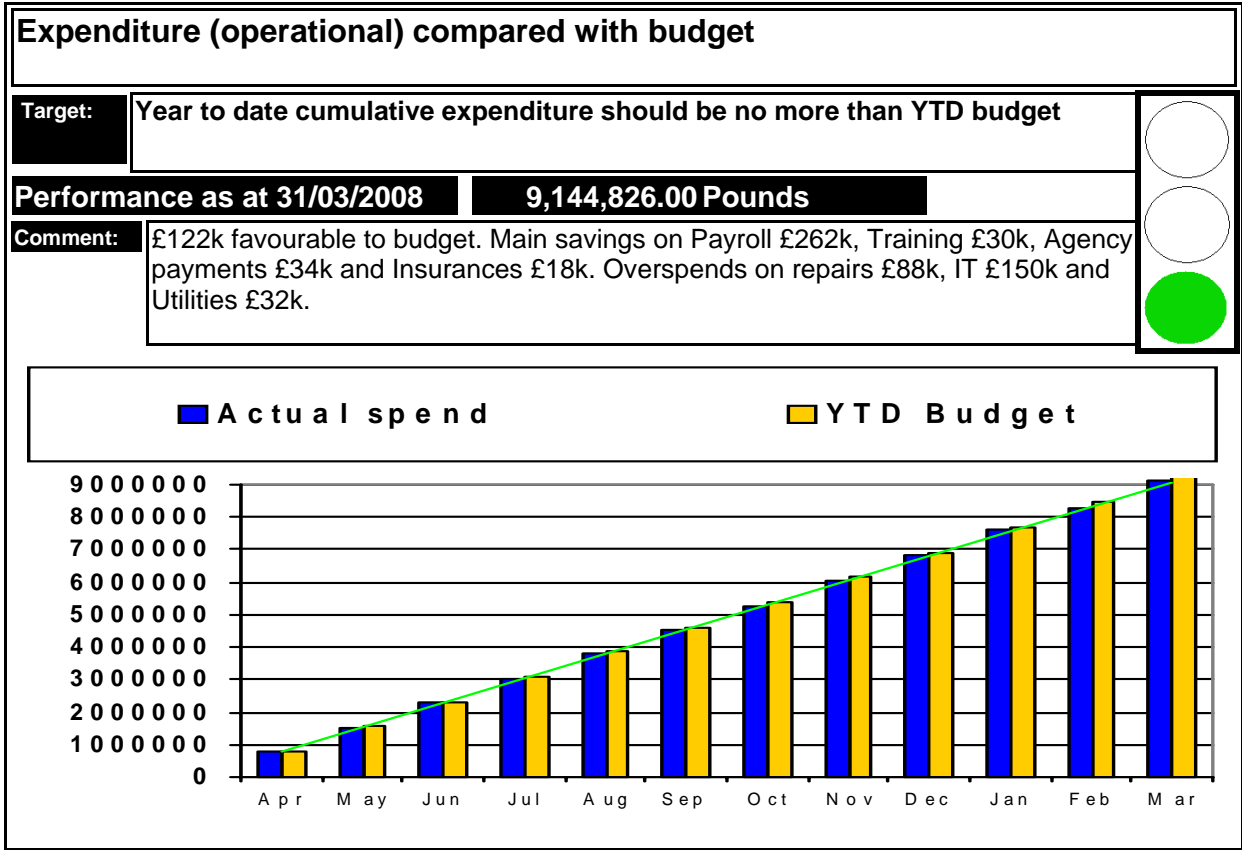
Key Performance Information for Board Members and Stakeholders

- Red = Short of target and trend is not favourable
- Amber = Short of target but trend is acceptable
- Green = On target or better than target



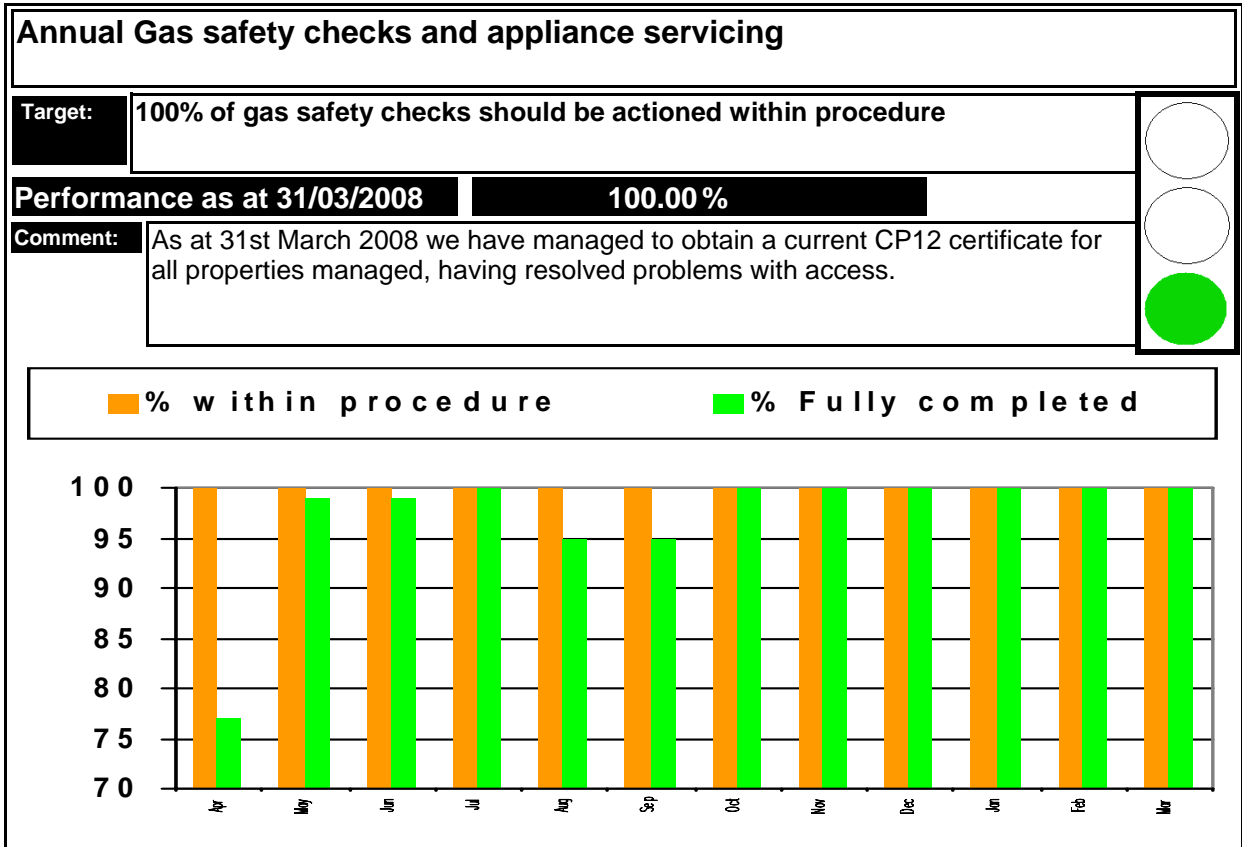
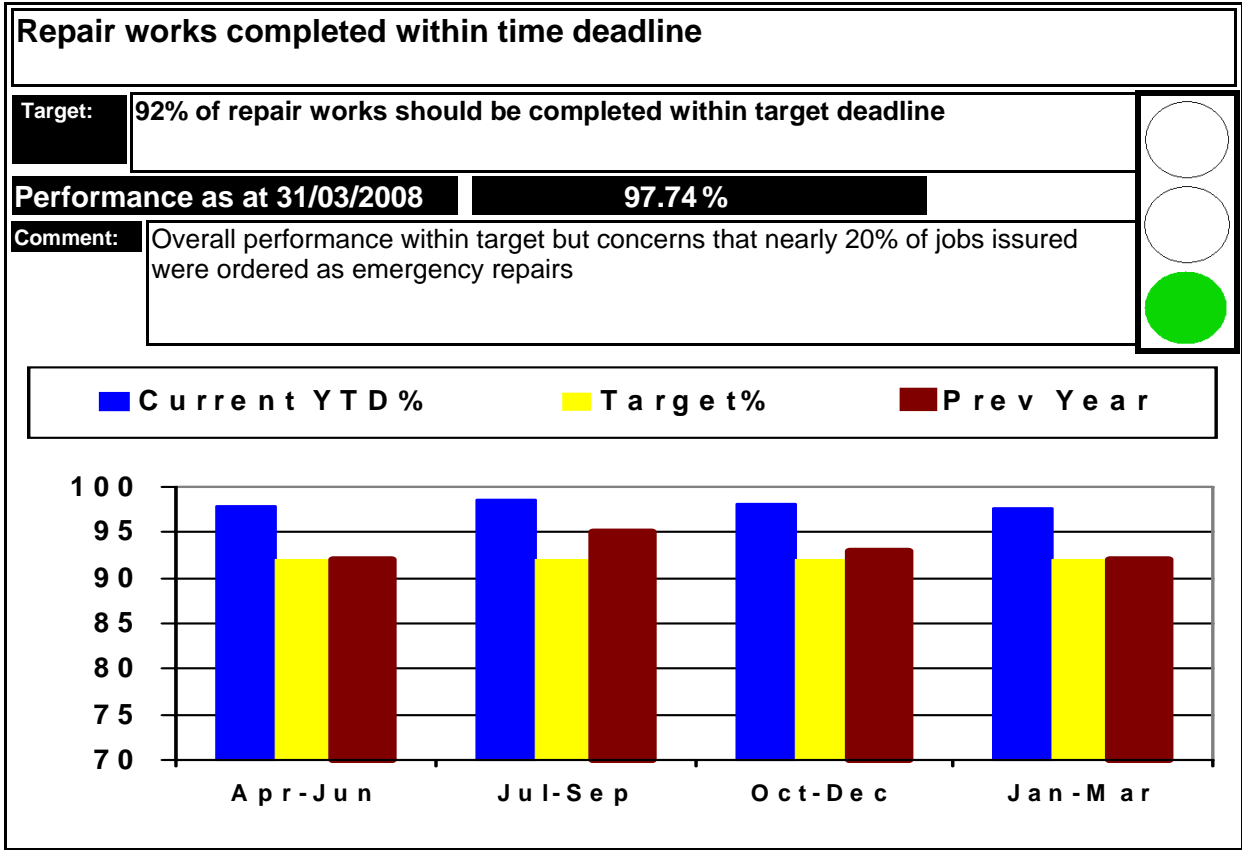
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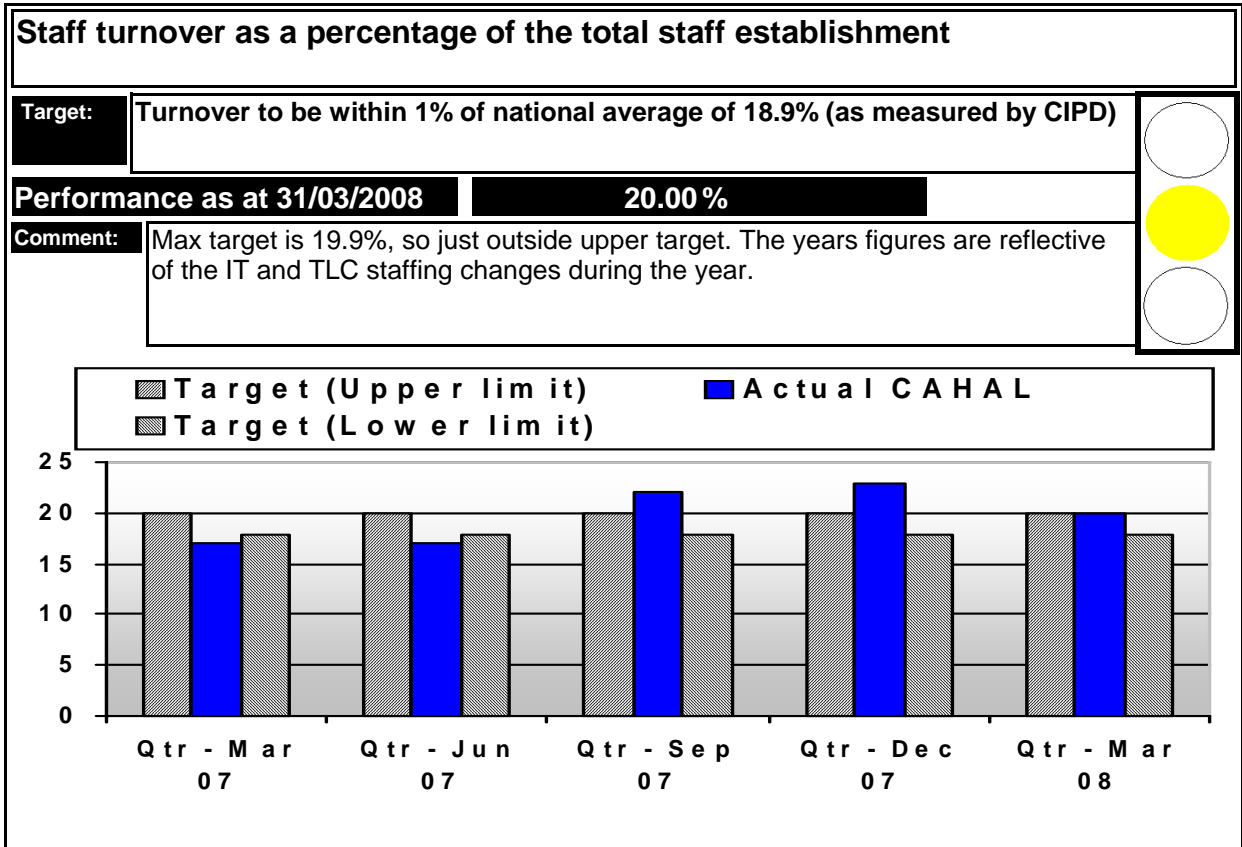
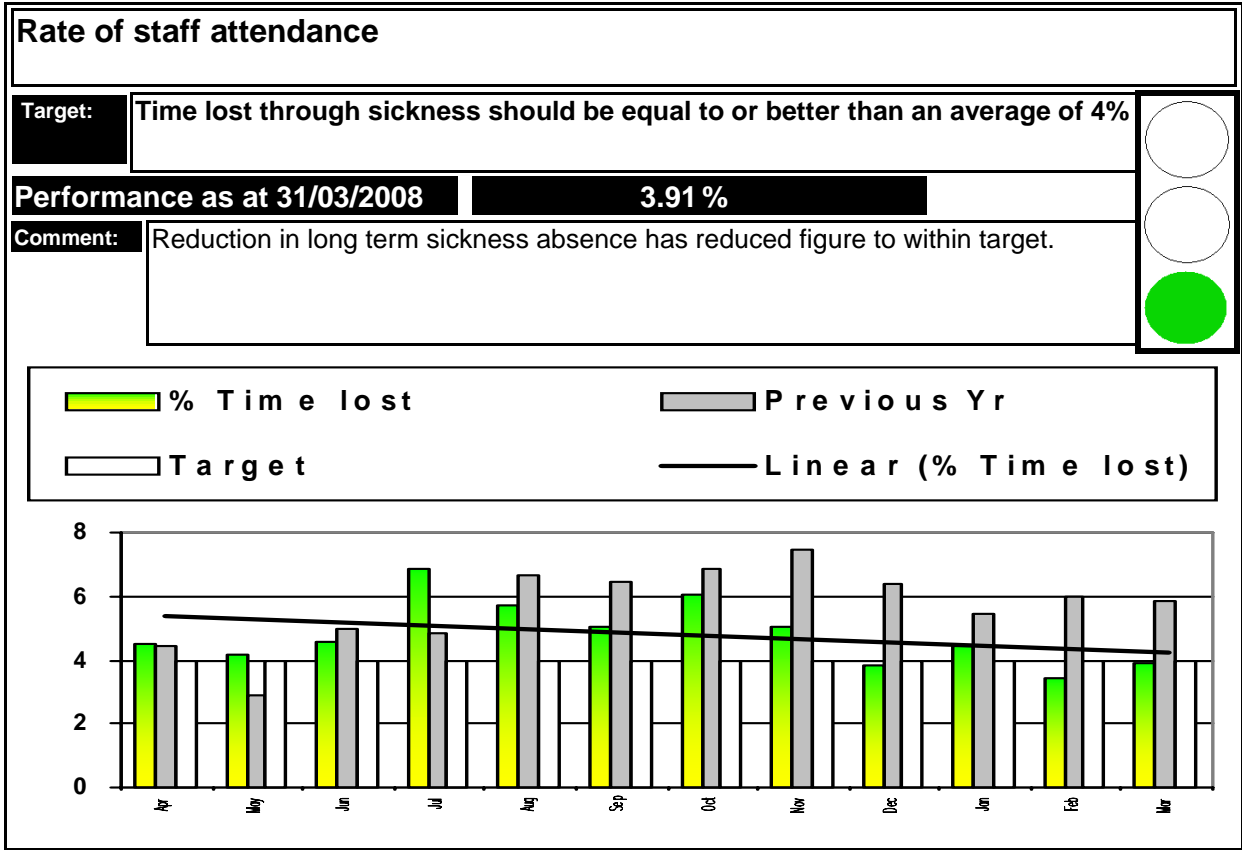
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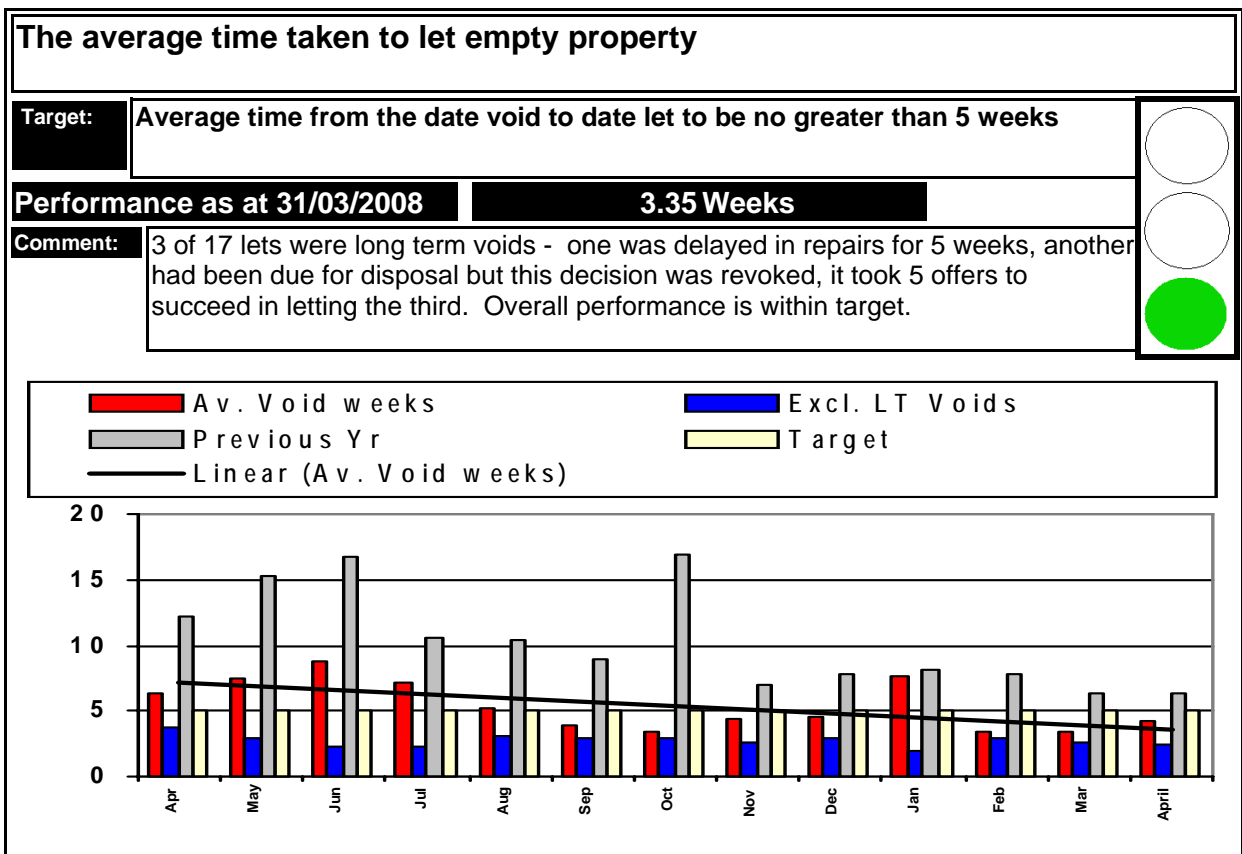
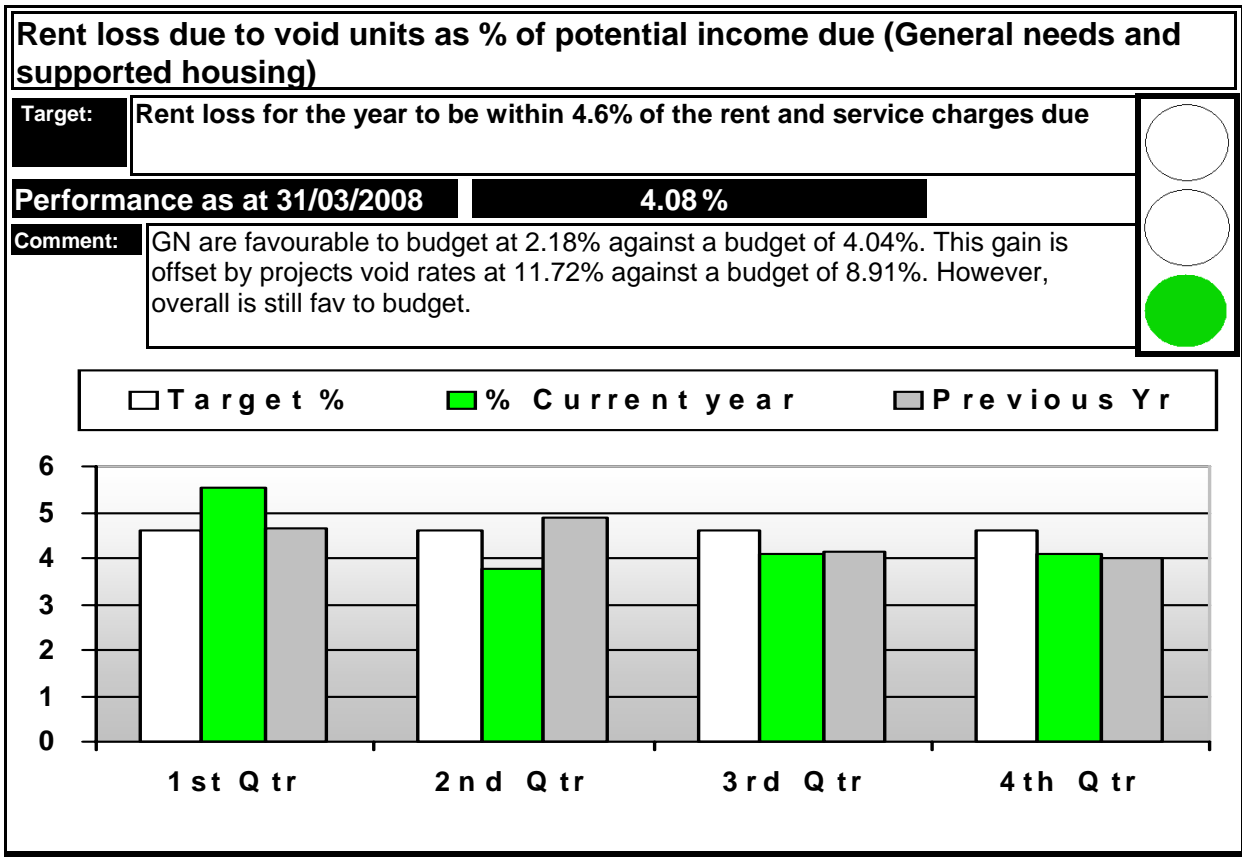
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Customer satisfaction at start of new tenancy

Target: At least 95% of new tenants should report satisfaction with their new home

Performance as at 31/03/2008 **93.80 %**

Comment: A total of 16 of 37 forms were returned & all but 1 respondent scored the service & their new home as good or very good overall. The one poor result was in relation to a heating problem which took time to resolve.

■ % Satisfied ■ % Previous Yr □ Target %

Quarter	% Satisfied	% Previous Yr	Target %
Qtr - Jun 07	100	100	95
Qtr - Sep 07	100	100	95
Qtr - Dec 07	100	96	95
Qtr - Mar 08	94	100	95

Complaints dealt with per month (Service failure)

Target: 90% of complaints to be given a response within policy guidelines(rolling 12 months)

Performance as at 31/03/2008 **88.50 %**

Comment: for the rolling 12 month period 44 of 51 complaints were responded to within deadline. No current concerns as in the last 6 months just 1 complaint was responded to late.

■ % Resolved on time □ Target

Month	% Resolved on time	Target
Mar	92	90
April	91	90
May	91	90
June	94	90
July	94	90
Aug	91	90
Sept	91	90
Oct	94	90
Nov	91	90
Dec	91	90
Jan	91	90
Feb	88	90
March	88	90
April	88	90

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