







EAST NORTH EAST HOMES LEEDS

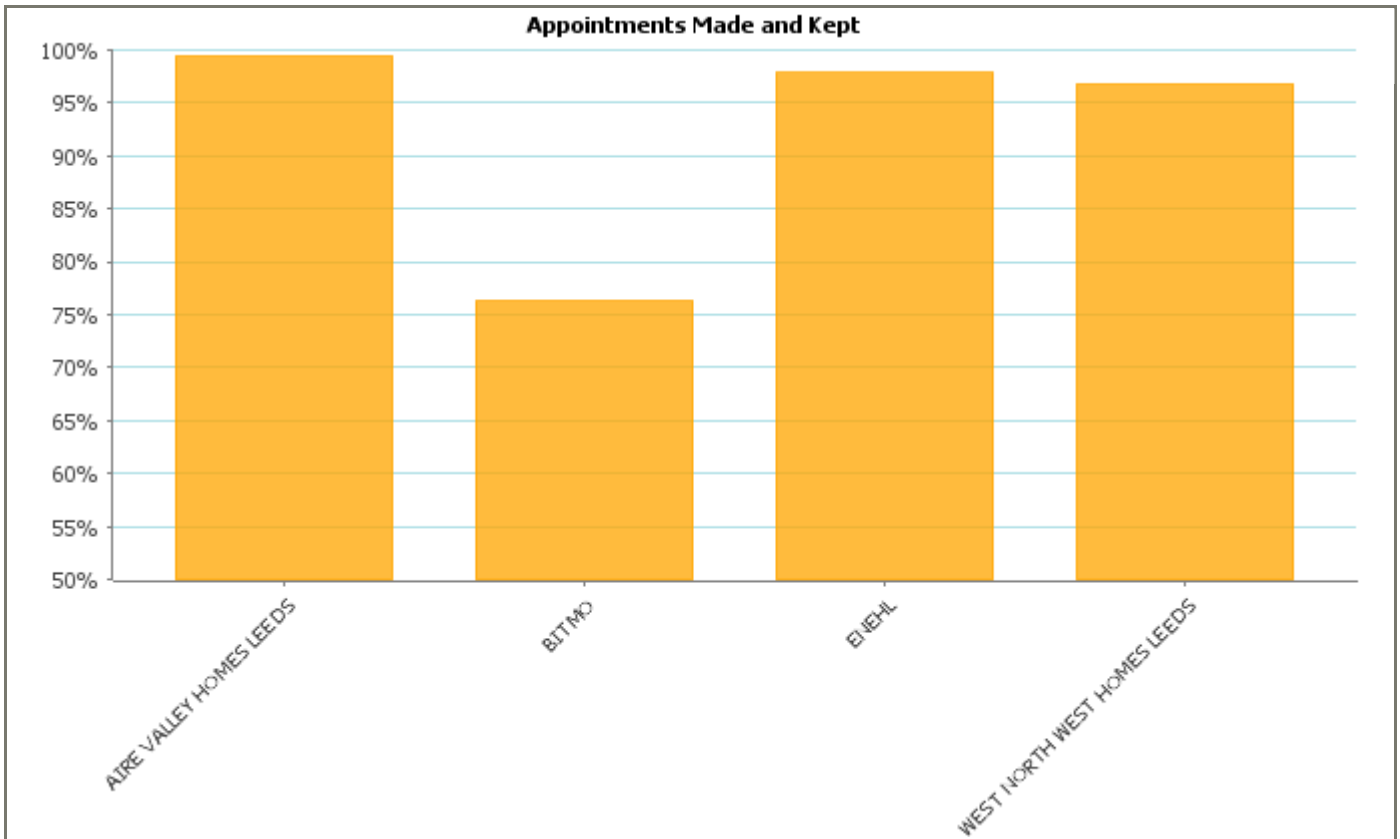
MONTHLY PERFORMANCE REPORT

ACCESS AND CUSTOMER CARE PERFORMANCE

Performance Indicator	Last Update	Current Target	Current Value	Traffic Light Icon
% Complaints Responded to Within 10 Working Days ENEHL	March 2011	90%	90.36%	
% of calls answered	March 2011	96%	85%	
% of customers rating the quality of service received at One Stop Centres as 'good' or 'excellent'	March 2011	99%	100%	
% of Members Correspondence answered in 10 working days	March 2011	80%	83%	

Performance Indicator

Appointments Made and Kept



Performance Indicator	Current Target	Performance		Status
Responsive Appointments Made and Kept AVHL	98.1%	99.38%	March 2011	
Responsive Appointments Made and Kept BITMO	98.25%	76.30%	March 2011	
Responsive Appointments Made and Kept ENEHL	99%	97.81%	March 2011	
Responsive Appointments Made and Kept WNWHL	98.5%	96.74%	March 2011	

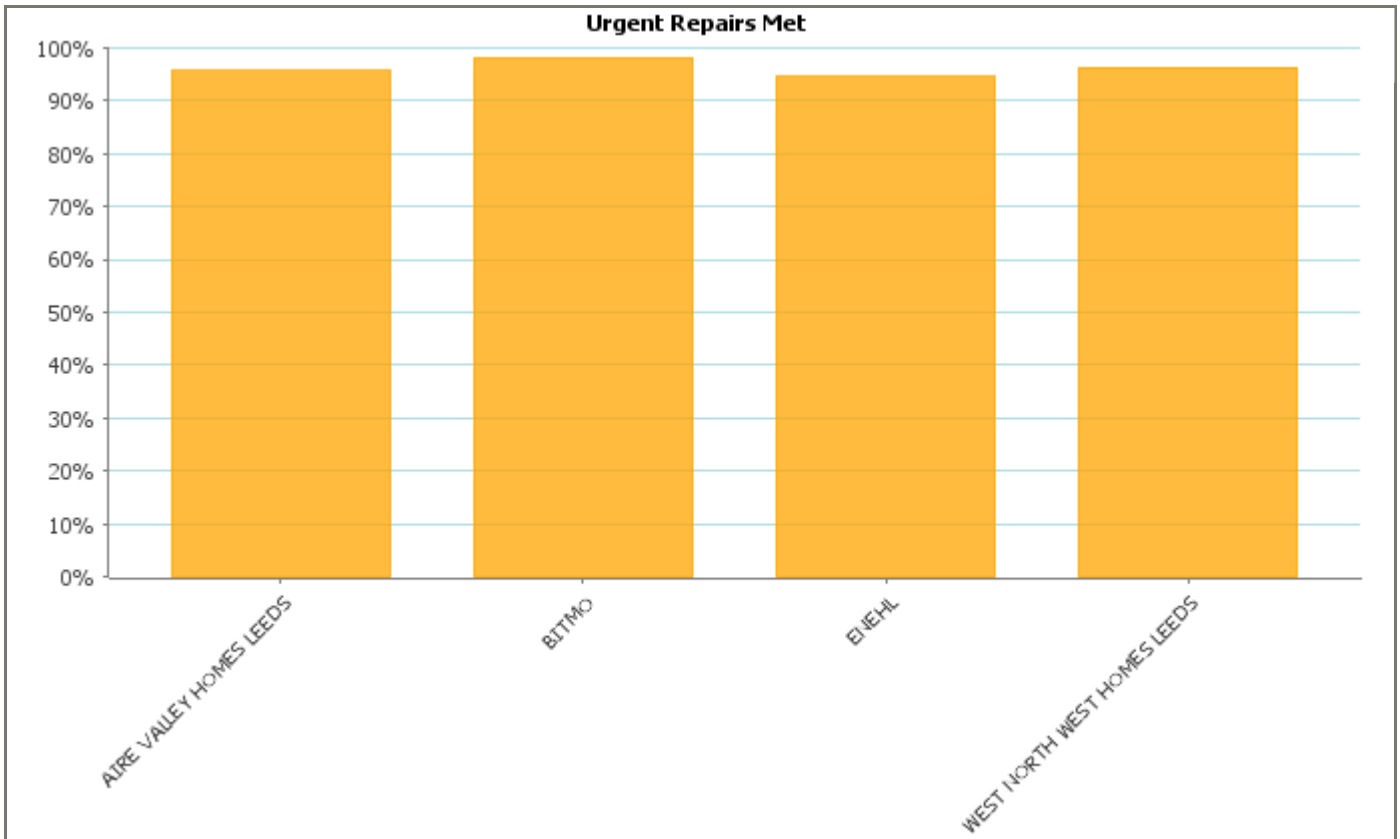
Definition

This indicator measures the percentage of repairs for which we have made and kept an appointment. Appointments which we attend but the customer does not are classed as kept.

This is a cumulative calculation over the financial year and we want performance to be as high as possible.

Performance Indicator

Urgent Repairs Met



Performance Indicator	Current Target	Performance		Status
Urgent Repairs Met AVHL	98%	95.61%	March 2011	
Urgent Repairs Met BITMO	98.8%	98.08%	March 2011	
Urgent Repairs Met % ENEHL	98%	94.54%	March 2011	
Urgent Repairs Met WNWHL	99.2%	96.32%	March 2011	

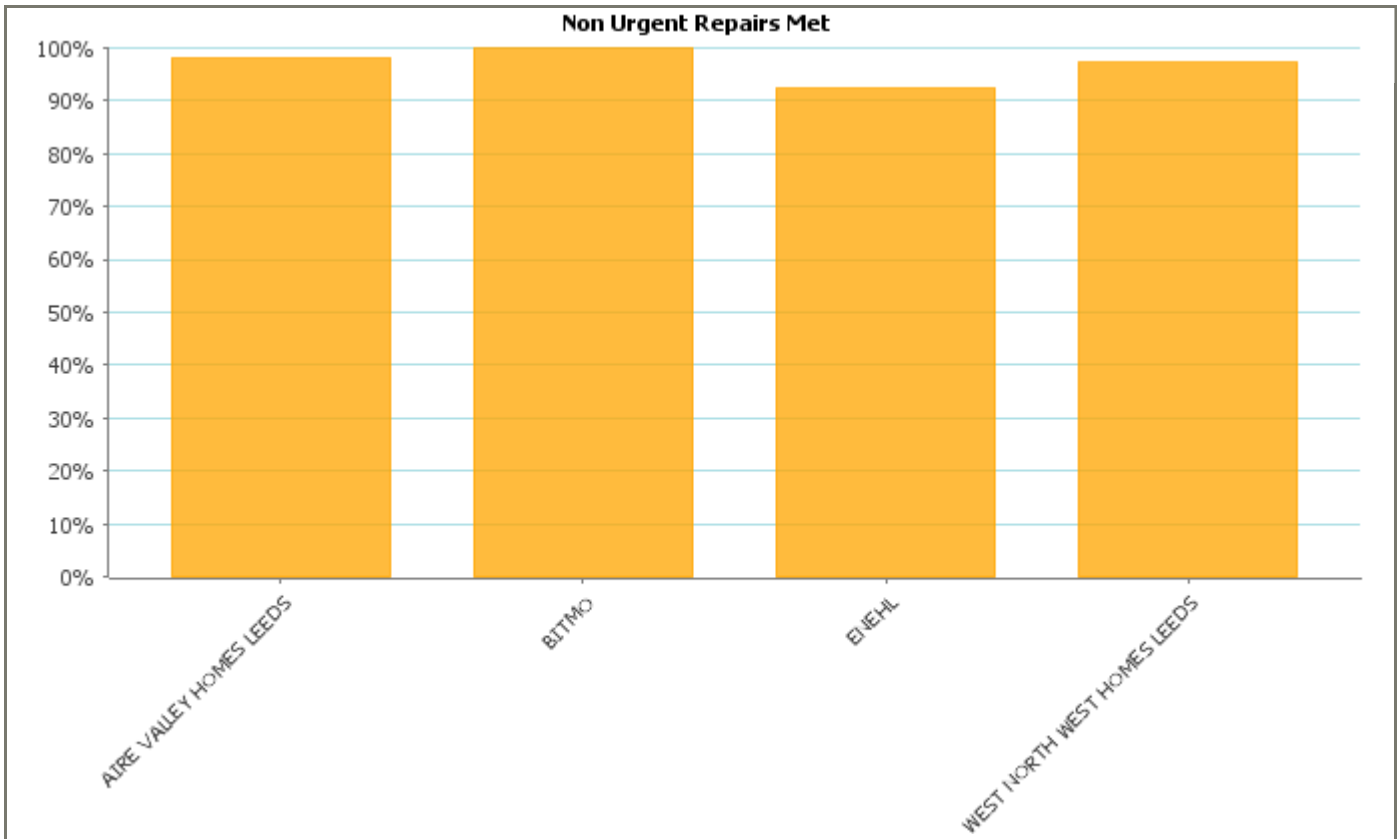
Definition

This indicator measures the time taken from the date an urgent order is raised to the date of the actual completion of the work.

We want performance on this indicator to be as high as possible.

Performance Indicator

Non Urgent Repairs Met



Performance Indicator	Current Target	Performance		Status
Non Urgent Repairs Met % AVHL	97%	97.97%	March 2011	
Non Urgent Repairs Met % BITMO	99.79%	99.84%	March 2011	
Non Urgent Repairs Met % ENEHL	97%	92.25%	March 2011	
Non Urgent Repairs Met % WNWHL	97.5%	97.15%	March 2011	

Definition

This indicator measures the time taken from the date an order (not urgent or emergency) is raised to the date of the actual completion of the work.

We want performance on this indicator to be as high as possible.

Performance Indicator

Customer Satisfaction

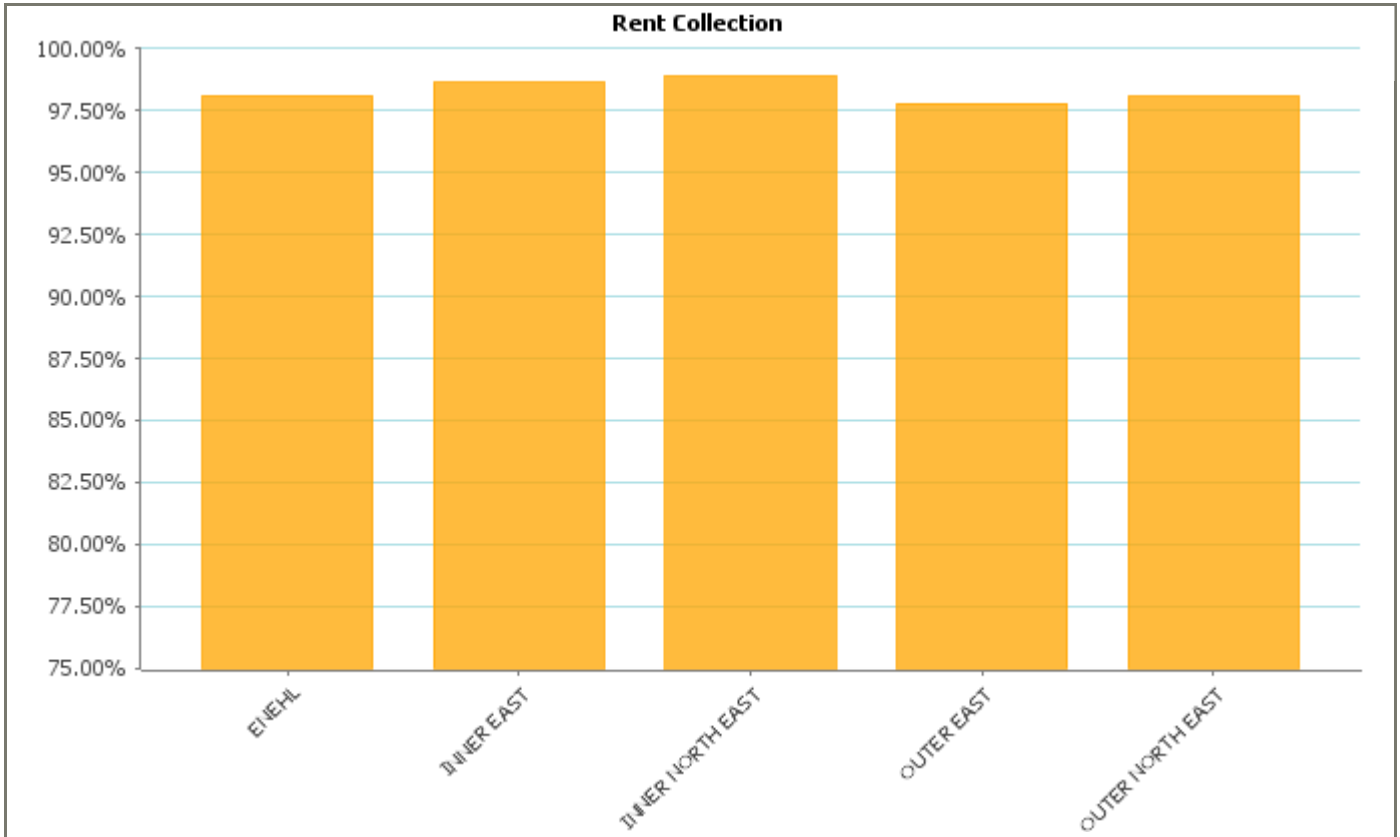


Performance Indicator	Current Target	Performance		Status
Repairs Customer Satisfaction % AVHL	98%	95.48%	March 2011	
Repairs Customer Satisfaction % BITMO	99%	92.65%	March 2011	
Repairs Customer Satisfaction % ENEHL	95%	91.95%	March 2011	
Repairs Customer Satisfaction % WNWHL	98%	95.26%	March 2011	

Definition

This indicator is based on a survey slip which is sent out with each repair and shows the percentage of tenants who rated the repair as good or excellent.

We want performance on this indicator to be as high as possible.

Performance Indicator**Rent Collection**

Performance Indicator	Current Target	Performance		Status
% Rent Collected ENEHL	97.50%	98.05%	March 2011	
% Rent Collected INNER EAST	97.50%	98.60%	March 2011	
% Rent Collected INNER NORTH EAST	97.50%	98.85%	March 2011	
% Rent Collected OUTER EAST	97.50%	97.75%	March 2011	
% Rent Collected OUTER NORTH EAST	97.50%	98.03%	March 2011	

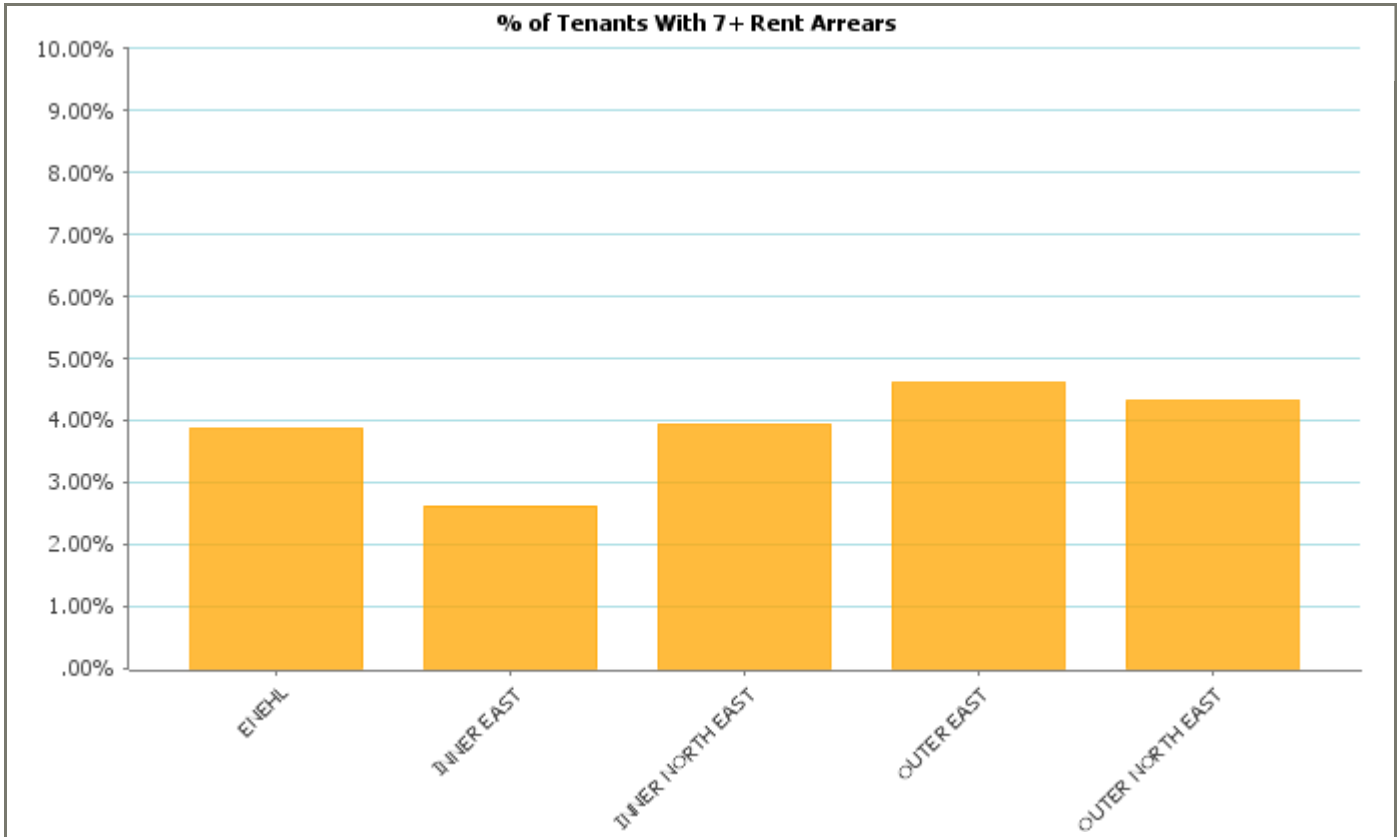
Definition






This indicator measures the total amount of rent we collect over the total amount due. The total amount of rent due is based on the current financial years rent charge plus debt we didn't collect in previous years, less any rent due on empty properties.

We want performance on this indicator to be as high as possible.

Performance Indicator

% of Tenants With 7+ Rent Arrears



Performance Indicator	Current Target	Performance		Status
		Value	Month	
% With 7+ Rent Arrears ENEHL		3.85%	March 2011	
% With 7+ Rent Arrears INNER EAST		2.61%	March 2011	
% With 7+ Rent Arrears INNER NORTH EAST		3.92%	March 2011	
% With 7+ Rent Arrears OUTER EAST		4.59%	March 2011	
% With 7+ Rent Arrears OUTER NORTH EAST		4.30%	March 2011	

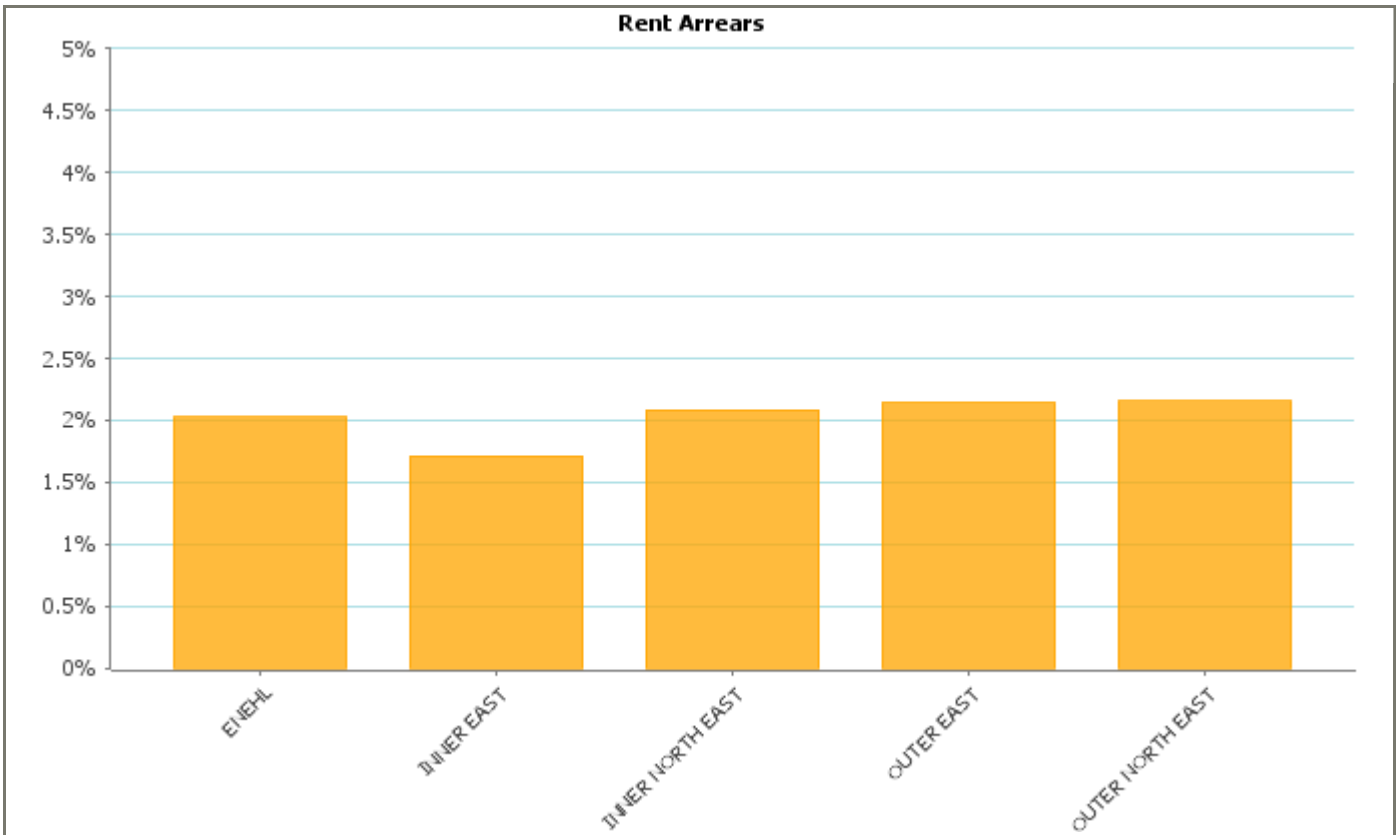
Definition

This indicator shows the number of tenants who owe 7 or more weeks rent as a percentage of the total number of tenants.

We want performance on this indicator to be as low as possible.

Performance Indicator

Rent Arrears



Performance Indicator	Current Target	Performance		Status
Rent Arrears as a % of the rent due ENEHL	2.7%	2.02%	March 2011	
Rent Arrears as a % of the rent due INNER EAST	2.7%	1.71%	March 2011	
Rent Arrears as a % of the rent due INNER NORTH EAST	2.7%	2.08%	March 2011	
Rent Arrears as a % of the rent due OUTER EAST	2.7%	2.14%	March 2011	
Rent Arrears as a % of the rent due OUTER NORTH EAST	2.7%	2.15%	March 2011	

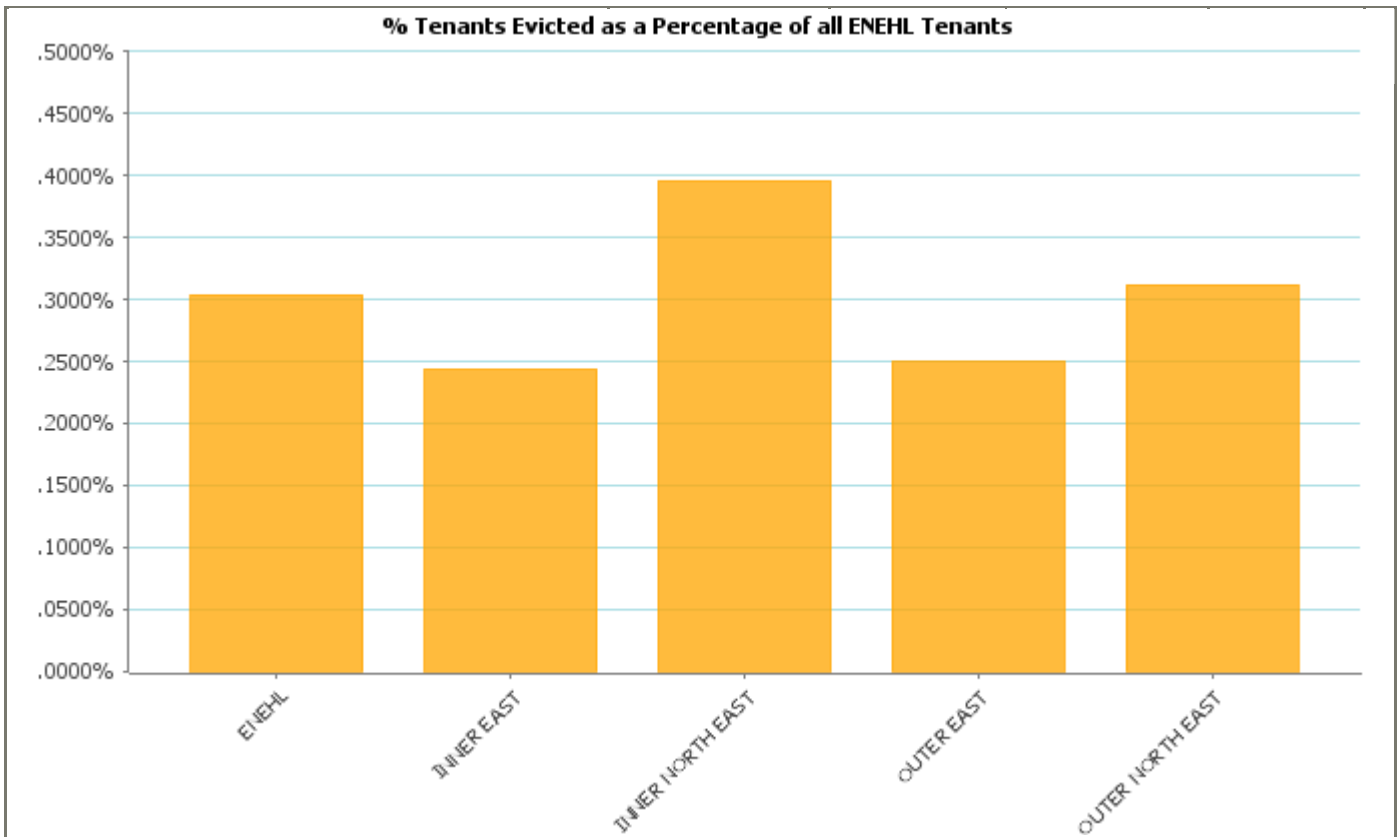
Definition

This shows the total debt as a percentage of the rent roll. The rent roll is the total amount of rent we could collect on all our properties. This includes empty properties.

We want performance on this indicator to be as low as possible.

Performance Indicator

% Tenants Evicted as a Percentage of all ENEHL Tenants

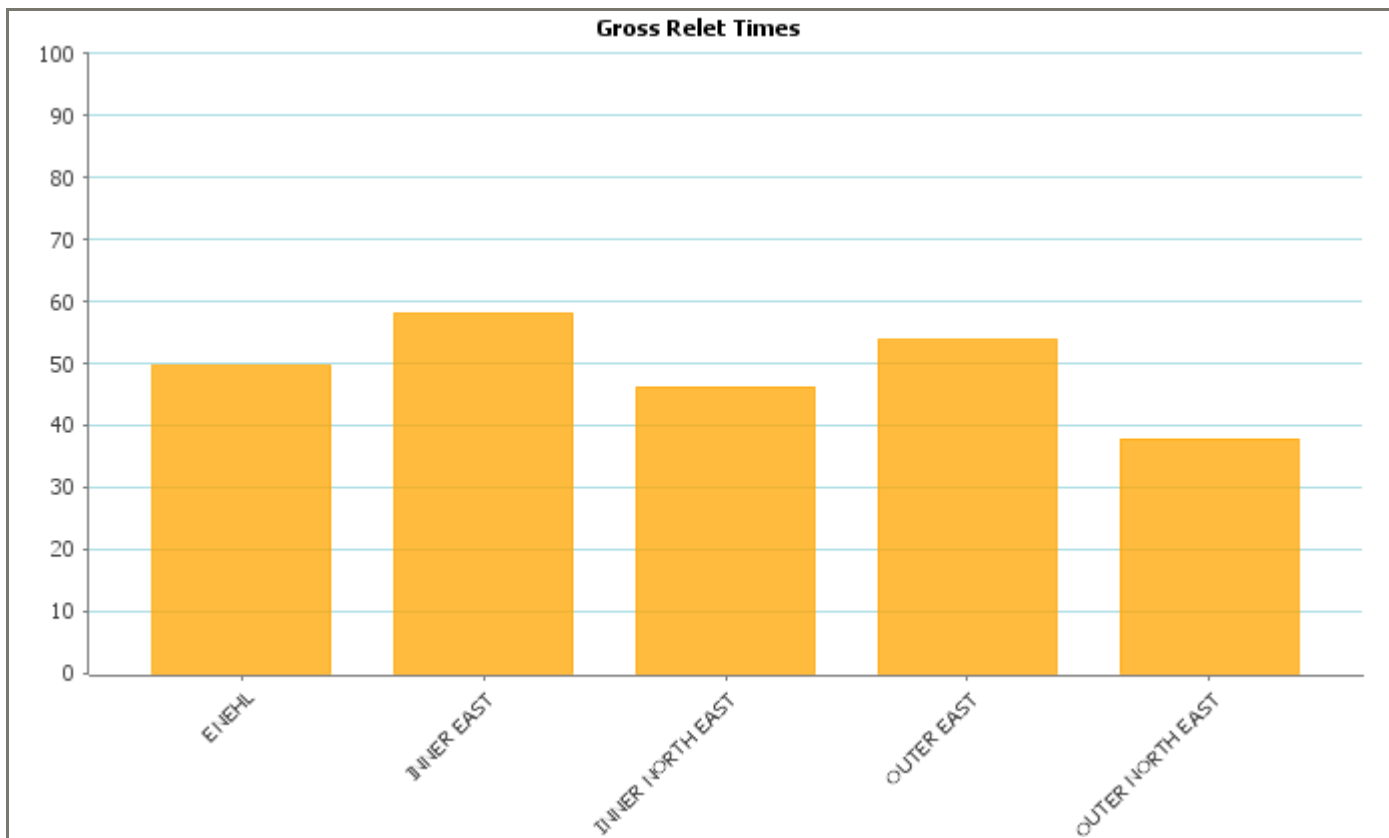


Performance Indicator	Current Target	Performance		Status
Evictions ENEHL	.2900%	.3030%	March 2011	
Evictions INNER EAST	.2900%	.2430%	March 2011	
Evictions INNER NORTH EAST	.2900%	.3950%	March 2011	
Evictions OUTER EAST	.2900%	.2490%	March 2011	
Evictions OUTER NORTH EAST	.2900%	.3110%	March 2011	

Definition

This indicator shows the total number of tenants evicted as a result of rent arrears as a percentage of the total number of tenants in that area. It is a cumulative calculation throughout the year.

We want performance on this indicator to be as low as possible.

Performance Indicator**Gross Relet Times**

Performance Indicator	Current Target	Performance		Status
GROSS RELET TIMES ENEHL	55	49.45	March 2011	
GROSS RELET TIMES INNER EAST	65	57.92	March 2011	
GROSS RELET TIMES INNER NORTH EAST	55	46.07	March 2011	
GROSS RELET TIMES OUTER EAST	60	53.65	March 2011	
GROSS RELET TIMES OUTER NORTH EAST	40	37.68	March 2011	

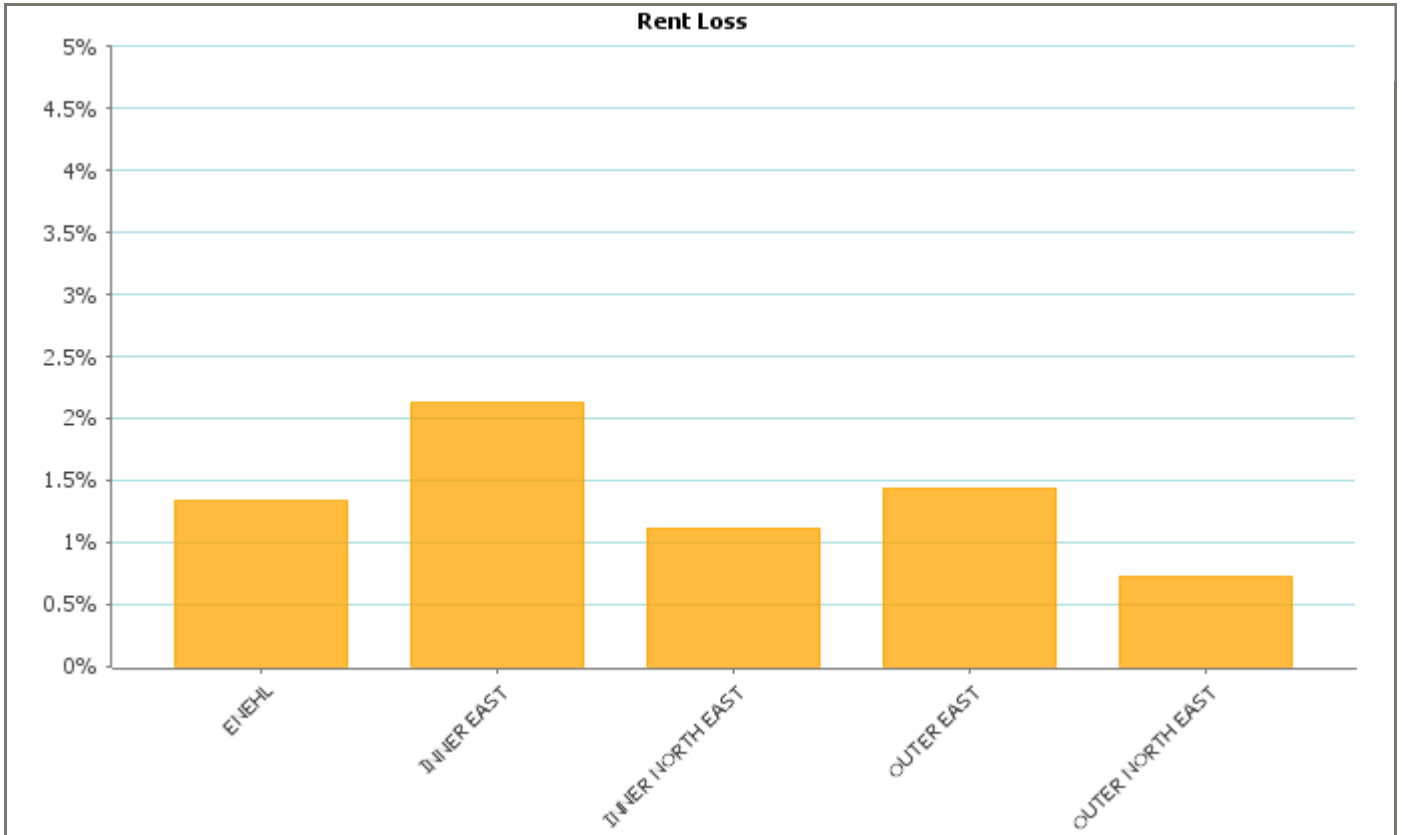
Definition

This indicator measures the average length of time in days from the last tenancy ending to the next tenancy starting.

We want performance on this indicator to be as low as possible.

Performance Indicator

Rent Loss



Performance Indicator	Current Target	Performance		Status
% RENT LOST FROM VOIDS ENEHL	1.2%	1.33%	March 2011	
% RENT LOST FROM VOIDS INNER EAST	1.75%	2.12%	March 2011	
% RENT LOST FROM VOIDS INNER NORTH EAST	1.1%	1.11%	March 2011	
% RENT LOST FROM VOIDS OUTER EAST	1.25%	1.43%	March 2011	
% RENT LOST FROM VOIDS OUTER NORTH EAST	0.7%	0.72%	March 2011	

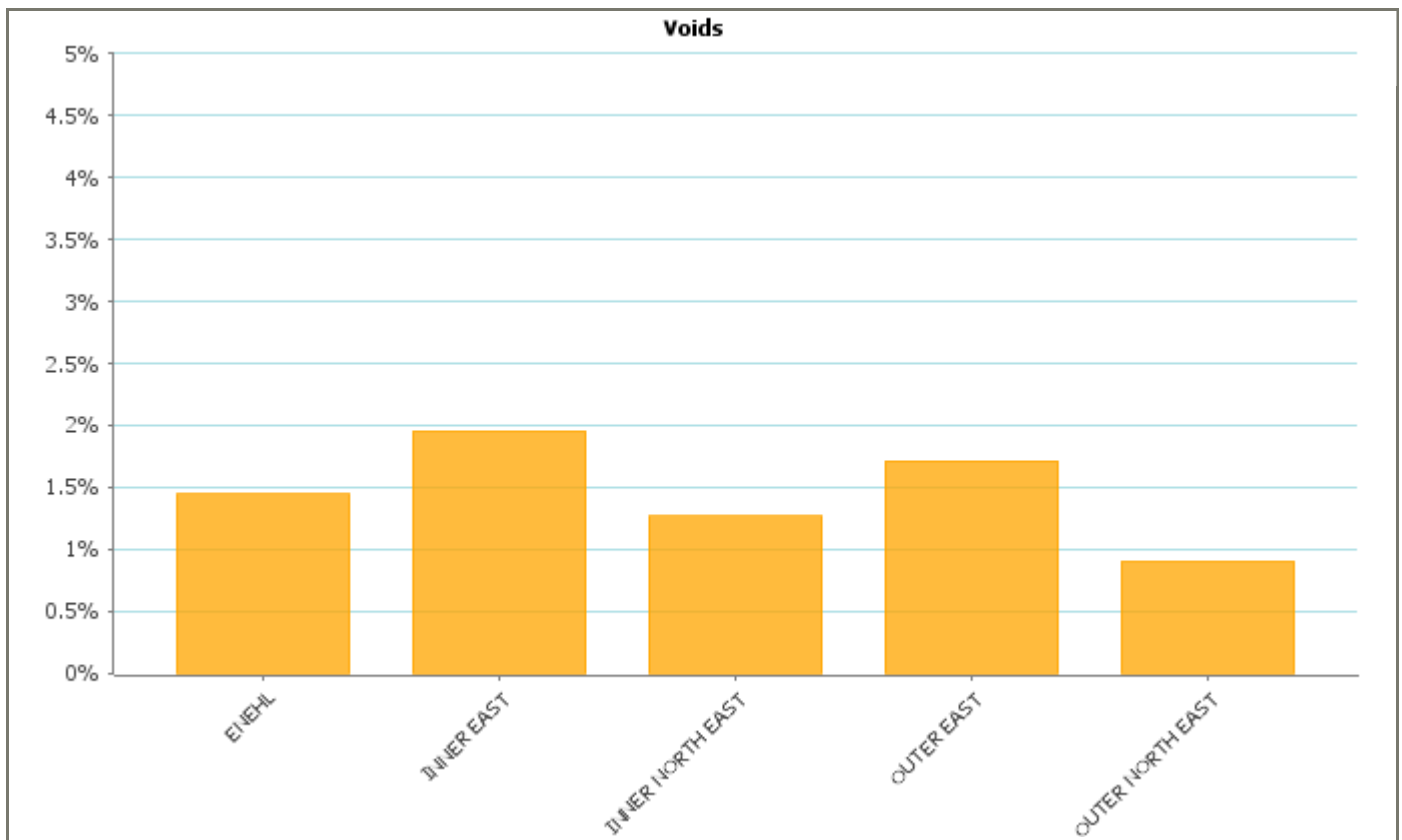
Definition

This indicator measures the rent due from empty properties if they were tenanted as a percentage of the rent roll.

We want performance on this indicator to be as low as possible.

Performance Indicator

Voids



Performance Indicator	Current Target	Performance		Status
% Voids ENEHL	1.1%	1.44%	March 2011	
% Voids INNER EAST	1.4%	1.95%	March 2011	
% Voids INNER NORTH EAST	1.1%	1.26%	March 2011	
% Voids OUTER EAST	1.2%	1.71%	March 2011	
% Voids OUTER NORTH EAST	0.7%	0.9%	March 2011	

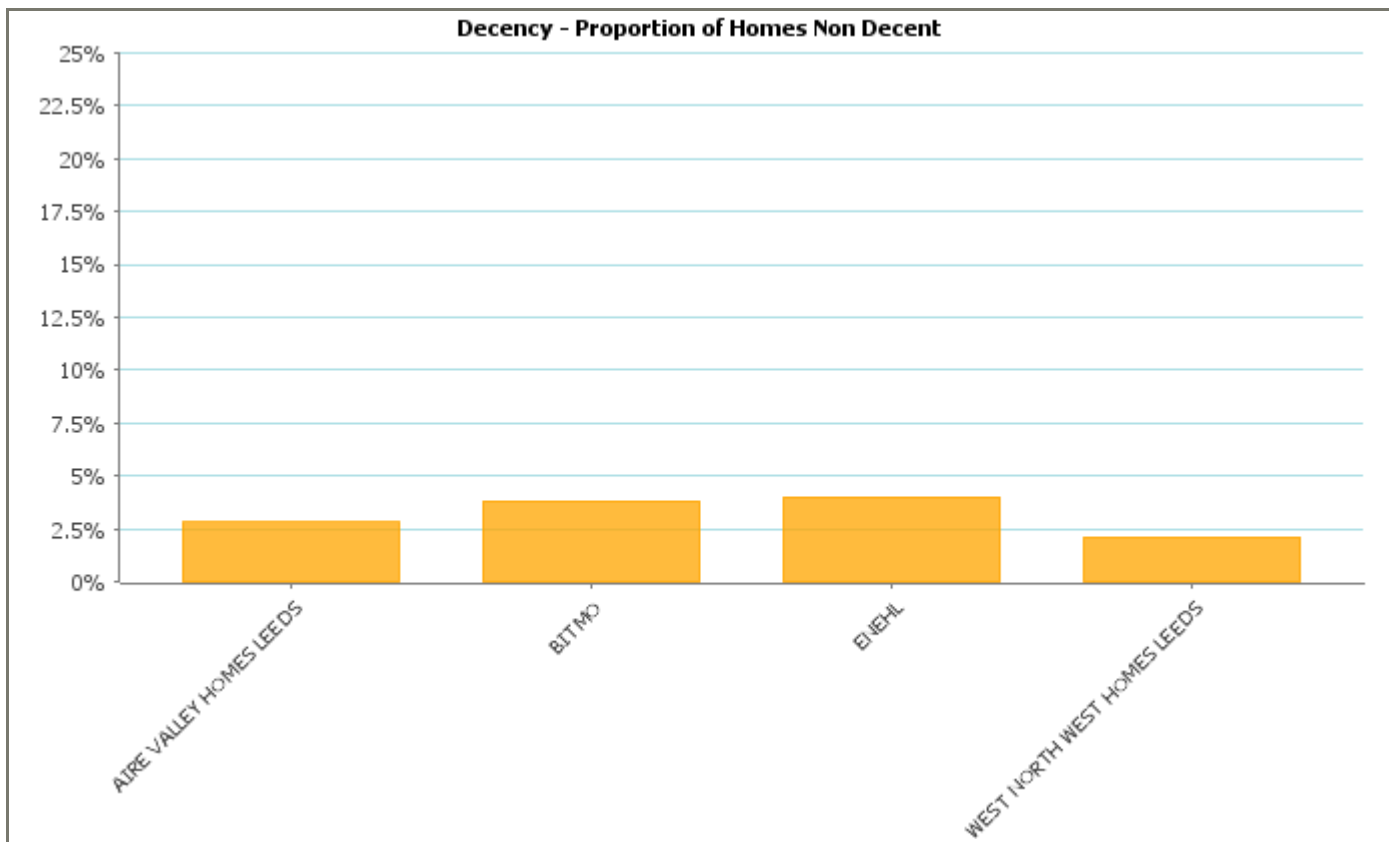
Definition

The percentage of empty properties as a proportion of the total stock.

We want performance on this indicator to be as low as possible.

Performance Indicator

Decency - Proportion of Homes Non Decent



Performance Indicator	Current Target	Performance		Status
Proportion of Homes Non-Decent AVHL	5%	2.84%	March 2011	
Proportion of Homes Non-Decent BITMO	4%	3.84%	March 2011	
Proportion of Homes Non-Decent ENEHL	5%	4.03%	March 2011	
Proportion of Homes Non-Decent WNWHL	2%	2.14%	March 2011	

Definition

The percentage of our homes which do not meet the Decency Standard.

We want performance on this indicator to be as low as possible.