







**EAST NORTH EAST HOMES LEEDS**

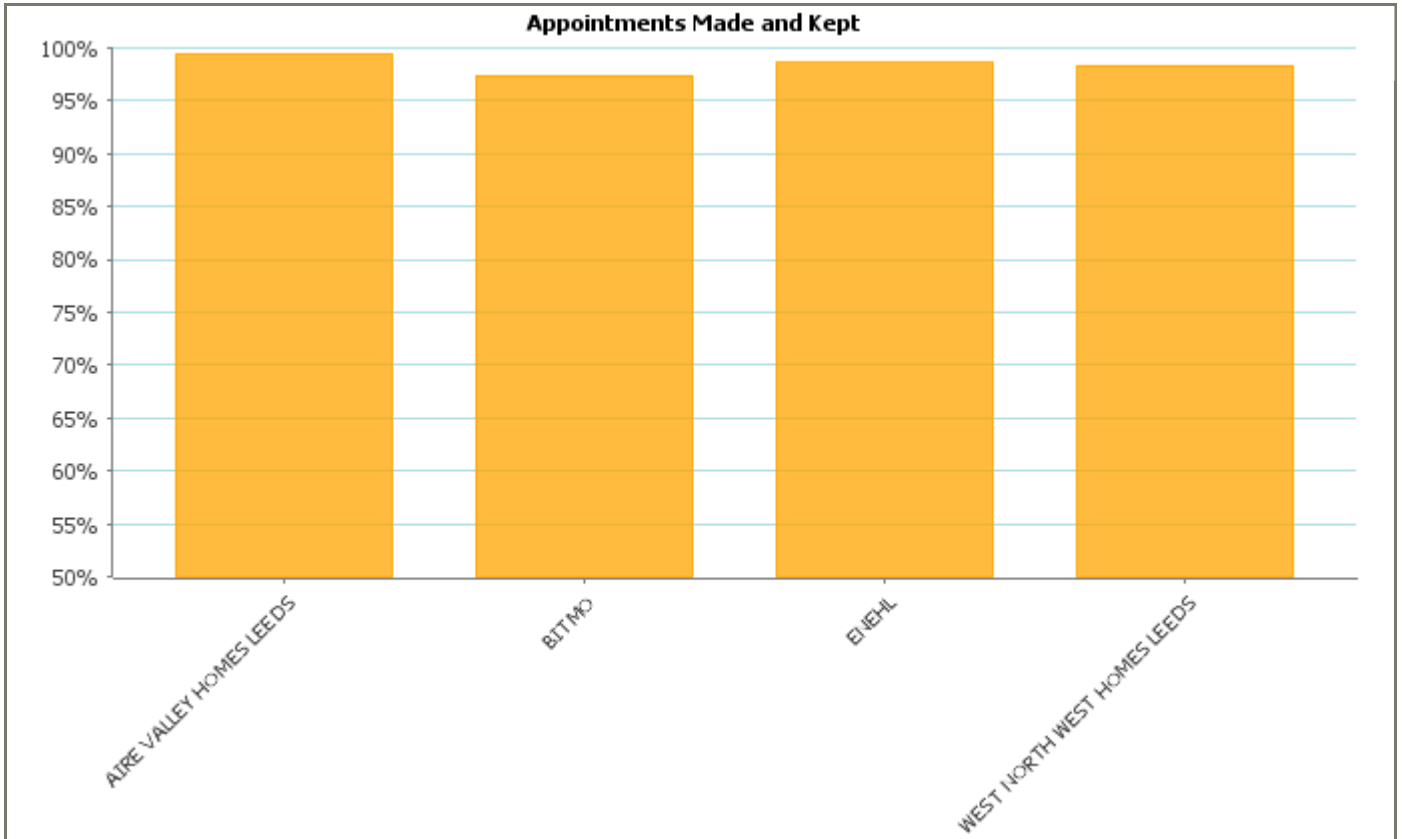
**MONTHLY PERFORMANCE**

**REPORT**

Performance Indicator	Performance Data Last Update	Current Target	Current Value	Traffic Light Icon
% Complaints Responded to Within 10 Working Days ENEHL	November 2010	90%	87.38%	
% of calls answered	November 2010	96%	81%	
% of customers rating the quality of service received at One Stop Centres as 'good' or 'excellent'	November 2010	99%	100%	
% of Members Correspondence answered in 10 working days	November 2010	80%	80%	

**Performance Indicator**

**Appointments Made and Kept**



Performance Indicator	Current Target	Performance		Status
Responsive Appointments Made and Kept Aire Valley Homes	98.1%	99.44%	November 2010	
Responsive Appointments Made and Kept BITMO	98.25%	97.4%	November 2010	
Responsive Appointments Made and Kept ENEHL	99%	98.62%	November 2010	
Responsive Appointments Made and Kept West North West Homes	98.5%	98.35%	November 2010	

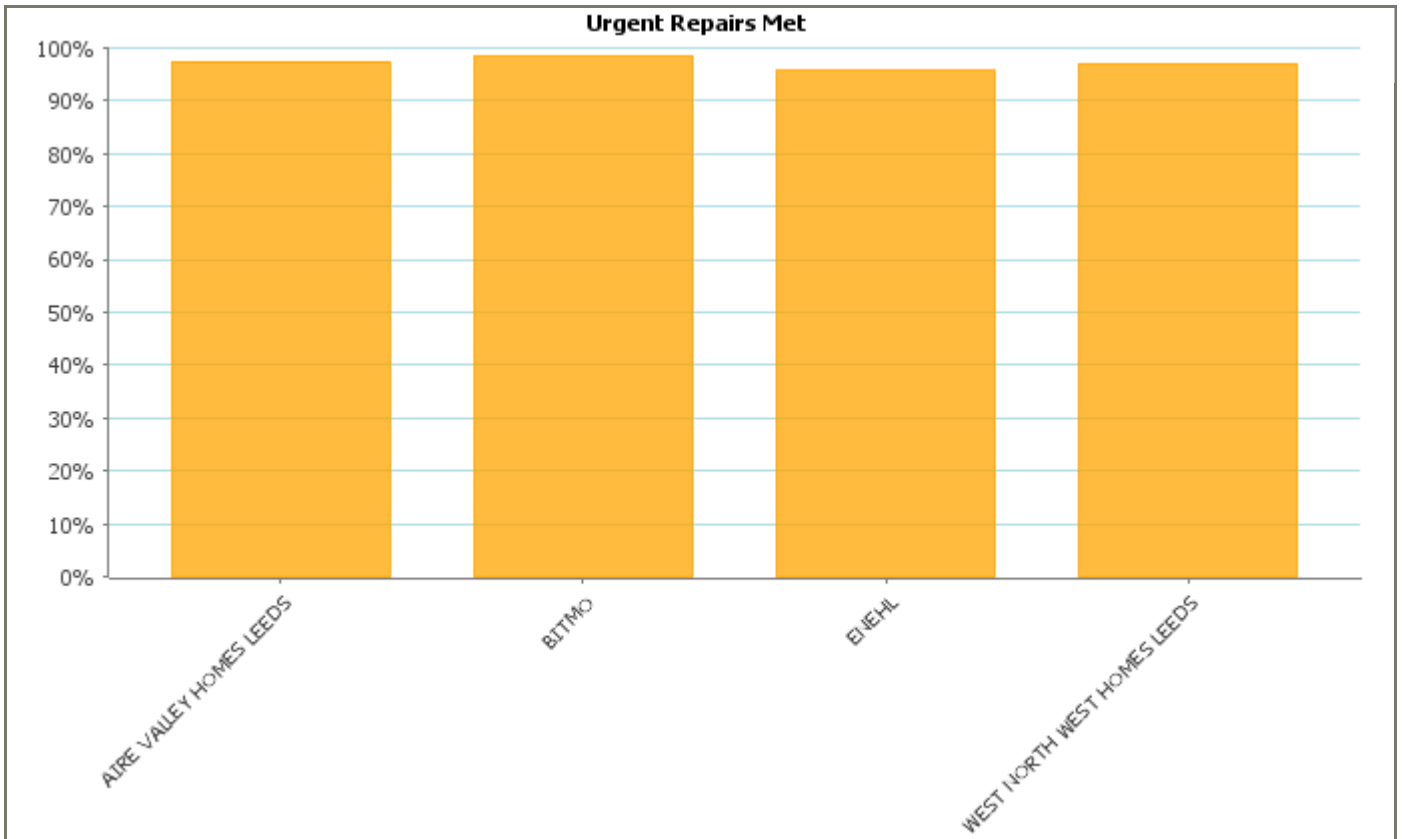
**Definition**

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 Aire Valley Homes	98%	97.42%	November 2010	
Urgent Repairs Met BITMO	98.8%	98.47%	November 2010	
Urgent Repairs Met % ENEHL	98%	95.7%	November 2010	
Urgent Repairs Met West North West Homes	99.2%	97.01%	November 2010	

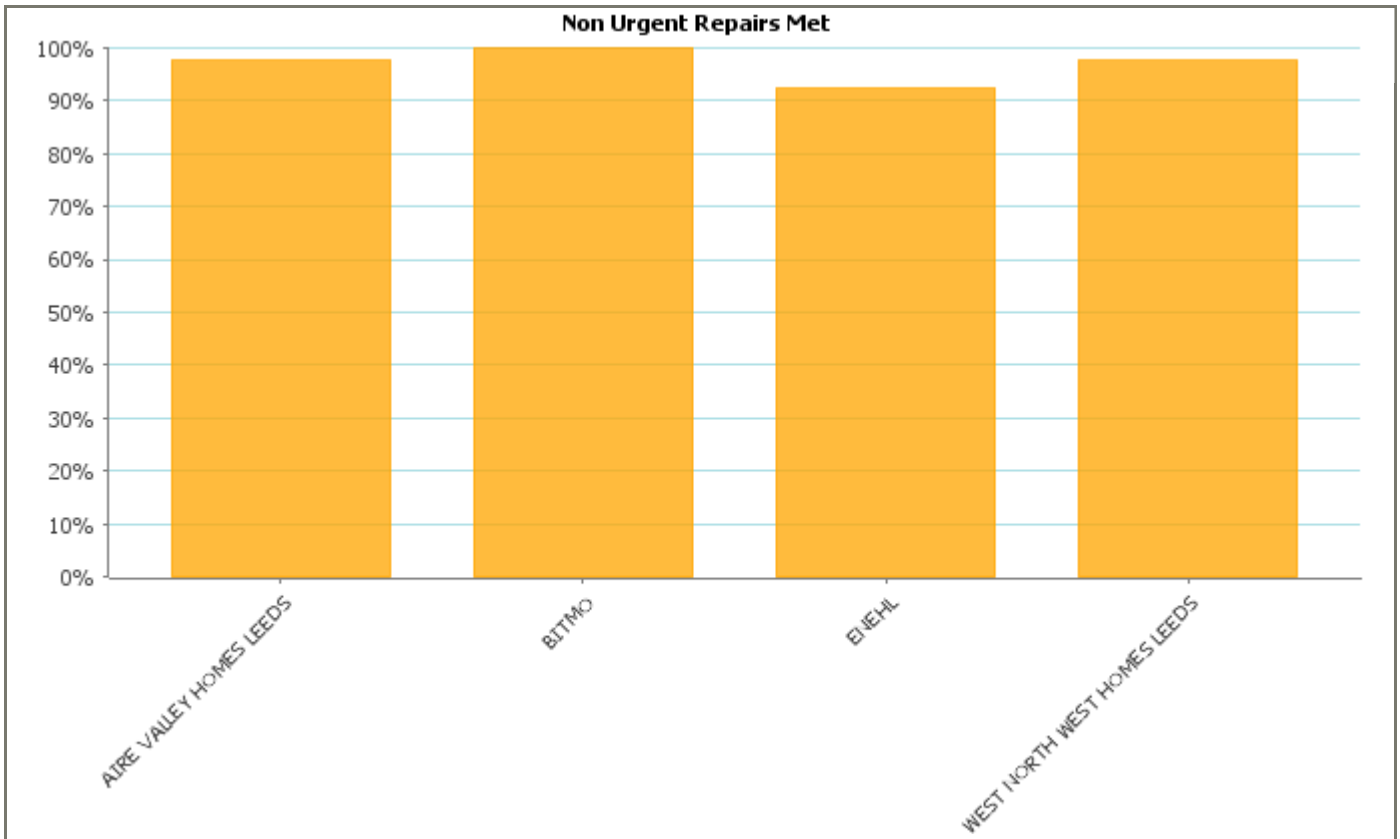
**Definition**

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 % Aire Valley Homes	97%	97.57%	November 2010	
Non Urgent Repairs Met % BITMO	99.79%	99.86%	November 2010	
Non Urgent Repairs Met % ENEHL	97%	92.24%	November 2010	
Non Urgent Repairs Met % West North West Homes	97.5%	97.49%	November 2010	

**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 % Aire Valley Homes	98%	95.79%	November 2010	
Repairs Customer Satisfaction % BITMO	99%	92.82%	November 2010	
Repairs Customer Satisfaction % ENEHL	95%	90.74%	November 2010	
Repairs Customer Satisfaction % West North West Homes	98%	95.33%	November 2010	

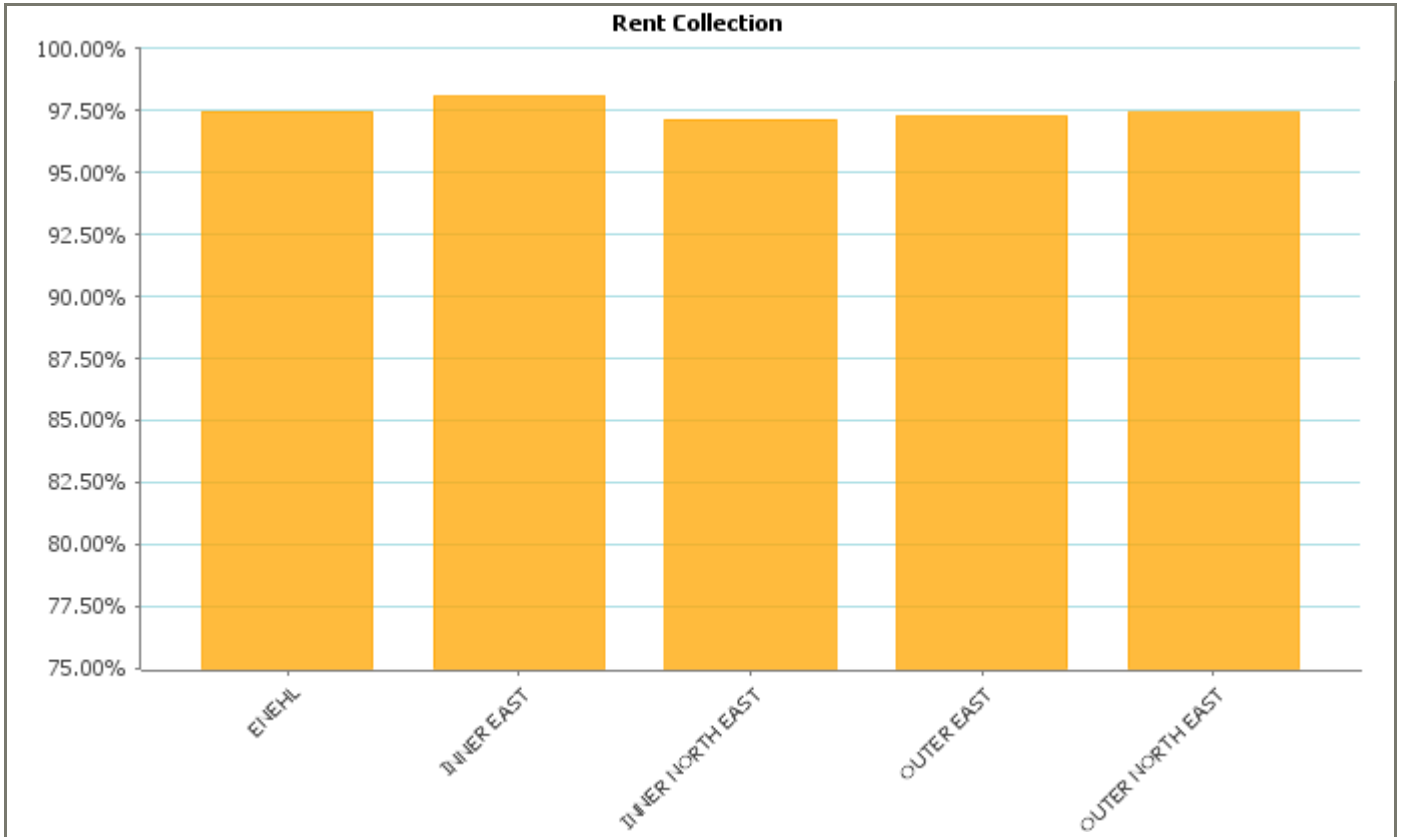
**Definition**

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	97.75%	97.42%	November 2010	
% Rent Collected INNER EAST	97.75%	98.02%	November 2010	
% Rent Collected INNER NORTH EAST	97.50%	97.11%	November 2010	
% Rent Collected OUTER EAST	97.50%	97.22%	November 2010	
% Rent Collected OUTER NORTH EAST	97.50%	97.36%	November 2010	

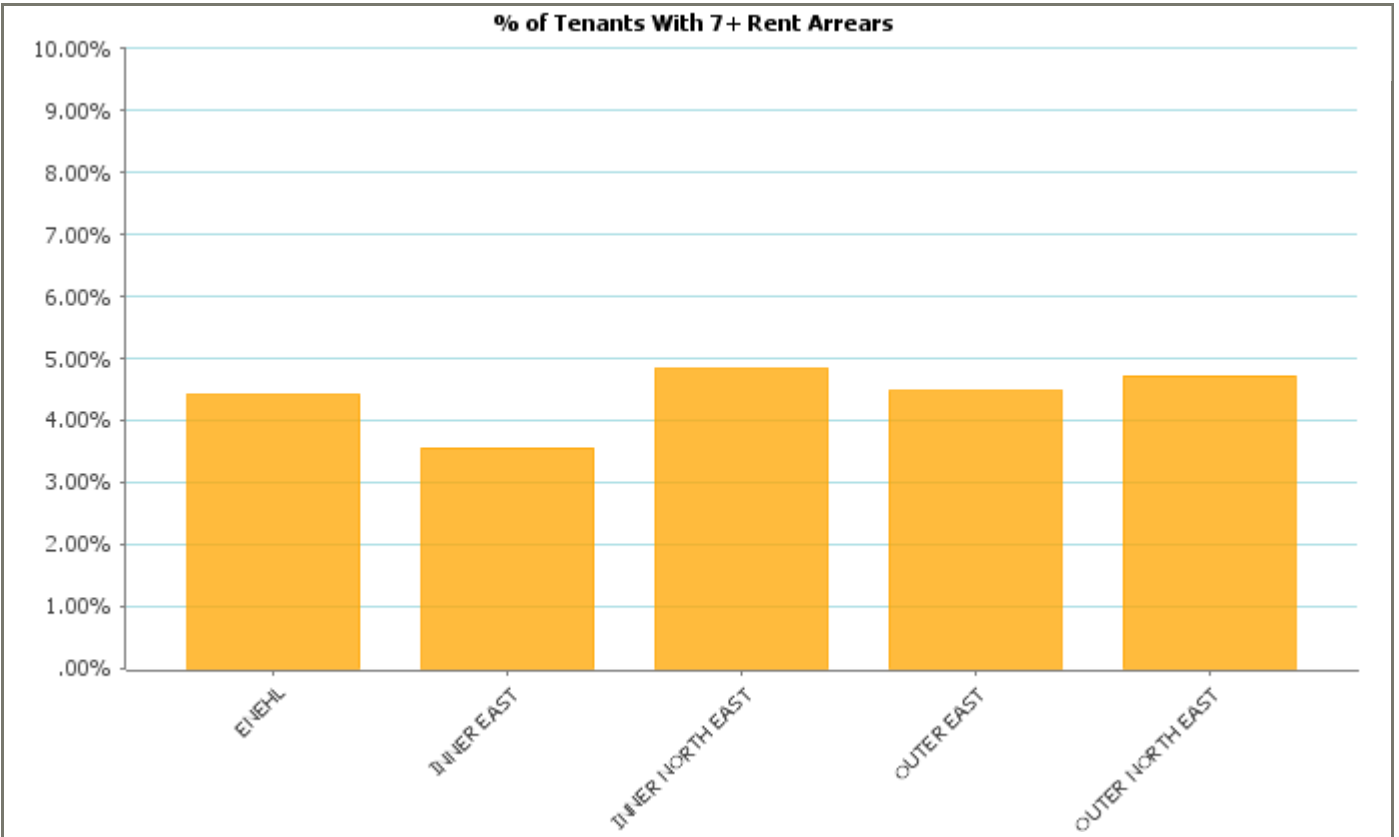
**Definition**

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 didnt 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



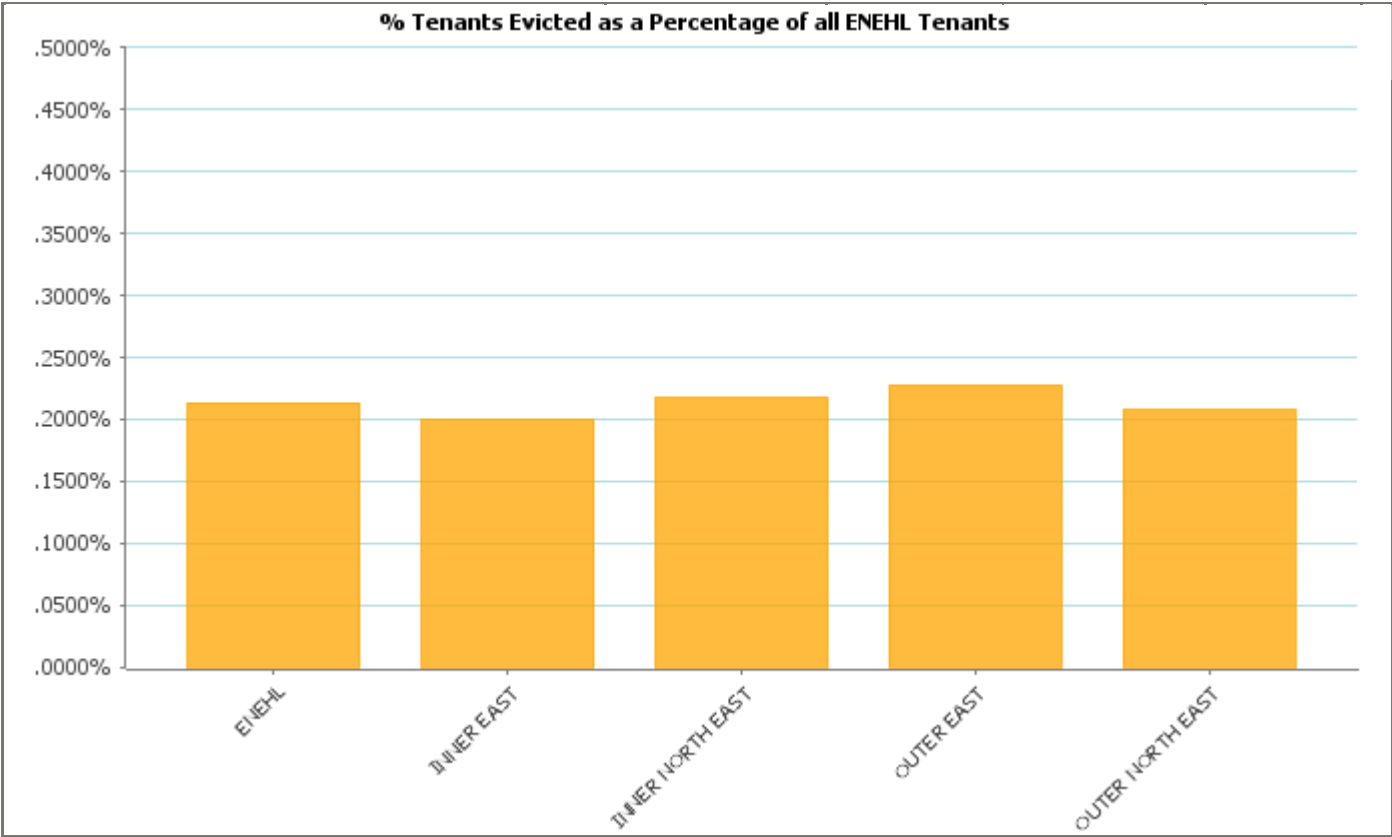
Performance Indicator	Current Target	Performance		Status
% With 7+ Rent Arrears ENEHL		4.40%	November 2010	
% With 7+ Rent Arrears INNER EAST		3.55%	November 2010	
% With 7+ Rent Arrears INNER NORTH EAST		4.82%	November 2010	
% With 7+ Rent Arrears OUTER EAST		4.46%	November 2010	
% With 7+ Rent Arrears OUTER NORTH EAST		4.71%	November 2010	

**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.


<b>Performance Indicator</b>	% Tenants Evicted as a Percentage of all ENEHL Tenants
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Performance Indicator	Current Target	Performance		Status
Evictions ENEHL	.2900%	.2130%	November 2010	
Evictions INNER EAST	.2900%	.1990%	November 2010	
Evictions INNER NORTH EAST	.2900%	.2170%	November 2010	
Evictions OUTER EAST	.2900%	.2270%	November 2010	
Evictions OUTER NORTH EAST	.2900%	.2070%	November 2010	

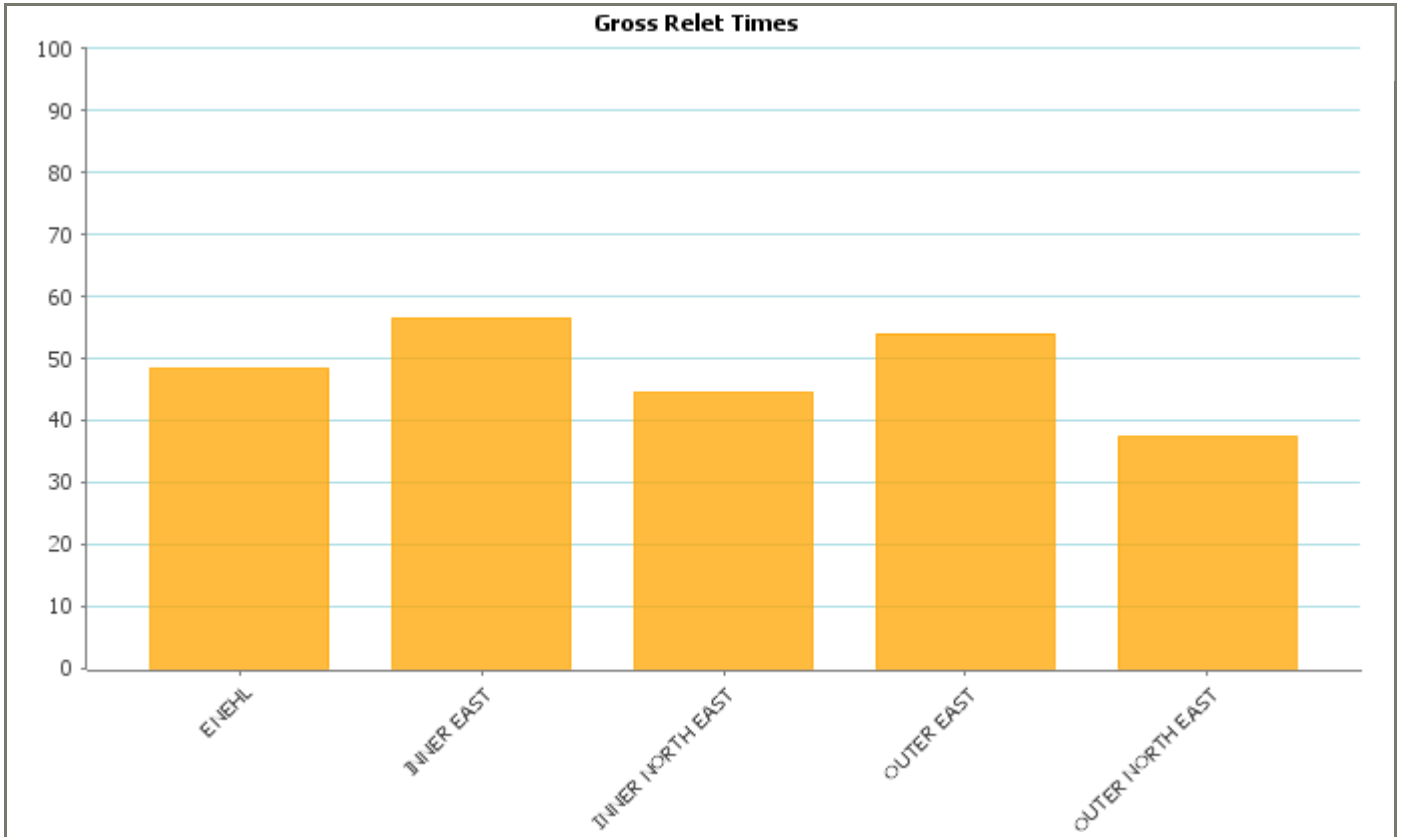
**Definition**

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 ENE	55	48.21	November 2010	
GROSS RELET TIMES INNER EAST	65	56.34	November 2010	
GROSS RELET TIMES INNER NORTH EAST	55	44.36	November 2010	
GROSS RELET TIMES OUTER EAST	60	53.91	November 2010	
GROSS RELET TIMES OUTER NORTH EAST	40	37.2	November 2010	

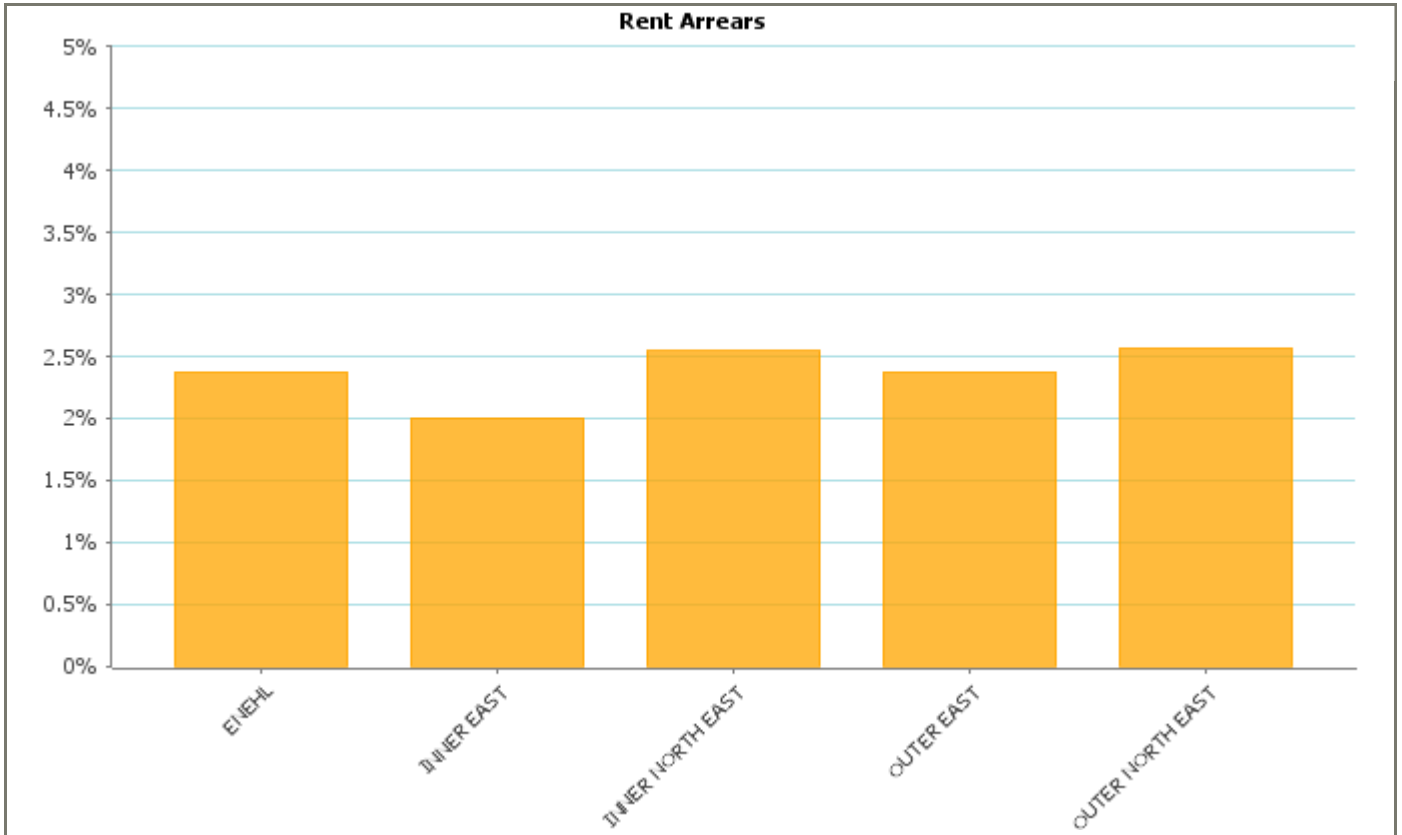
**Definition**

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 Arrears**



Performance Indicator	Current Target	Performance		Status
Rent Arrears as a % of the rent due ENEHL	2.7%	2.37%	November 2010	✓
Rent Arrears as a percentage of the rent due INNER EAST	2.7%	2%	November 2010	✓
Rent Arrears as a percentage of the rent due INNER NORTH EAST	2.7%	2.54%	November 2010	✓
Rent Arrears as a percentage of the rent due OUTER EAST	2.7%	2.37%	November 2010	✓
Rent Arrears as a percentage of the rent due OUTER NORTH EAST	2.7%	2.56%	November 2010	✓

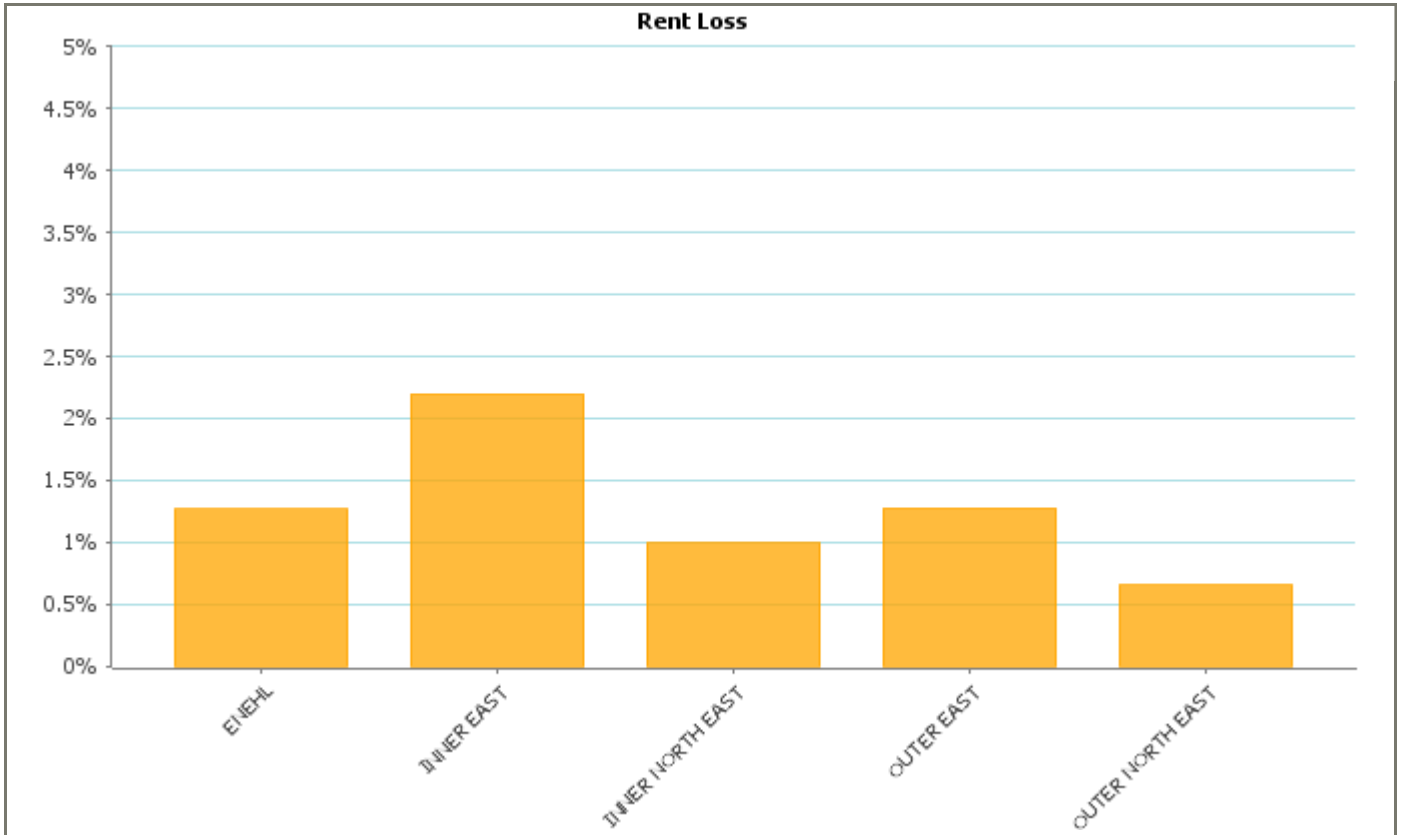
**Definition**

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**

**Rent Loss**



Performance Indicator	Current Target	Performance		Status
% RENT LOST FROM VOIDS ENE	1.2%	1.26%	November 2010	
% RENT LOST FROM VOIDS INNER EAST	1.75%	2.19%	November 2010	
% RENT LOST FROM VOIDS INNER NORTH EAST	1.1%	0.99%	November 2010	
% RENT LOST FROM VOIDS OUTER EAST	1.25%	1.27%	November 2010	
% RENT LOST FROM VOIDS OUTER NORTH EAST	0.7%	0.65%	November 2010	

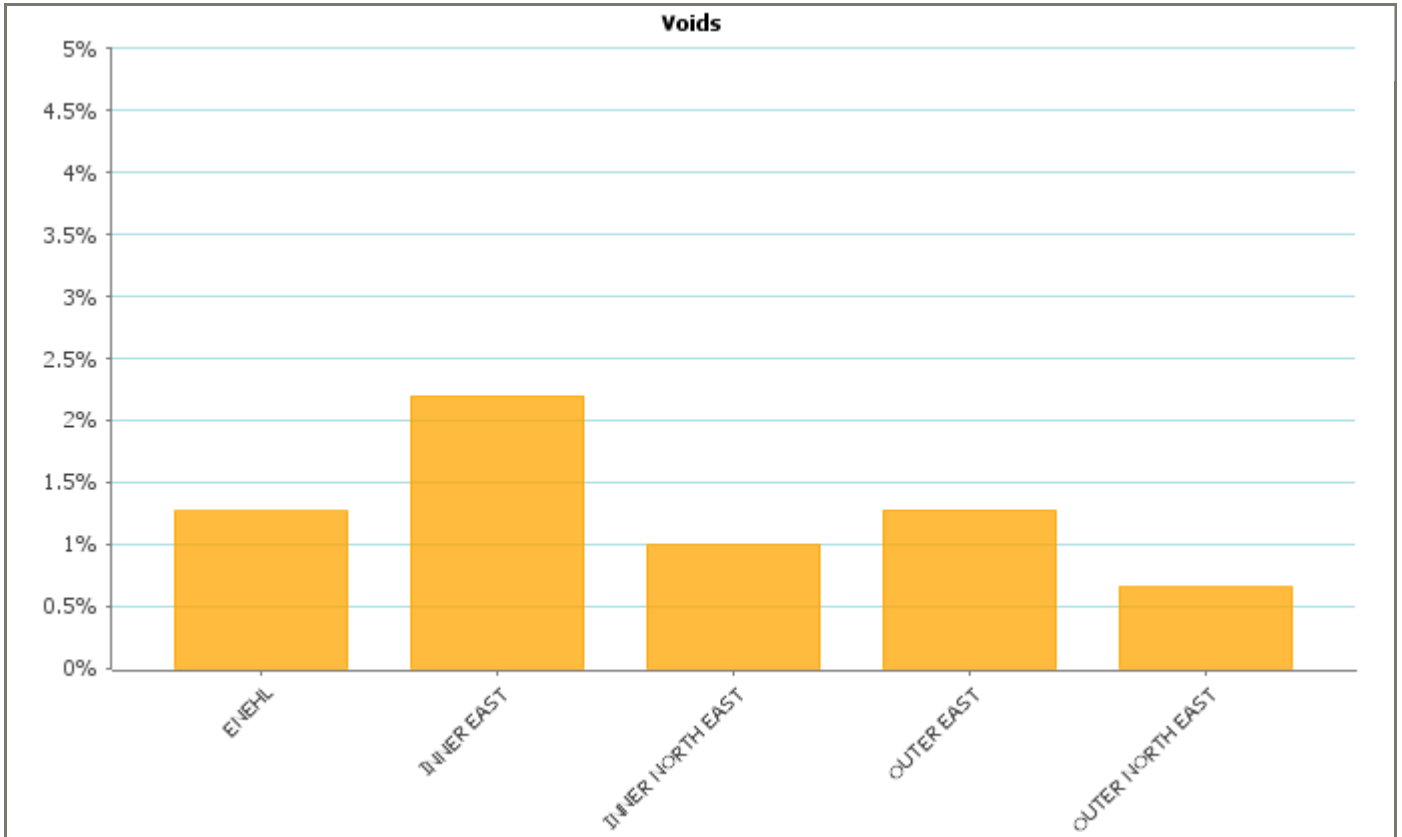
**Definition**

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 ENE	1.1%	1.26%	November 2010	
% Voids IE	1.4%	2.19%	November 2010	
% Voids INE	1.1%	0.99%	November 2010	
% Voids OE	1.2%	1.27%	November 2010	
% Voids ONE	0.7%	0.65%	November 2010	

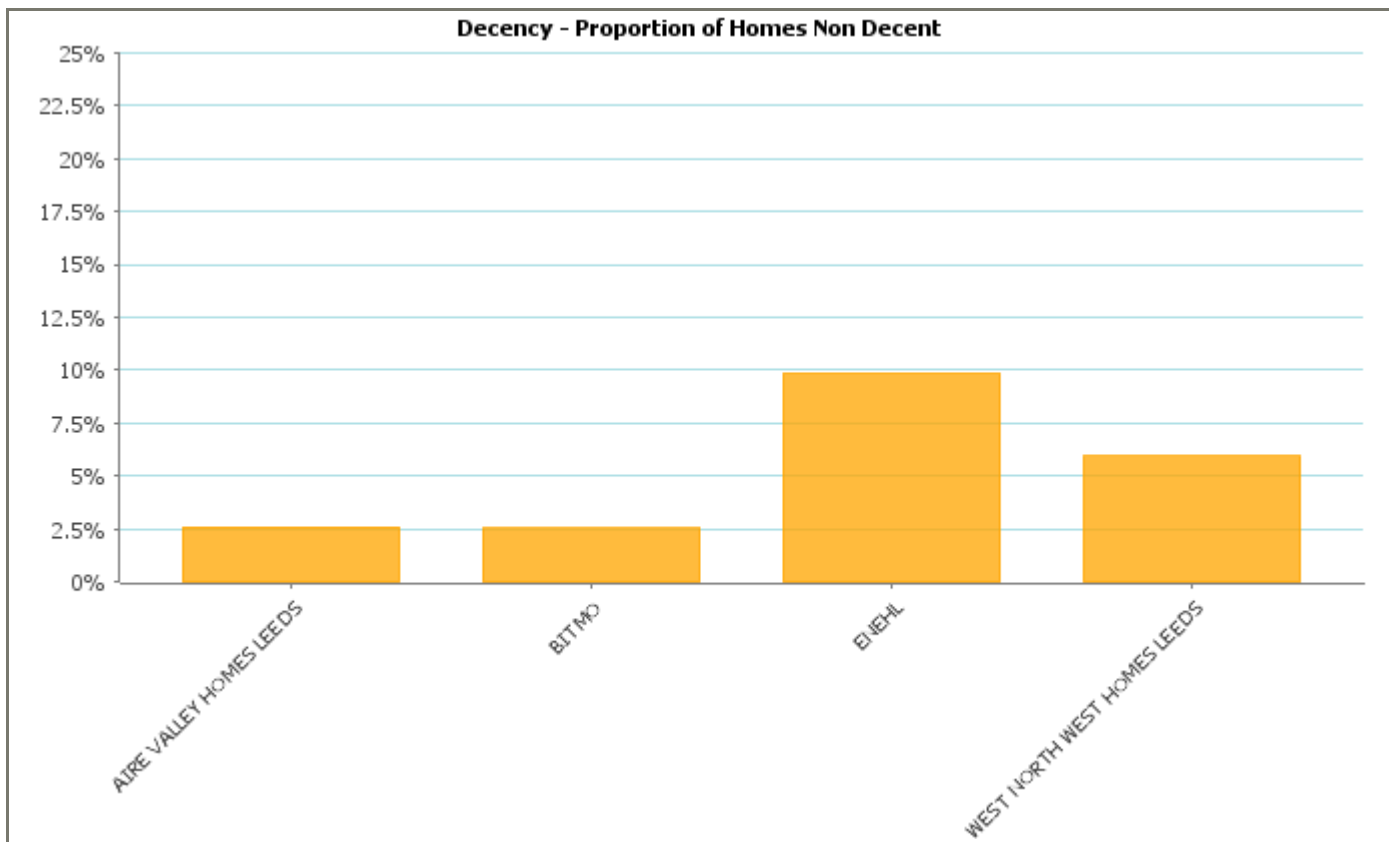
**Definition**

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 Aire Valley Homes	5%	2.61%	November 2010	
Proportion of Homes Non-Decent BITMO	4%	2.54%	November 2010	
Proportion of Homes Non-Decent East North East Homes	1.82%	9.86%	November 2010	
Proportion of Homes Non-Decent West North West Homes	2%	5.94%	November 2010	

**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.