







EAST NORTH EAST HOMES LEEDS

AUGUST MONTHLY PERFORMANCE REPORT

CUSTOMER SERVICES PERFORMANCE INDICATORS

Performance Indicator	Performance Data Last Update	Current Target	Current Value	Traffic Light Icon
% Complaints Responded to Within 10 Working Days ENEHL	August 2010	90%	83.68%	
% of calls answered	August 2010	95%	94%	
% of customers rating the quality of service received at One Stop Centres as 'good' or 'excellent'	August 2010	99%	100%	
% of Members Correspondence answered in 10 working days*	June 2010	80%	75%	

* Data not currently available for August for these performance indicators



Performance over 6% of target



Performance within 6% of target



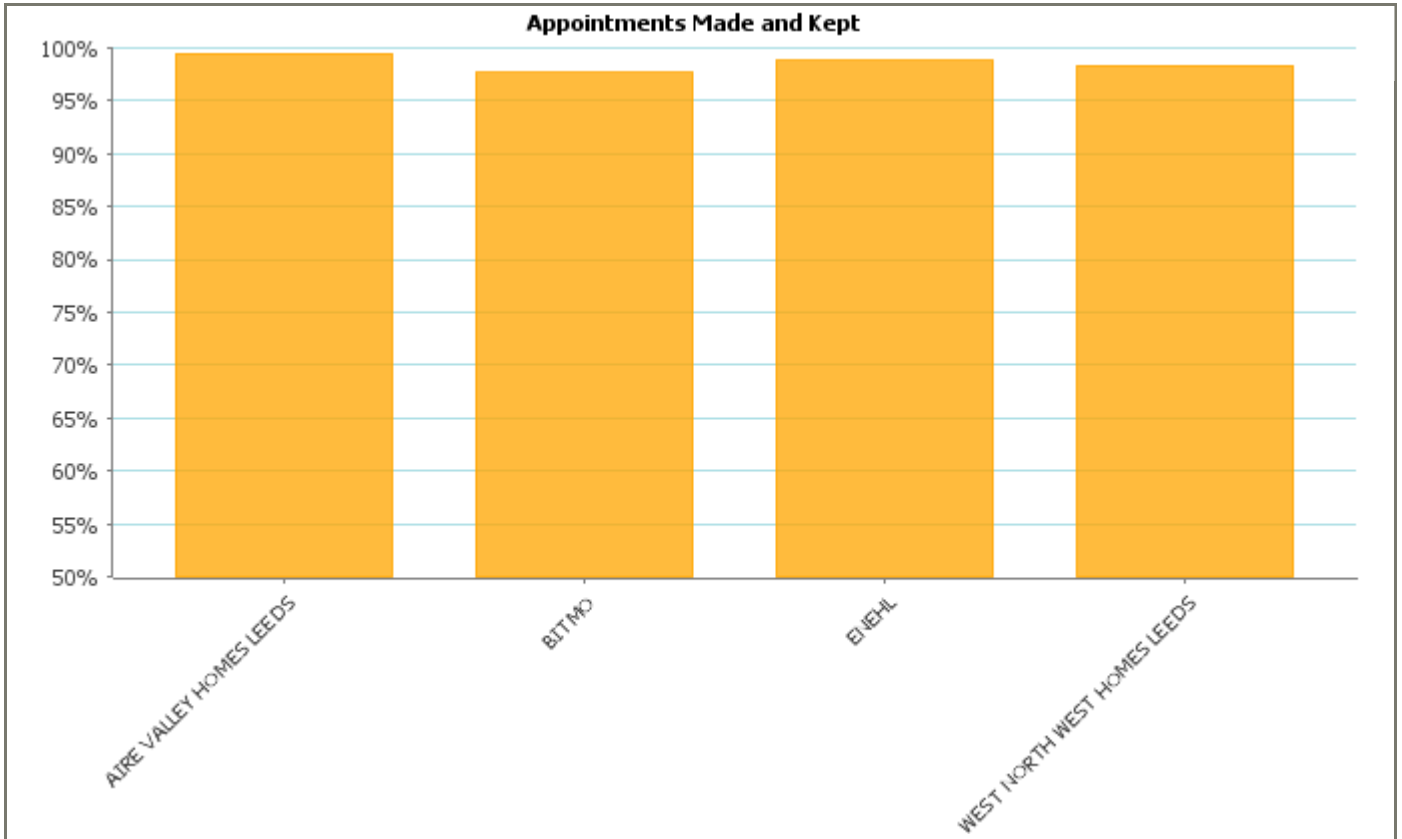
Performance on target



Data only Performance Indicator

Performance Indicator

Appointments Made and Kept



Performance Indicator	Current Target	Performance		Status
Responsive Appointments Made and Kept Aire Valley Homes	98.1%	99.46%	August 2010	
Responsive Appointments Made and Kept BITMO	98.25%	97.67%	August 2010	
Responsive Appointments Made and Kept ENEHL	99%	98.83%	August 2010	
Responsive Appointments Made and Kept West North West Homes	98.5%	98.32%	August 2010	

Definition

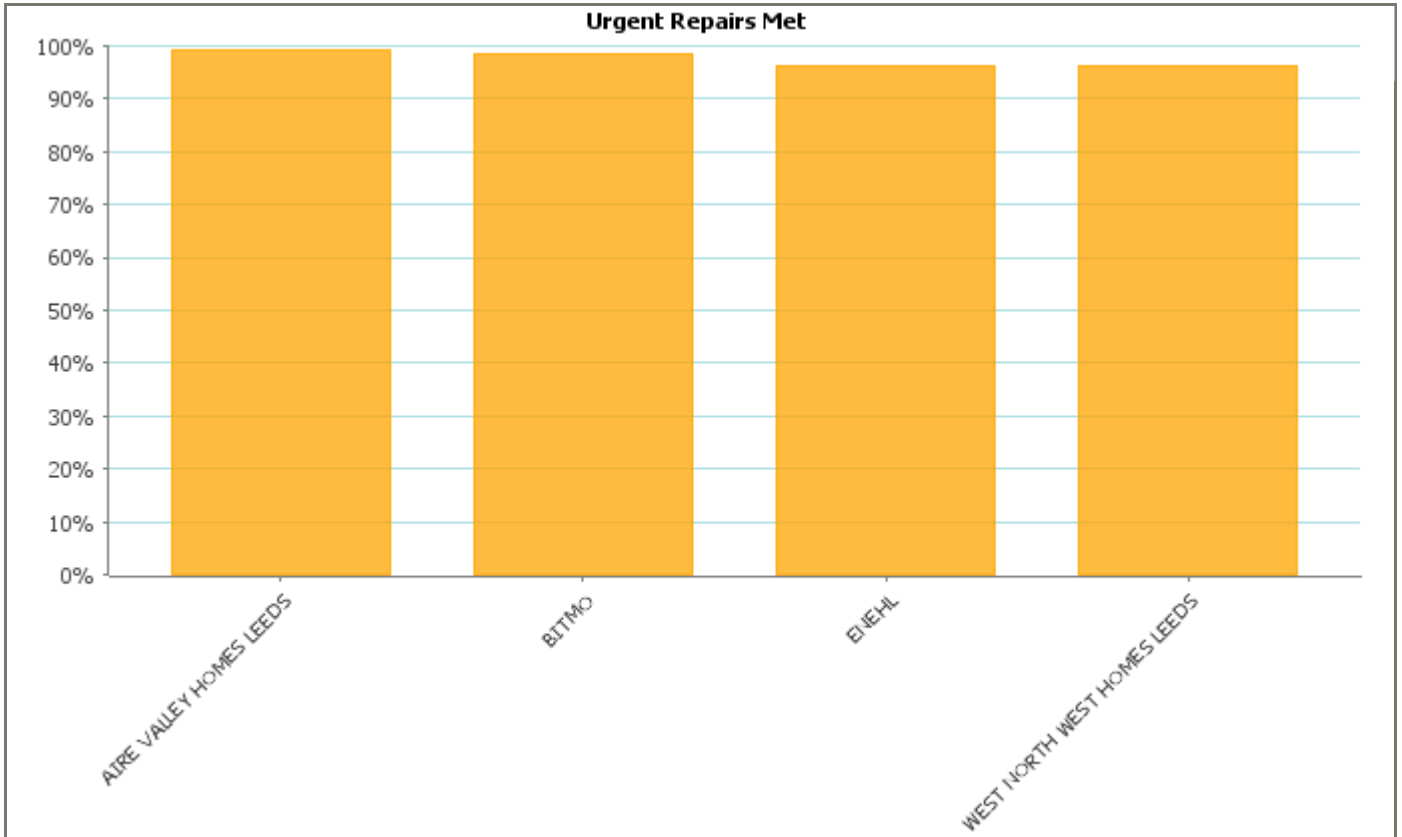
This indicator measures the percentage of repairs for which we have made and kept an appointment. Appointments which we attend but the customer does not are classed as kept.

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

- Performance over 6% of target
- Performance within 6% of target
Data only Performance Indicator
- Performance on target

Performance Indicator

Urgent Repairs Met



Performance Indicator	Current Target	Performance		Status
Urgent Repairs Met Aire Valley Homes	98%	99.18%	August 2010	
Urgent Repairs Met BITMO	98.8%	98.48%	August 2010	
Urgent Repairs Met % ENEHL	98%	96.3%	August 2010	
Urgent Repairs Met West North West Homes	99.2%	96.29%	August 2010	

Definition

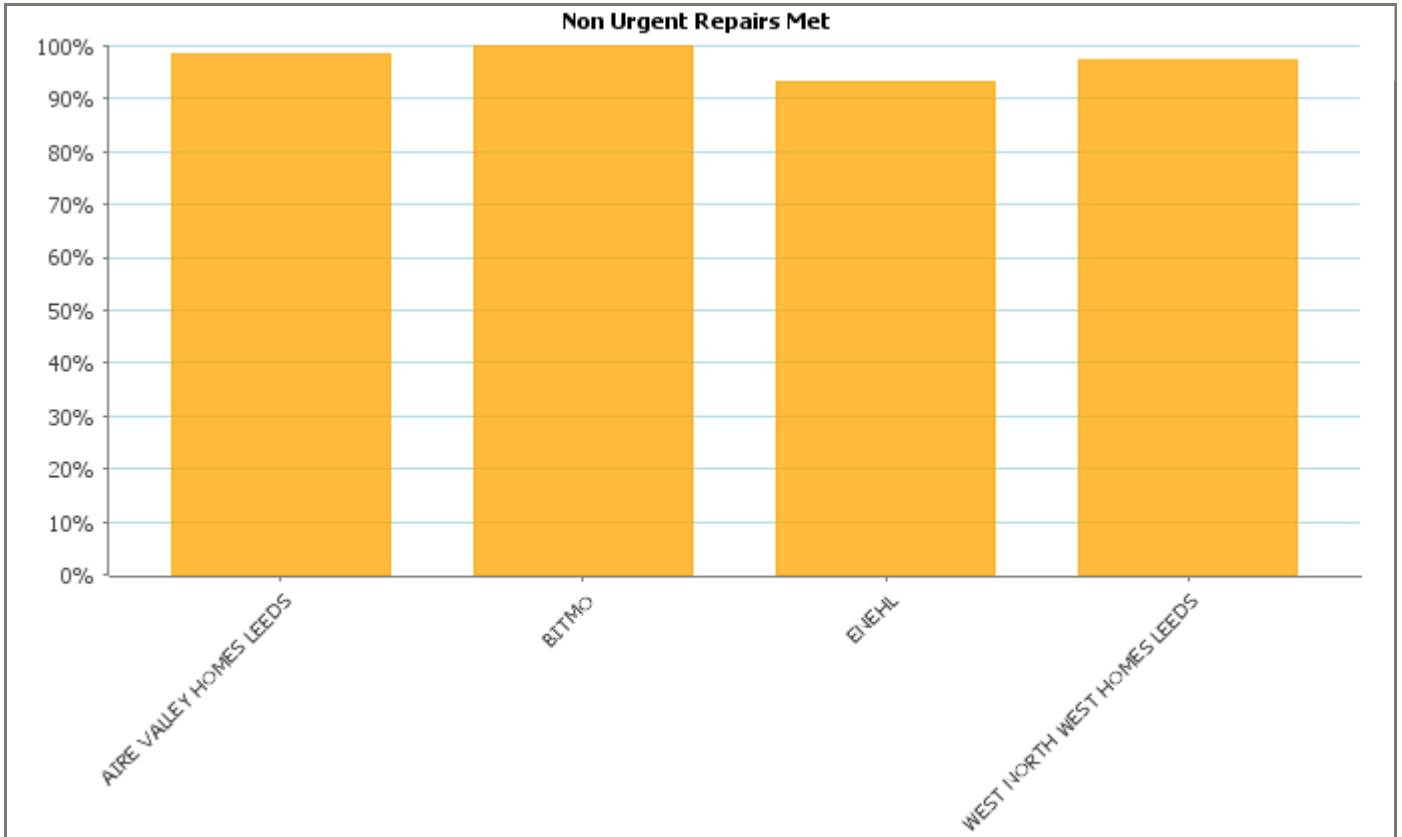
This indicator measures the time taken from the date an urgent order is raised to the date of the actual completion of the work.

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

- Performance over 6% of target
 - Performance within 6% of target
 - Performance on target
- Data only Performance Indicator

Performance Indicator

Non Urgent Repairs Met



Performance Indicator	Current Target	Performance		Status
Non Urgent Repairs Met % Aire Valley Homes	97%	98.37%	August 2010	
Non Urgent Repairs Met % BITMO	99.79%	99.88%	August 2010	
Non Urgent Repairs Met % ENEHL	97%	93.23%	August 2010	
Non Urgent Repairs Met % West North West Homes	97.5%	97.21%	August 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 over 6% of target
 - Performance within 6% of target
 - Performance on target
- Data only Performance Indicator

Performance Indicator

Customer Satisfaction



Performance Indicator	Current Target	Performance		Status
Repairs Customer Satisfaction % Aire Valley Homes	98%	95.83%	August 2010	
Repairs Customer Satisfaction % BITMO	99%	93.5%	August 2010	
Repairs Customer Satisfaction % ENEHL	95%	87.78%	August 2010	
Repairs Customer Satisfaction % West North West Homes	98%	94.85%	August 2010	

Definition

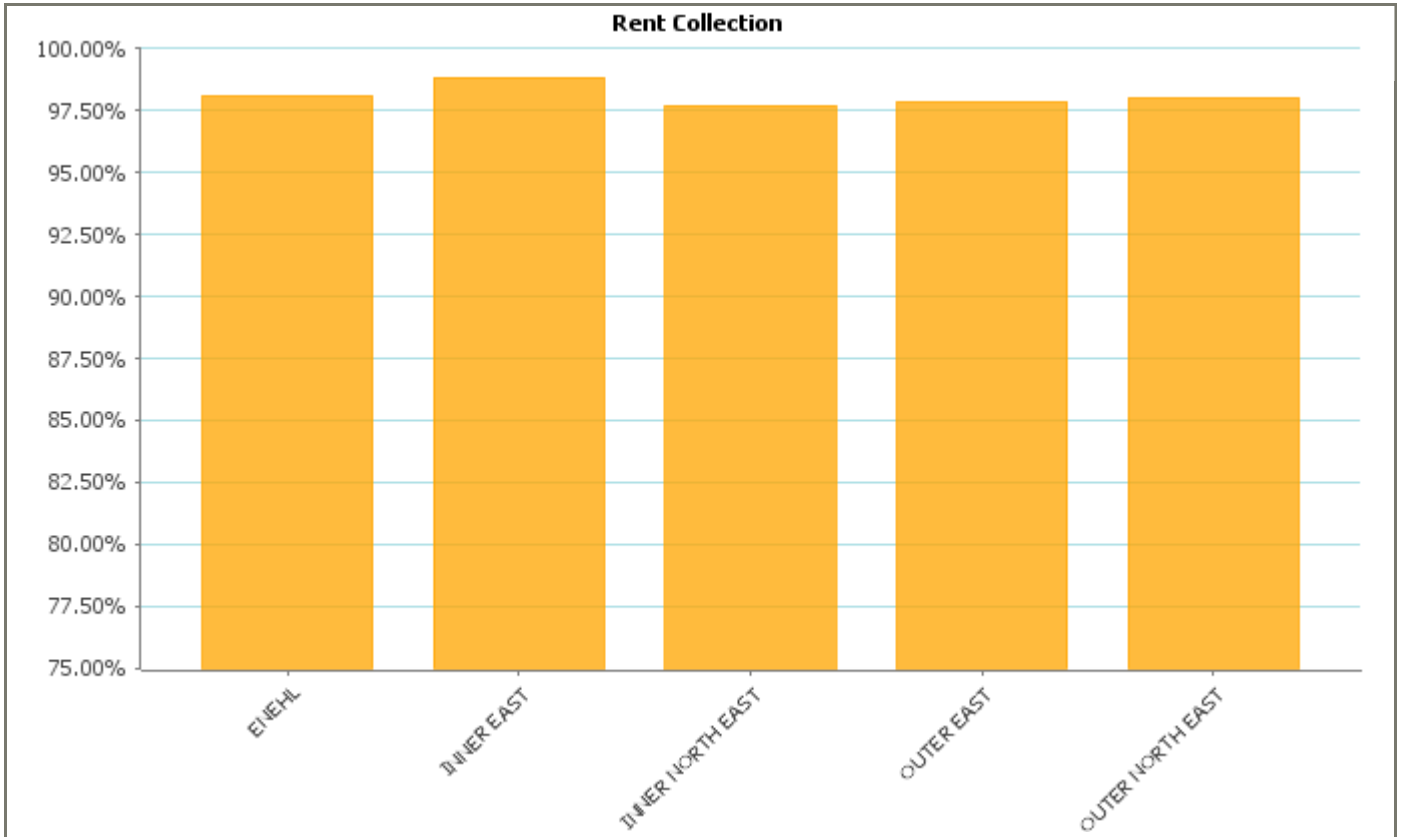
This indicator is based on a survey slip which is sent out with each repair and shows the percentage of tenants who rated the repair as good or excellent.

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

- Performance over 6% of target
 - Performance within 6% of target
 - Performance on target
- Data only Performance Indicator

Performance Indicator

Rent Collection



Performance Indicator	Current Target	Performance		Status
% Rent Collected ENEHL	97.75%	98.05%	August 2010	
% Rent Collected INNER EAST	97.75%	98.80%	August 2010	
% Rent Collected INNER NORTH EAST	97.75%	97.66%	August 2010	
% Rent Collected OUTER EAST	97.75%	97.81%	August 2010	
% Rent Collected OUTER NORTH EAST	97.75%	97.97%	August 2010	

Definition

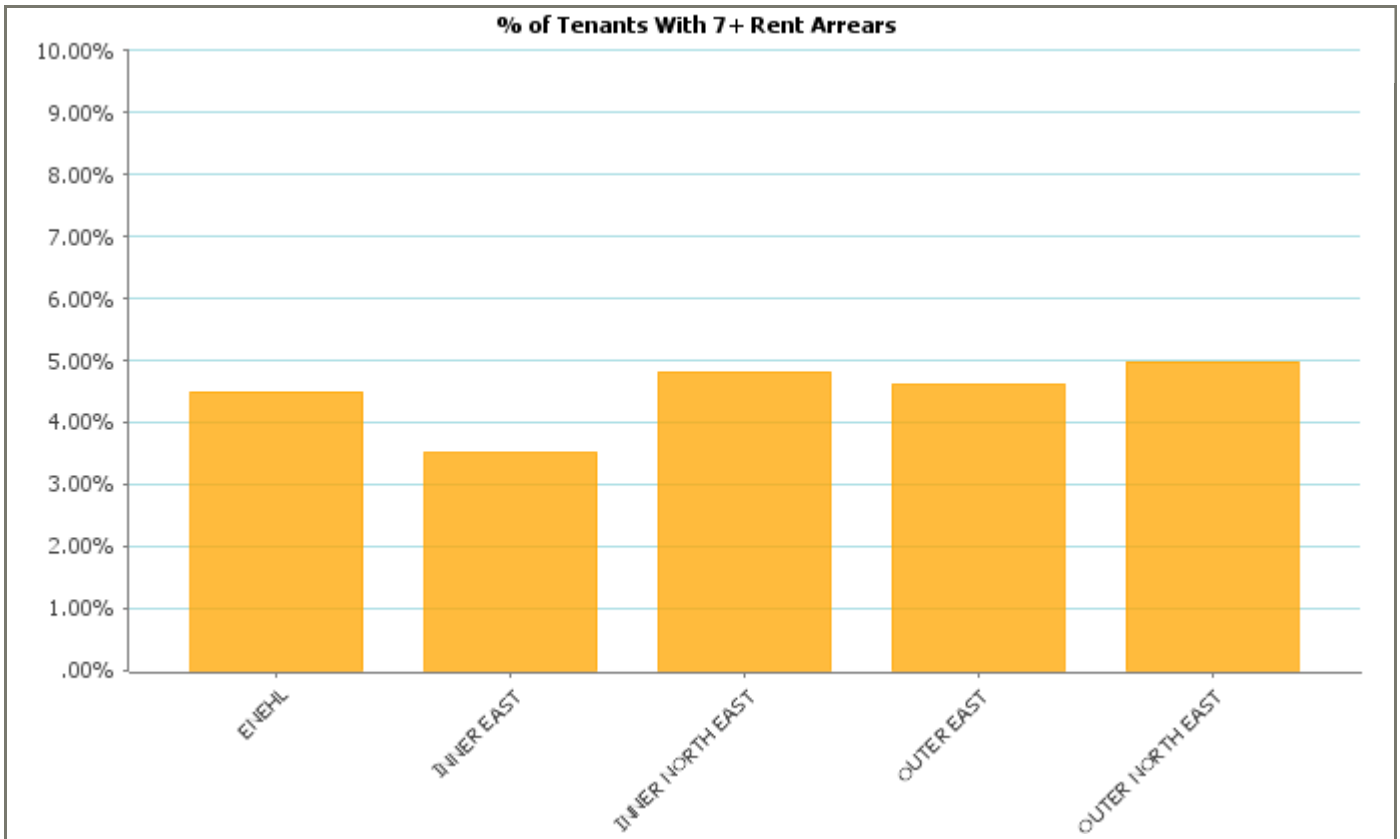
This indicator measures the total amount of rent we collect over the total amount due. The total amount of rent due is based on the current financial years rent charge plus debt we didnt collect in previous years, less any rent due on empty properties.

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

- Performance over 6% of target
 - Performance within 6% of target
 - Performance on target
- Data only Performance Indicator

Performance Indicator

% of Tenants With 7+ Rent Arrears







Performance Indicator	Current Target	Performance		Status
% With 7+ Rent Arrears ENEHL		4.48%	August 2010	
% With 7+ Rent Arrears INNER EAST		3.50%	August 2010	
% With 7+ Rent Arrears INNER NORTH EAST		4.80%	August 2010	
% With 7+ Rent Arrears OUTER EAST		4.60%	August 2010	
% With 7+ Rent Arrears OUTER NORTH EAST		4.97%	August 2010	

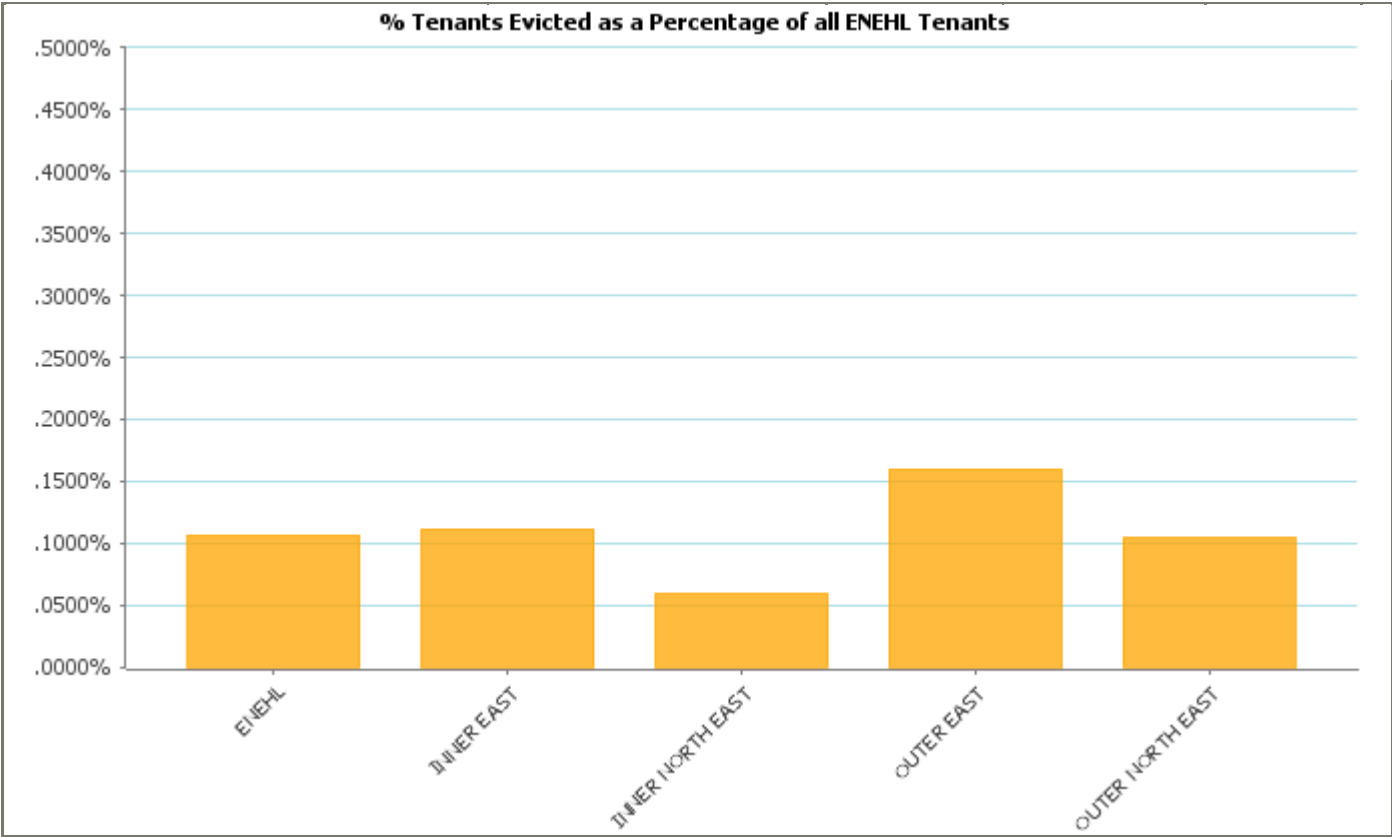
Definition

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.

-  Performance over 6% of target
 -  Performance within 6% of target
 -  Performance on target
-  Data only Performance Indicator

Performance Indicator	% Tenants Evicted as a Percentage of all ENEHL Tenants
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Performance Indicator	Current Target	Performance		Status
Evictions ENEHL	.1210%	.1060%	August 2010	
Evictions INNER EAST	.2900%	.1110%	August 2010	
Evictions INNER NORTH EAST	.2900%	.0590%	August 2010	
Evictions OUTER EAST	.2900%	.1590%	August 2010	
Evictions OUTER NORTH EAST	.2900%	.1040%	August 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.

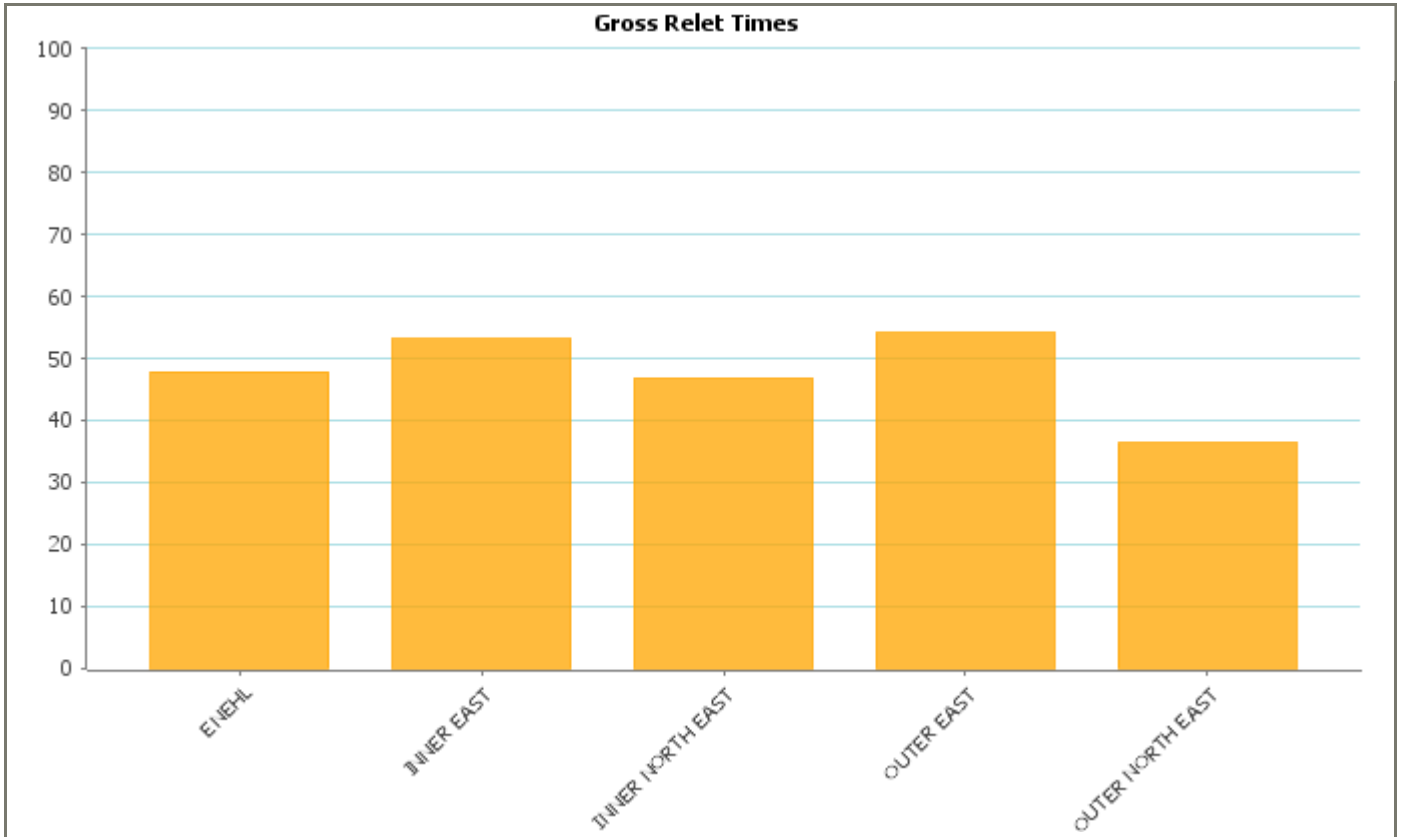
We want performance on this indicator to be as low as possible.

Performance over 6% of target
 Performance within 6% of target
 Performance on target

Data only Performance Indicator

Performance Indicator

Gross Relet Times



Performance Indicator	Current Target	Performance		Status
GROSS RELET TIMES ENEHL	55	47.67	August 2010	
GROSS RELET TIMES INNER EAST	65	52.97	August 2010	
GROSS RELET TIMES INNER NORTH EAST	55	46.6	August 2010	
GROSS RELET TIMES OUTER EAST	60	53.95	August 2010	
GROSS RELET TIMES OUTER NORTH EAST	40	36.2	August 2010	

Definition

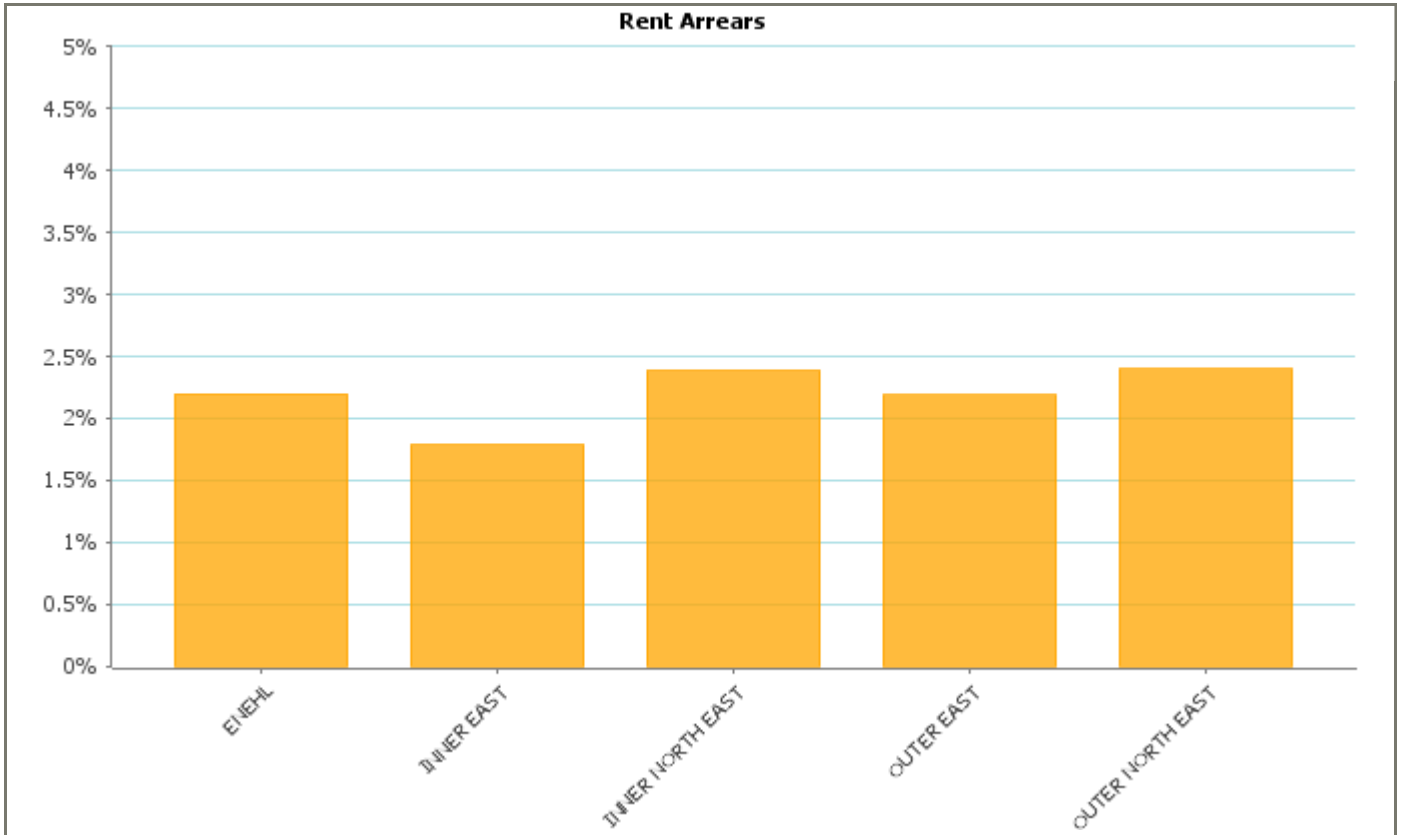
This indicator measures the average length of time in days from the last tenancy ending to the next tenancy starting.

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

- Performance over 6% of target
 - Performance within 6% of target
 - Performance on target
- Data only Performance Indicator

Performance Indicator

Rent Arrears







Performance Indicator	Current Target	Performance		Status
Rent Arrears as a % of the rent due ENEHL	2.7%	2.19%	August 2010	✓
Rent Arrears as a percentage of the rent due INNER EAST	2.7%	1.78%	August 2010	✓
Rent Arrears as a percentage of the rent due INNER NORTH EAST	2.7%	2.38%	August 2010	✓
Rent Arrears as a percentage of the rent due OUTER EAST	2.7%	2.18%	August 2010	✓
Rent Arrears as a percentage of the rent due OUTER NORTH EAST	2.7%	2.39%	August 2010	✓

Definition

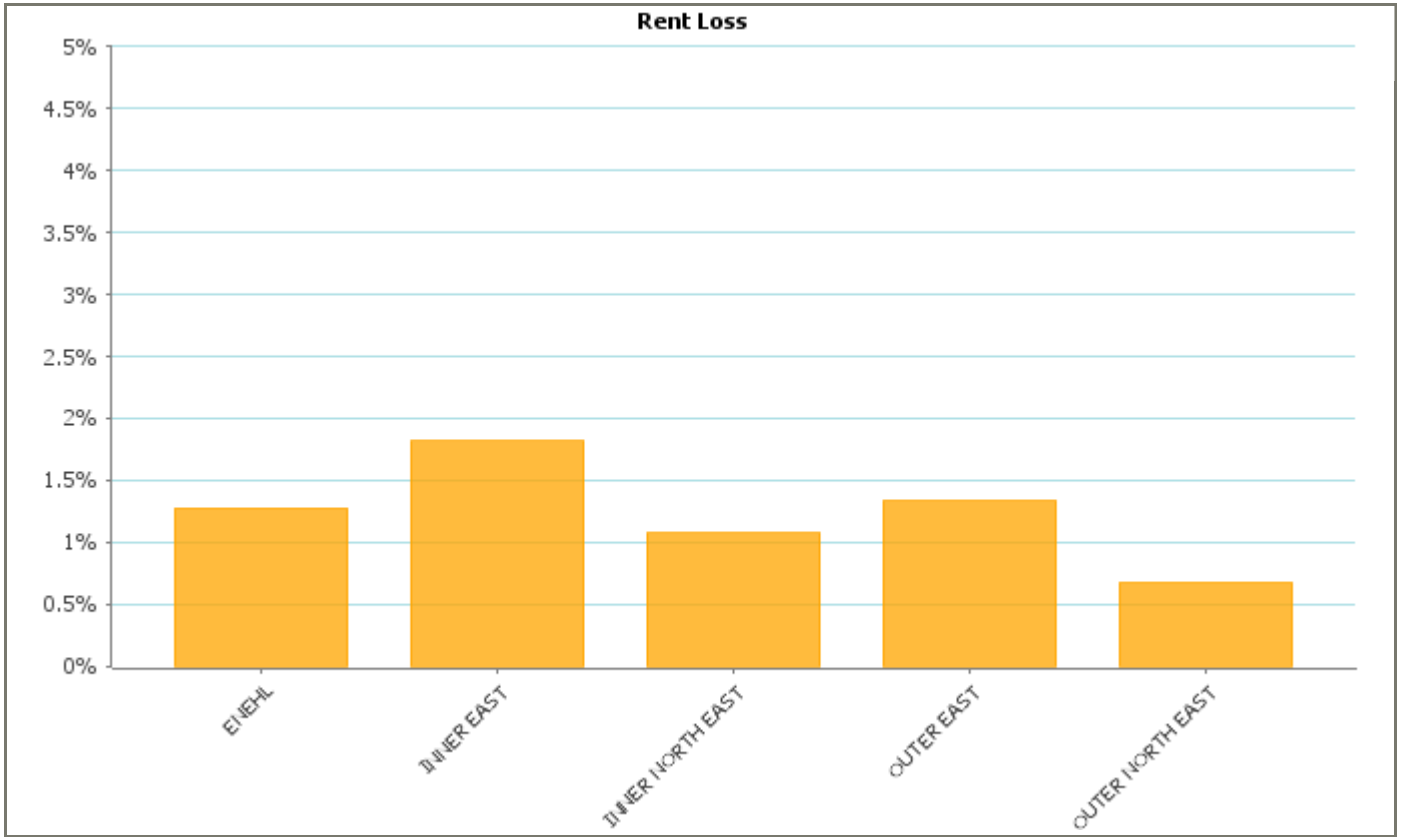
This shows the total debt as a percentage of the rent roll. The rent roll is the total amount of rent we could collect on all our properties. This includes empty properties.

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

-  Performance over 6% of target
 -  Performance within 6% of target
 -  Performance on target
-  Data only Performance Indicator

Performance Indicator

Rent Loss



Performance Indicator	Current Target	Performance		Status
% RENT LOST FROM VOIDS ENE	1.2%	1.27%	August 2010	
% RENT LOST FROM VOIDS INNER EAST	1.75%	1.81%	August 2010	
% RENT LOST FROM VOIDS INNER NORTH EAST	1.1%	1.07%	August 2010	
% RENT LOST FROM VOIDS OUTER EAST	1.25%	1.33%	August 2010	
% RENT LOST FROM VOIDS OUTER NORTH EAST	0.7%	0.67%	August 2010	

Definition

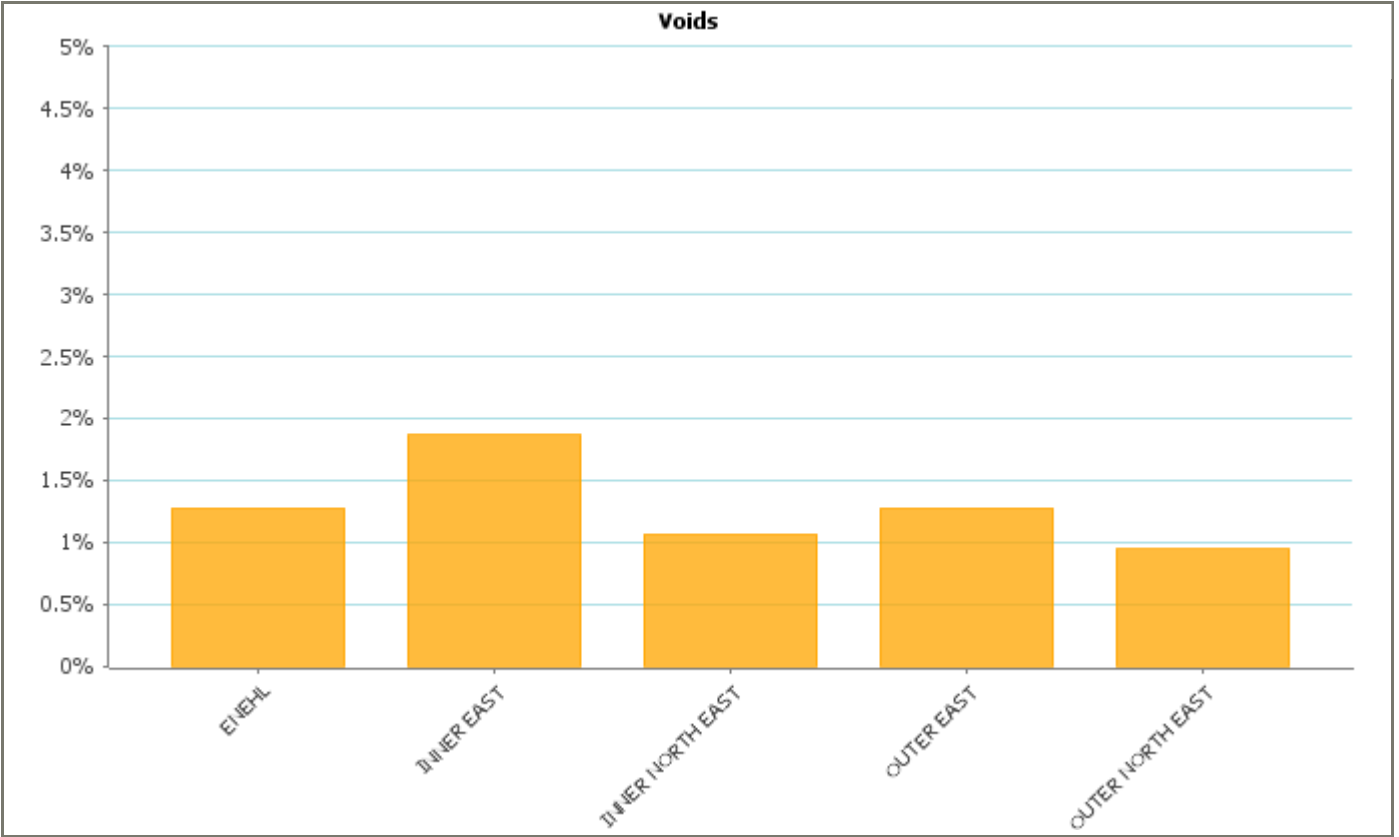
This indicator measures the rent due from empty properties if they were tenanted as a percentage of the rent roll.

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

- Performance over 6% of target
 - Performance within 6% of target
 - Performance on target
- Data only Performance Indicator

Performance Indicator

Voids



Performance Indicator	Current Target	Performance		Status
% Voids ENE	1.1%	1.27%	August 2010	
% Voids INNER EAST	1.3%	1.86%	August 2010	
% Voids INNER NORTH EAST	1.2%	1.06%	August 2010	
% Voids OUTER EAST	1.2%	1.27%	August 2010	
% Voids OUTER NORTH EAST	0.7%	0.94%	August 2010	

Definition

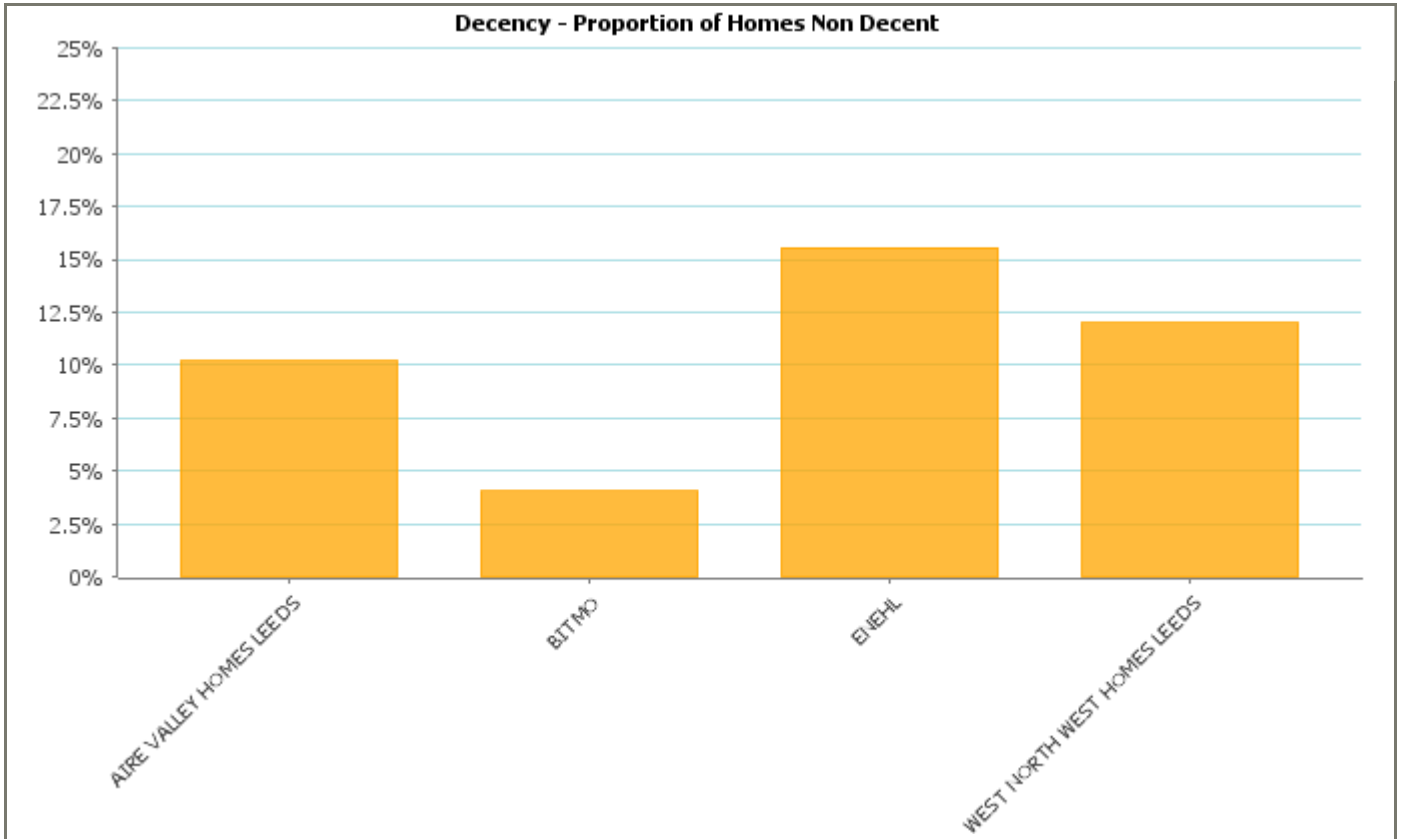
The percentage of empty properties as a proportion of the total stock.

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

- Performance over 6% of target
 - Performance within 6% of target
 - Performance on target
- Data only Performance Indicator

Performance Indicator

Decency - Proportion of Homes Non Decent



Performance Indicator	Current Target	Performance		Status
Proportion of Homes Non-Decent Aire Valley Homes	5%	10.21%	July 2010	
Proportion of Homes Non-Decent BITMO	4%	4.05%	July 2010	
Proportion of Homes Non-Decent East North East Homes	8.22%	15.57%	August 2010	
Proportion of Homes Non-Decent West North West Homes	2%	12%	July 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.

- Performance over 6% of target
- Performance within 6% of target
Data only Performance Indicator
- Performance on target