

















Villages Housing Association	April – June Q1	Apr – Sep 10 Q2	Apr – Dec 10 Q3	Apr – Mar 11 Q4	Target	Year to Date	Trend
Average re-let Times (<i>The number of days it takes us to let out homes</i>)	39	39	36	31	32		↑
% Emergency Repairs completed on time	100%	99.9%	99%	99.4%	100%		↑
% Urgent repairs completed on time	96.1%	96.3%	95.4%	94.8%	98%		↓
% Routine Repairs completed on time	99.4%	99.5%	98%	98.9%	98%		↑
% customers satisfied with their repairs	96.6%	96.7%	95.9%	94.8%	95%		↓
% properties which have had their annual gas safety check	99%	100%	99%	100%	100%		↑
% rent collected as a % rent charged	108.8%	103.4%	102%	101%	100.6%		↔
The average number of seconds it takes to answer a phone call	10	10	10	11	20		↔

- No Data (No applicable lettings in period)

Villages Community Housing Association	April – June Q1	April – Sep 10 Q2	April – Dec 10 Q3	April - Jan 11 Q4	Target	Year to Date	Trend
Average re-let Times (<i>The number of days it takes us to let out homes</i>)	54	43	51	57	37		↓
% Emergency Repairs completed on time	100%	100%	100%	98.9%	100%		↔
% Urgent repairs completed on time	100%	95.3%	93.8%	95.2%	98%		↑
% Routine Repairs completed on time	100%	99.5%	99.6%	99.7%	98%		↑
% customers satisfied with their repairs	96.3%	96.9%	95.9%	94.8%	95%		↓
% properties which have had their annual gas safety check	98.1%	99.4%	98.1%	100%	100%		↑
% rent collected as a % rent charged	113.2%	105.4%	104.4%	98.7%	102%		↓
The average number of seconds it takes to answer a phone call	10	10	10	11	20		↔