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Average re-let times <i>(The number of days it takes us to let out homes)</i>	23	39	41.5	37.5		
% Emergency repairs complete within target time <i>(The % of emergency repairs completed on time)</i>	99.1%	97.8%	97.3%	100%		
% Urgent repairs complete within target time <i>(The % of urgent repairs completed on time)</i>	98.3%	98.6%	97.8%	98%		
% Routine repairs complete within target time <i>(The % of routine repairs completed on time)</i>	97.6%	98.7%	97.7%	98%		
% overall satisfaction with day to day repairs <i>(The percentage of customers who were satisfied with their repairs)</i>	98.3%	98.6%	97.8%	95%		
% of properties with a valid gas certificate. <i>(The % of properties which have had their annual gas safety check)</i>	100%	99.2%	99.7%	100%		
Rent collected as a % of net rent charged <i>(The % of rent collected since April 2008)</i>	100.1%	99%	97.9%	99%		
Average Phone Response time (secs) <i>(The average amount of time it takes to answer a phone call)</i>	11	10	10	10		

Villages Community Housing Association	2008/2009	Apr to June 09 (Q1)	July 09	Target	Year to Date	Trend
Average re-let times <i>(The number of days it takes us to let out homes)</i>	43	0	77	50		
% Emergency repairs complete within target time <i>(The % of emergency repairs completed on time)</i>	98.7%	100%	96.7%	100%		
% Urgent repairs complete within target time <i>(The % of urgent repairs completed on time)</i>	99%	95.2%	96.9%	98%		
% Routine repairs complete within target time <i>(The % of routine repairs completed on time)</i>	97.3%	98.6%	98.1%	98%		
% overall satisfaction with day to day repairs <i>(The percentage of customers who were satisfied with their repairs)</i>	98.3%	97.8%	97.8%	95%		
% of properties with a valid gas certificate. <i>(The % of properties which have had their annual gas safety check)</i>	100%	98.7%	100%	100%		
Rent collected as a % of net rent charged <i>(The % of rent collected since April 2008)</i>	100.3%	103.9	101.2%	99%		
Average Phone Response time (secs) <i>(The average amount of time it takes to answer a phone call)</i>	11	10	10	10	