

PERFORMANCE MANAGEMENT SUMMARY INFORMATION
Quarter 1 2008/09

Performance Measure			Overall (year end)
Complaints - % answered in 15 working days	Target		97%
	Performance		97%
	Improving ?		
Complaints - average days to respond	Target		7
	Performance		6
	Improving ?		
Right to Buy - applications actioned	Target		100%
	Performance		100%
	Improving ?		
Right to Buy - acknowledgement notices	Target		16.5 days
	Performance		11.4 days
	Improving ?		
		Houses	Flats
Right to Buy - offer notices served	Target (Days)	30	57
	Performance	12	30
	Improving ?		
Personnel - % top 5% of earners who are women	Target		50%
	Performance		50%
	Improving ?		
Personnel - % BME employees	Target		11.5%
	Performance		16.6%
	Improving ?		
Personnel - % days lost to sickness	Target		4.0%
	Performance		3.8%
	Improving ?		

KEY

PERFORMANCE
On or above target
At or above last years performance
Below last years performance

IMPROVING?
Better than last quarter
Same as last quarter
Worse than last quarter

PERFORMANCE MANAGEMENT SUMMARY INFORMATION
Quarter 1 2008/09

Performance Measure		Heywood	M/ton	Pennines	Rochdale North	Rochdale South	Overall (year end)
Percentage of Rent Collected (excluding water charges)	Target	97.9%	97.9%	97.9%	97.9%	97.9%	97.9%
	Performance	95.6%	95.6%	96.7%	96.5%	96.7%	96.3%
	Improving ?						
	At year-end 2007/2008	Housemark ALMO's Club (45 responses)				Top 25%	98.8%
Empty Properties - % rent lost	Target	1.3%	1.3%	1.3%	1.3%	1.3%	1.3%
	Performance	1.0%	1.0%	1.2%	1.3%	1.2%	1.1%
	Improving ?						
	At year-end 2007/2008	Housemark ALMO's Club (53 responses)				Top 25%	1.2%
Empty Properties - Average days to relet	Target	33	33	33	33	33	33
	Performance	23	19	29	31	44	29
	Improving ?						
	At year-end 2007/2008	Housemark ALMO's Club (61 responses)				Top 25%	30.4
Repairs - Average time to complete non-urgent repairs	Target (Days)	10	10	10	10	10	10
	Performance	16	11	12	12	11	12
	Improving ?						
	At year-end 2007/2008	Housemark ALMO's Club (56 responses)				Top 25%	98.7%
Repairs - % urgent jobs completed in Gov't timescales	Target	98%	98%	98%	98%	98%	98%
	Performance	98%	99%	97%	96%	97%	97%
	Improving ?						
	At year-end 2007/2008	Housemark ALMO's Club (56 responses)				Top 25%	98.7%
Repairs - % completed in Priority timescales	Target	96%	96%	96%	96%	96%	96%
	Performance	95%	98%	97%	96%	97%	97%
	Improving ?						
	At year-end 2007/2008	Housemark ALMO's Club (56 responses)				Top 25%	98.7%
Repairs - % of jobs for which an appt was made and kept	Target	83%	83%	83%	83%	83%	83%
	Performance	85%	85%	80%	97%	85%	88%
	Improving ?						
	At year-end 2007/2008	Housemark ALMO's Club (56 responses)				Top 25%	98.7%
Repairs - % satisfaction with service	Target	90%	90%	90%	90%	90%	90%
	Performance	94%	94%	90%	93%	90%	92%
	Improving ?						
	At year-end 2007/2008	Housemark ALMO's Club (56 responses)				Top 25%	98.7%

KEY:

PERFORMANCE
On or above target
At or above last years performance
Below last years performance

IMPROVING?
Better than last quarter
Same as last quarter
Worse than last quarter