

	Rent Arrears (without HB debt)	Rent Collected (without HB debt)	Re-Let Times	Short Term Voids	Long Term Voids
2005/6	4.6%	100.8%	2.6 weeks	0.1%	0.1%
2006/7	4.9%	99.5%	2.6 weeks	0.2%	0.3%
2007/8	3.8%	101%	2.4 weeks	0.5%	0.5%
2008/9	4.0%	100.8%	2.3 weeks	0.1%	0.5%
2009/10	3.6%	101.6%	2.1 weeks	0.2%	0.3%
2010/11					
Target	<b>3.6%</b>	<b>101%</b>	<b>3 weeks</b>	<b>0.5%</b>	<b>0.5%</b>
Quarter 1	3.6%	113%	2.7 weeks	0.2%	0.3%
Quarter 2	3.6%	104.1%	2.7 weeks	0.2%	0.3%
Quarter 3					
Quarter 4					

	Correspondence Answering Time	Telephone Answering Time	Complaints Stage 1	Complaints Stage 2	Complaints Stage 3
2005/6	4.3 days	10 seconds	95.2%	100%	100%
2006/7	4.3 days	12 seconds	98.1%	100%	100%
2007/8	3.8 days	10 seconds	98.3%	100%	100%
2008/9	3.6 days	9.4 seconds	100%	100%	100%
2009/10	3.8 days	10 seconds	100%	100%	100%
2010/11					
Target	<b>10 days</b>	<b>10 seconds</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>
Quarter 1	3.7 days	9.7 seconds	100%	100%	100%
Quarter 2	3.7 days	10.5 seconds	100%	100%	100%
Quarter 3					
Quarter 4					

	Emergency Repairs Completed	Urgent Repairs Completed	Routine Repairs Completed	Handyman Appointments Kept	Repairs Service Satisfaction
2005/6	96%	96%	96%	94%	90%
2006/7	98%	96%	96%	98%	89%
2007/8	98%	97%	99%	98%	92%
2008/9	98%	98%	98%	98%	93%
2009/10	98%	98%	98%	98%	96%
2010/11					
Target	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>93%</b>
Quarter 1	98%	96%	97%	99%	92%
Quarter 2	98%	96%	97%	98%	93%
Quarter 3					
Quarter 4					