

**Penge Churches Housing Association
Key Performance Indicators 2009/10**

Work area	9/10 target	Qtr 1 Actual	Qtr 2 actual	Qtr 3 actual	Full year
Operations					
Repairs:					
Emergency (1 day)	100%	100%	100%	100%	100%
Urgent (5 days)	95%	84%	89%	88%	94%
14 day repairs	90%	97%	91%	93%	92%
28 day repairs	90%	100%	100%	84%	94%
Satisfaction with repairs service		84%	78%	100%	96%
Rent and arrears					
% debit	3.5%	3.99%	3.09%	3.52%	3.55%
% former tenants' arrears	<4.5%	0.14%			0.14%
Rent write offs	£5,000	Nil	Nil	£1,141.92	£3422.31
Voids:					
Turnaround	4 weeks	1.5 wks	4.13wks	3.7wks	2.67wks
Cumulative					3.6wks
Gas servicing	100%	98%	98%	99%	100%
Complaints					
No. of complaints					1
Response within 7 working days					100%
Resident satisfaction with overall Service					
	>=90%				90%
HR issues					
Staff sickness (days lost excl. long term)	4%				3.6%