

Our Performance in Quarter 2 July to September 2011

At a Glance Key:



Above Target






Just Below Target


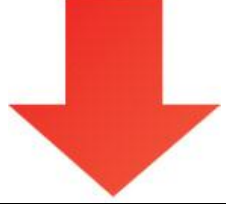




Below Target



1. Responses to your Complaints, Letters & Phone Calls

Measure	Result	Target (2010/11)	How we Compare with Others? (London & South East*)	What we are doing to improve our performance?
Replying to Complaints within the target time of 10 days	71% 	100%	N/A	This is not good performance. Every complaint that was over the target time has been reviewed by a senior manager to identify what went wrong. We have increased our monitoring of responses to improve this performance
Replying to Letters within the target time of 10 days	100% 	100%	N/A	Above Target
Answering the Phone within 15 seconds	94% 	95%	N/A	Just Below Target



2. Repairs

Measure	Result	Target (2010/11)	How we Compare with Others? (London & South East*)	What we are doing to improve our performance?
The average number of days to carry out Repairs	10 Days 	16	N/A	Above Target
The Number of overdue Gas Safety Checks carried out	5 	0	Top Group	We are working with our Housing Management Team and Gas Engineers where we have had trouble gaining access.
Repair Appointments Made & Kept	94% 	85%	Bottom Group	Above Target
Residents' satisfaction with repairs	94% 	95%	Bottom Group	The below target results are due to the problems where we have experienced delays in getting parts for boiler repairs. The team will both make sure that where there are delays you are updated more frequently and that vans are fully stocked with parts that commonly fail.



3. Letting of Empty Properties

Measure	Result	Target (2010/11)	How we Compare with Others? (London & South East*)	What we are doing to improve our performance?
How Quickly we relet your Home?	31 Days 	29 Days	Bottom Group	A number of properties were refused on more than one occasion by the people nominated for housing to us by Local Authorities. We continue to monitor the situation closely.
How Many Homes we re-let?	19 	No Target Set	N/A	<u>For Information Only</u> In the half-year up to the end of September 2011, we let a total of 38 homes.

4. Rent Collected & Arrears

Measure	Result	Target (2010/11)	How we Compare with Others? (London & South East*)	What we are doing to improve our performance?
What is the Level of Arrears?	5.67% 	5.5%	Upper Middle Group	Our arrears performance improved in Quarter 2 when compared to Quarter 1 (5.93%) and we are on target to meet 5.5% by the end of March 2012.
How much Rent did we collect?	94.62% 	99.08%	Upper Middle Group	Our performance in Quarter 2 has improved from 90.27% in Quarter 1 and we are moving closer to our end of year target of 99.08%
How Many Evictions for Rent Arrears were there?	0	No Target Set	N/A	<u>For Information Only</u>

5. Resident Involvement

Measure	Result	Target (2010/11)	How we Compare with Others? (London & South East*)	What we are doing to improve our performance?
How many residents have been involved this quarter	227 	No Target Set	N/A	We are measuring how many residents have been involved. The total number involved this year – up to the end of September 2011 was <u>344</u> residents. Also being measured is the number of services changed, implemented or withdrawn as a result of your involvement. So, the total number this year – up to the end of September 2011 = <u>3</u> changes to our services made as a result of residents' involvement.
Changes to ISHA's services as a result of resident involvement	1 	No Target Set	N/A	

* These comparisons are based on our performance in the previous year... April 2010 to March 2011. This is the latest date for which information is available.