











# Cosmopolitan Housing Association

## Key Performance Indicators 2010/2011 - Quarter 2



PI Short Name	Q1 2010/11	Q2 2010/11	Amber Target	Green Target	Management Indicator
Overall Tenant Satisfaction with Service Provided by their Landlord	73%	<b>73%</b>	80.4%	86%	
Overall Tenant Satisfaction with views taken into account by their landlord	60%	<b>60%</b>	69%	78%	
Satisfaction of shared owners with overall service provided by CHA	51%	<b>51%</b>	60.5%	69%	
% Shared Ownership purchasers satisfied with the sales process	81%	<b>81%</b>	81%	87.8%	
Completion of tenant profiling	80.09%	<b>81.36%</b>	85%	100%	
Formal Complaints resolved at Stage 1	77.8%	<b>77.1%</b>	90%	98%	
Satisfaction with complaints process	77%	<b>90%</b>	76%	89%	
Overall satisfaction with the repairs service	68.6%	<b>71%</b>	95%	99%	
Overall Satisfaction with the way Cosmopolitan Housing Association and our contractors deal with repairs and maintenance	60.6%	<b>66.6%</b>	76%	83%	
Satisfaction with ASB Service	80%	<b>86.1%</b>	86%	94%	
New Homes Satisfaction (Index)	92.5%	<b>93%</b>	92%	95%	
Number of services changed, improved, or withdrawn as a result of complaints and, or resident involvement activities	10	<b>13</b>	5	10	
Rent arrears as a % of rent debit	2.3%	<b>2.49%</b>	3.27%	2.43%	
% Emergency Repairs completed on time	100%	<b>100%</b>	98.5%	99.5%	

% Urgent Repairs completed on time	99%	<b>99.1%</b>	97.6%	99%	
% Routine Repairs completed on time	99.5%	<b>99.7%</b>	97%	98.5%	
Average void re-let period	30	<b>24.3</b>	33.8	20.3	
% lettings to BME tenants	12.9%	<b>16.1%</b>	11.95%	17%	
% social housing dwellings vacant and available to let*	0.33%	<b>0.44%</b>	0.9%	0.5%	
% social housing dwellings vacant and not available to let*	0.3	<b>0.29%</b>	0.9%	0.5%	
Gas Servicing - % meeting legal obligations	99.1%	<b>99.12%</b>	99%	100%	
% Repairs where an appointment is made and kept	99.68%	<b>99.6%</b>	98%	99%	
% stock failing to meet Decent Homes Standard	3.8%	<b>2.2%</b>	3.8%	0.9%	
Was the repair completed right first time	62.5%	<b>68%</b>	85%	93%	
New units developed into management	39	<b>42</b>	64 (Qtr. 2 target - 27)	68 (Qtr. 2 target - 34)	