











# Cosmopolitan Housing Association

## Key Performance Indicators 2010/2011 - Quarter 3



PI Short Name	Q2 2010/11	Q3 2010/11	Amber Target	Green Target	Management Indicator
Overall Tenant Satisfaction with Service Provided by their Landlord	<b>73%</b>	<b>73%</b>	80.4%	86%	
Overall Tenant Satisfaction with views taken into account by their landlord	<b>60%</b>	<b>60%</b>	69%	78%	
Satisfaction of shared owners with overall service provided by CHA	<b>51%</b>	<b>51%</b>	60.5%	69%	
% Shared Ownership purchasers satisfied with the sales process	<b>81%</b>	<b>81%</b>	81%	87.8%	
Completion of tenant profiling	<b>81.36%</b>	<b>81.5%</b>	85%	100%	
Formal Complaints resolved at Stage 1	<b>77.1%</b>	<b>79.5%</b>	90%	98%	
Satisfaction with complaints process	<b>90%</b>	<b>91.9%</b>	76%	89%	
Overall satisfaction with the repairs service	<b>71%</b>	<b>73.2%</b>	95%	99%	
Overall Satisfaction with the way Cosmopolitan Housing Association and our contractors deal with repairs and maintenance	<b>66.6%</b>	<b>69.7%</b>	76%	83%	
Satisfaction with ASB Service	<b>86.1%</b>	<b>89%</b>	86%	94%	
New Homes Satisfaction (Index)	<b>93%</b>	<b>89.7%</b>	92%	95%	
Number of services changed, improved, or withdrawn as a result of complaints and, or resident involvement activities	<b>13</b>	<b>18</b>	5	10	
Rent arrears as a % of rent debit	<b>2.49%</b>	<b>2.24%</b>	3.27%	2.43%	
% Emergency Repairs completed on time	<b>100%</b>	<b>100%</b>	98.5%	99.5%	

% Urgent Repairs completed on time	<b>99.1%</b>	<b>99.3%</b>	97.6%	99%	
% Routine Repairs completed on time	<b>99.7%</b>	<b>99.6%</b>	97%	98.5%	
Average void re-let period	<b>24.3</b>	<b>21.9%</b>	33.8	20.3	
% lettings to BME tenants	<b>16.1%</b>	<b>16.67%</b>	11.95%	17%	
% social housing dwellings vacant and available to let*	<b>0.44%</b>	<b>0.87%</b>	0.9%	0.5%	
% social housing dwellings vacant and not available to let*	<b>0.29%</b>	<b>0.36%</b>	0.9%	0.5%	
Gas Servicing - % meeting legal obligations	<b>99.12%</b>	<b>98.66%</b>	99%	100%	
% Repairs where an appointment is made and kept	<b>99.6%</b>	<b>99.7%</b>	98%	99%	
% stock failing to meet Decent Homes Standard	<b>2.2%</b>	<b>1%</b>	3.8%	0.9%	
Was the repair completed right first time	<b>68%</b>	<b>70.9%</b>	85%	93%	
New units developed into management	<b>42</b>	<b>46</b>	64 (Qtr. 2 target - 27)	68 (Qtr. 2 target - 34)	