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	Quarter 1 2009/10	Quarter 2 2009/10	Quarter 3 2009/10	Target	How are we doing?	Movement on previous quarter
Customer						
Overall tenant satisfaction with the service provided by the landlord	81%	81%	73%	85%		↓
Satisfaction with views being taken into account by Cosmopolitan	59%	59%	60%	67%		↑
Formal complaints resolved at stage 1	94%	52%	72%	98%		↑
Complaints responded to in timescale	63.6%	62%	91%	75%		↑
Satisfaction with repairs service – KHT Services call centre handling	91%	86.3%	87.8%	95%		↑
Satisfaction with repairs service – KHT Services contractor works	95.3%	91.4%	93.2%	96%		↑
Satisfaction with ASB service	89%	92%	94%	86%		↑
New homes satisfaction	95%	93%	94%	93%		↑
Finance						
Rent arrears as a % of rent debit	2.8%	4.19%	2.5%	3%		↑
% Annual net rental income for general needs collected	101.69%	97.08%	100%	100%		↑
% Rent lost through vacant general needs dwellings	2.3%	2.29%	2.70%	0.80%		↓
Internal Processes						
% of social housing dwellings vacant and available to let	0.90%	1.16%	2%	1%		↓

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	Quarter 1 2009/10	Quarter 2 2009/10	Quarter 3 2009/10	Target	How are we doing?	Movement on previous quarter
% of social housing dwellings vacant and unavailable to let	0.10%	0.12%	0.10%	0.20%		↑
Average void re-let period	59	57	59	26		↓
% Lettings to BME tenants	18.8%	14.3%	15.4%	17%		↑
% Emergency repairs completed on time	98%	98.7%	99.1%	98%		↑
% Urgent repairs completed on time	96%	96.8%	97.4%	97.5%		↑
% Routine repairs completed on time	96.1%	97.7%	97.7%	98.3%		↔
% Repairs where an appointment is made and kept	100%	98%	96.8%	99%		↓
% Repairs completed 1 st time	84.3%	87.9%	90.1%	85%		↑
Gas servicing - % meeting legal obligations	99.37%	99.72%	97.85%	100%		↓
% Stock failing to meet Decent Homes Standard	9.71%	9.71%	4.39%	2%		↑
Tenancy turnover	4%	3.52%	3.5%	5%		↑
Learning & Growth						
New units developed into management	24	112	157	0		↑
Staff stability	88%	92 %	92.3%	78%		↑
% Staff from a BME background	12%	12.1%	12%	10%		↓
% Staff with a declared disability	4.6%	4.7%	4.7%	4%		↑