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	Quarter 1 2009/10	Quarter 2 2009/10	Quarter 3 2009/10	Quarter 4 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%	73%	85%		
Satisfaction with views being taken into account by Cosmopolitan	59%	59%	60%	60%	67%		
Formal complaints resolved at stage 1	94%	52%	72%	83.8%	98%		
Complaints responded to in timescale	63.6%	62%	91%	83.8%	75%		
<i>Satisfaction with repairs service – KHT Services call centre handling - KPI superseded</i>	91%	86.3%	87.8%	N/A	95%	N/A	N/A
<i>Satisfaction with repairs service – KHT Services contractor works - KPI superseded</i>	95.3%	91.4%	93.2%	N/A	96%	N/A	N/A
Repairs satisfaction: Overall satisfaction with the repairs service, % rated good – New KPI quarter 4 2009/10	N/A	N/A	N/A	82.1%	95%		N/A
Overall satisfaction with the way Cosmopolitan Housing Association and our contractors deal with repairs & maintenance - % rated good – New KPI quarter 4 2009/10	N/A	N/A	N/A	66.4%	95%		N/A
Satisfaction with ASB service	89%	92%	93.81%	94%	86%		
New homes satisfaction	95%	93%	94%	93%	93%		
Finance							
Rent arrears as a % of rent debit	2.8%	4.19%	2.5%	1.5%	3%		
% Annual net rental income for general needs collected	101.69%	97.08%	100%	N/A	100%		-

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% Rent lost through vacant general needs dwellings	2.3%	2.29%	2.70%	N/A	0.80%		-
Internal Processes							
% of social housing dwellings vacant and available to let	0.90%	1.16%	2%	0.6%	1%		↑
% of social housing dwellings vacant and unavailable to let	0.10%	0.12%	0.10%	0%	0.20%		↑
Average void re-let period	59	57	59	59	26		↔
% Lettings to BME tenants	18.8%	14.3%	15.4%	17%	17%		↑
% Emergency repairs completed on time	98%	98.7%	99.1%	99%	98%		↓
% Urgent repairs completed on time	96%	96.8%	97.4%	96.8%	97.5%		↓
% Routine repairs completed on time	96.1%	97.7%	97.7%	97.8%	98.3%		↑
% Repairs where an appointment is made and kept	100%	98%	96.8%	97%	99%		↑
% Repairs completed 1 st time	84.3%	87.9%	90.1%	92%	85%		↑
Gas servicing - % meeting legal obligations	99.37%	99.72%	97.85%	98.86%	100%		↑
% Stock failing to meet Decent Homes Standard	9.71%	9.71%	4.39%	3.8%	2%		↑
Tenancy turnover	4%	3.52%	3.5%	3.2%	5%		↑

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Learning & Growth							
New units developed into management	24	112	157	169	0		
Staff stability	88%	92 %	92.3%	90.56%	78%		
% Staff from a BME background	12%	12.1%	12.04%	12.09%	10%		
% Staff with a declared disability	4.6%	4.7%	4.7%	4.7%	4%	