














PERFORMANCE information











Quarter 4 Findings

January - March 2011

The table below presents key performance indicators for Cosmopolitan Housing Association for the last quarter of the financial year, the target the Association is hoping to achieve, as well as a comparison with the performance of other social landlords.

Performance Information Short Name	Q4 January - March 2011	Cosmopolitan Target	Target Met	Comparison with other social landlords (source Housemark)
Resident profiling information (Census % completed)	81.9%	100%		no data available
Formal Complaints resolved at Stage 1	82.0%	98%		no data available
Satisfaction with complaints process	93.2%	89%		no data available
Overall satisfaction with the repairs service	74.4%	99%		88.0%
Overall Satisfaction with the way Cosmopolitan Housing Association and our contractors deal with repairs and maintenance	70.8%	83%		no data available
Satisfaction with how we deal with reports of Anti-Social Behaviour	87.4%	94%		80.0%
New Homes Satisfaction (Index)	91.5%	95%		94.7%
Number of services changed, improved, or withdrawn as a result of complaints and, or resident involvement activities	21	10		no data available
Rent arrears as a % of rent payable	2.5%	2.4%		3.5%
% Emergency Repairs completed on time	100%	99.5%		99.0%
% Urgent Repairs completed on time	99.0%	99.0%		98.0%



Performance Information Short Name	Q4 January - March 2011	Cosmopolitan Target	Target Met	Comparison with other social landlords (source Housemark)
% Routine Repairs completed on time	99.7%	98.5%		98.0%
Average time properties are empty before re-let (days)	24.9	20.3		25
% lettings to Black, Racial and Minority tenants (BRM)	13.92%	17%		no data available
% Properties empty and waiting to be let	0.8%	0.5%		0.6%
% Properties empty and not available to be let	0.3%	0.5%		0.5%
Gas Servicing - % with current safety certificates	99.9%	100%		99.9%
% Repairs where an appointment is made and kept	99.6%	99%		97.3%
% stock failing to meet Decent Homes Standard	0%	0.9%		0%
Was the repair completed right first time	70.9%	93%		89.9%
New units developed into management	96	68		no data available

Where we have performed well

- There has been a significant increase in satisfaction with our complaints process, namely due to some administration changes which were implemented to improve this service.
- The average time properties are empty before being re-let has dropped during the year.
- All of our properties now meet the decent homes standard.

How we aim to improve

- Repairs satisfaction is an area for focus. We have updated our monitoring agreement with KHT resulting in more frequent reviewing. An increase in number of staff at Cosmopolitan is also envisaged within this area in 2011/2012 to help deliver improved performance.

If you would like to comment on the Associations performance or would like to see other indicators please contact the Residential Involvement Team on:

0151 244 0204 or email: getinvolved@cosmopolitanhousing.co.uk



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.