

Performance Information

Quarter 3 Findings (January - December 2011)

The table below presents key performance information for Cosmopolitan Housing Association for the third 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.

PI Short Name	Q3 2011/12	Cosmopolitan Target	Target met	Comparison with other social landlords (source Housemark)
Overall Satisfaction with ability to contact the correct person to deal with their enquiry	87.7%	80%	☺	No data available
Overall Satisfaction with being kept informed during an enquiry	75.8%	90%	☹	No data available
Overall satisfaction with repairs service	74.4%	93%	☹	91.8%
Overall satisfaction with the repair completed first time	68.7%	90%	☹	No data available
Overall satisfaction that the repairs appointment was made and kept	86.4%	90%	☺	No data available
Formal Complaints resolved at Stage 1	85.6%	90%	☺	No data available
Satisfaction with complaints process	78%	90%	☺	No data available
Number of services changed, improved, or withdrawn as a result of complaints and, or resident involvement activities	13	11.25	☺	No data available

Satisfaction with how we deal with Anti-Social Behaviour	91%	86%	😊	80%
Overall Satisfaction with the allocations process	97%	95%	😊	No data available
Overall satisfaction with the quality of new build homes	91.3%	96%	😐	No data available
% Emergency Repairs completed on time	99.9%	99.7%	😊	99.7%
% Urgent Repairs completed on time	98.9%	99%	😐	99.2%
% Routine Repairs completed on time	99.5%	98.8%	😊	98.7%
Gas Servicing - % with current safety certificate	99.4%	100%	😐	100%
% stock failing to meet Decent Homes Standard	3.8%	0%	😐	0%
Void works completion time	18.8 days	14	😐	No data available
Average time properties are empty before re-let (days)	28.6 days	21	😐	17.5 days
% Properties empty and awaiting to be let	0.58%	0.5%	😐	0.27%
% Properties empty and not awaiting to be let	0.37%	0.2%	😐	0.17%
Resident profiling information (census % completed)	81.9%	95%	😞	No data available
Occupancy level for Shared Ownership (sales and lets)	100%	95%	😊	No data available
Occupancy level for Supported Housing	93.9%	95%	😊	No data available