

Appendix A

Tenancy & Estate Management Key Performance Indicators

Performance Indicator	Quarter 2 – 2008/09	Quarter 2 – 2009/10
Percentage of tenancies with a valid home check	67%	78%
Percentage of pre-termination checks completed	20%	38%
Percentage of post tenancy checks completed	52%	58%
Patch Inspections completed within the 8 week service standard	40%	49%
Estate Walkabouts undertaken	64	48
Gas Services over due and no access	200	188
Gas Services over due for longer than 2 years and no access	50	38

Income Management Key Performance Indicators

Performance Indicator	Quarter 2 – 2008/09	Quarter 2 – 2009/10
Rent collected as a percentage of the debit	96.94%	96.95%
Former tenant debt collected	£118,798	£105,030