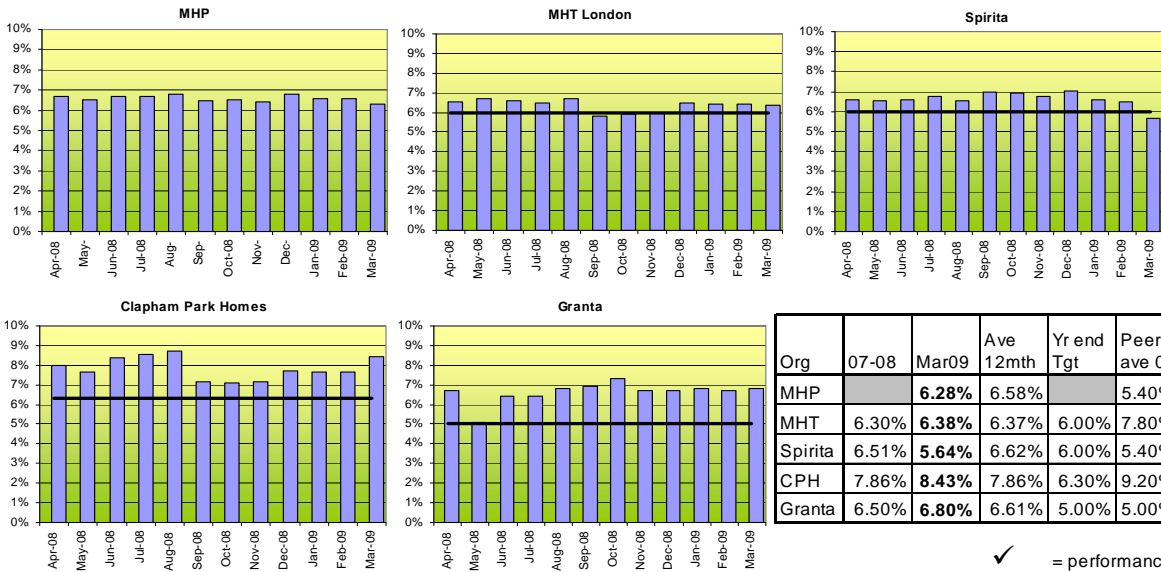


# Housing Services Performance Summary for Jan-Mar 2009 - issued 30/4/2009

## 1: R - General needs arrears %

## MHP



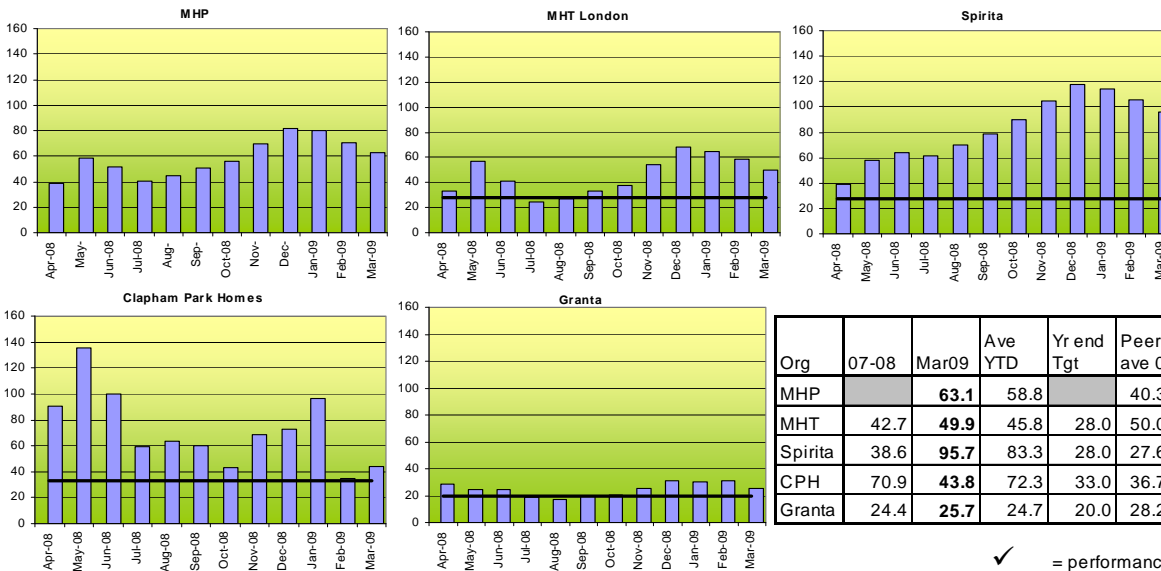
Rent arrears of current General Needs social housing tenants as a percentage of rent roll

Org	07-08	Mar09	Ave 12mth	Yr end Tgt	Peer ave 07	Trends	
						3mth	12mth
MHP		<b>6.28%</b>	6.58%		5.40%	✓	✓
MHT	6.30%	<b>6.38%</b>	6.37%	6.00%	7.80%	✓	✓
Spirita	6.51%	<b>5.64%</b>	6.62%	6.00%	5.40%	✓	✓
CPH	7.86%	<b>8.43%</b>	7.86%	6.30%	9.20%	✗	✓
Granta	6.50%	<b>6.80%</b>	6.61%	5.00%	5.00%	✓	✗

✓ = performance improving  
✗ = performance not improving

## 7: P - GN Relet times (3 month ave)

## MHP



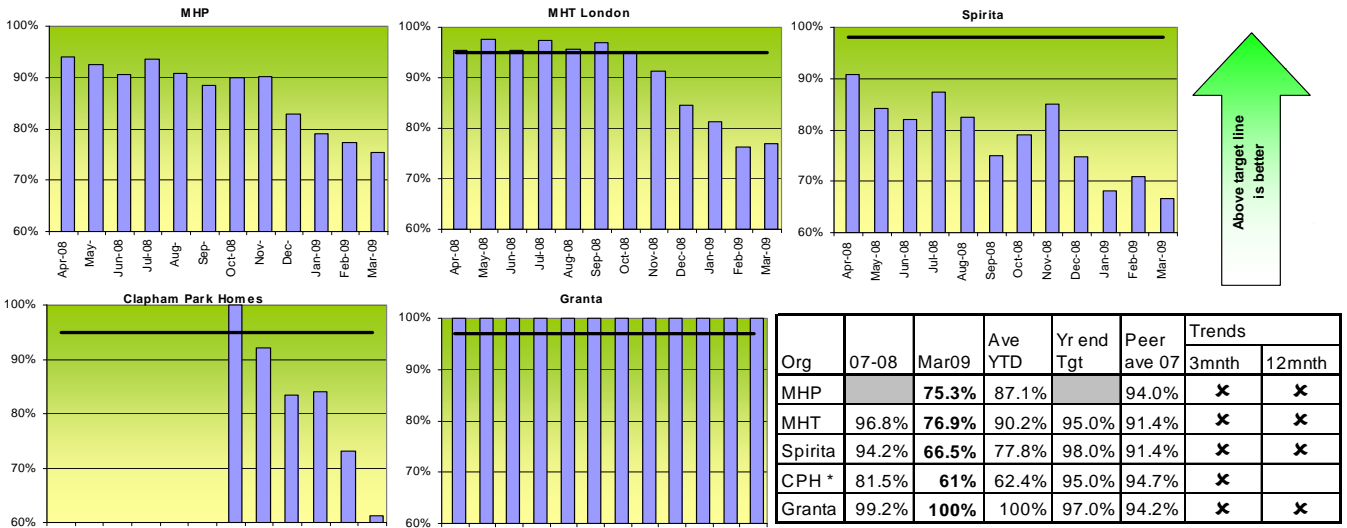
Ave calendar days to relet a managed General Needs dwelling (3 month rolling ave)  
(May 08 onwards - calendar days (not working days), consistent with HC PI guidelines)

Org	07-08	Mar09	Ave YTD	Yr end Tgt	Peer ave 07	Trends	
						3mth	12mth
MHP		<b>63.1</b>	58.8		40.3	✓	✗
MHT	42.7	<b>49.9</b>	45.8	28.0	50.0	✓	✗
Spirita	38.6	<b>95.7</b>	83.3	28.0	27.6	✓	✗
CPH	70.9	<b>43.8</b>	72.3	33.0	36.7	✓	✓
Granta	24.4	<b>25.7</b>	24.7	20.0	28.2	✓	✗

✓ = performance improving  
✗ = performance not improving

### 11: P - Routine repairs completed in target %

MHP

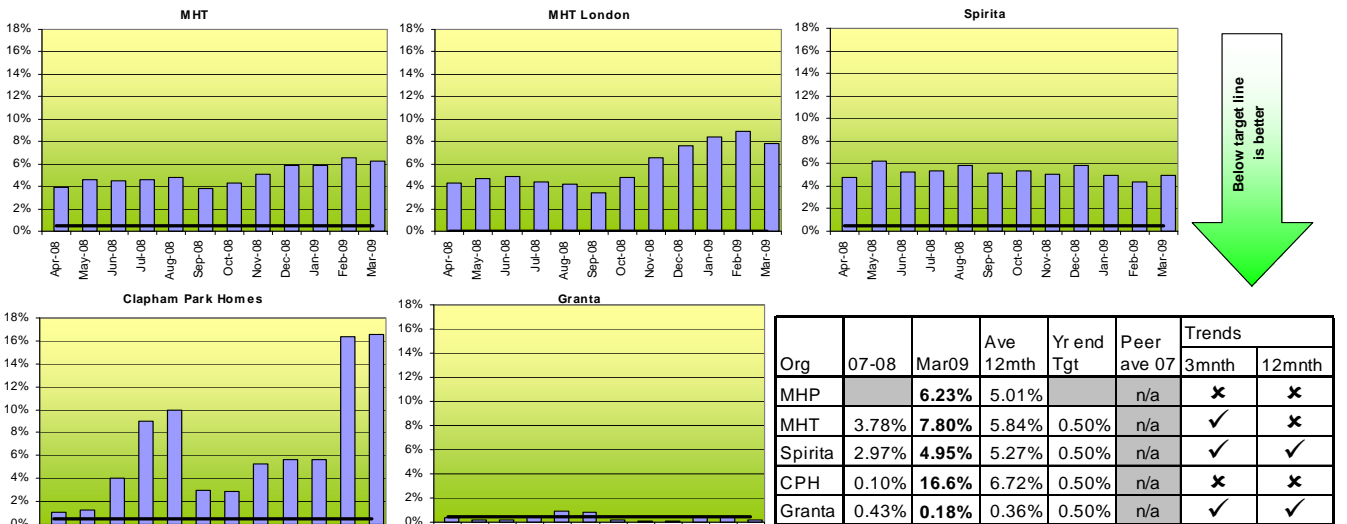


% age of routine repairs (P2A & P3) completed within target (<14 days & 28 days respectively).

✓ = performance improving  
✗ = performance not improving

### 13: L - Gas safety - % appliance checks overdue

MHP

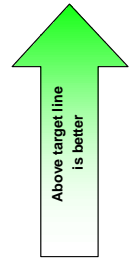
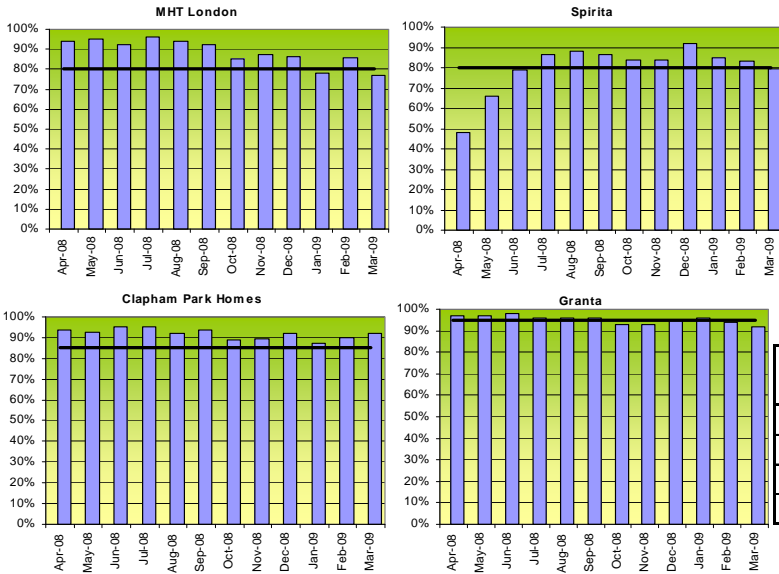


An overdue gas appliance check does not, in itself, mean that MHP would be legally liable for a connected gas incident. MHT would be liable if we have failed to take reasonable steps to gain access to the appliance.

✓ = performance improving  
✗ = performance not improving

18: P - Call response rates %

MHP



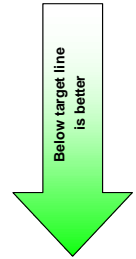
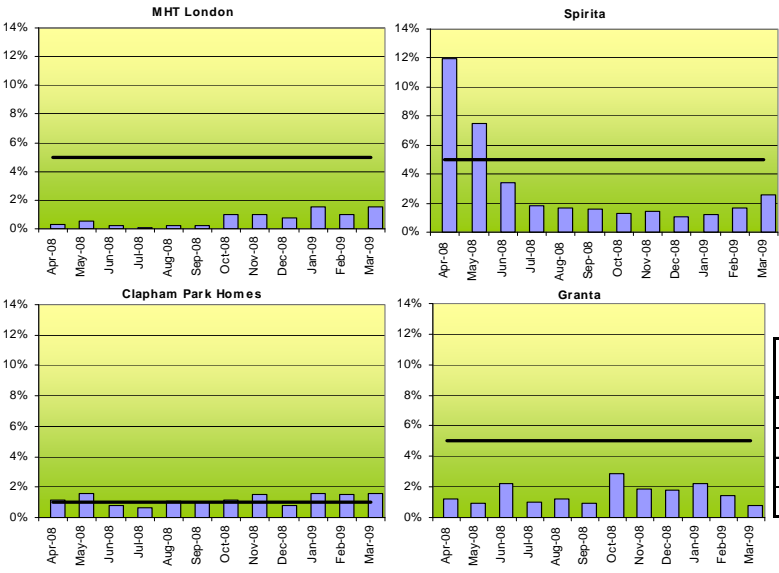
Org	07-08	Mar09	Ave YTD	Yr end Tgt	Peer ave 07	Trends	
						3mth	12mth
MHT	89.1%	<b>76.8%</b>	88.6%	85.0%	n/a	✗	✗
Spirita	68.7%	<b>79.5%</b>	80.1%	80.0%	n/a	✗	✓
CPH	84.3%	<b>91.9%</b>	91.9%	85.0%	n/a	✓	✗
Granta	98.2%	<b>92.0%</b>	95.3%	95.0%	n/a	✗	✗

Proportion of calls answered within 20 seconds as a percentage of all calls answered.

- ✓ = performance improving
- ✗ = performance not improving

19: P - Call abandon rates %

MHP



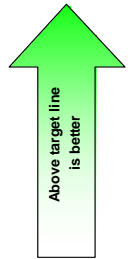
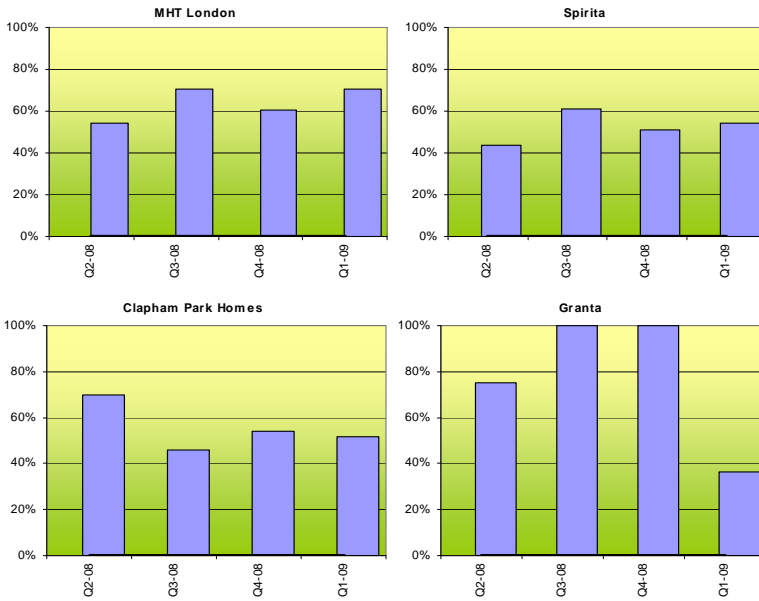
Org	07-08	Mar09	Ave 12mth	Yr end Tgt	Peer ave 07	Trends	
						3mth	12mth
MHT	2.0%	<b>1.5%</b>	0.7%	4.0%	n/a	✗	✗
Spirita	8.8%	<b>2.6%</b>	3.1%	5.0%	n/a	✗	✓
CPH	4.4%	<b>1.6%</b>	1.2%	1.0%	n/a	✓	✗
Granta	1.4%	<b>0.8%</b>	1.5%	5.0%	n/a	✓	✗

Proportion of calls abandoned after 20 seconds as a percentage of all calls received.

- ✓ = performance improving
- ✗ = performance not improving

24: P - % Complaints closed in timescale

MHP



Org	07-08	Q1-09	Ave 12mth	Target	Trend 12mth
MHT	n/a	71%	64%	n/a	✓
Spirita	n/a	54%	52%	n/a	✓
CPH	n/a	52%	55%	n/a	✗
Granta	n/a	36%	78%	n/a	✗

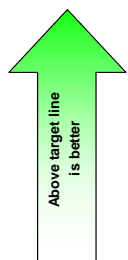
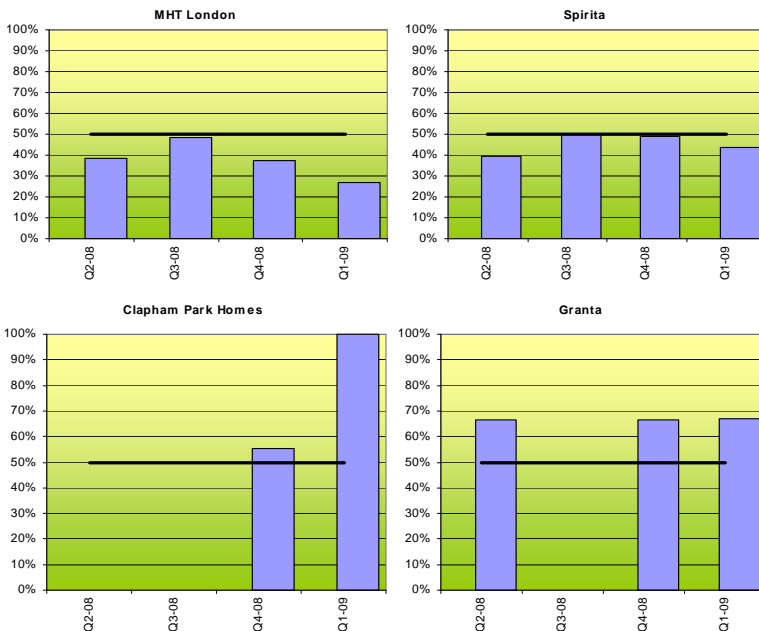
✓ = performance improving  
✗ = performance not improving

Percentage of complaints closed within timescale.

Note: Granta Q3 and Q4 figures to be confirmed.

26: P - % Satisfaction with handling of ASB report

MHP



Org	07-08	Q1-09	Year	Target	Trend 12mth
MHT	n/a	27%	39%	50%	✗
Spirita	n/a	43%	45%	50%	✓
CPH	n/a	100%	58%	50%	↕
Granta	n/a	67%	67%	50%	↕

✓ = performance improving  
✗ = performance not improving

Proportion of ASB complainants satisfied with the way the case was handled.