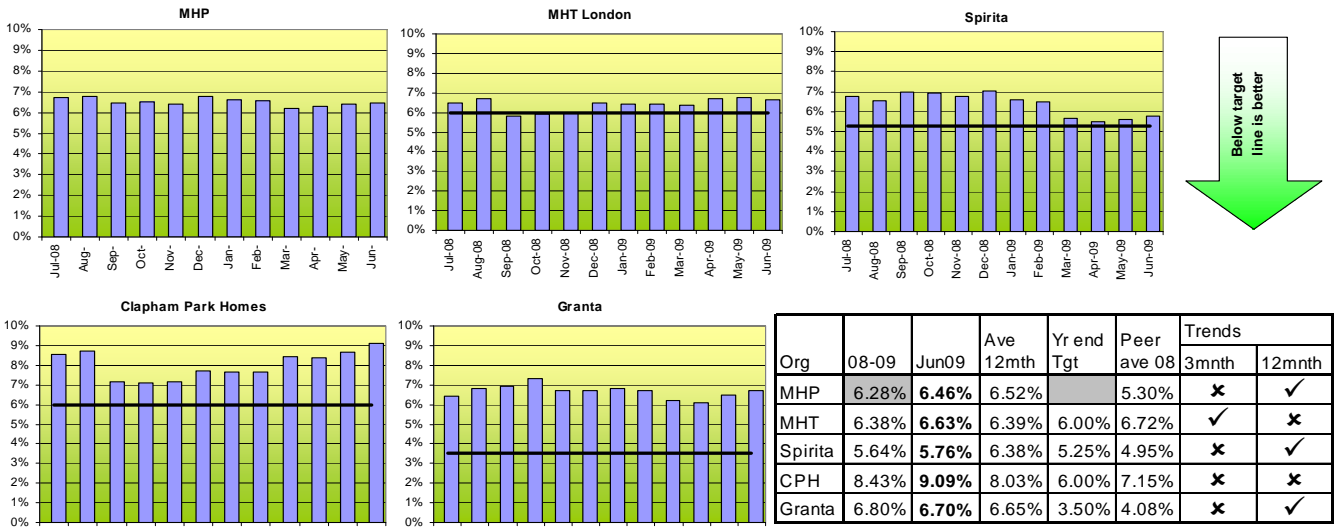


Housing services Performance Summary for April – June 2009 - Signed off on 10/8/09

1: R - General needs arrears %

MHP

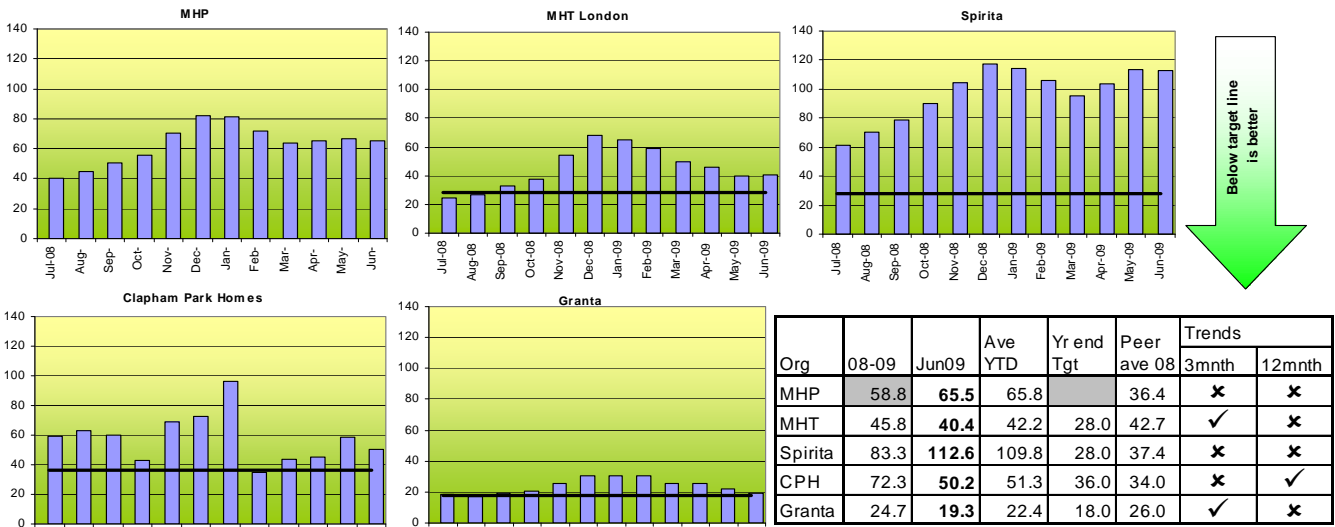


Rent arrears of current General Needs social housing tenants as a percentage of rent roll

✓ = performance improving
✗ = performance not improving

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

MHP

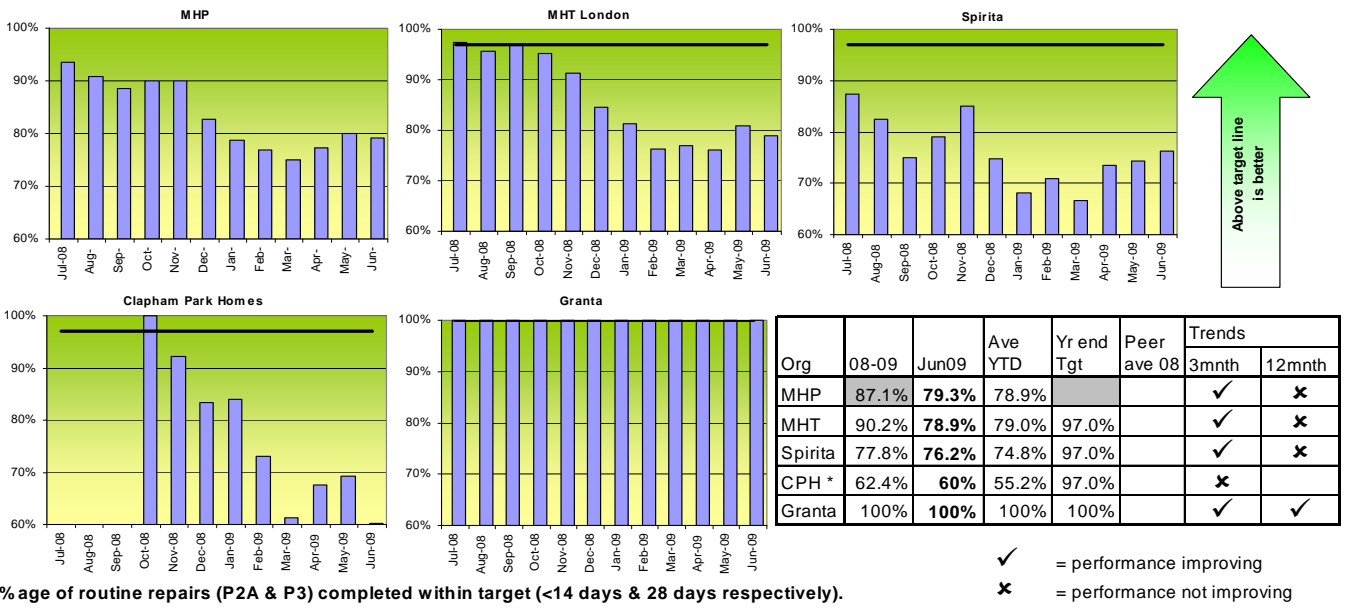


Ave calendar days to relet a managed General Needs dwelling (3 month rolling ave)
(May 08 onwards - calendar days (not working days), consistent with HC PI guidelines)

✓ = performance improving
✗ = performance not improving

11: P - Routine repairs completed in target %

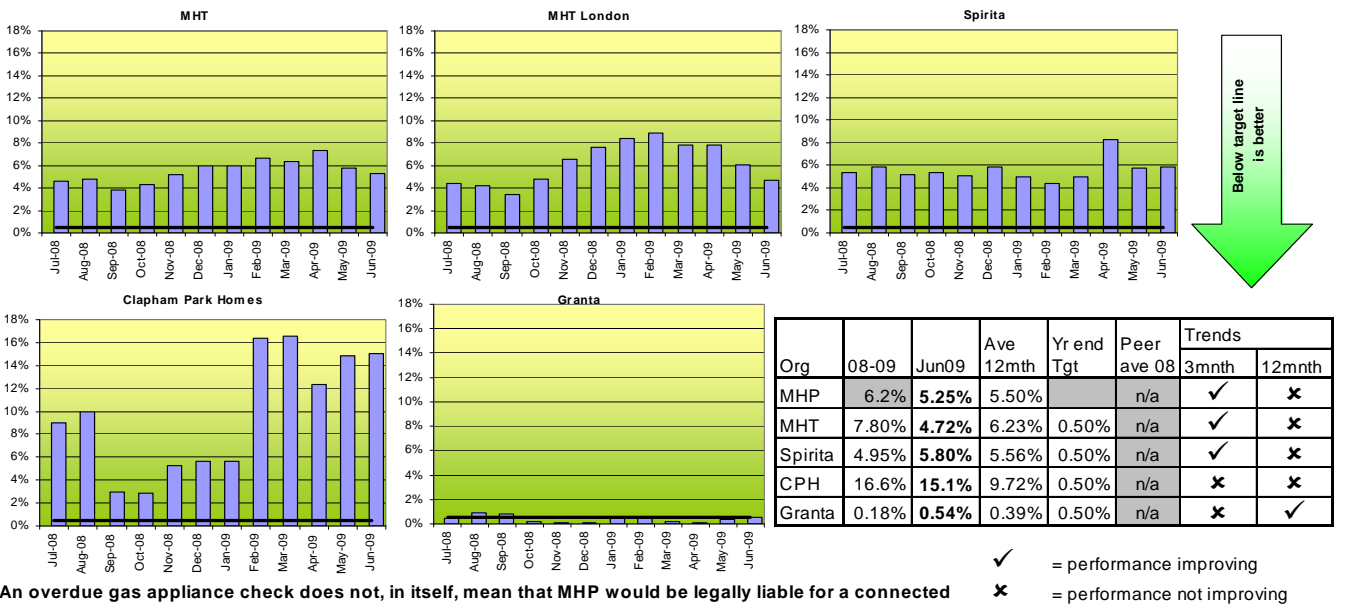
MHP



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

13: L - Gas safety - % appliance without LGSR

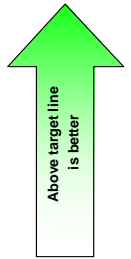
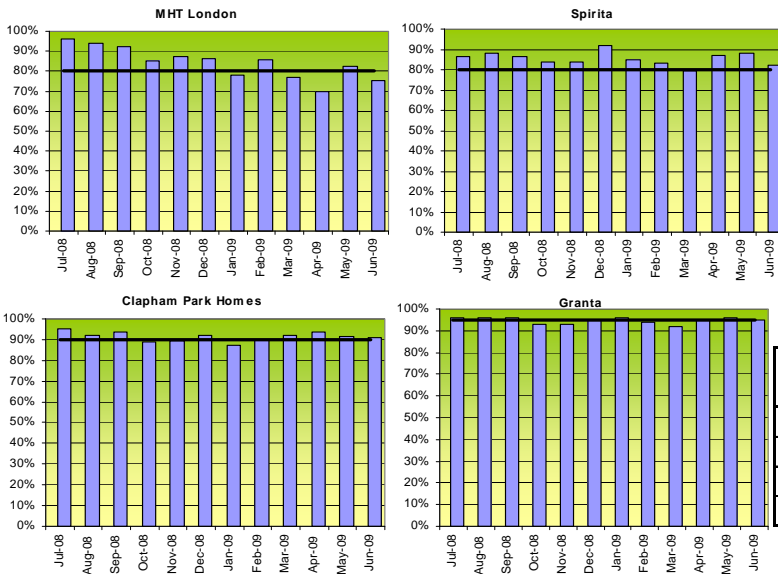
MHP



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.

18: P - Call response rates %

MHP



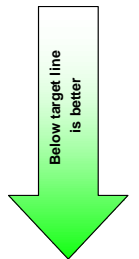
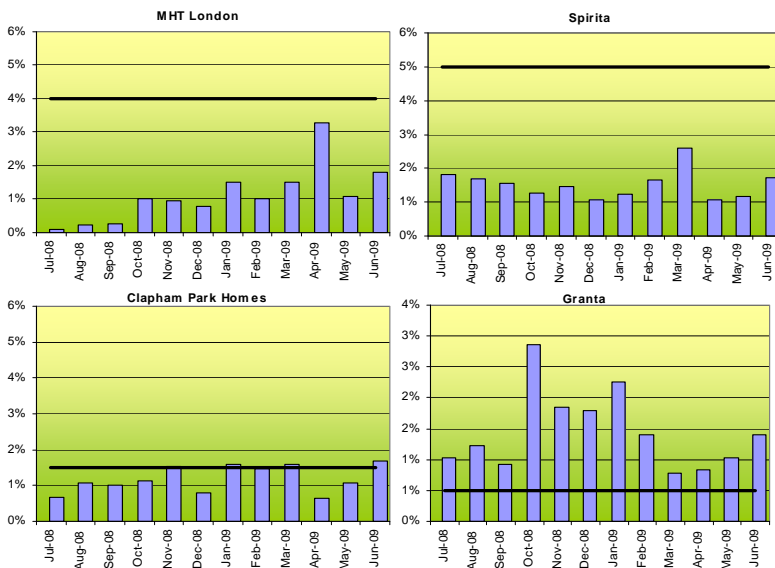
| Org | 08-09 | Jun09 | Ave YTD | Yr end Tgt | Peer ave 07 | Trends | |
|---------|-------|--------------|---------|------------|-------------|--------|--------|
| | | | | | | 3mnth | 12mnth |
| MHT | 88.6% | 75.1% | 84.1% | 85.0% | n/a | ✓ | ✗ |
| Spirita | 80.1% | 82.2% | 85.5% | 80.0% | n/a | ✗ | ✗ |
| CPH | 91.9% | 90.8% | 91.4% | 90.0% | n/a | ✗ | ✗ |
| Granta | 92.0% | 95.0% | 94.8% | 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



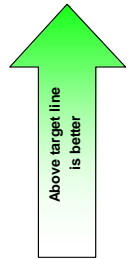
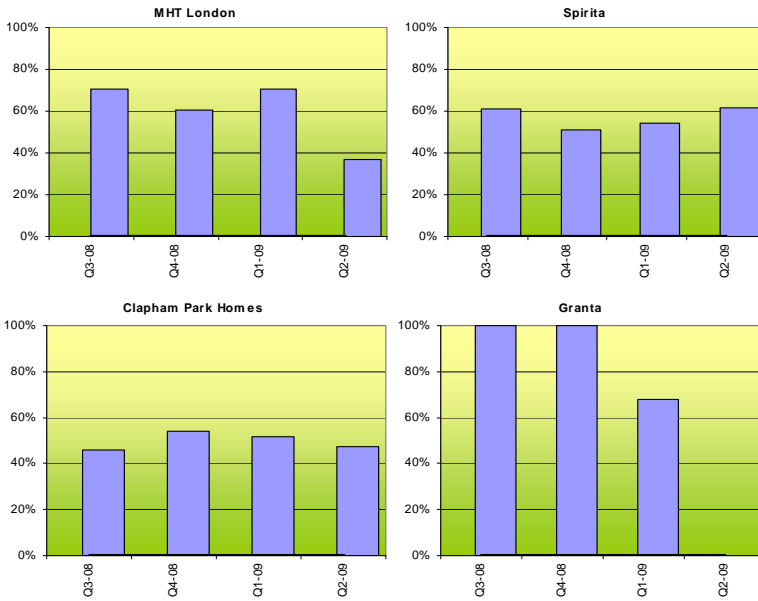
| Org | 08-09 | Jun09 | Ave 12mth | Yr end Tgt | Peer ave 07 | Trends | |
|---------|-------|-------------|-----------|------------|-------------|--------|--------|
| | | | | | | 3mnth | 12mnth |
| MHT | 0.7% | 1.8% | 1.1% | 4.0% | n/a | ✓ | ✗ |
| Spirita | 3.1% | 1.7% | 1.5% | 5.0% | n/a | ✗ | ✓ |
| CPH | 1.2% | 1.7% | 1.2% | 1.5% | n/a | ✗ | ✗ |
| Granta | 1.5% | 1.4% | 1.5% | 0.5% | 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



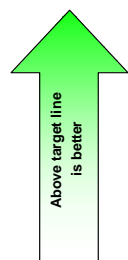
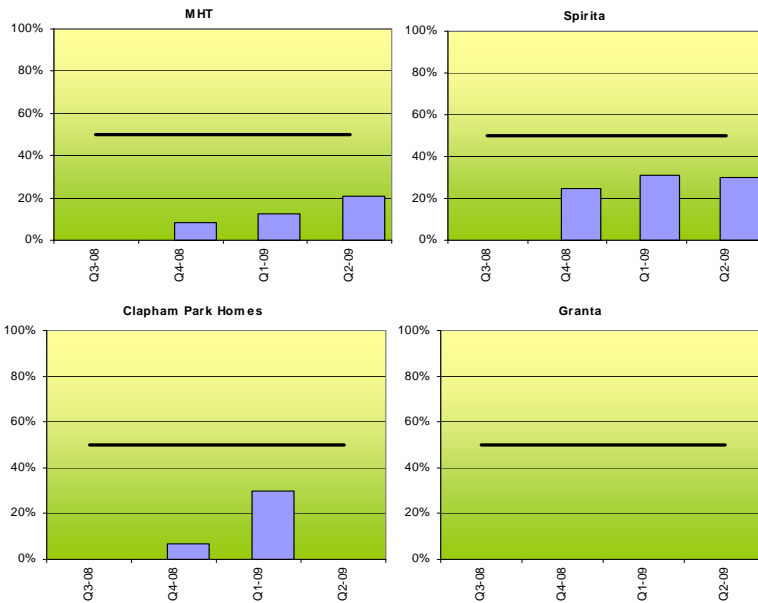
| Org | 08-09 | Q2-09 | Ave 12mth | Target | Trend 12mth |
|---------|-------|------------|-----------|--------|-------------|
| MHT | 64% | 37% | 60% | n/a | ✘ |
| Spirita | 52% | 62% | 57% | n/a | ✓ |
| CPH | 55% | 48% | 50% | n/a | ✓ |
| Granta | 78% | n/a | 89% | n/a | ⊙ |

✓ = performance improving
✘ = performance not improving

Percentage of complaints closed within timescale.

27: P - % Satisfaction with handling of complaints

MHP



| Org | 08-09 | Q2-09 | Ave 12mth | Target | Trend 12mth |
|---------|-------|----------------|-----------|--------|-------------|
| MHT | 12% | 21.0% | 13.8% | 50.0% | ⊙ |
| Spirita | 31% | 30.0% | 28.7% | 50.0% | ⊙ |
| CPH | 30% | small | 18.3% | 50.0% | ⊙ |
| Granta | n/a | no data | n/a | 50.0% | ⊙ |

% age of complainants satisfied with the way the complaint was handled. From Sep08 - revised complaints survey.