

How are we Performing?

The information below covers March 2010 and shows the performance of Chester & District Housing Trust compared to the targets set at the start of the year. The targets were set so that our performance would be within the top quarter of Registered Social Landlords in the North West.

| | | Actual | Target | Actual v Target |
|------------------------------------|---|----------|-----------------|-----------------|
| Homes | Av. number days to re-let a property | 28 days | 35 days | 😊 |
| | % Homes meeting Decent Homes Standard (as at 31st Mar 09) | 94.8% | 100% by 2010 | 😊 |
| | No. Home Improvements - Kitchens (cumulative from April 2009) | 452 | 456 | 😊 |
| | No. Home Improvements - Bathrooms (cumulative from April 2009) | 423 | 430 | 😊 |
| | No. Properties owned | 6179 | 6,198 | 😊 |
| | No. Properties with current Gas Safety Certificate (CP12) | 100% | 100% | 😊 |
| Repairs | Av. Time taken to complete minor repairs on void property | 10 days | 10 days | 😊 |
| | Number of Responsive Repairs completed | 2020 | n/a | 👤 |
| | % Repairs completed within target | 86% | 98% | 😞 |
| Anti-Social Behaviour (ASB) | No. Evictions since April 2009 as a result of ASB | 4 | n/a | 👤 |
| | No. ASB cases referred to mediation since April 09 | 21 | 40 | 👤 |
| | No. ASB Injunctions issued since April 09 | 2 | n/a | 👤 |
| | % Satisfaction with ASB case handling | 71.4% | 67% | 😊 |
| Rent | Number of current tenancies in arrears at month end | 1,658 | 1,589 | 😐 |
| | % of rent due collected | 100.0% | 99.6% | 😊 |
| | No. Evictions since April 2009 as a result of rent arrears | 15 | Less than 20 | 😊 |
| Customer Care | Number calls answered | 10087 | n/a | 👤 |
| | % answered within 30 secs | 71.20% | 85% | 😞 |
| | Number complaints received | 70 | n/a | 👤 |
| | Av. Time taken to resolve a complaint | 6.4 days | 10 days | 😊 |
| Satisfaction | % Satisfaction with overall quality of repair | 90.9% | 90% | 😊 |
| | % Satisfaction with overall service provided by CDHT (STATUS 2008) | 86% | 88% | 😊 |
| | % Satisfaction that tenant views are taken into account by CDHT (STATUS | 68% | To be confirmed | 👤 |
| | % Satisfied with reception facilities | 96.6% | 100.0% | 😐 |

If you have any queries in relation to this, or would like to see more detailed performance data, please call David Hughes on **Freephone 0808 100 7701** or **direct on 01244 305448**.