






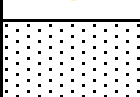

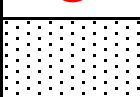
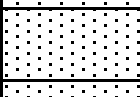





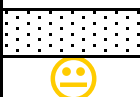

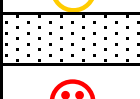



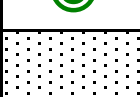



How are we Performing?

The information below covers January 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)	373	390	
	No. Home Improvements - Bathrooms (cumulative from April 2009)	323	358	
	No. Properties owned	6179	6,198	
	No. Properties with current Gas Safety Certificate (CP12)	100%	1005	
Repairs	Av. Time taken to complete minor repairs on void property	11 days	10 days	
	Number of Responsive Repairs completed	2268	n/a	
	% Repairs completed within target	93%	98%	
Anti-Social Behaviour (ASB)	No. Evictions since April 2009 as a result of ASB	0	n/a	
	No. ASB cases referred to mediation since April 09	7	To be confirmed	
	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	1,575	1,589	
	% of rent due collected	76.6%	99.6%	
	No. Evictions since April 2009 as a result of rent arrears	10	Less than 20	
Customer Care	Number calls answered	12601	n/a	
	% answered within 30 secs	9542	n/a	
	Number complaints received	42	n/a	
	Av. Time taken to resolve a complaint	15.3 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**.