

# How are we Performing?

The information below covers July 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
<b>Homes</b>	Av. number days to re-let a property	27 days	29 days	😊
	% Homes meeting Decent Homes Standard (as at 31st Mar 10)	98.0%	100% by 2010	😊
	No. Home Improvements - Kitchens (cumulative from April 2010)	120	148	😐
	No. Home Improvements - Bathrooms (cumulative from April 2010)	119	136	😞
	No. Properties owned	6180	6,212	😞
	% Properties with current Gas Safety Certificate (CP12)	100%	100%	😊
<b>Repairs</b>	Av. Time taken to complete minor repairs on void property	10 days	10 days	😊
	Number of Responsive Repairs completed	1668	n/a	🔲
	% Repairs completed within target	87%	98%	😞
<b>Anti-Social Behaviour (ASB)</b>	No. Evictions since April 2010 as a result of ASB	0	n/a	🔲
	No. ASB cases referred to mediation since April 10 (reported quarterly)	10	10	😊
	No. ASB Injunctions issued since April 10	2	n/a	🔲
	% Satisfaction with ASB case handling	83.3%	75%	😊
<b>Rent</b>	Number of current tenancies in arrears at month end	1,690	1,746	😊
	% of rent due collected	99.9%	99.7%	😊
	No. Evictions since April 2010 as a result of rent arrears	2	Less than 20	😊
<b>Customer Care</b>	Number calls answered	9693	n/a	🔲
	% answered within 30 secs	67.2%	85%	😞
	Number complaints received	41	n/a	🔲
	Av. Time taken to resolve a complaint	9.6 days	10 days	😊
<b>Satisfaction</b>	% Satisfaction with overall quality of repair	91.7%	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**.