






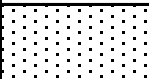

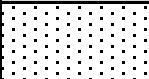
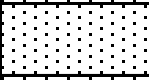











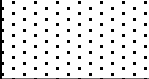



# How are we Performing?

The information below covers October 2009 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	26 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)	273	228	
	No. Home Improvements - Bathrooms (cumulative from April 2009)	252	244	
	No. Properties owned	6173	6,198	
	No. Properties with current Gas Safety Certificate (CP12)	100%	1005	
<b>Repairs</b>	Av. Time taken to complete minor repairs on void property	11 days	10 days	
	Number of Responsive Repairs completed	1770	n/a	
	% Repairs completed within target	96%	98%	
<b>Anti-Social Behaviour (ASB)</b>	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%	
<b>Rent</b>	Number of current tenancies in arrears at month end	1,698	1,589	
	% of rent due collected	100.1%	99.6%	
	No. Evictions since April 2009 as a result of rent arrears	8	Less than 20	
<b>Customer Care</b>	Number calls answered	n/a	n/a	
	% answered within 20 secs	99%	85%	
	Number complaints received	62	n/a	
	Av. Time taken to resolve a complaint	98.3 days	10 days	
<b>Satisfaction</b>	% Satisfaction with overall quality of repair	84.8%	90%	
	% Satisfaction with overall service provided by CDHT (STATUS 2008)	86%	88%	
	% Satisfaction that tenant views are taken into account by CDHT (STATUS 2008)	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**.