

How are we Performing?

The information below covers September 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

		Actual	Target	Actual v Target
Homes	Av. number days to re-let a property	30 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)	189	234	😐
	No. Home Improvements - Bathrooms (cumulative from April 2009)	212	216	😊
	No. Properties owned	6186	6,198	😊
	No. Properties with current Gas Safety Certificate (CP12)	100%	1005	😊
Repairs	Av. Time taken to complete minor repairs on void property	15 days	10 days	😐
	Number of Responsive Repairs completed	1682	n/a	🔲
	% Repairs completed within target	96%	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	60.0%	67%	😊
Rent	Number of current tenancies in arrears at month end	1,648	1,589	😞
	% of rent due collected	90.8%	99.6%	😞
	No. Evictions since April 2009 as a result of rent arrears	7	Less than 20	😊
Customer Care	Number calls answered	7,953	n/a	🔲
	% answered within 20 secs	99%	85%	😊
	Number complaints received	64	n/a	🔲
	Av. Time taken to resolve a complaint	18.5 days	10 days	😊
Satisfaction	% Satisfaction with overall quality of repair	82.0%	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**.