

How are we Performing?

The information below covers Feb 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
Homes	Av. number days to re-let a property	33 days	33 days	😊
	% Homes meeting Decent Homes Standard (as at 31st Mar 08)	94.9%	100% by 2010	😊
	No. Home Improvements - Kitchens (cumulative from April 2008)	402	429	😐
	No. Home Improvements - Bathrooms (cumulative from April 2008)	403	408	😐
	No. Properties owned	6167	6,210	😐
	No. Properties without current Gas Safety Certificate (CP12)	0	0	😊
Repairs	Av. Time taken to complete minor repairs on void property	18 days	8 days	😊
	Number of Responsive Repairs completed	2,190	n/a	
	% Repairs completed within target	96.5%	98%	😐
Anti-Social Behavior (ASB)	No. Evictions since April 2008 as a result of ASB	4	n/a	
	No. ASB cases referred to mediation since April 08	15	To be confirmed	
	No. ASB Injunctions issued since April 08	20	n/a	
	% Satisfaction with ASB case handling	92.9%	67%	😊
Rent	Number of current tenancies in arrears at month end	1,542	1,306	😞
	% of rent due collected	99.2%	99.6%	😐
	No. Evictions since April 2008 as a result of rent arrears	20	Less than 21	😊
Customer Care	Number calls answered	8,498	n/a	
	% answered within 20 secs	99.2%	95%	😊
	Number complaints received	42	n/a	
	Av. Time taken to resolve a complaint	17.5 days	10 days	😞
Satisfaction	% Satisfaction with overall quality of repair	83.0%	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 **Sarah McClure** on **Freephone 0808 100 7701** or **direct on 01244 305442**