














# How are we performing?

2010/11 – 1<sup>st</sup> April 2010 to 30<sup>th</sup> June 2010

Performance Indicator	Actual Performance	Target	Traffic Light
Average number of days to re-let homes	12.9 days	16 days	
Percentage of urgent ASB cases responded to within 1 working day	100%	100%	
Percentage of rent collected from all rent due	100.25%	100.05%	
Percentage of current tenant rent arrears	2.48%	2.31%	
Percentage of emergency repairs completed within 24 hours	100%	100%	
Percentage of repairs appointments kept	100%	100%	
Satisfaction with the repairs service	100%	99%	
Percentage of homes meeting the Decent Homes Standard	99.8%	100%	
Percentage of phone calls answered within 20 seconds	87.7%	85%	
Percentage of complaints responded to in time	91.7%	85%	

Every three months we produce a report to show how well we are performing across a range of service areas. We use traffic lights to demonstrate how well we are performing against our targets.

Above is how well we performed during 2010/11. If you have any questions about this performance information please contact Richard Hughes on (01432) 384184 or Karen Whiting on (01432) 384014.

	Performance is well below target
	Performance is close to target but needs improving
	Performing well

**Delivering quality housing services to diverse communities**

**Herefordshire Housing Limited**  
Registered Office: Legion Way, Hereford, HR1 1LN  
Registered Charity No. 1105907  
Registered with the Tenant Services Authority No. LH4353  
Registered in England 4221587