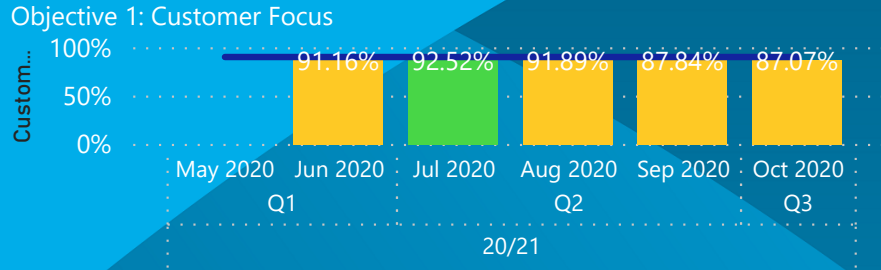




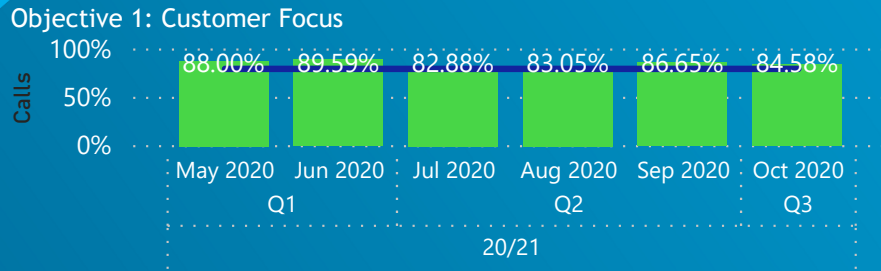
Corporate Plan Performance Dashboard

REP.01: Customer Satisfaction with Repairs



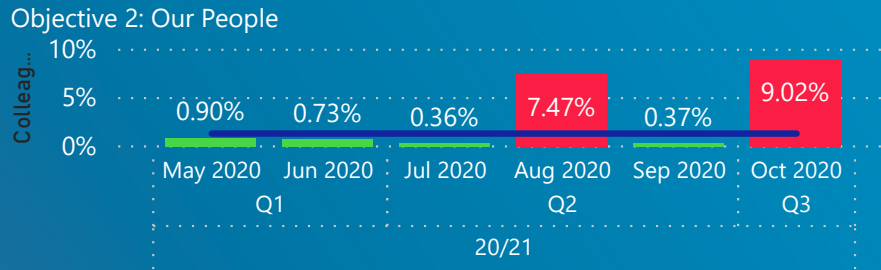
Target = >92% 7+ out of 10, Amber Threshold = 10%, Benchmark = 84.4%

TEL.03: Calls Resolved at First Point of Contact



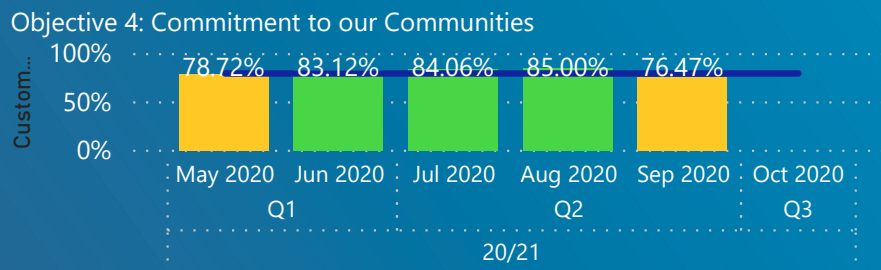
Target = >80% FPC, Amber Threshold = 10%

HUM.01: Colleague Turnover



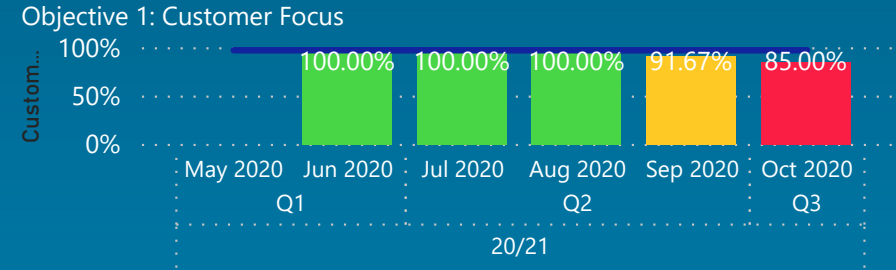
Target = <1.33% (Monthly), Amber Threshold = 10%, Benchmark = 4.09%

AST.06: Customer Satisfaction with Homes



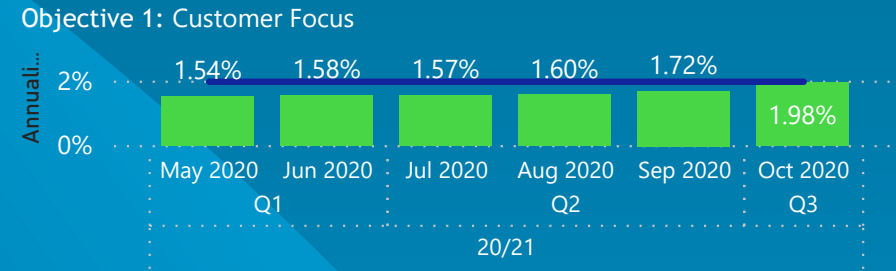
Target = >80%, Amber Threshold = 10%, Benchmark = 85.9%

VOI.05: Customer Satisfaction of New Lettings



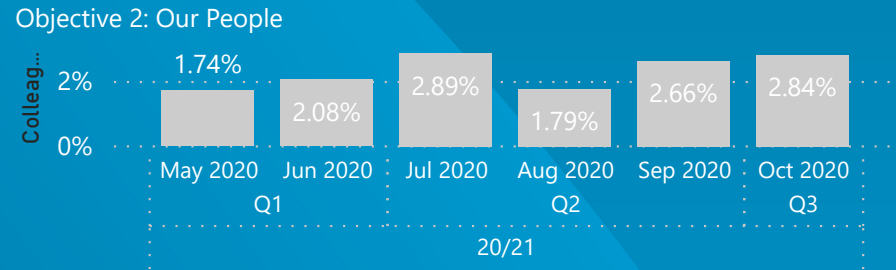
Target = >98% 7+ out of 10, Amber Threshold = 10%, Benchmark = 97%

RNT.01: Current Customer Arrears

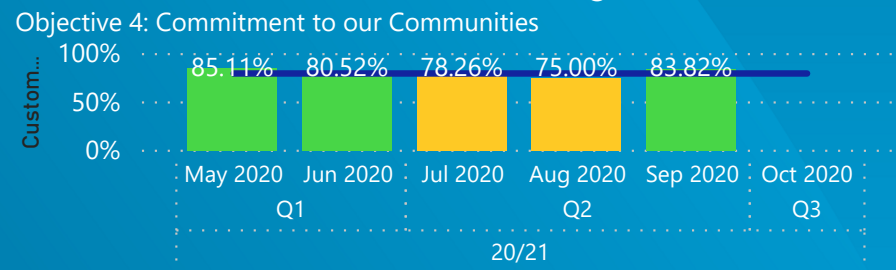


Target = <2%, Amber Threshold = 10%, Benchmark = 2.68%

HUM.03: Colleague Sickness Absence

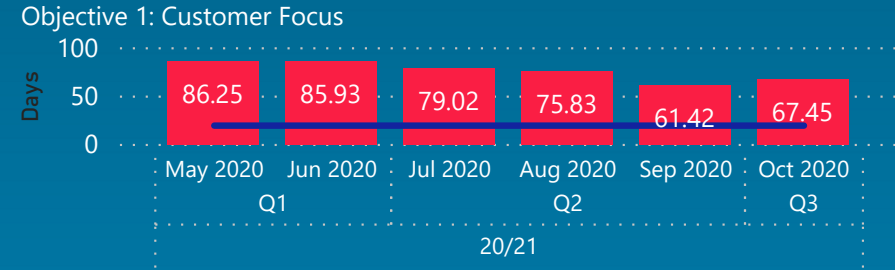


VOI.32: Customer Satisfaction with Neighbourhoods



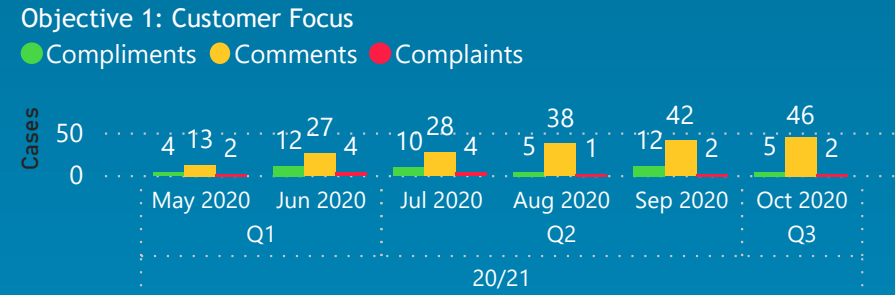
Target = >80%, Amber Threshold = 10%, Benchmark = 84%

VOI.11: Re-let Times in Days (GN and HfOP - Standards)



Target = <20 Days, Amber Threshold = 10%, Benchmark = 20.4

FEE: Compliments, Comments, Complaints



AST.01: Homes Under Management

