

Maintenance Performance Indicators

1. Number of Repair Orders

	01/03/06 – 28/02/07		01/12/06 – 28/02/07	
		Excl. Gas		Excl. Gas
Emergency	1,782	1,151	677	390
Urgent	2,636	2,107	678	547
Routine	4,563	2,852	965	509
Voids	154	154	48	48
TOTAL	9,135	6,264	2,368	1,494

2. % Works completed within target response times :

	Granta: 3m to 28/02/07	Granta:12m to 28/02/07	Granta 2005/6	Nat Avg. 2005/6	Peer Avg. 2005/6	Housing Corporation Minimum
Emergency	97.3%	95.4%	91.6%	95.4%	95.5%	95%
Urgent	98.0%	91.4%	83.1%	92.7%	90.6%	90%
Routine	99.0%	95.6%	94.0%	93.7%	94.1%	90%

3. Number of works Pre-inspected from Mar 2006 – Feb 2007 :

Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
39	53	66	30	15	7	43	27	14	83	78	46

4. Number of works Post-inspected from Mar 2006 – Feb 2007 :

Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
30	8	11	24	27	92	28	3	16	40	26	15

5. Weekly Cost per Property of Response Repairs (General Needs Housing excl. Major Repairs) :

Granta 2005/06	Nat Av. 2005/06	Peer Av. 2005
£5.53	£6.74	£8.02

6. Gas Contractor Performance to 28/02/07 :

Contractor	No. of Properties	No. Outstanding	% Outstanding
North	767	9	1.17%
South	753	5	0.66%
TOTAL	1,520	14	0.92%