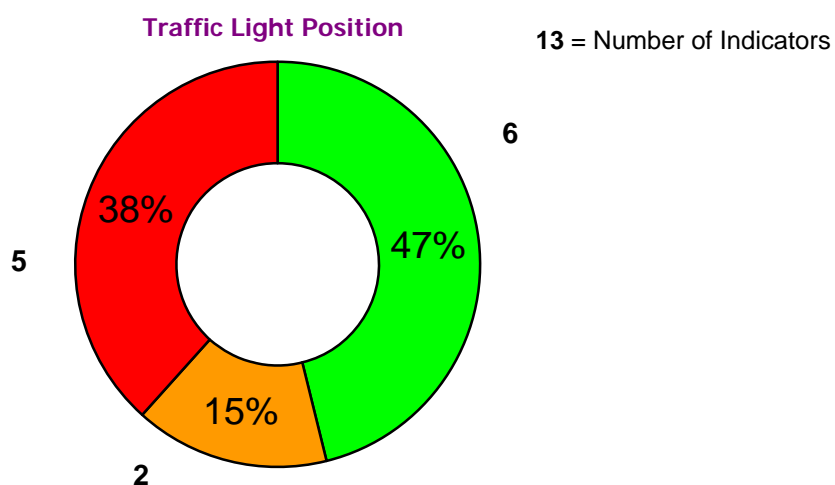
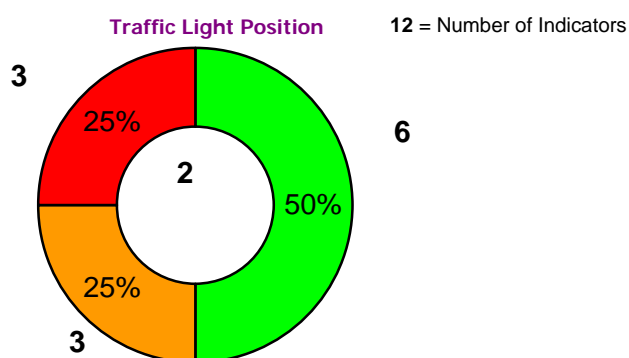


Barnet Homes Board Report



December 2011



November 2011

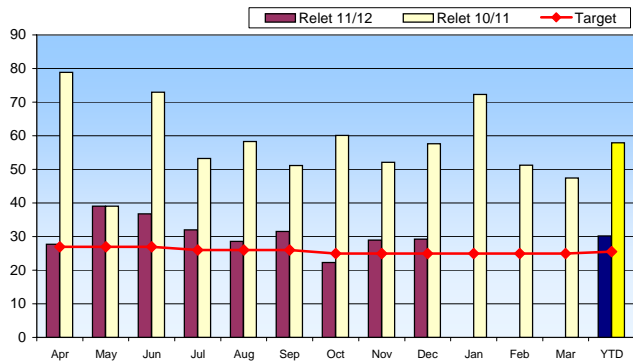
1) Customer Services

Relet Time



The average time it takes to relet an empty property.

- Year End Target (Low is good) 25.5 days
- Monthly Target 25 days
- Dec 11 Performance 29 days
- Dec 10 Performance 58 days
- YTD Performance 30 days



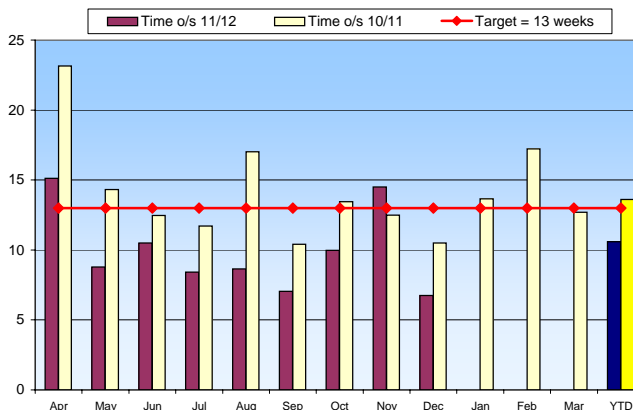
Number of lettings	
11/12	64 64 59 65 93 76 89 81 99
10/11	77 86 83 63 86 58 88 80 53 67 90 64
YTD	690 893

Adaptation time outstanding for major adaptations



Average time outstanding for major adaptations (from receipt by Barnet Homes to start of work)

- Ongoing Target (Low is good) 13 wks
- Dec 11 Performance 7 wks
- Dec 10 Performance 11 wks
- YTD Performance 11 wks



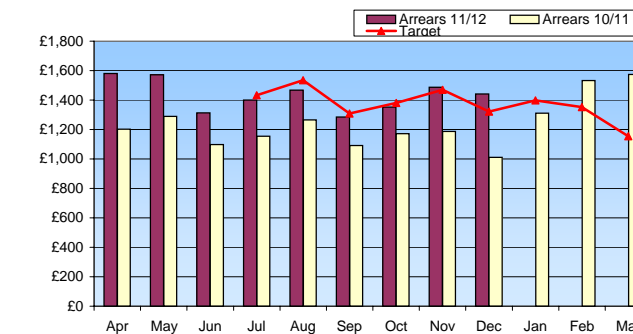
Number of major adaptations started	
11/12	10 7 11 7 5 3 8 6 4
10/11	21 18 12 10 5 10 15 15 4 20 11 11
YTD	65 152

Current Arrears



Current arrears level (£k)

- Year End Target £1,155
- Monthly Target £1,469
- Dec 11 Performance £1,441
- Dec 10 Performance £1,011



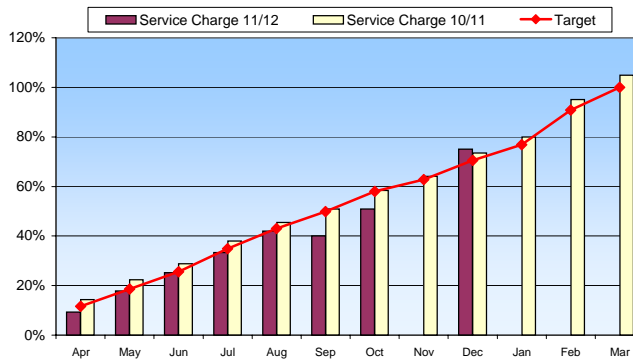
Arrears as % of debit	
11/12	2.4% 2.3% 2.6%

Service Charge



% Annual Service Charge & Arrears Collected this year

- End of Year Target (High is good) 103%
- Month Target 70.5%
- Dec 11 Performance 75.1%
- Dec 10 Performance 73.4%



Service Charge Collected £k	
11/12	879k 1,399 2,680

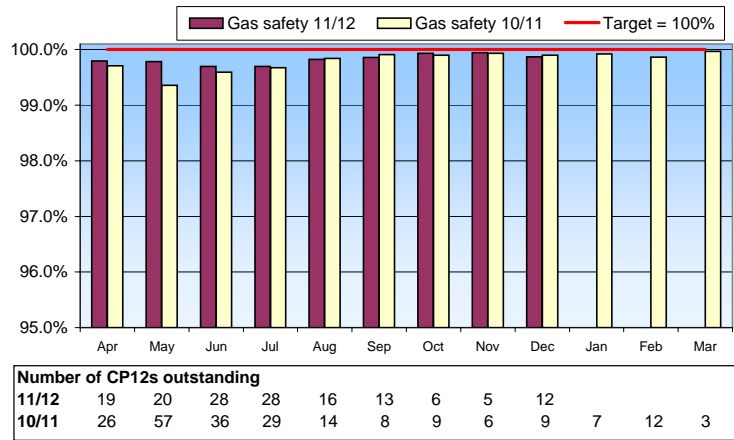
2) Environment - Repairs

Gas Safety Checks



The percentage of homes with a CP12 safety certificate

Ongoing Target (High is good) 100%
 Dec 11 Performance 99.9%
 Dec 10 Performance 99.9%

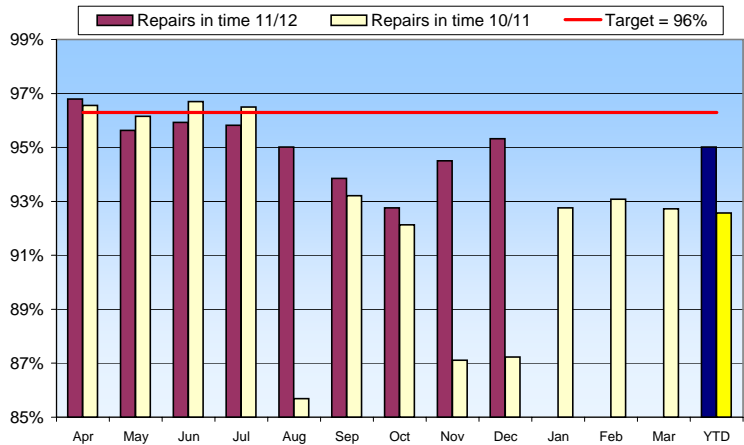


On Time Repairs



The percentage of repairs completed on time (Lovell & Village Heating)

Ongoing Target (High is good) 96.3%
 Dec 11 Performance 95.3%
 Dec 10 Performance 87.2%
 YTD Performance 95.0%

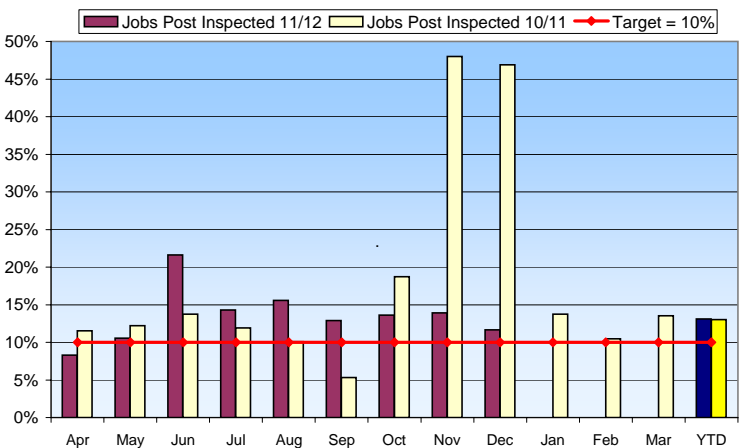


% Repair Jobs Post Inspected



The percentage of repairs jobs that are inspected afterwards (Lovell only)

Ongoing Target (High is good) 10%
 Dec 11 Performance 11.6%
 YTD Performance 13.1%

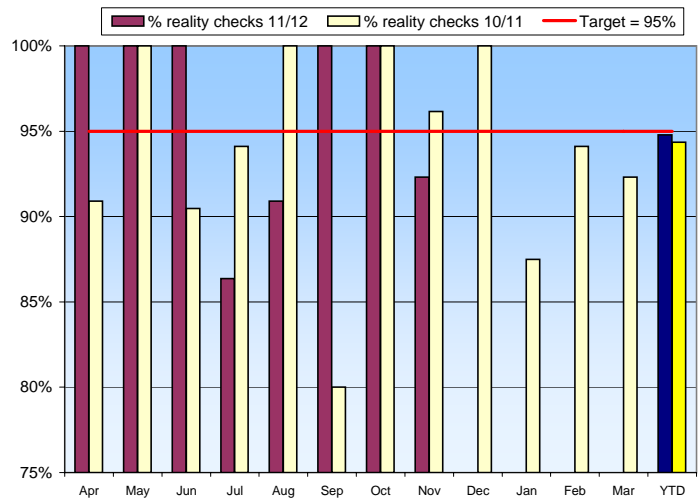


2) Environment - Reality Checks

Reality Checks - Non Regen

The percentage of reality checks achieving 2 star or above (on non regeneration estates)

<i>Ongoing Target</i> (High is good)	95%
Dec 11 Performance	
Dec 10 Performance	100%
YTD Performance	95%

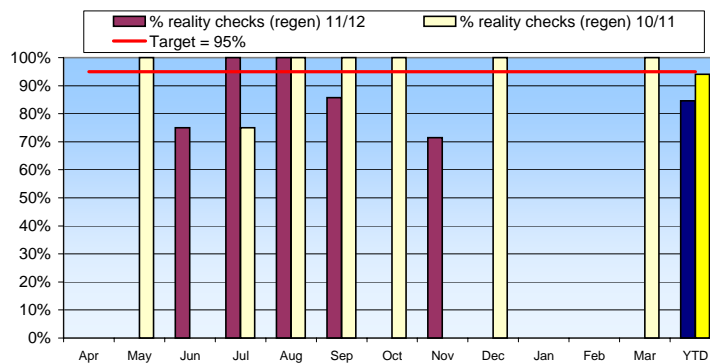


Number of reality checks undertaken	
11/12	6 11 20 22 11 7 6 13 0
10/11	11 19 21 17 32 5 1 26 4 16 17 26
	96 195

Reality Checks - Regeneration

The percentage of reality checks achieving 2 star or above (on regeneration estates)

<i>Ongoing Target</i> (High is good)	95%
Dec 11 Performance	
Dec 10 Performance	100%
YTD Performance	85%



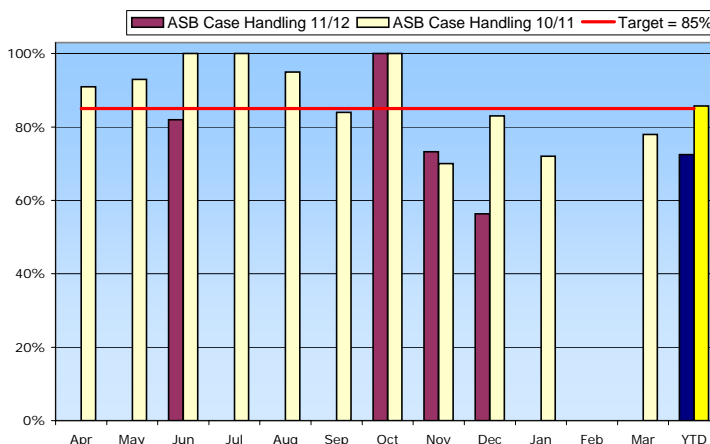
Number of reality checks undertaken	
11/12	0 0 4 3 5 7 0 7 0
10/11	0 3 0 4 2 3 1 0 2 0 0 2
	26 17

2) Environment - Other Indicators

ASB

The percentage of tenants satisfied with their ASB case handling

<i>Ongoing Target</i> (High is good)	85%
Dec 11 Performance	56%
Dec 10 Performance	83%
YTD Performance	72%



Number of ASB surveys completed	
11/12	0 0 0 17 0 0 3 15 16
10/11	11 13 3 4 18 6 6 20 6 7 0 9
	51 103

Number of serious ASB cases opened	
11/12	7 3 8 48 37 16 13 1 7
10/11	15 15 8 11 7 3 7 7 13 8 4 5
	140 103

Contact Centre: Waiting Time



Average contact centre waiting time

Ongoing Target (Low is good)

37 sec

Dec 11 Performance

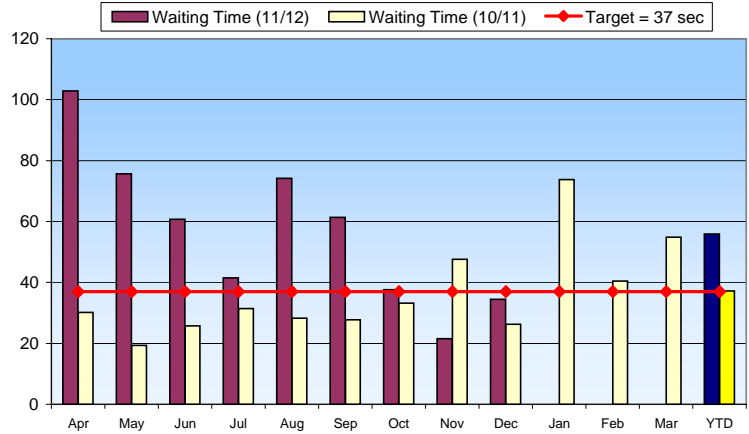
34 sec

Dec 10 Performance

26 sec

YTD Performance

56 sec



% Calls answered within 60 seconds	
11/12	55%
10/11	59%
11/12	68%
10/11	78%
11/12	61%
10/11	68%
11/12	81%
10/11	91%
11/12	83%

Assist Services



Assist response time within 60 seconds

Ongoing target (High is good)

98.5%

Dec 11 Performance

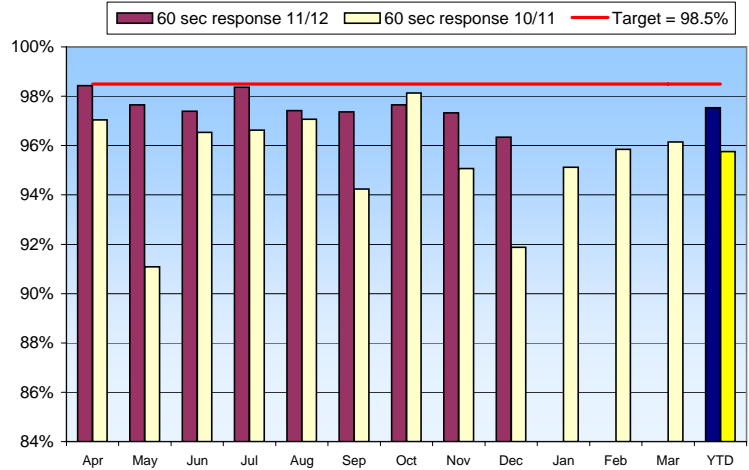
96.3%

Dec 10 Performance

91.9%

YTD Performance

97.5%



3) Other Indicators

Average Days Sick



Average days sick leave

End of Year Target (Low is good)

6.5

YTD Target

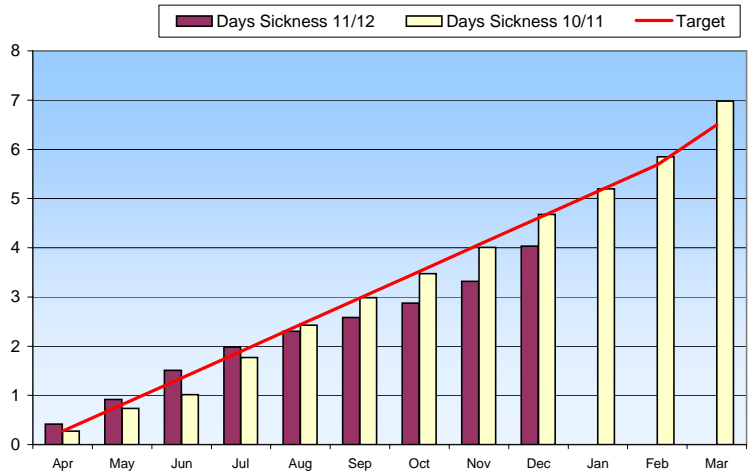
4.6

Dec 11 Performance YTD

4.0

Dec 10 Performance YTD

4.7



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