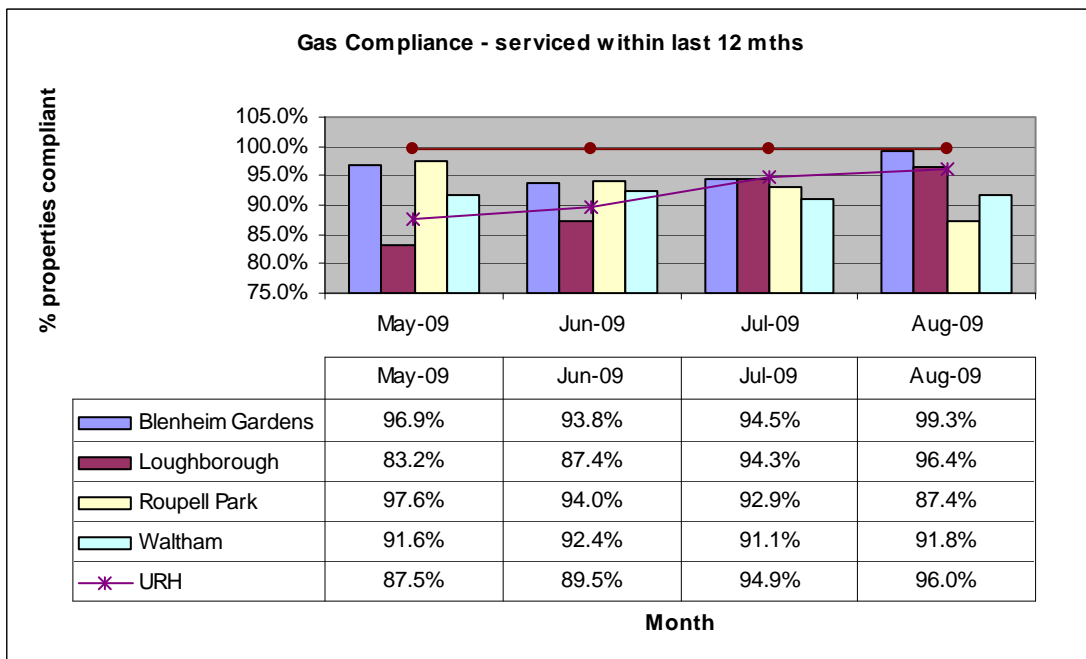
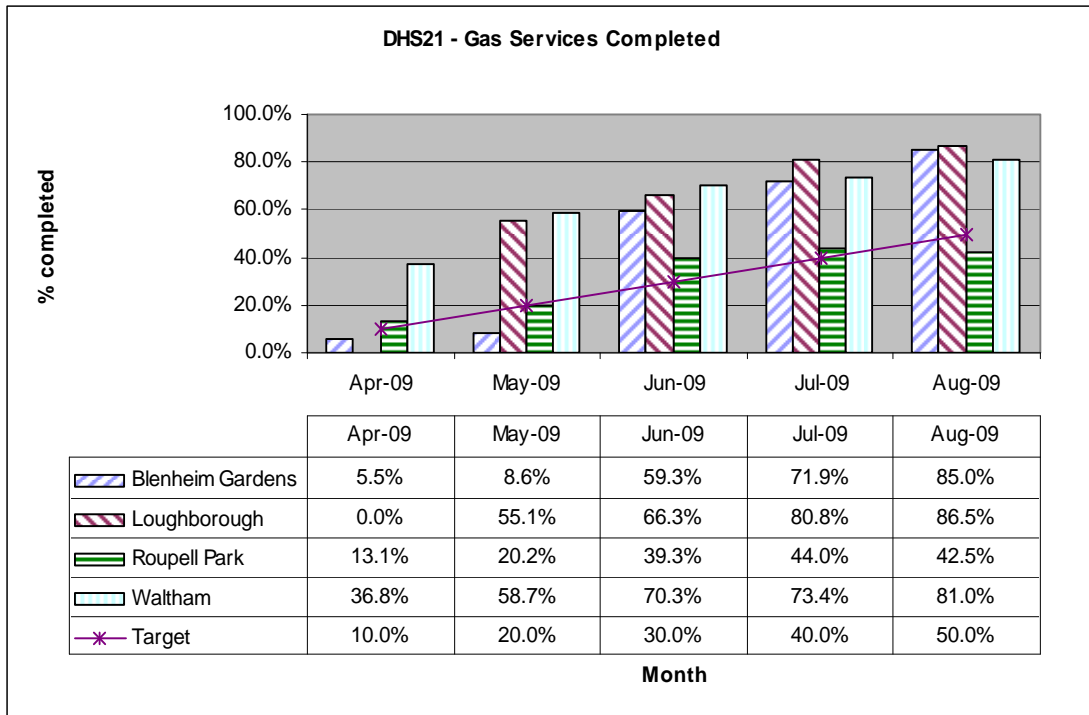


## Customer Care

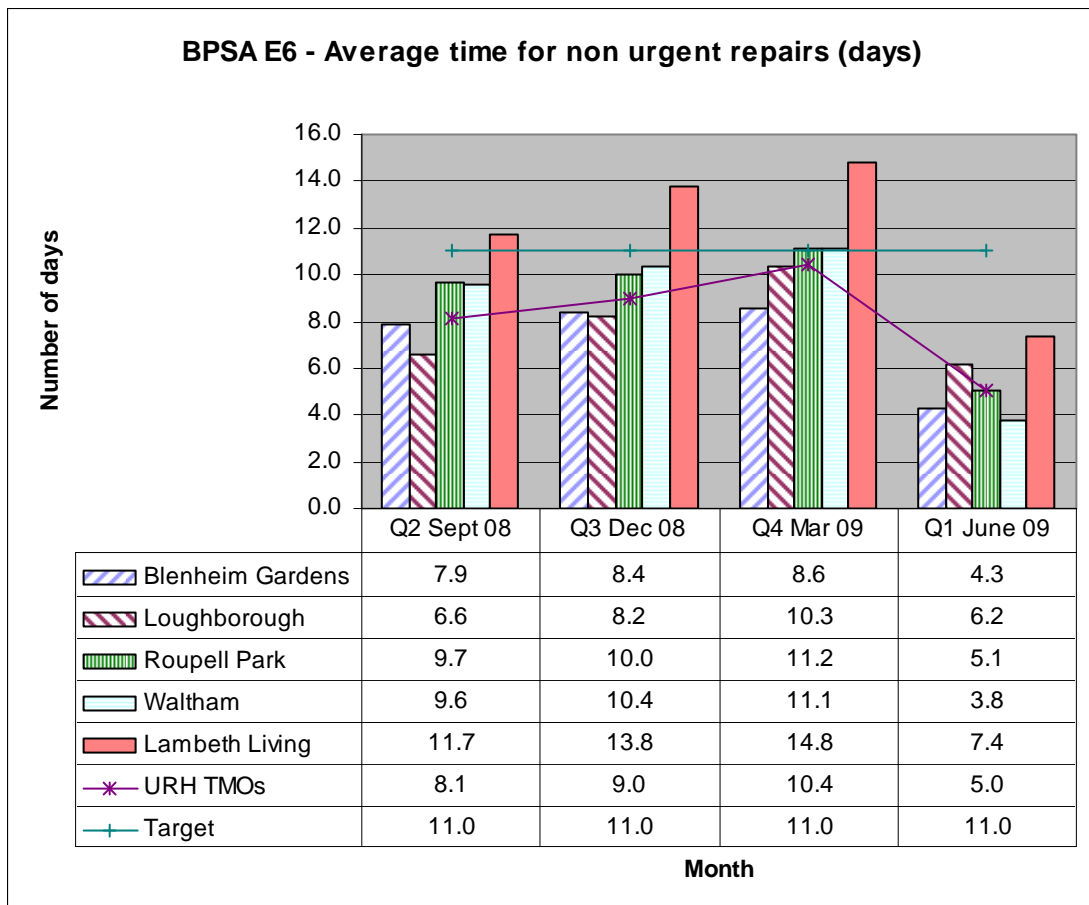
Members Enquiries answered in 10 days							
	Blenheim Gardens	Loughborough	Roupell Park	Waltham	Central URH	Lambeth Living	All URH Offices
May-09	-	80.0%	-	100.0%		88.1%	85.7%
Jun-09	-	84.6%	50.0%	100.0%	100.0%	87.3%	84.2%
Jul-09	100.0%	87.5%	66.7%	80.0%	100.0%	84.2%	84.6%
Aug-09	100.0%	90.5%	66.7%	71.4%	100.0%	83.9%	84.8%
Complaints answered in 15 days							
May-09	-	62.5%	100.0%	-		91.1%	66.7%
Jun-09	-	60.0%	100.0%	50.0%	-	86.1%	61.5%
Jul-09	-	66.7%	100.0%	66.7%	-	81.4%	68.8%
Aug-09	-	69.2%	100.0%	50.0%	-	79.4%	72.2%

## Gas Servicing

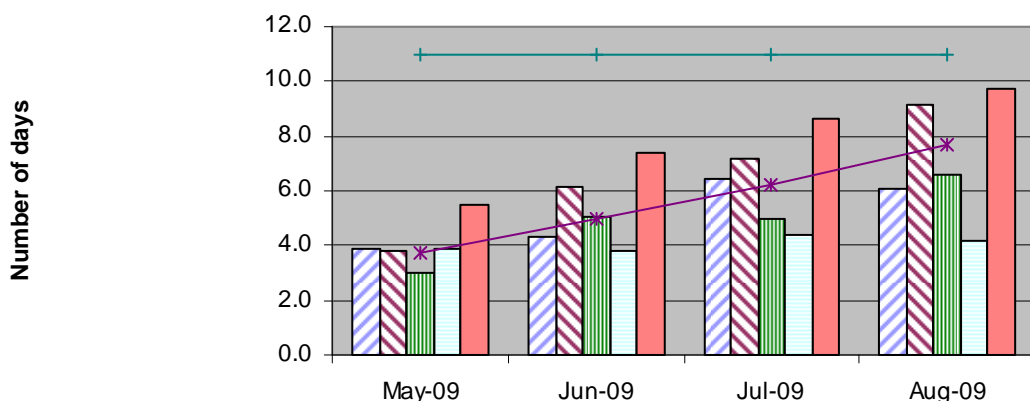




## Repairs



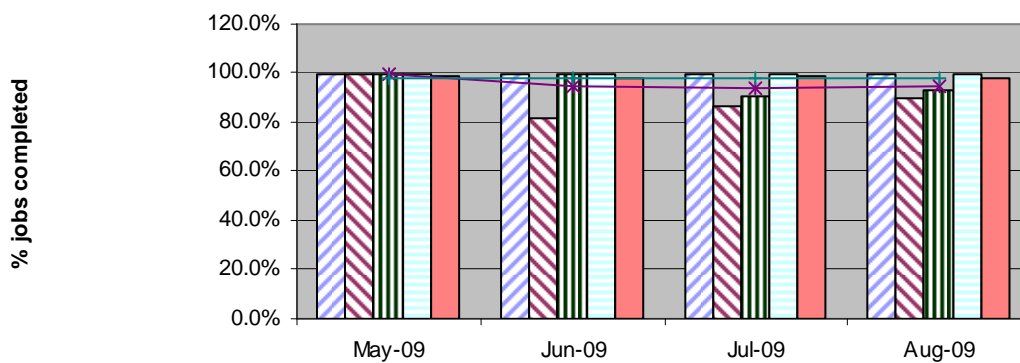
### BPSA E6 - Average time for non urgent repairs (days)



	May-09	Jun-09	Jul-09	Aug-09
Blenheim Gardens	3.9	4.3	6.4	6.1
Loughborough	3.8	6.2	7.2	9.2
Roupell Park	3.0	5.1	5.0	6.6
Waltham	3.9	3.8	4.4	4.2
Lambeth Living	5.5	7.4	8.6	9.7
URH TMOs	3.7	5.0	6.2	7.7
Target	11.0	11.0	11.0	11.0

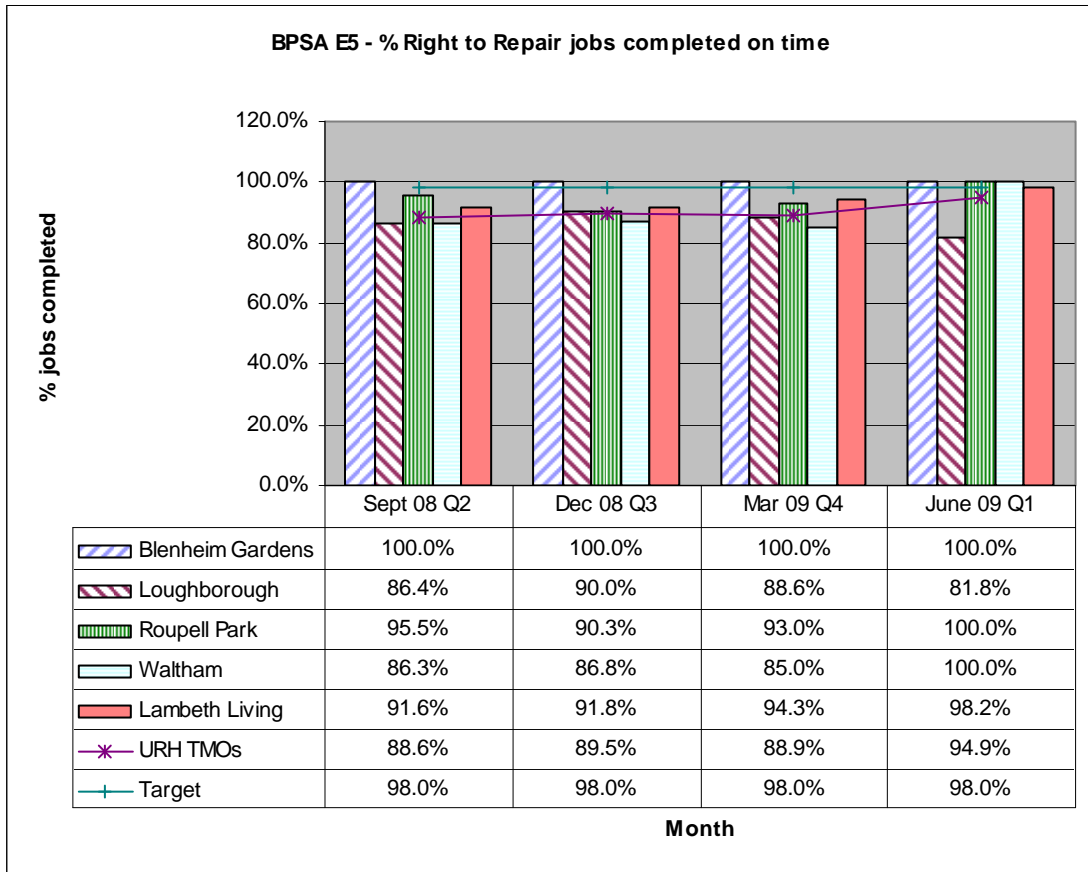
Month

### BPSA E5 - % Right to Repair jobs completed on time



	May-09	Jun-09	Jul-09	Aug-09
Blenheim Gardens	100.0%	100.0%	100.0%	100.0%
Loughborough	100.0%	81.8%	86.7%	89.5%
Roupell Park	100.0%	100.0%	90.9%	93.3%
Waltham	100.0%	100.0%	100.0%	100.0%
Lambeth Living	99.0%	98.2%	98.4%	97.8%
URH TMOs	100.0%	94.9%	93.5%	94.5%
Target	98.0%	98.0%	98.0%	98.0%

Month



## Voids

