

BGRMO Out-turn April 2012											
Performance Indicator	Blenheim Gardens	Loughborough	Roupeil Park	Waltham	URH	Lambeth Living	Upper Quartile figure 2009/10	Target 2010/11	R/A/G	Getting Better in last month?	Comments
Excellence in collecting & managing money											
% Overall rent collected	99.1%	95.50%	104.7%	97.4%	98.3%	98.0%	97.10%	95%	Green	↑	
% Annual debit collected	100.5%	103.10%	111.10%	105.0%	104.7%	102.7%	100.70%	101%	Green	↑	Rent Collection figures are usually distorted at the beginning of the year.
Current tenant arrears (£)	£23,065	£444,570	£124,757	£69,674	£662,066	£6,766,862	n/a	£550,000	Green	↓	
Day to day Service Charges % collected	n/a	n/a	n/a	n/a	n/a	n/a	n/a	96%	?	?	Estimates still have to be loaded onto the system.
Leasehold Service Charges s20	£912	£29,662	£8,739	£16,165	£55,479	n/a	n/a		Green	↑	
High quality homes in excellent condition											
Average time to re-let property (SCV)	21.0	25.2	14.0	-	23.0	28.0	24.5	25.0	Green	↑	
Average time to re-let property (BV212)	9.3	25.2	14.0	0.0	14.8	16.0	24.5	25.0	Green	↑	
% of all repairs completed on time	100.0%	94.1%	100.0%	40.7%	92.6%	n/a	97.0%	97%	Green	↑	
% of homes with current gas safety certificate	98.3%	31.3%	97.3%	69.6%	60.0%		99.9%	100%	Amber	↓	The Gas plan has only just been loaded onto the system, so Officers should now be able to close down jobs.
Excellent customer focused services that support residents											
% of Stage 1 complaints answered on time (year to date)	-	83.3%	-	-	83.3%		95.0%	90.0%	Green	←	No stage 1 complaints received.
% of Stage 2 complaints answered on time (year to date)	-	100.0%	-	-	100.0%		95.0%	90.0%	Green	←	No stage 2 complaints received
% of Members Enquiries answered on time (year to date)	-	-	100.0%	-	100.0%		95.0%	90.0%	Green	←	No Member enquires received
Tenancy Management											
% number of 6 weekly visits to new tenants carried out	100.0%	0.0%	0.0%	-	33.3%		100.0%	100.0%	Green	New	New indicator
% number of 9 monthly visits to new tenants carried out	-	100.0%	-	-	100.0%		100.0%	100.0%	Green	New	New indicator
20% of tenancy checks carried out per year.	100.0%	0.0%	148.9%	0.0%	45.8%		100.0%	100.0%	Green	New	New indicator