



our performance

How we measure up: 2010-11

Performance reports for residents are now 12 months old so we are able to compare the 2 previous years (2009-10 and 2010-11). Green arrows show improvement and red shows where performance has fallen.

Service	2010-11	2009-10	Target	Are we Improving?	How do we compare?	Comments
RESPONSE REPAIRS						
Average job cost	£96	£107	£85			Average job cost has reduced by £12 in 12 months
Appointments kept by contractor	99%	Data not available	97%	2009-10 not available		The 2010-11 data comes from resident feedback forms
RELETS						
Average number of days to relet a property	18 days	32	20			Relets now take much less time!
RENT						
Rent arrears	2.8%	2.43%	2.8%			We are on target but not as good as in 2009-10

NEW HOMES / HOUSE SALES			
	2010-11		2009
How many new properties were let?	43	Most new homes were in South Gloucestershire (Stoke Gifford and Filton) and 3 houses were let in St Philips, Bristol, including one fully wheelchair accessible	63
How many houses were sold for shared ownership?	6	These were in Stoke Gifford and St Judes	7
How many old houses were sold?	24	This includes 12 flats sold in one large building	10

*Source: HouseMek benchmarking service