

Performance against targets

As previously explained tenants have determined the Standard of Performance they expect the Association to achieve across the various activities and we are required by our regulator the Tenant Services Authority to publish on our performance against the declared targets. Tabulated below are the achievements for the period 1st April to 30th September 2011.

Standard Target	Achievement
Application requests processed and Applicants advised in 7days	100%
Transfer applications processed and Tenants advised in 7days	100%
Repair Time scales 1 day Emergencies	100%
7 day Urgent	98%
28 day Routine	97%
Gas service completions within legal requirements	217 Services
Painting Programme 54 properties annually	54
Annual tenant liaison visits made to every tenant	217 visits
Correspondence responses within 7 days	100%
Telephone responses within 5 rings	100%
Newsletters regularly published	2 Editions published
Rent arrears not exceeding 3.5% of Annual rent roll	1.69%