

Midlands Rural Housing

Performance Management Reports

Period covered by this report is the 1st April 2009 to the 31st July 2009

MAINTENANCE SERVICES

REPAIRS COMPLETED ON TIME							
Category	Current Performance	Current Target	Current Indicator	Previous Performance	Previous Indicator	Trend	Quartile
Emergency Repairs	84.00%	100.00%		78.95%			
- Leicestershire Rural	57.14%	100.00%		57.14%			
- Northamptonshire Rural	88.57%	100.00%		82.61%			
- Peak District Rural	84.21%	100.00%		82.35%			
- Warwickshire Rural	84.62%	100.00%		79.31%			
Urgent Repairs	95.58%	90.00%		95.11%			
- Leicestershire Rural	93.55%	90.00%		95.45%			
- Northamptonshire Rural	99.23%	90.00%		99.02%			
- Peak District Rural	94.44%	90.00%		94.29%			
- Warwickshire Rural	93.28%	90.00%		92.04%			
Routine Repairs	96.67%	90.00%		96.40%			
- Leicestershire Rural	94.12%	90.00%		93.33%			
- Northamptonshire Rural	100.00%	90.00%		100.00%			
- Peak District Rural	90.70%	90.00%		88.24%			
- Warwickshire Rural	96.43%	90.00%		96.15%			