

# Midlands Rural Housing

## Performance Management Reports

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

### MAINTENANCE SERVICES

#### REPAIRS SATISFACTION

Please note that because no specific targets have been set for the individual questions on the repairs satisfaction questionnaire, the TSA's top quartile figure for 2007 has been used. This is the latest information we have available to us.

Category	Current Performance	Current Target	Current Indicator	Previous Performance	Previous Indicator	Trend	Quartile
<b>Appointments Made and Kept</b>	<b>97.74%</b>	<b>82.00%</b>		<b>97.46%</b>			-
- Leicestershire Rural	85.71%	82.00%		85.71%			-
- Northamptonshire Rural	100.00%	82.00%		100.00%			-
- Peak District Rural	97.78%	82.00%		97.50%			-
- Warwickshire Rural	96.88%	82.00%		96.67%			-
<b>Repair Completed on the First Visit</b>	<b>95.09%</b>	<b>82.00%</b>		<b>95.34%</b>			-
- Leicestershire Rural	100.00%	82.00%		100.00%			-
- Northamptonshire Rural	93.64%	82.00%		94.57%			-
- Peak District Rural	95.56%	82.00%		95.00%			-
- Warwickshire Rural	95.83%	82.00%		95.56%			-
<b>Overall Satisfaction Rating</b>	<b>98.33%</b>	<b>82.00%</b>		<b>98.37%</b>			
- Leicestershire Rural	97.96%	82.00%		97.96%			
- Northamptonshire Rural	98.44%	82.00%		98.76%			
- Peak District Rural	97.78%	82.00%		97.50%			
- Warwickshire Rural	98.51%	82.00%		98.41%			