









# Q3 2009/10 Performance




*Rochdale Boroughwide Housing aims to deliver an excellent housing service. To help us achieve this, we set ourselves stretching targets and monitor how we do against these to make sure we continue to improve our services to tenants.*





## Key to performance:




-  We are very pleased with our performance in this area as we are beating our target.
-  We are satisfied with our performance as it is meeting or close to target
-  We are disappointed with our performance as we have not met our target in this area, but we will work hard to improve on this.



During this period  
RBH looked after  
13,885 properties

Repairs and Maintenance to your homes	How did we do?	Q3 2009/10	Last Year we did
We aim to complete <b>98.0%</b> of all repairs within agreed timescales.		97.9%	97.6%
We aim to be keep <b>96.7%</b> of all repair jobs requiring access, for which an appointment was made and kept		91.2%	92.5%
We aim to keep <b>93.5%</b> of our tenants satisfied with the overall repairs service.		91.9%	93%
We aim to complete non urgent repairs in an average of <b>10</b> days.		9.9 days	10.5 days
We aim to complete <b>99.2%</b> of urgent repairs within Government timescales.		99.0%	98.8%

Empty Property Management	How did we do?	Q3 2009/10	Last Year we did
We aim to relet empty homes within <b>25</b> days		27 days	27 days
We aim to have less than <b>1.0%</b> of our homes empty at any given time.		1.0%	1.0%
We aim to keep the percentage of rent lost through having empty homes less than <b>1.04%</b> .		1.1%	1.1%

Rent Collection and Arrears	How did we do?	Q3 2009/10	Last Year we did
We aim to collect <b>97.9%</b> of rent arrears (includes arrears brought forward)		97.2%	97.4%
We want to reduce rent arrears and aim for current tenants rent arrears to be less than <b>2.15%</b> of rent due		2.18%	2.2%
We want to reduce the number of tenants owing more than 7 weeks gross rent to below <b>5.0%</b> of all tenants.		5.5%	5.7%
We want to reduce the number of tenants evicted as a result of rent arrears to below <b>0.74%</b> of all tenants.		0.48% (0.64%)	1.0%

Buying Your Home	How did we do?	Q3 2009/10	Last Year we did
We aim to send out <b>100%</b> of offer prices within Government timescales		100%	100%
We aim to keep the average time to send out acknowledgement notices below <b>16</b> days		10.8 days	11 days
We aim to serve Right to Buy notices for Houses within <b>30 days</b> and Flats within <b>57 days</b>		H. 14 days F. 17 days	H. 12 days F. 23 days

Customer Service	How did we do?	Q3 2009/10	Last Year we did
We aim to respond to <b>98.5%</b> of all complaints within 15 working days.		92.6 %	97.6%
We aim to reduce the average time taken to respond to complaints to below <b>6</b> working days.		7.7 days	6.1 days

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INVESTOR IN PEOPLE

