

PROPERTY SERVICES TARGETS 2007/2008

Function	Target 2007/2008	Year End 2005/06	Year End 2006/07
<u>Service Contracts</u>			
The percentage of CCTV cameras operational	95%	91%	92%
Percentage of lift breakdowns repaired within 3 hours of reported failure	95%	96%	94%
Percentage of properties which have received a gas service/check of those programmed for 2006/2007	100%	98.4%	96.4%
Customer Satisfaction with the Gas Service?	97%	-	Survey due July 2007
The number of properties not serviced for over 12 months (i.e. no CP12).	0	151	1.38% (annual figure up to Sept 06)
The number of properties subject to successful "no access" activity.	100%	New Target	129
Number of asbestos risk assessments on record as a 10% sample of the total number of properties	100%	55.11%	100%
Percentage of CCTV breakdowns repaired within 24 hours	92%	94%	91%

Function	Target 2007/ 2008	Year End 2005/06	Year End 2006/07
<u>Estate Services</u>			
Percentage of graffiti removed within 7 days of being reported (offensive graffiti 48 hours)	99% (100% if offensive)	100% 100%	99.36% 100%
Percentage of communal repairs completed within timescale	92%	89%	89%
<u>Responsive Repairs Services</u>			
BV 72 Percentage of urgent repairs to local authority dwellings completed within government time limits (inc. C&B)	99%	98.5%	97%
Proportion of expenditure on responsive maintenance (HIP definition)	30%	-	Data not available
Proportion of expenditure on planned maintenance (HIP definition)	70%	-	Data not available
BV 73 Average time taken to complete non-urgent repairs to local authority dwellings (inc. C&B)	11 days	15.69 days	12 days
The percentage of repairs jobs for which an appointment was made and kept (inc. C&B)	99%	99.60%	99.58%
Percentage of repairs completed at first visit	Baseline to be set 2007	New Target	New Target
Target for the percentage of repairs jobs to be post-inspected	10%	9.05%	11.31%
Percentage of post-inspection work deemed to be satisfactory	98%	96.56%	96.55%

Function	Target 2007/ 2008	Year End 2005/06	Year End 2006/07
Overall satisfaction rate for i) Quality of work ii) speed of work iii) appointments kept via the repairs satisfaction card returns	i) 95% ii) 95% iii) 95%	i) 90% ii) 88% iii) 94%	91% 90% 94%
Overall Satisfaction with the Repairs Service	93%	90.33%	79% Few returns Q4 hence dip in satisfaction figure to be confirmed
<u>Major Works</u> The proportion of LA Homes non-decent at the start of the financial year The percentage change in proportion of non-decent local authority homes between the start and end of the financial year	0% 0%	20.74% 94%	0% 0%
Number of dwellings where external decorations completed as percentage of those due for painting in the year	98%	97%	98%
Percentage of tenants satisfied with planned maintenance/major works consultation arrangements	86%	84.3%	Data not available
Percentage of leaseholders satisfied with planned maintenance/major works consultation arrangements	80%	Sample too small to produce statistics	Survey results due July 2007
Percentage of tenants satisfied with major works carried out on their property	85%	84.5%	72% (Kwest data)
Percentage of leaseholders satisfied with major works carried out on their property	75%	Sample too small to produce statistics	Survey results due July 2007

Function	Target 2007/ 2008	Year End 2005/06	Year End 2006/07
Number of properties subject to improvement as percentage of those identified in this years capital programme	95%	73%	92%
Number of planned maintenance/major works completed (a) on time, and (b) within budget	95% 95%	Not available	92% 97%
<u>Adaptations to Council Homes</u>			
Adaptations Waiting Times – To reduce the average waiting time to 12 months for major works to Council properties and by 3 weeks for minor works.	4 months 2.5 weeks	New Target	8 months 2.9 weeks
Average time a request for adaptation work is with contractor from the date of the order to the date of completion Major and minor works	18 days (minor works)	15.65 days	80.4 days (major) 7.6 days (minor)
To increase the percentage of tenants very or fairly satisfied with adaptations	90%	Not collected	Survey due July 2007
To increase the percentage of BME tenants very or fairly satisfied with adaptations	90%	Survey not yet completed	Survey due July 2007
Number of tenants referred for tenancy check (who have received an adaptation but whose disability is not recorded on OHMs)	200	Not available	188
<u>Energy</u>			
SAP Rating of Dwellings	70	68	69