

# CUSTOMER SERVICE INDICATORS

## Service Standards



Customer / Resident Involvement:							
Description	Target 2009/10	Trend	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End 2009/10
Customer and Resident Involvement Performance Indicators	90.00%	→	92.65%	97.91%	98.33%		

Allocation / Letting:							
Description	Target 2009/10	Trend	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End 2009/10
Allocation and Letting Performance Indicators	90.00%	↑	83.01%	77.25%	99.15%		

Tenancy / Estate Management:							
Description	Target 2009/10	Trend	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End 2009/10
Tenancy and Estate Management Performance Indicators	90.00%	↓	96.26%	98.96%	96.74%		

Repairs / Maintenance:							
Description	Target 2009/10	Trend	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End 2009/10
Repairs and Maintenance Performance Indicators	95.00%	→	98.96%	98.76%	98.39%		

## Customer Satisfaction Surveys



Customer / Resident Involvement:							
Description	Target 2009/10	Trend	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End 2009/10
Customer and Resident Involvement Performance Indicators	85.00%	↑	93.63%	95.97%	97.13%		

Allocation / Letting:							
Description	Target 2009/10	Trend	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End 2009/10
Allocation & Letting Performance Indicators	90.00%	↑	89.74%	90.86%	99.21%		

Tenancy / Estate Management:							
Description	Target 2009/10	Trend	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End 2009/10
Tenancy and Estate Management Performance Indicators	85.00%	→	83.12%	87.15%	86.26%		

Repairs / Maintenance:							
Description	Target 2009/10	Trend	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End 2009/10
Repairs and Maintenance Performance Indicators	85.00%	↑	95.88%	97.13%	98.45%		