SECTION 4

BUILDING WORKS

G1 - G5 BFS MONTHLY MONITORING INFORMATION

Performance Indicators 2003/2004														
	April	**May**	**June**	**July**	**August**	**Sept**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**March**	**Annual Total**	**Totals**
Percentage of repairs completed within														
Government time limits ie. Right to repair														
RR1 Current 96.81 - Target 98%	93.29%	95.14%	94.48%	95.89%	96.45%	97.35%	95.68%	97.01%	99.15%	99.40%	97.34%	98.37%		96.63%
RRI 2002/03	*96.97%*	*97.34%*	*99.04%*	*96.43%*	*96.57%*	*96.86%*	*97.12%*	*94.35%*	*97.81%*	*97.05%*	*99.65%*	*94.71%*		96.99%
RR3	82.26%	98.90%	92.25%	99.00%	98.55%	99.05%	99.14%	94.51%	96.23%	95.68%	96.24%	96.99%		95.73%
RR7	66.67%	80.00%	77.78%	100%	100%	100%	95.00%	100%	100%	100%	93.33%	93.33%		92.18%
Percentage of all repairs requested by tenants														
Completed within contract timescales														
E Emergency	99.11%	99%	100%	100%	100%	100%	100%	100%	99.71%	100%	100%	100%		99.85%
V - Voids - Current 40.5 Days - Target 27	85.29%	60.00%	52.78%	90.48%	57.14%	100%	100%	100%	100%	97.83%	100%	95.65%		86.60%
Voids - 2002/03	*100%*	*100%*	*100%*	*98.18%*	*100%*	*100%*	*100%*	*100%*	*100%*	*96.55%*	*100%*	*100%*		99.56%
P Planned	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100.00%
N Normal	98.63%	99.02%	99.73%	99.93%	99.90%	99.74%	99.61%	97.77%	99.82%	99.68%	99.75%	99.81%		99.45%
Percentage of repair jobs for which an appointment was made & kept														
1 Appointments kept by tenant	92.53%	91.95%	88.75%	91.39%	93.87%	95.52%	95.48%	92.04%	94.39%	95.60%	92.94%	91.65%		93.01%
2 Appointments kept by tradesman	99.68%	99.65%	99.65%	98%	99.25%	99.36%	98.72%	98.33%	98.40%	98.96%	99.73%	98.67%		99.06%
3.Appointments Made In Month	950	857	853	964	799	1406	1327	1080	874	1158	1119	1126	12513	1042.75
4.% of Responsive repairs Made & Kept	98.44%	74.78%	68.55%	89.73%	77.82%	87.13%	60.47%	83.46%	92.79%	94.56%	92.67%	90.32%		84.23%
Number of jobs raised	1754	2425	2073	2455	1955	2176	2943	2423	2337	2724	2376	2723	28364	2363.67
Number of jobs completed within target	1639	2061	2004	2329	1775	2027	2728	2272	2200	2367	2231	2620	26253	2187.75
Percentage of jobs completed within target	97.68%	98.80%	98.82%	99.62%	99.55%	99.61%	99.38%	99.26%	99.55%	99.50%	99.29%	99.51%		99.21%
Percentage of jobs penalised**	2.32%	1.20%	1.18%	0.38%	0.45%	0.39%	0.62%	0.74%	0.45%	0.50%	0.71%	0.49%		0.79%
Number Of Houses Inspected For Planned	N I L	N I L	N I L	N I L	N I L	N I L	N I L	N I L	N I L	N I L	N I L	N I L		
Number of Garages Inspected For Planned	N I L	N I L	N I L	N I L	N I L	N I L	N I L	N I L	N I L	N I L	N I L	N I L		
(Target - 20% of stock)														
Properties Repaired Via Planned Maintainence	2	30	37	38	16	5	24	6	14	17	19	6		214
Note. Can be more than one ticket per property														
Number of dwellings inspected under	0	0	0	0	0	0	0	0	0	0	0	0		0
Planned condition surveys														
SAP Rating - Current 54 - Target 53														
Non Decent Homes -														
Monitored by Repairs Section for meeting the Council's criteria published in reports to Governement, Members and Tenants.														