

**Year end 2006/07  
(April 06- March 07)**

**FIRST  
CHOICE  
HOMES**



# Team Contract – Royton & Shaw

**Met or bettered FCHO target**

**Close to FCHO target**

**Off FCHO target**

## An Improved Environment

Performance Indicator	Actual 05/06	Apr-Dec 06	Apr-Mar 06/07	Target 06/07
LPIATS1 – Number of Formal Estate Inspections per year	NA	3	4	4 (1 per qtr)

Performance Indicator	Actual 05/06	Apr-Dec 06/07	Apr-Mar 06/07	Target 06/07
LPIATS3 – issues from Formal Estate Inspections dealt with as % of issues raised	NA	100%	100%	90%

## ASB

### Cases actioned in time

Performance Indicator	Target	Apr – Dec 06	Apr-Mar 06/07	Area Ranking (out of 6)
% of cases actioned in time	97%	100% (64/64)	100% (81/81)	1

**Best Performers achieved 100% - Royton & Shaw & Saddleworth & Lees**

## Repairs

Performance Indicator	Target	Apr – Dec 06	Apr-Mar 06/07	Area Ranking (out of 6)
% of urgent repairs complete within target	98.5%	97.5% (546/560)	97.1% (638/657)	3

**Best performer achieved 98.1% - Oldham West**

Performance Indicator	Target	Apr – Dec 06	Apr-Mar 06/07	Area Ranking (out of 6)
Avg time taken to complete non urgent repairs	10 Days	10.7 Days	12.6 days	1

**Best performer achieved 12.6 Days – Royton & Shaw**

## Repairs Appointments

Performance Indicator	Target	Apr – Dec 06	Apr-Mar 06/07	Area Ranking (out of 6)
Appointments kept as % of appointable jobs	90%	93.0% (2347/2523)	85.2%	2

Best performer achieved 87.7% - Chadderton

## Voids

Performance Indicator	Target	Apr – Dec 06	Apr-Mar 06/07	Area Ranking (out of 6)
Average days void of re-let properties	48 Days	36 Days	39 days	1

Best performer achieved 39 Days – Royton & Shaw

## Customer care

Performance Indicator	Target	Apr – Dec 06	Apr-Mar 06/07	Area Ranking (out of 6)
% of complaints dealt with in time	95%	79% (52/66)	75% (61/81)	5

Best performer achieved 92% - Oldham West

## Rents

Performance Indicator	Target	Apr – Dec 06	Apr-Mar 06/07	Area Ranking (out of 6)
BVPI 66a: Proportion of rent collected	98.2%	99.9%	99.7%	1

Best performer achieved 99.7% - Royton & Shaw