

Service Improvement Panel  
Summary of Performance report

SERVICE STANDARDS	Good to be	2009-10	TARGET					
			YEAR END	QUARTER ONE	QUARTER TWO	QUARTER THREE		
			april - june 10	april - sept 10	april - dec 10	april 10 - mar 11		
Leasehold Handbook review and updates	HIGH	100%	annually and as necessary	update no.4	update no.4		0	
New Leasehold accounts set up within 10 days of receipt from Legal Services of assignment/RTB completion		100%	100.00%	new standard introduced from Sept 2010			0	
Leasehold Newsletters	HIGH	100%	twice a year	spring/summer issue	spring/summer issue		0	
Service Imp. Panel and Conference	HIGH	100%	quarterly	AGM 28/04/10	21/07/2010 01/09/2010		0	
Leaseholder Involvement - Board	HIGH	100%	100.00%	100%			0	
Leasehold Involvement CI menu as % of all Leasehold accs.	High	7.50%	10.00%	5.78%			0	
Invoices issued in April and October	HIGH	100%	twice a year	01/04/2010	01/04/2010		0	

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Homeownership web site	HIGH	100%	annually and as necessary	02/06/2010	12/07/2010 26/07/10 20/08/10 03/09/10		0
Section 20 consultation		100%	as necessary	SS20 no.27 SS20no.28	SS20 no.27 SS20no.28		0
Gas & Fire Safety - gas cert report monthly	HIGH	46.75%	50.00%	33.54	32.75%		0
Improvements to service	HIGH			April 2010 New service charge electrical maintenance contract Credit Union available to Lholders	EMC charge Apr2010 Credit Union rolled out to Lholders	Oct 2010 SIP egroup invitation Apr2010 EMC charge and Credit Union rolled out to Lholders	0

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			QUARTER ONE	QUARTER TWO	QUARTER THREE	QUARTER FOUR		
BUSINESS PROCESS KPI	Good to be	YEAR END	TARGET 2010-11	QUARTER ONE	QUARTER TWO	QUARTER THREE	QUARTER FOUR	
The number of RTB applications - HOUSE	HIGH	3		3.0	4.0	0	0	
The number of RTB applications - FLAT	HIGH	5		0.0	1.0	0	0	
The number of RTB sales - HOUSE	HIGH	0		1.0	1.0	0	0	
The number of RTB sales - FLAT	HIGH	0		0.0	2.0	0	0	
The number of leasehold assignments	LOW	16	not measured	1.0	5.0	0	0	
Average ann. service charge per leasehold invoice(not incl gr.rent & ins)	LOW	£ 589		£288.54 est.	£283.13	0	0	
The percentage of leasehold service charges recovered (fully paid or in credit)%	HIGH	82		90	38.6	43.0	0	
Leasehold Customer satisfaction %	HIGH	59.3		65	57.4	57.4	0	