

SERVICE STANDARDS	Good to be	YEAR END	TARGET	QUARTER				YTD Actual	SEE COMMENTARY
				ONE	TWO	THREE	FOUR		
				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	update no.4	0		
New Leasehold accounts set up within 10 days of receipt from Legal Services of assignment/RTB completion	HIGH	100%	100.00%	new standard introduced from Sept 2010	100%	not measured as Leasehold accounts are to be moved from Orchard rent accounts onto Orchard Leasehold module	0		
Leasehold Newsletters	HIGH	100%	twice a year	spring/summer issue	spring/summer issue	Winter issue	0		
Service Imp. Panel and Conference	HIGH	100%	quarterly	AGM 28/04/10	21/07/2010 01/09/2010	27/10/2010	0		
Leaseholder Involvement - Board	HIGH	100%	100.00%	100%	100.00%	1	0		
Leaseholder Involvement - Board	HIGH	7.50%	10.00%		7.75%	8.00%	0		01/10/10 invite to all Leaseholders with email to join an SIP e-group
Invoices issued in April and October	HIGH	100%	twice a year	01/04/2010	01/04/2010	01/10/2010	0		

SERVICE STANDARDS	Good to be	YEAR END	TARGET	QUARTER ONE	QUARTER TWO	QUARTER THREE	QUARTER FOUR	YTD Actual	SEE COMMENTARY
								- Target Good - Bad	
Homeownership web site	HIGH	100%	annually and as necessary	02/06/2010	12/07/2010 26/07/10 20/08/10 03/09/10	01/10/2010	0		
Section 20 consultation		100%	as necessary	SS20 no.27 SS20no.28	SS20 no.27 SS20no.28	SS20 No 29 30 31	0		
Gas & Fire Safety - gas cert report monthly	HIGH	46.75%	50.00%	33.54	32.75%	36.59%	0		
Improvements to service	HIGH		continuu s and reported to SIP	April 2010New service charge electrical maintenance contract Credit Union available to L/holders	EMC charge Apr'2010 Credit Union rolled out to Lholders	Vitaline Service discussed at Oct SIP. Info and link on web site. Info included with Winter issue of Newsletter	0		

SERVICE STANDARDS	Good to be	YEAR END	TARGET	QUARTER ONE	QUARTER TWO	QUARTER THREE	QUARTER FOUR	YTD Actual	SEE COMMENTARY
				Good - Bad	Good - Bad	Good - Bad	Good - Bad	Good - Bad	
BUSINESS PROCESS KPI	Good to be	YEAR END 2009-10	TARGET 2010-11	QUARTER ONE	QUARTER TWO	QUARTER THREE	QUARTER FOUR	YTD Actual - Target Good - Bad	SEE COMMENTARY
The number of RTB applications - HOUSE		3		3.0	3.0	3.00	0		
The number of RTB applications - FLAT		5		0.0	1.0	2.00	0		
The number of RTB sales - HOUSE		0		1.0	2.0	2.00	0		
The number of RTB sales - FLAT		0		0.0	2.0	2.00	0		
The number of leasehold assignments		16	not measured	1.0	5.0	9.00	0		
Average ann. service charge per leasehold invoice(not incl gr.rent & ins)	LOW	£ 589		£288.54 est.	£283.13	£ 283.28	0		
The percentage of leasehold service charges recovered (fully paid or in credit)%	HIGH	82	90	38.6	43.0	36.25 as at Nov2010	0		can not be fully measured until 31st March
Leasehold Customer satisfaction %	HIGH	59.3	65	57.4	57.4	57.4	0		discussed at SIP and at Northern Leaseholders Benchmarking club Actions identified see Team Plan and Eq Imp Assessment