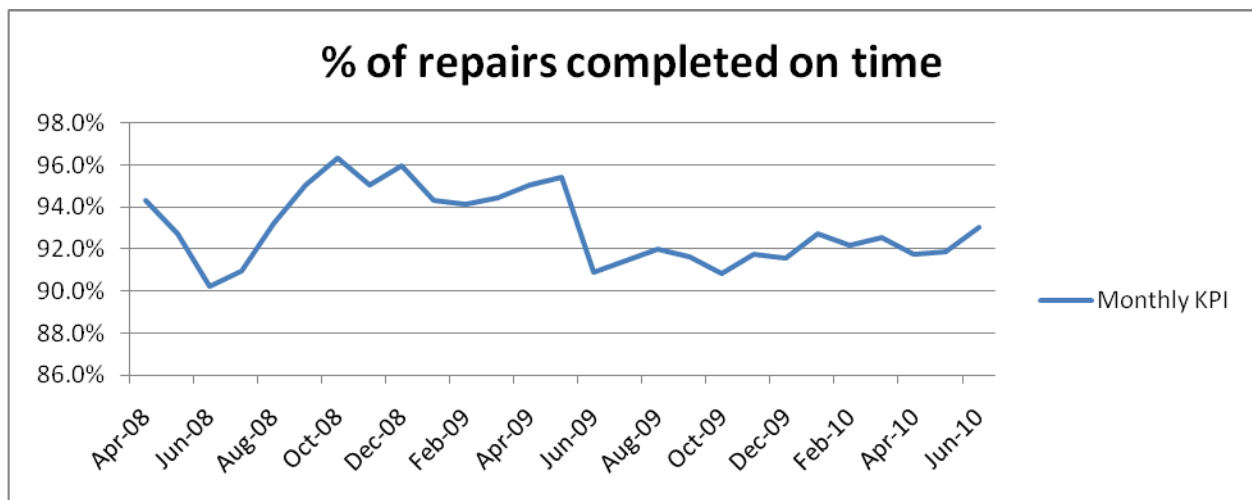


Housing Repairs Key Performance Indicators April 2008 – June 2010

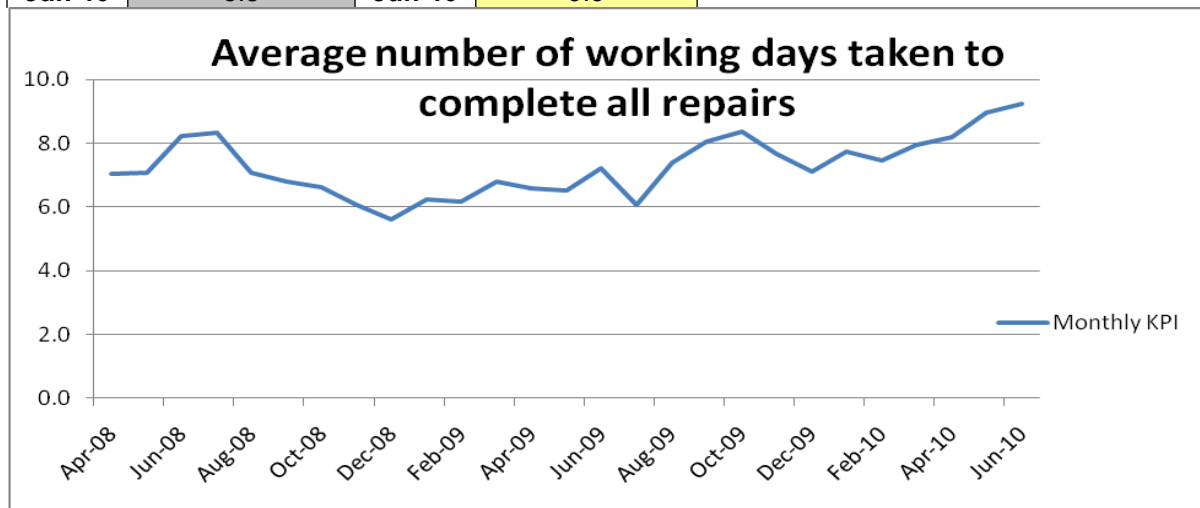
% of Repairs completed on time

Date	Year To Date	Date	Monthly KPI
Apr-08	94.3%	Apr-08	94.3%
May-08	93.6%	May-08	92.8%
Jun-08	92.4%	Jun-08	90.2%
Jul-08	92.1%	Jul-08	91.0%
Aug-08	92.3%	Aug-08	93.2%
Sep-08	92.7%	Sep-08	95.0%
Oct-08	93.4%	Oct-08	96.4%
Nov-08	93.6%	Nov-08	95.1%
Dec-08	93.8%	Dec-08	96.0%
Jan-09	93.9%	Jan-09	94.3%
Feb-09	93.9%	Feb-09	94.1%
Mar-09	93.9%	Mar-09	94.5%
Apr-09	95.08%	Apr-09	95.08%
May-09	95.25%	May-09	95.44%
Jun-09	93.93%	Jun-09	90.91%
Jul-09	93.33%	Jul-09	91.42%
Aug-09	93.10%	Aug-09	92.03%
Sep-09	92.84%	Sep-09	91.62%
Oct-09	92.54%	Oct-09	90.85%
Nov-09	92.44%	Nov-09	91.77%
Dec-09	92.35%	Dec-09	91.58%
Jan-10	92.38%	Jan-10	92.71%
Feb-10	92.37%	Feb-10	92.17%
Mar-10	92.38%	Mar-10	92.52%
Apr-10	91.75%	Apr-10	91.75%
May-10	91.81%	May-10	91.88%
Jun-10	92.20%	Jun-10	93.03%



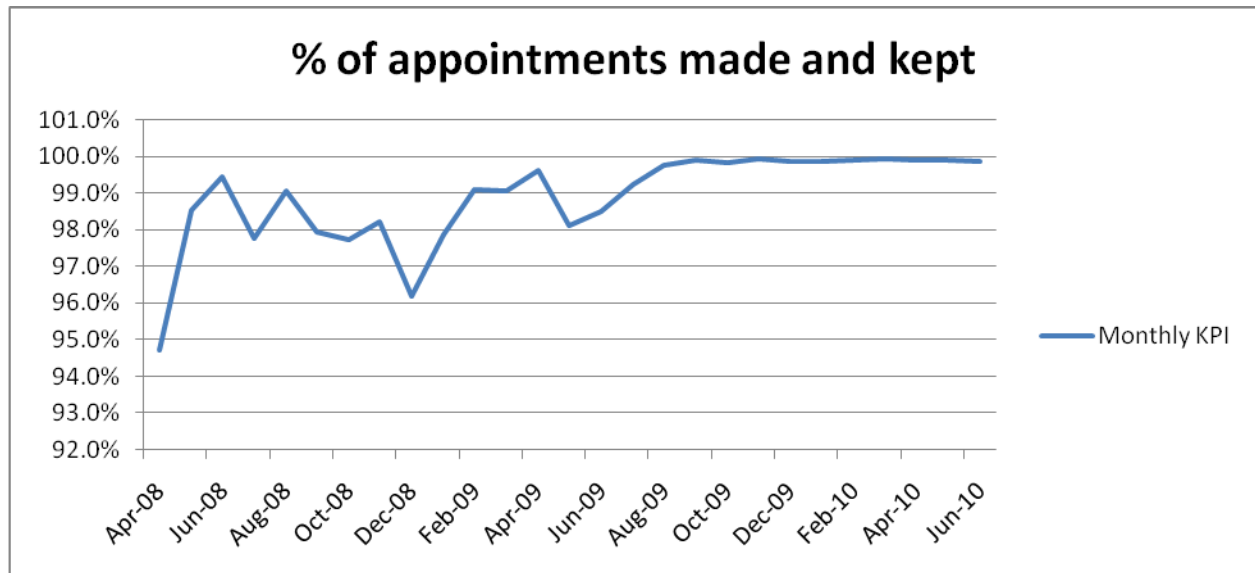
Average number of working days taken to complete all repairs

Date	Year To Date	Date	Monthly KPI
Apr-08	7.1	Apr-08	7.1
May-08	7.1	May-08	7.1
Jun-08	7.5	Jun-08	8.2
Jul-08	7.7	Jul-08	8.3
Aug-08	7.6	Aug-08	7.1
Sep-08	7.4	Sep-08	6.8
Oct-08	7.3	Oct-08	6.6
Nov-08	7.2	Nov-08	6.1
Dec-08	7.0	Dec-08	5.6
Jan-09	6.9	Jan-09	6.2
Feb-09	6.9	Feb-09	6.2
Mar-09	6.9	Mar-09	6.8
Apr-09	6.6	Apr-09	6.6
May-09	6.6	May-09	6.5
Jun-09	6.8	Jun-09	7.2
Jul-09	6.6	Jul-09	6.1
Aug-09	6.7	Aug-09	7.4
Sep-09	6.9	Sep-09	8.1
Oct-09	7.2	Oct-09	8.4
Nov-09	7.2	Nov-09	7.7
Dec-09	7.2	Dec-09	7.1
Jan-10	7.3	Jan-10	7.8
Feb-10	7.3	Feb-10	7.5
Mar-10	7.4	Mar-10	8.0
Apr-10	8.2	Apr-10	8.2
May-10	8.6	May-10	9.0
Jun-10	8.8	Jun-10	9.3



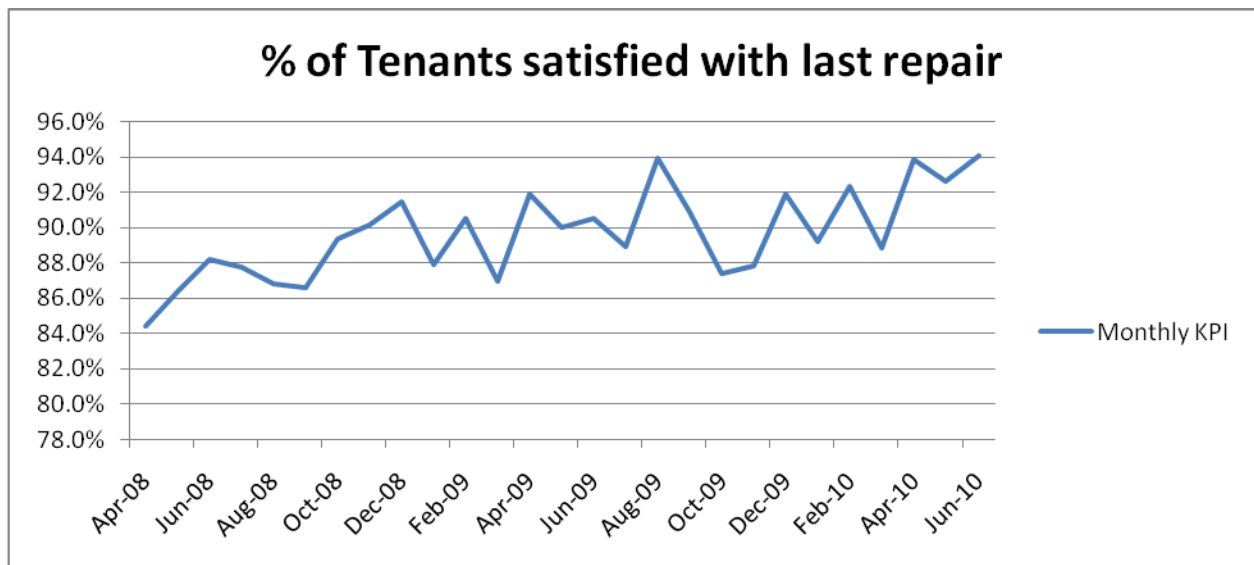
% of appointments made and kept

Date	Year To Date	Date	Monthly KPI
Apr-08	94.7%	Apr-08	94.7%
May-08	96.4%	May-08	98.5%
Jun-08	97.4%	Jun-08	99.5%
Jul-08	97.5%	Jul-08	97.8%
Aug-08	97.8%	Aug-08	99.1%
Sep-08	97.8%	Sep-08	98.0%
Oct-08	97.8%	Oct-08	97.7%
Nov-08	97.9%	Nov-08	98.2%
Dec-08	97.7%	Dec-08	96.2%
Jan-09	97.7%	Jan-09	97.9%
Feb-09	97.9%	Feb-09	99.1%
Mar-09	98.0%	Mar-09	99.1%
Apr-09	99.6%	Apr-09	99.6%
May-09	98.9%	May-09	98.1%
Jun-09	98.7%	Jun-09	98.5%
Jul-09	98.9%	Jul-09	99.2%
Aug-09	99.1%	Aug-09	99.8%
Sep-09	99.3%	Sep-09	99.9%
Oct-09	99.4%	Oct-09	99.8%
Nov-09	99.4%	Nov-09	99.9%
Dec-09	99.5%	Dec-09	99.9%
Jan-10	99.5%	Jan-10	99.9%
Feb-10	99.6%	Feb-10	99.9%
Mar-10	99.6%	Mar-10	99.95%
Apr-10	99.9%	Apr-10	99.9%
May-10	99.9%	May-10	99.9%
Jun-10	99.9%	Jun-10	99.9%



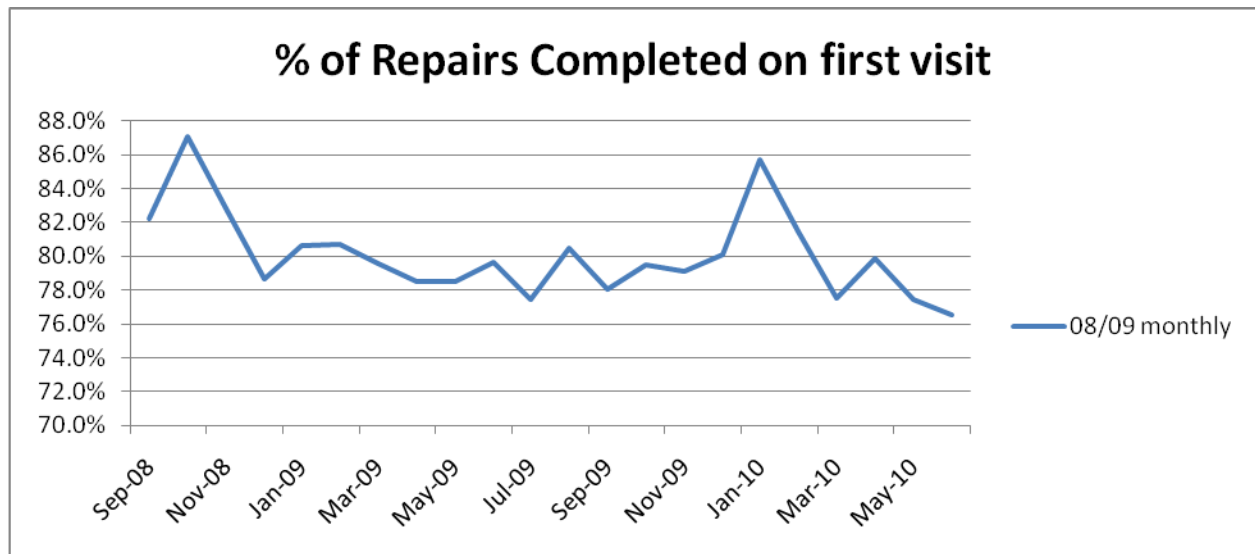
% of Tenant satisfied with last repair carried out

Date	Year To Date	Date	Monthly KPI
Apr-08	84.5%	Apr-08	84.5%
May-08	85.6%	May-08	86.4%
Jun-08	86.4%	Jun-08	88.2%
Jul-08	86.5%	Jul-08	87.7%
Aug-08	86.6%	Aug-08	86.8%
Sep-08	87.0%	Sep-08	86.6%
Oct-08	86.9%	Oct-08	89.3%
Nov-08	87.3%	Nov-08	90.2%
Dec-08	87.6%	Dec-08	91.5%
Jan-09	87.7%	Jan-09	87.9%
Feb-09	87.9%	Feb-09	90.5%
Mar-09	87.8%	Mar-09	87.0%
Apr-09	91.9%	Apr-09	91.9%
May-09	91.2%	May-09	90.0%
Jun-09	91.1%	Jun-09	90.5%
Jul-09	90.7%	Jul-09	88.9%
Aug-09	91.2%	Aug-09	93.9%
Sep-09	91.1%	Sep-09	90.9%
Oct-09	90.7%	Oct-09	87.4%
Nov-09	90.3%	Nov-09	87.9%
Dec-09	90.5%	Dec-09	91.9%
Jan-10	90.4%	Jan-10	89.2%
Feb-10	90.5%	Feb-10	92.3%
Mar-10	90.3%	Mar-10	88.9%
Apr-10	93.9%	Apr-10	93.9%
May-10	93.1%	May-10	92.6%
Jun-10	93.7%	Jun-10	94.1%



% of Repairs completed on first visit

Date	08/09 YTD	Date	08/09 monthly
Sep-08	82.3%	Sep-08	82.3%
Oct-08	83.1%	Oct-08	87.1%
Nov-08	83.1%	Nov-08	82.8%
Dec-08	82.6%	Dec-08	78.7%
Jan-09	82.4%	Jan-09	80.6%
Feb-09	82.2%	Feb-09	80.7%
Mar-09	81.9%	Mar-09	79.6%
Apr-09	78.5%	Apr-09	78.5%
May-09	78.5%	May-09	78.5%
Jun-09	78.9%	Jun-09	79.6%
Jul-09	78.5%	Jul-09	77.4%
Aug-09	78.9%	Aug-09	80.4%
Sep-09	78.7%	Sep-09	78.0%
Oct-09	78.8%	Oct-09	79.5%
Nov-09	78.9%	Nov-09	79.1%
Dec-09	79.0%	Dec-09	80.1%
Jan-10	79.7%	Jan-10	85.7%
Feb-10	79.8%	Feb-10	81.5%
Mar-10	79.6%	Mar-10	77.5%
Apr-10	79.9%	Apr-10	79.9%
May-10	78.7%	May-10	77.4%
Jun-10	78.0%	Jun-10	76.5%



Overall Satisfaction with service

2009/2010	Overall 3+	Overall Total	2009/2010	Overall %	RM 3+	RM total	2009/2010	RM %
Apr-09	1737	1891	Apr-09	91.86%	1153	1255	Apr-09	91.87%
May-09	1038	1144	May-09	90.73%	585	650	May-09	90.00%
Jun-09	730	820	Jun-09	89.02%	363	401	Jun-09	90.52%
Jul-09	920	1022	Jul-09	90.02%	554	623	Jul-09	88.92%
Aug-09	691	737	Aug-09	93.76%	510	543	Aug-09	93.92%
Sep-09	1080	1177	Sep-09	91.76%	658	724	Sep-09	90.88%
Oct-09	1105	1229	Oct-09	89.91%	507	580	Oct-09	87.41%
Nov-09	1237	1371	Nov-09	90.23%	572	651	Nov-09	87.86%
Dec-09	928	1007	Dec-09	92.15%	479	521	Dec-09	91.94%
Jan-10	1147	1297	Jan-10	88.43%	330	370	Jan-10	89.19%
Feb-10	751	825	Feb-10	91.03%	276	299	Feb-10	92.31%
Mar-10	1193	1317	Mar-10	90.58%	631	710	Mar-10	88.87%
Apr-10	1071	1155	Apr-10	92.73%	292	311	Apr-10	93.89%
May-10	1100	1179	May-10	93.30%	478	516	May-10	92.64%
Jun-10	1486	1580	Jun-10	94.05%	989	1051	Jun-10	94.10%

