

**St Leger Homes of Doncaster
2007/08 Quarter 4 Performance Benchmarking**

Indicator	SLHD Q4 Performance	SLHD Q4 Ranking	Upper Quartile	Median	Lower Quartile
Proportion of rent collected	98.39	21/65	98.49	97.95	97.41
Percentage of responsive repairs where an appointment was made and kept	93.90	31/53	97.71	95.47	88.08
Average re-let time – days	45.41	55/66	25.07	29.25	38.72
% of rent lost through vacant dwellings	1.59	34/58	1.13	1.33	2.01
Percentage of emergency repairs completed on time	97.94	24/48	98.70	97.84	96.98
Percentage of urgent repairs completed on time	99.26	4/50	98.38	96.47	93.55
Percentage of routine repairs completed on time	92.87	33/48	97.31	95.56	91.87
Percentage of urgent repairs completed within Government time limits	98.39	20/60	98.58	97.50	95.90
Average time taken to complete non-urgent repairs	8.10	16/63	8.32	9.61	12.03
Percentage of rent arrears of current tenants	1.70	14/45	1.67	2.30	2.87
Number of tenants with more than 7 weeks gross rent arrears as a % of total	3.97	17/66	4.01	5.81	6.89
% of tenants in arrears who have had NOSPs served	44.47	63/67	15.71	24.13	33.20
% of tenants evicted as a result of rent arrears	0.42	43/67	0.24	0.35	0.50

Note- The shaded boxes denote which quartile SLHD performance fell within during Quarter 4 (2007/08)

Indicators in **Bold** are current national BVPI's all the other indicators are Ex BVPI's or Housemark PI's