

**St Leger Homes of Doncaster
2008/09 Quarter 1 Performance Benchmarking**

Indicator	SLHD Q1 Performance	SLHD Q1 Ranking	SLHD Q2 Performance	SLHD Q2 Ranking (provisional @ 30/10/08)	Upper Quartile	Median	Lower Quartile
Proportion of rent collected	92.43	49/55	96.19	22/31	97.96	96.54	95.02
Percentage of responsive repairs where an appointment was made and kept	96.43	23/48	97.65	9/27	98.45	96.08	91.66
Average re-let time – days	31.05	40/62	32.78	23/36	24.70	28.49	37.98
% of rent lost through vacant dwellings	1.37	26/49	1.33	11/25	0.99	1.37	1.71
Percentage of emergency repairs completed on time	98.02	22/42	98.06	12/24	98.84	98.04	96.55
Percentage of urgent repairs completed on time	99.34	5/41	99.13	4/25	98.79	96.74	93.80
Percentage of routine repairs completed on time	97.50	12/38	98.38	3/23	97.75	96.34	93.03
Percentage of urgent repairs completed within Government time limits	99.45	8/50	98.99	6/27	98.98	98.00	95.25
Average time taken to complete non-urgent repairs	8.30	21/54	7.6	6/29	7.87	9.58	12.85
Percentage of rent arrears of current tenants	2.10	13/38	2.07	5/24	1.83	2.33	3.16
Number of tenants with more than 7 weeks gross rent arrears as a % of total	3.80	13/59	3.97	7/34	3.97	5.60	7.34
% of tenants in arrears who have had NOSP's served	11.12	37/52	21.90	24/29	4.50	6.19	14.76
% of tenants evicted as a result of rent arrears	0.06	22/56	0.20	19/34	0.05	0.09	0.18

Note- The shaded boxes denote which quartile SLHD performance fell within during Quarter 1 (2008/09)