

**St Leger Homes of Doncaster
Benchmarking History**

Indicator	2006/07 Q3	2006/07 Q4	2007/08 Q1	2007/08 Q2	2007/08 Q3	2007/08 Q4	2008/09 Q1
Proportion of rent collected	U	U	U	M	M	M	L
Percentage of responsive repairs where an appointment was made and kept	U	M	L	L	M	M	M
Average re-let time – days	L	L	M	L	L	L	M
% of rent lost through vacant dwellings	No result	L	M	M	M	M	M
Percentage of emergency repairs completed on time	L	L	U	M	M	M	M
Percentage of urgent repairs completed on time	L	L	U	U	U	U	U
Percentage of routine repairs completed on time	L	L	L	L	L	M	M
Percentage of urgent repairs completed within Government time limits	M	L	U	U	M	M	U
Average time taken to complete non-urgent repairs	M	M	M	M	M	U	M
Percentage of rent arrears of current tenants	U	M	M	M	M	M	M
Number of tenants with more than 7 weeks gross rent arrears as a % of total	U	U	U	Unable to benchmark for Q2 & Q3. (Information submitted by a number of ALMO's quarterly & not cumulative as per guidance).		U	U
% of tenants in arrears who have had NOSP's served	U	L	M			L	M
% of tenants evicted as a result of rent arrears	No result	M	U			M	M

KEY

U	Upper Quartile
M	Median Quartile
L	Lower Quartile