

**St Leger Homes of Doncaster
Benchmarking History**

Indicator	2006/07 Q4	2007/08 Q4	2008/09 Q1	2008/09 Q2	2008/09 Q3	2008/09 Q4
Proportion of rent collected	U	M	L	L		
Percentage of responsive repairs where an appointment was made and kept	M	M	M	M		
Average re-let time – days	L	L	M	M		
% of rent lost through vacant dwellings	L	M	M	M		
Percentage of emergency repairs completed on time	L	M	M	M		
Percentage of urgent repairs completed on time	L	U	U	U		
Percentage of routine repairs completed on time	L	M	M	U		
Percentage of urgent repairs completed within Government time limits	L	M	U	M		
Average time taken to complete non-urgent repairs	M	U	M	U		
Percentage of rent arrears of current tenants	M	M	M	U		
Number of tenants with more than 7 weeks gross rent arrears as a % of total	U	U	U	U		
% of tenants in arrears who have had NOSPs served	L	L	M	L		
% of tenants evicted as a result of rent arrears	M	M	M	M		

KEY

U	Upper Quartile
M	Median Quartile
L	Lower Quartile