

## Our performance at a glance April to September 2011

Objective	Service	Target	Actual	Results
<b>Decent Homes</b>	Start work on 4700 dwellings – including 3200 external cyclical maintenance, 1500 kitchen replacements and 2400 heating installations	5,398	6,826	✓
	Approve 700 statutory Repairs Grants	412	390	✓
	Upgrade the energy efficiency in 3000 NIHE homes	2,086	2,447	✓
<b>Independent Living</b>	Start 1820 adaptations to NIHE homes and approve 1200 Grants for adaptations.	1,649	1,496	✓
<b>Affordable Housing</b>	Deliver at least 1400 housing starts by March 2012	273	109	✗
	Register an estimated 1100 Houses In Multiple Occupation (HMO) and enforce HMO Standards by inspecting	313	177	✗
		818	1095	✓
<b>Better public services</b>	Arrears Management	12,557k	13,854k	✗
	% of housing applications processed within target	90%	80%	✗
	Re-let properties within 26 days.	26 days	34 days	✗
	Housing Benefits processing times – New claims	25 days	24 days	✓
	Housing Benefits processing times – Change of circumstances	10 days	5 days	✓
	Maintenance requests processed on target - emergency - one day	60,180	60,905	✓
	Maintenance requests processed on target - urgent – four days	38,786	45,226	✓

	Maintenance requests processed on target - routine – four weeks	66,797	64,804	✓
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