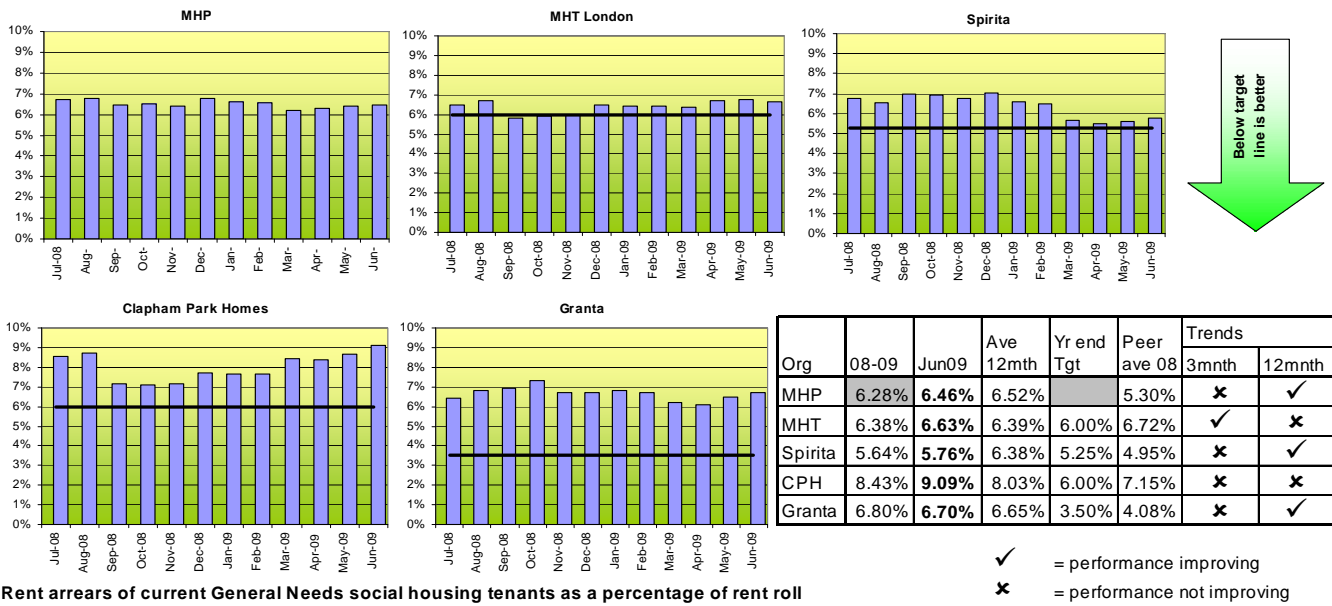


Housing services Performance Summary for April – June 2009 - Signed off on 10/8/09

1: R - General needs arrears %

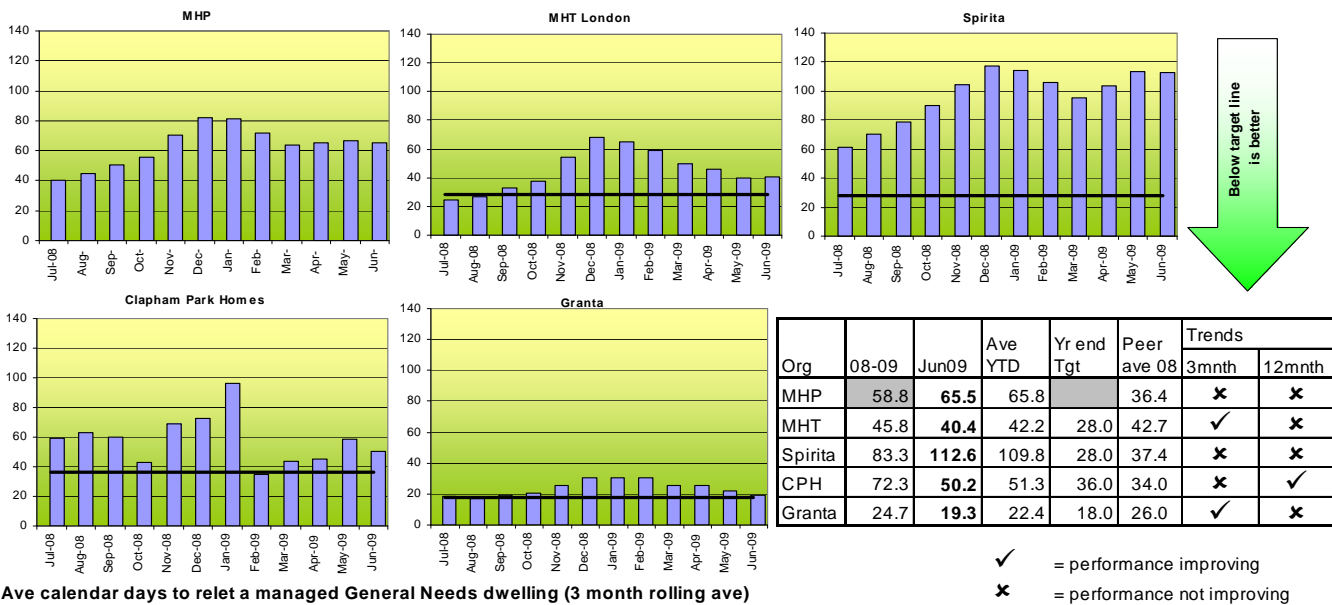
MHP



Rent arrears of current General Needs social housing tenants as a percentage of rent roll

7: P - GN Relet times (3 month ave)

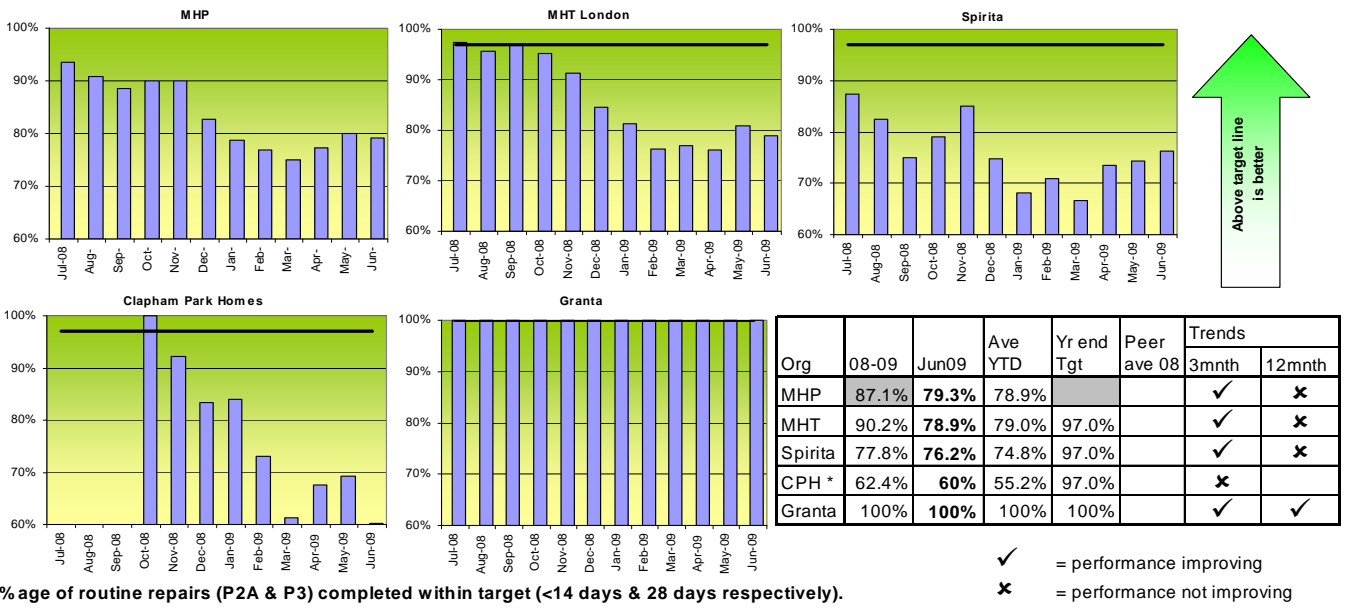
MHP



Ave calendar days to relet a managed General Needs dwelling (3 month rolling ave)
 (May 08 onwards - calendar days (not working days), consistent with HC PI guidelines)

11: P - Routine repairs completed in target %

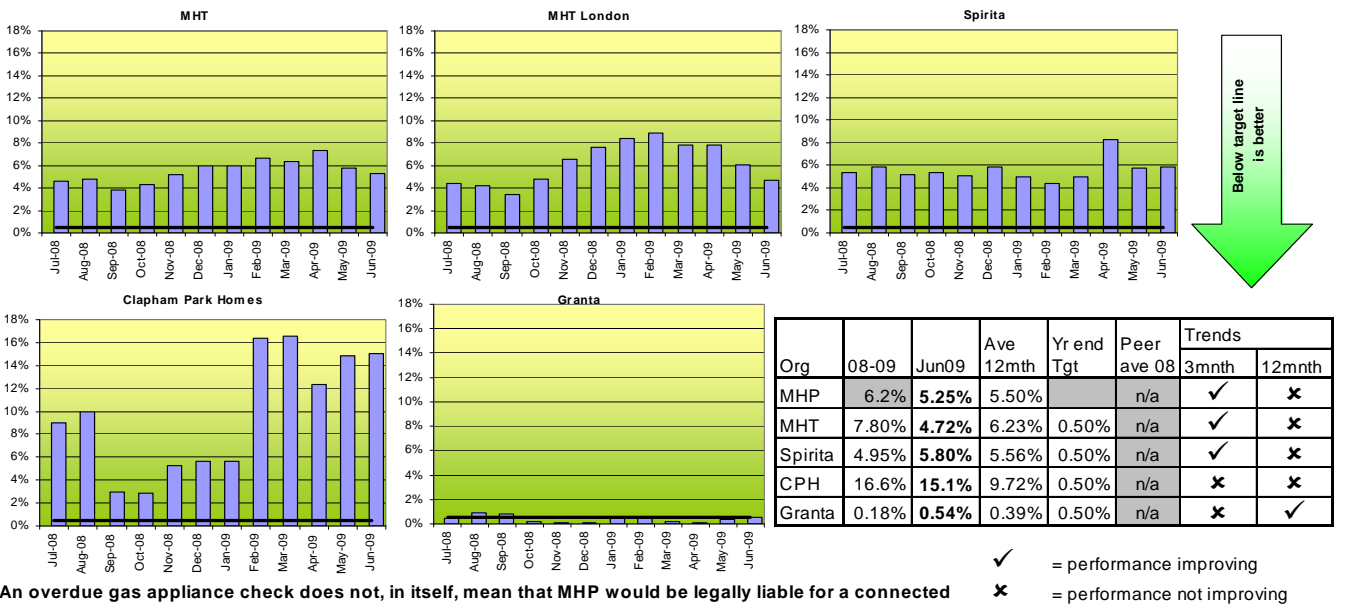
MHP



% age of routine repairs (P2A & P3) completed within target (<14 days & 28 days respectively).

13: L - Gas safety - % appliance without LGSR

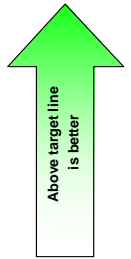
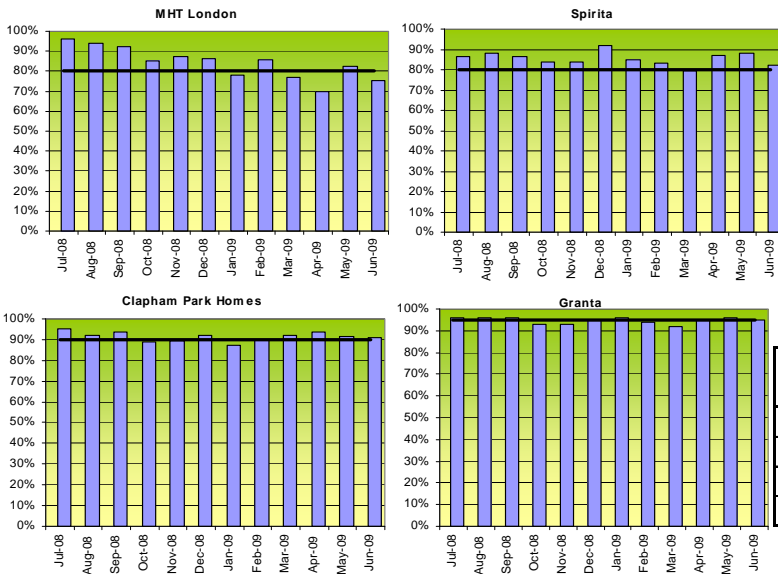
MHP



An overdue gas appliance check does not, in itself, mean that MHP would be legally liable for a connected gas incident. MHT would be liable if we have failed to take reasonable steps to gain access to the appliance.

18: P - Call response rates %

MHP



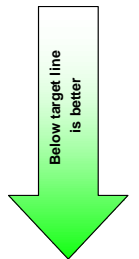
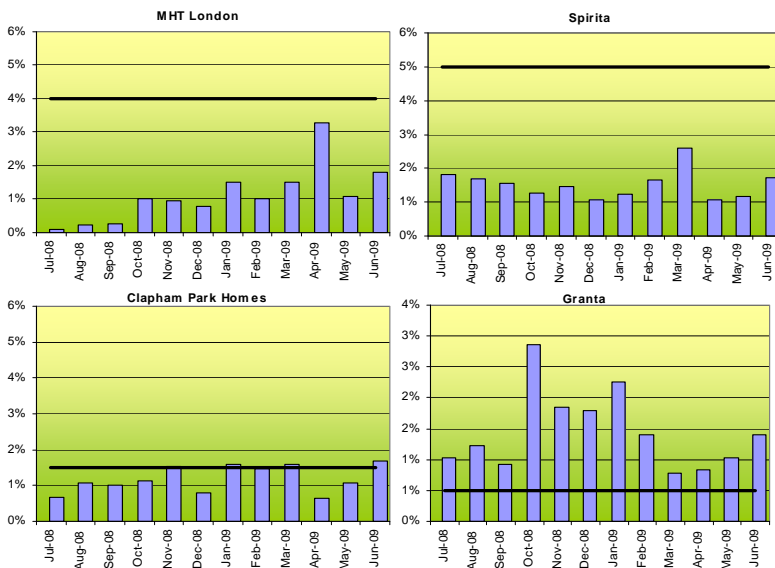
Org	08-09	Jun09	Ave YTD	Yr end Tgt	Peer ave 07	Trends	
						3mnth	12mnth
MHT	88.6%	75.1%	84.1%	85.0%	n/a	✓	✗
Spirita	80.1%	82.2%	85.5%	80.0%	n/a	✗	✗
CPH	91.9%	90.8%	91.4%	90.0%	n/a	✗	✗
Granta	92.0%	95.0%	94.8%	95.0%	n/a	✗	✗

✓ = performance improving
✗ = performance not improving

Proportion of calls answered within 20 seconds as a percentage of all calls answered.

19: P - Call abandon rates %

MHP



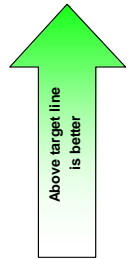
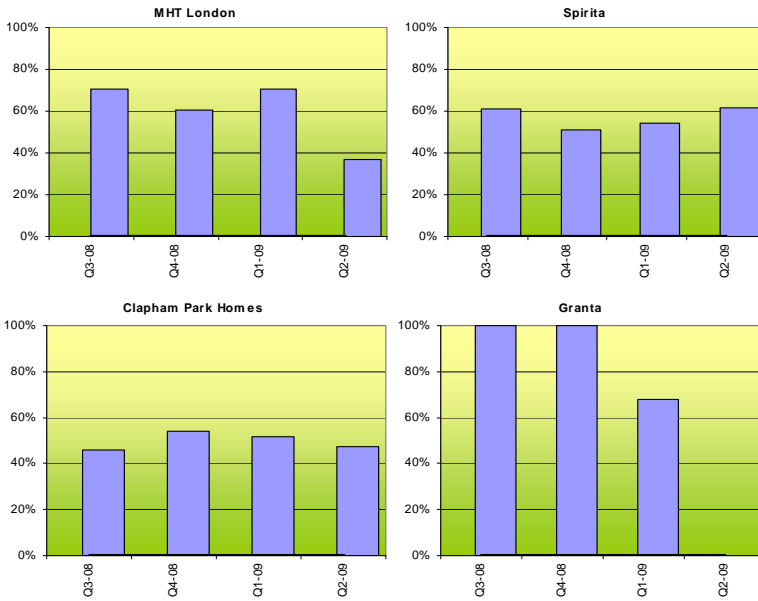
Org	08-09	Jun09	Ave 12mth	Yr end Tgt	Peer ave 07	Trends	
						3mnth	12mnth
MHT	0.7%	1.8%	1.1%	4.0%	n/a	✓	✗
Spirita	3.1%	1.7%	1.5%	5.0%	n/a	✗	✓
CPH	1.2%	1.7%	1.2%	1.5%	n/a	✗	✗
Granta	1.5%	1.4%	1.5%	0.5%	n/a	✗	✓

✓ = performance improving
✗ = performance not improving

Proportion of calls abandoned after 20 seconds as a percentage of all calls received.

24: P - % Complaints closed in timescale

MHP



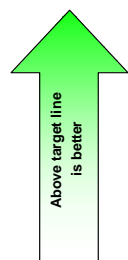
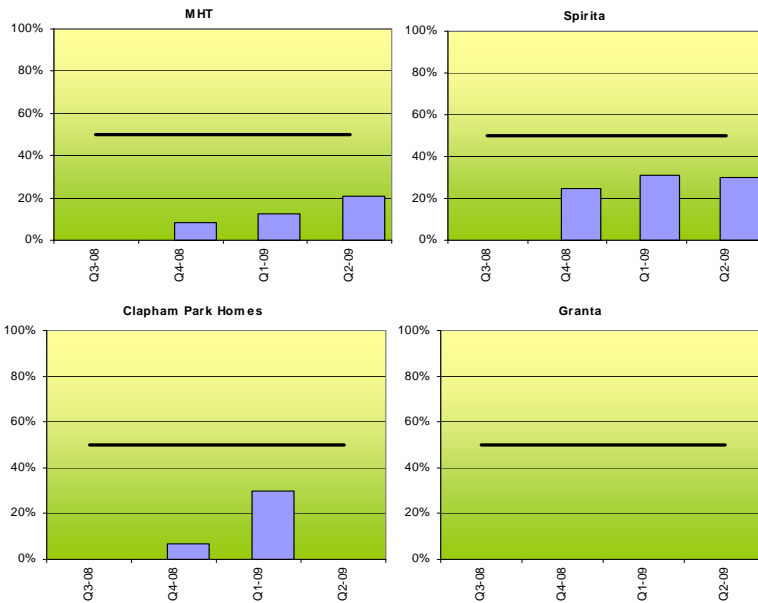
Org	08-09	Q2-09	Ave 12mth	Target	Trend 12mth
MHT	64%	37%	60%	n/a	✘
Spirita	52%	62%	57%	n/a	✓
CPH	55%	48%	50%	n/a	✓
Granta	78%	n/a	89%	n/a	⊙

✓ = performance improving
✘ = performance not improving

Percentage of complaints closed within timescale.

27: P - % Satisfaction with handling of complaints

MHP



Org	08-09	Q2-09	Ave 12mth	Target	Trend 12mth
MHT	12%	21.0%	13.8%	50.0%	⊙
Spirita	31%	30.0%	28.7%	50.0%	⊙
CPH	30%	small	18.3%	50.0%	⊙
Granta	n/a	no data	n/a	50.0%	⊙

% age of complainants satisfied with the way the complaint was handled. From Sep08 - revised complaints survey.