

Quarterly Benchmarking 2013/14

Benchmarking Group	
Stock Size	2500 - 5000
Region	East, East Midlands, London, North East, North West, South East, South West, Wales, West Midlands, Yorkshire & Humber
Organisation Type	Districts
Organisations	Adur DC
	Barrow-in-Furness BC
	Broxtowe BC
	East Devon DC
	Lancaster City Council
	Mid Devon DC
	North Kesteven DC
	North Warwickshire BC
	North West Leicestershire DC
	South Derbyshire DC
	Tamworth BC
	Waveney DC

PI's in the top quartile for Quarter 3

Description
Voluntary staff turnover
Total Staff Turnover
Percentage of emergency repairs completed within target time
Percentage of residents satisfied with the most recent repair (when surveyed in accordance with the organisation's own survey format)
Former tenant arrears as a percentage of the annual rent debit
Rent collected as a percentage of rent owed (excluding arrears b/f)
Former tenant arrears as a percentage of the annual rent debit
Percentage of closed ASB cases that were resolved
Percentage of dwellings that are vacant and available to let
Average re-let time in days (standard re-lets)
Average re-let time of all re-lets (including any time spent in works)
Percentage of properties accepted on first offer
Percentage of dwellings that are vacant and available to let
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Average re-let time of all re-lets (including any time spent in works)
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