













Quarter 1 update

Focus on Homes






The quality of our tenant homes is at the heart of what we do and we are committed to meeting the unique LMH standard. In addition to a huge home improvement programme, we are tackling a significant backlog in repairs and also converting empty properties in to sought-after homes.

	Outturn 2008/09	Quarter 1 2009/10	Target 2009/10	How are we doing?	
% Improvements completed against target	112.80%	114.0%	100%	 Target met	
% Emergency repairs completed within target of 24 hours	99.21%	87.33%	99.33%	 Target not met Further work required	
% Urgent repairs completed within target of 3 calendar days	96.68%	90.24%	98.41%	 Target not met Further work required	
% Routine repairs completed within target of 20 calendar days	43.07%	88.17%	98.10%	 Some further work required	
% Properties with a valid landlords gas safety record	99.82%	97.63%	99.00%	 Target not met Further work required	



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Lettings and allocations	Outturn 2008/09	Quarter 1 2009/10	Target 2009/10	How are we doing?	
Average time to let a property (days)	43.26 days	33.1 days	30 days	 Some further work required	
% LMH properties that are vacant and available to let	1.41%	0.98%	0.67%	 Some further work required	
% LMH properties that are vacant and unavailable to let	1.31%	1.33%	0.86%	 Target not met Further work required	