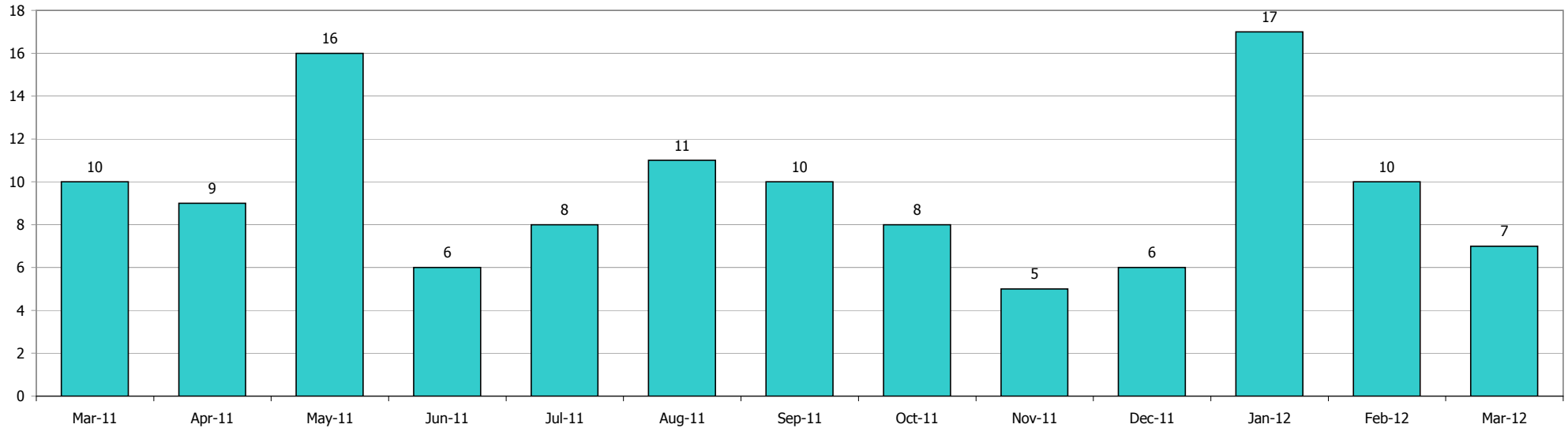


Performance Indicators - Customer Complaints - Volume Received

| | | |
|---|---------------------------------------|---|
| KPI No. CC01 | KPI Title: Complaints Received | Measure: The total number of complaints received each month. Includes a breakdown for the quarter, by area, that the complaint relates to. |
| KPI Owner: Julie Heywood | Corporate Priority: Improve | |
| Indicator Type: TSA | VFM Priority: Effectiveness | |
| Strategic Risk No. 1, 3, 15 & 16 | Target: No | |



| No. of Complaints Received per Service Area | | | | | | | | | | | | |
|---|---------|------------------|-----|-------------|--------------|-------|-----|-------------------|------------|--------------------|-------|--|
| NB Some complaints are attributed to more than one service area, so the totals do not equate to the number of complaints. | | | | | | | | | | | | |
| | Repairs | Voids & Lettings | ASB | Development | Improvements | Rents | Gas | Customer Services | Active4Age | Aids & Adaptations | Other | |
| January 12 to March 12 | 9 | 6 | 1 | 0 | 6 | 0 | 6 | 1 | 0 | 0 | 5 | |

| Performance Traffic Lights | | | | | | | | | | | | | |
|-----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 | Dec-11 | Jan-12 | Feb-12 | Mar-12 |
| Performance Progress | Orange | Green | Orange | Green | Orange | Orange | Green | Green | Green | Orange | Orange | Green | Green |

Comments: There were a total of 7 complaints this month covering different service areas forming no pattern or reoccurring complaints.