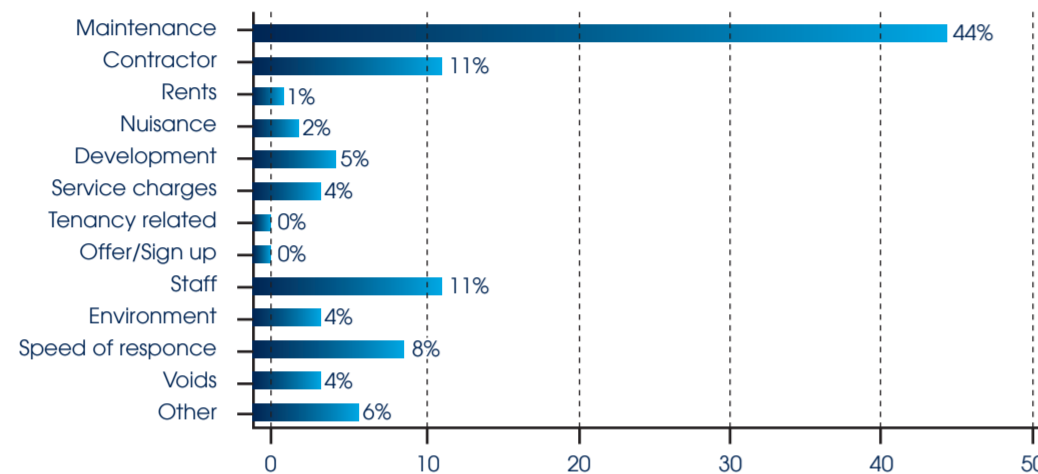


How we are doing: April 2008 - December 2008

Complaints Monitoring

Complaints Received: April 2008 - December 2008	
Total number of complaints received:	85
Acknowledged within target:	87%

Complaints received by category / service area

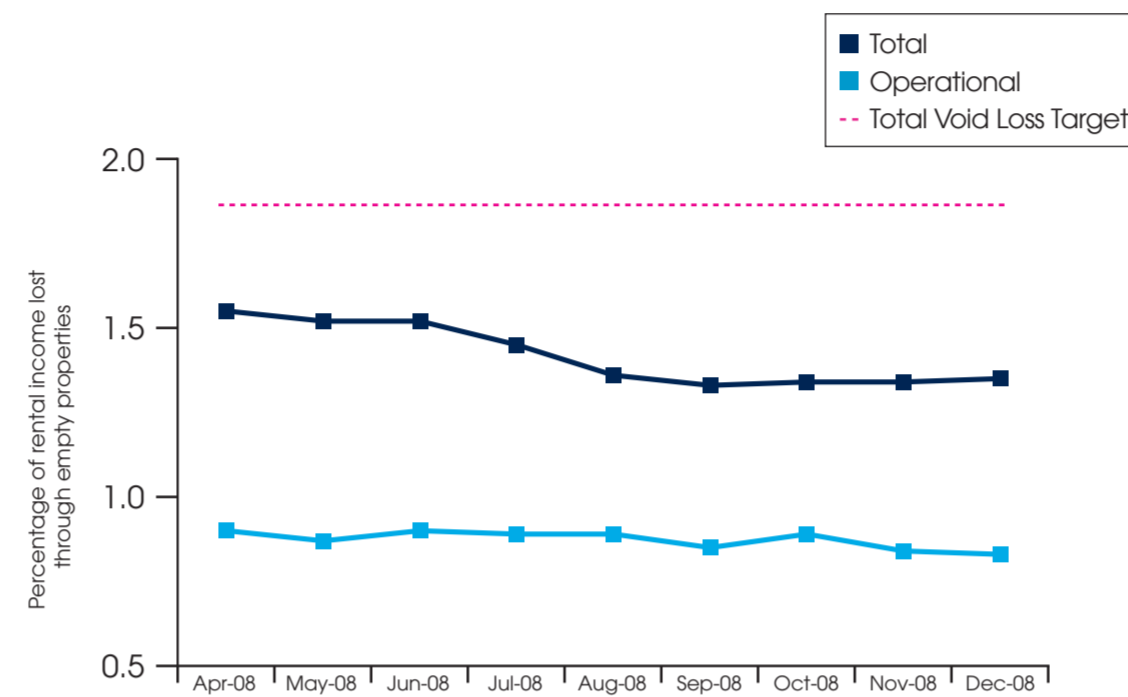


Complaints Closed

Complaints Closed: April 2008 - December 2008	
Total number of complaints closed:	88
At stage 1:	84
At stage 2:	4
Response within target:	60%

We are close to our target of acknowledging 90% of complaints within two working days. Our performance in responding to complaints within 10 working days is poor at only 60%. It improved each month from April, with 100% of responses sent within 10 working days in July 2008. Performance dipped again after July and we are working hard on improving this to ensure that all complaints are investigated and resolved quickly.

Void Loss Summary



Operational Void Loss

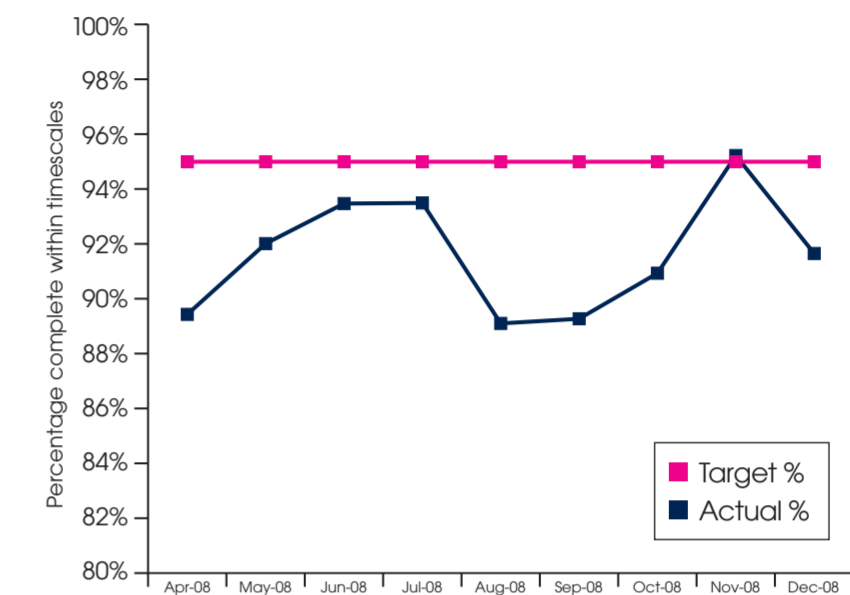
Operational void loss shows the percentage of income lost through tenancy turnover for the period a property is empty before it is re-let.
Our target for 2008-2009 was to reduce operational void loss to 1% of annual rental income.
At end December 2008 operational void loss was 0.83% of annual rental income, which exceeds our target.

Total Void Loss

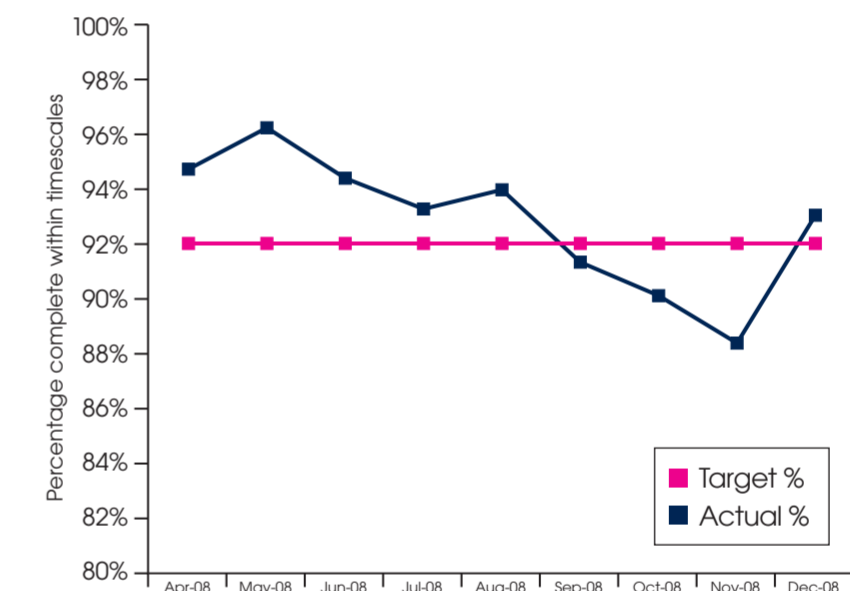
Total void loss includes the percentage of income lost through empty properties that we are not currently trying to re-let such as refurbishments.
Our target for 2008-2009 was to reduce total void loss to 1.8% of annual rental income.
At end December 2008 total void loss was 1.35% of annual rental income, which exceeds our target.

Repairs Performance

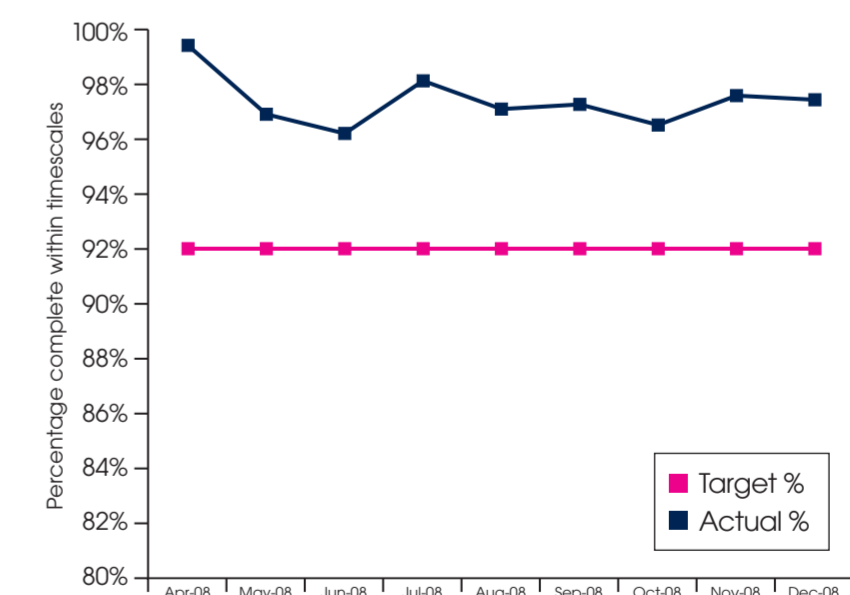
Emergency Repairs (24 Hours)



Urgent Repairs (5 working days)



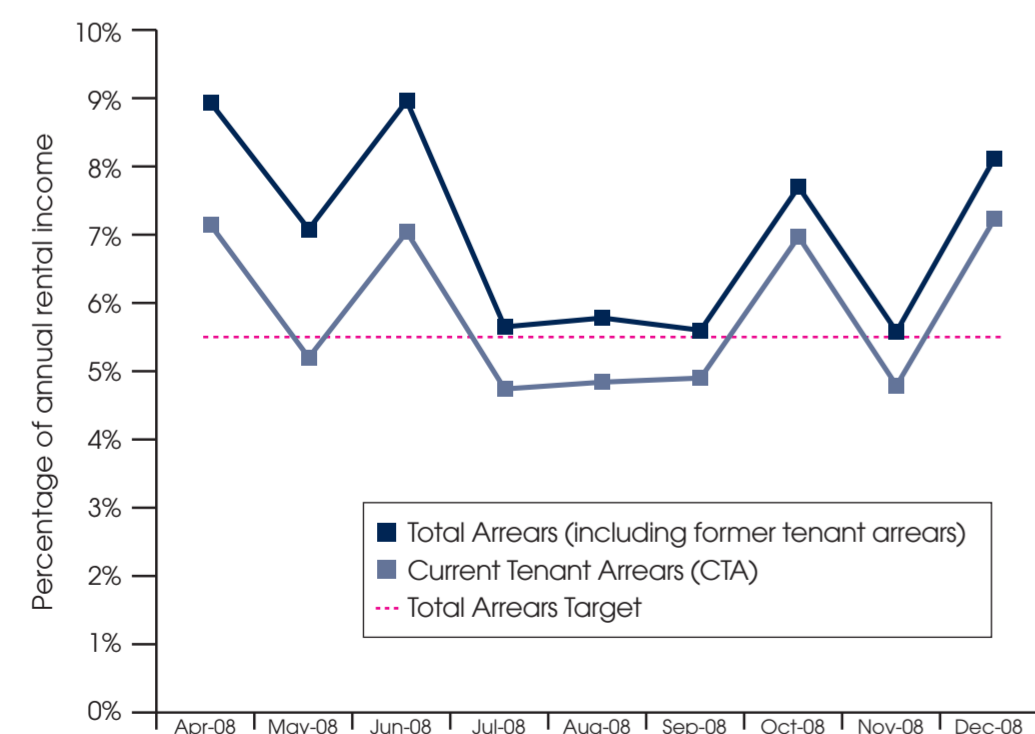
Routine Repairs (20 working days)



Following the introduction and roll out of Home Repairs, our in-house maintenance team, we are working on improving performance through ongoing training, improved scheduling of works and a move towards an appointment based system. Home Repairs currently provides a service in Midlothian, East Lothian and Edinburgh. We are working hard to ensure that the service is not affected while these changes take place and we are confident that the service we provide will improve as Home Repairs becomes more established and rolls out to cover the rest of our stock.

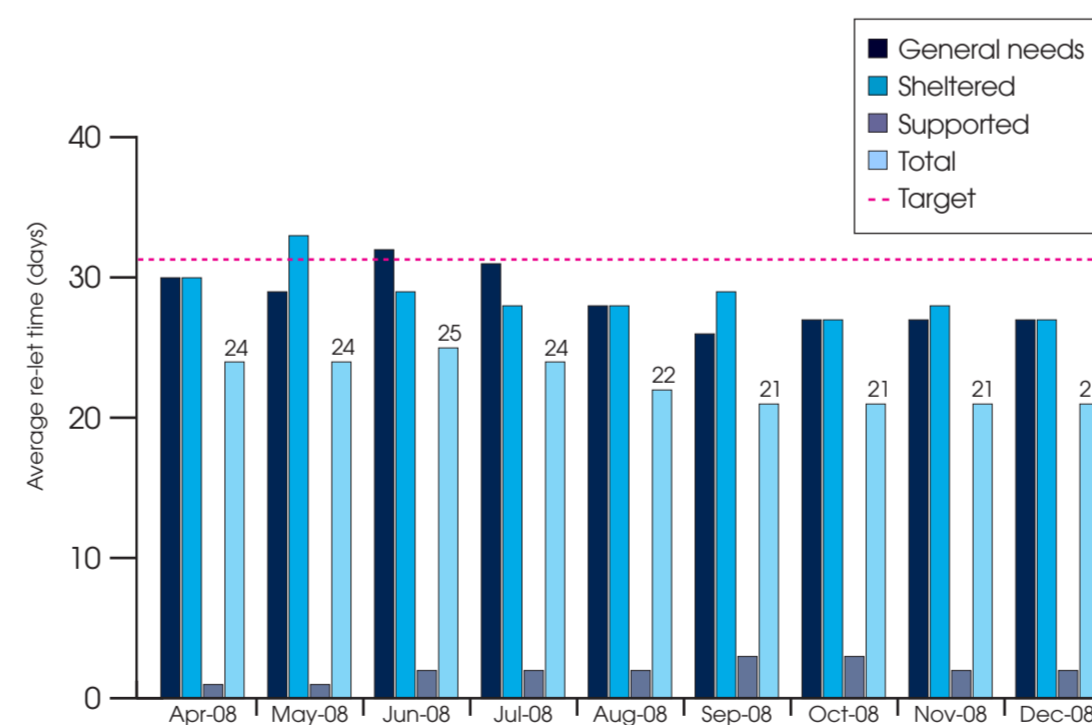
Remember: Freephone 0800 432 0007 to report repairs 24 hours a day, 7 days a week

Arrears Summary



These figures can be affected by late posting of direct Housing Benefit. At end December 2008, current tenant arrears is recorded as 7.23% of annual rental income but £587,509 Housing Benefit had not yet been posted to rent accounts. Therefore we estimate that current tenant arrears is approximately 4.2% of annual rental income at end December 2008.

Void Re-let Times



Our target for 2008/09 was to reduce the average re-let time to 31.5 days.

As the chart above shows we have exceeded this target with an average re-let time of only 21 days.