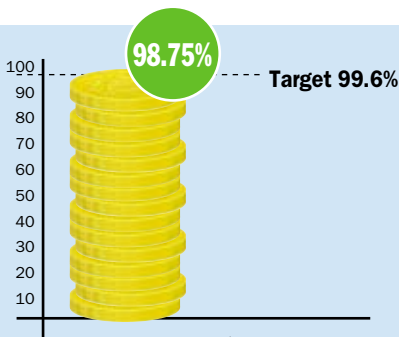


HOW ARE WE DOING?

At Housing Pendle we are striving to provide tenants with value for money and to make continuous improvements to our services. To make sure we are performing well, we keep an ongoing check on how we are doing - here's a summary for the period April 2008 to August 2008 inclusive.

PERCENTAGE OF RENT COLLECTED



RE-LET TIME

Average number of days it's taking to make a home ready to let to a new tenant = 40 days



PERCENTAGE OF EMPTY HOMES

1.1%

TO LET

RENT LOSS THROUGH EMPTY HOMES

2.15%

£

CUSTOMER SATISFACTION

SERVICE (OVERALL)*	77%
PARTICIPATION OPPORTUNITIES*	58%
QUALITY OF YOUR HOME*	81%
SERVICE AT RECEPTION: AUGUST 08	70%
SUPPORTED HOUSING**	94%
COMMUNITY SUPPORT VISITORS	82%
CARELINE	

*Customer Survey (Mar 07)

**Supported Housing Survey (Nov 07)

REPAIRS COMPLETED ON TIME

EMERGENCY (24 HOURS)	100%
URGENT (7 CALENDAR DAYS)	96.53%
ROUTINE (28 CALENDAR DAYS)	92.34%