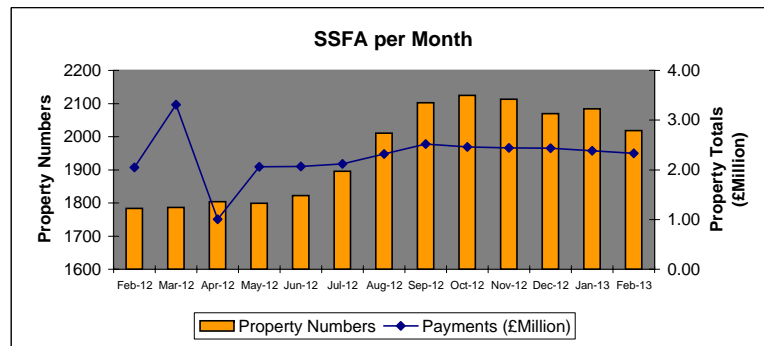
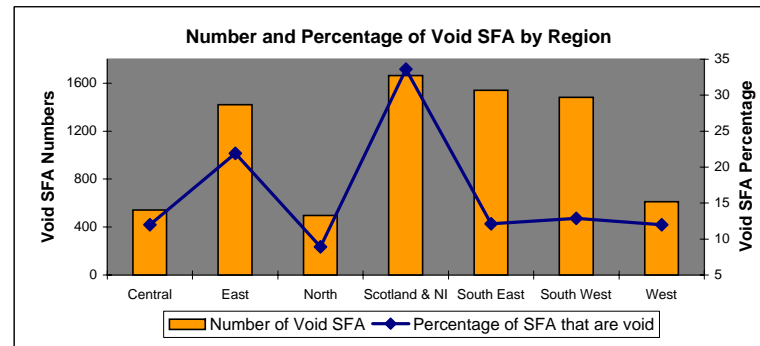
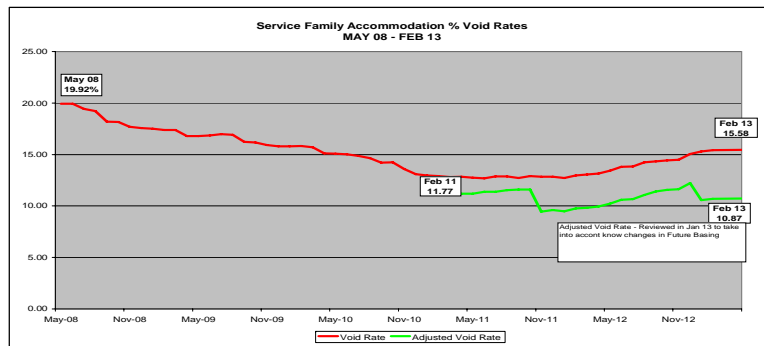
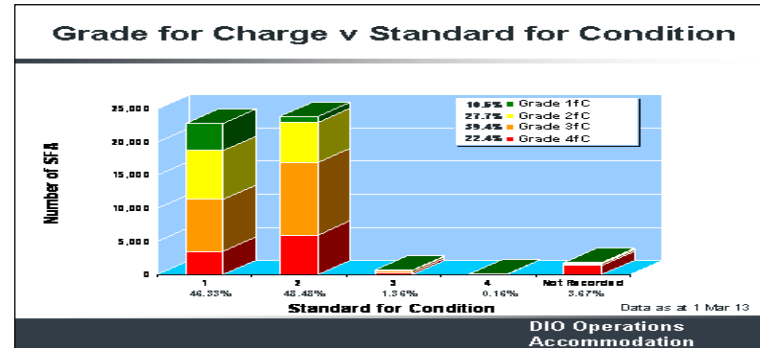
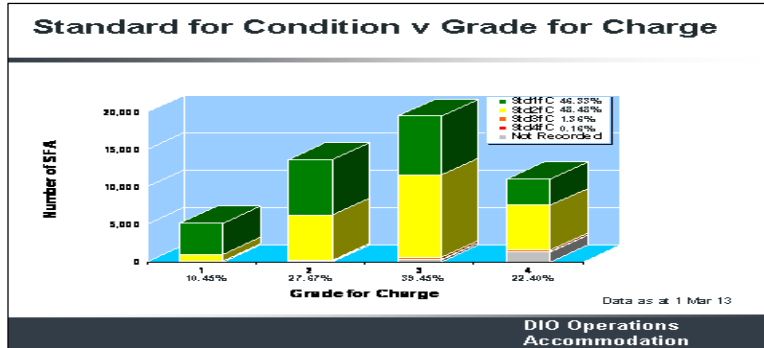


DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs) - FEBRUARY 2013

STRATEGIC FRAMEWORK

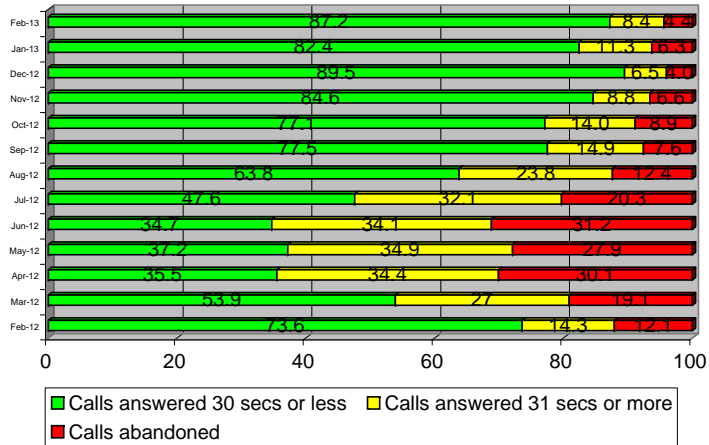


DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

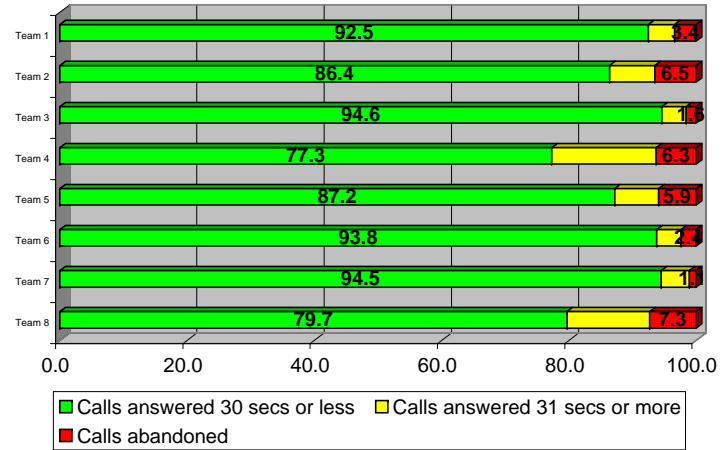
OPERATIONAL PERFORMANCE

Application & Allocation

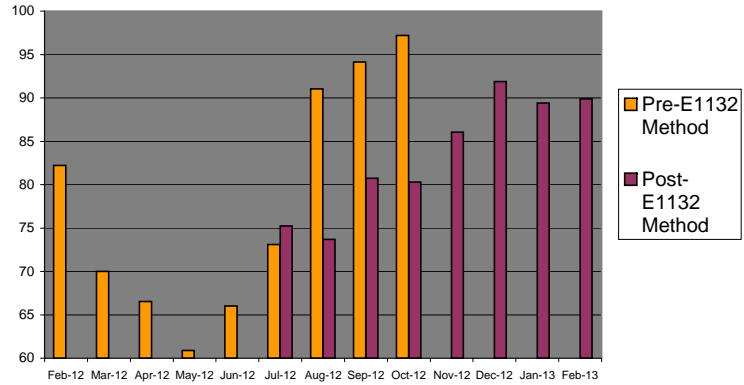
HASC call answering percentages over time



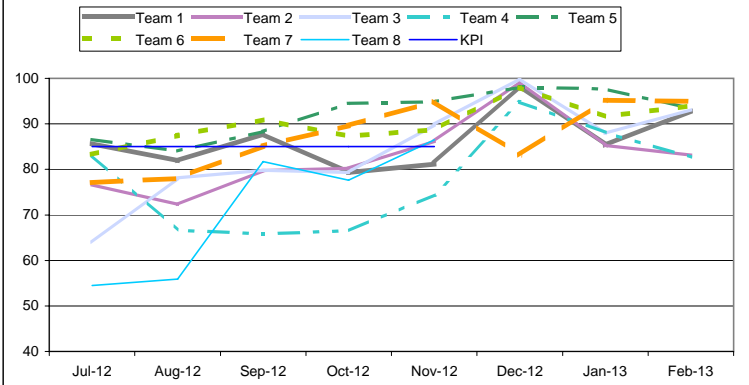
Call answering percentages by HASC



Percentage of Allocation offers sent to applicant within 15 days of receipt of 1132 (where req date is within 4 months)



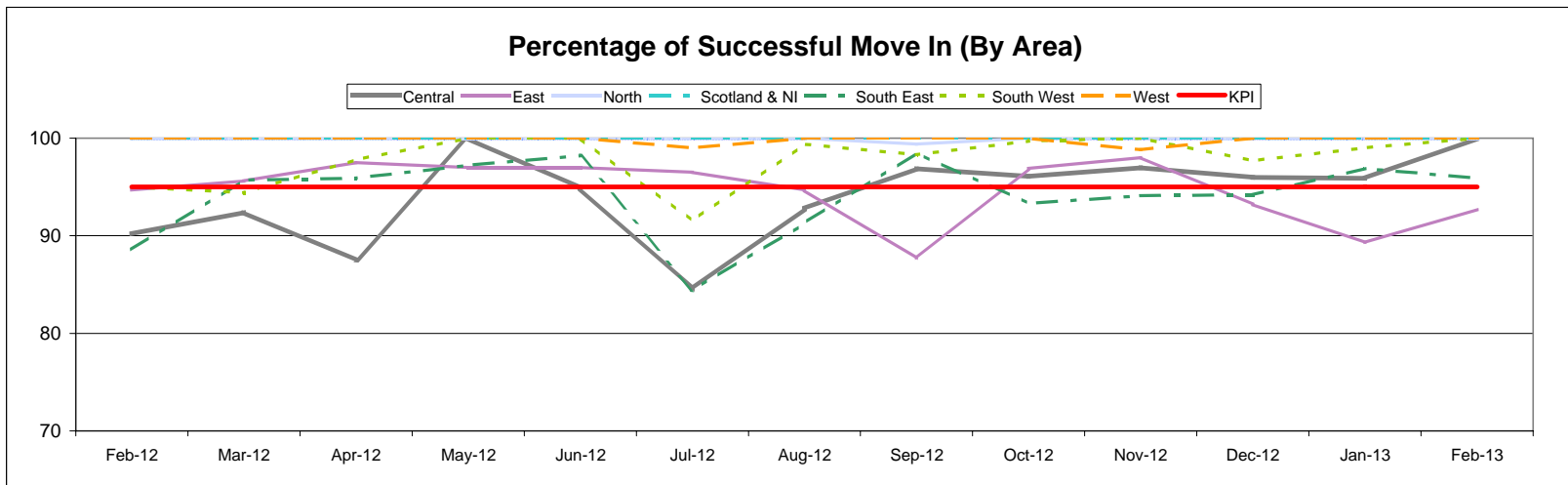
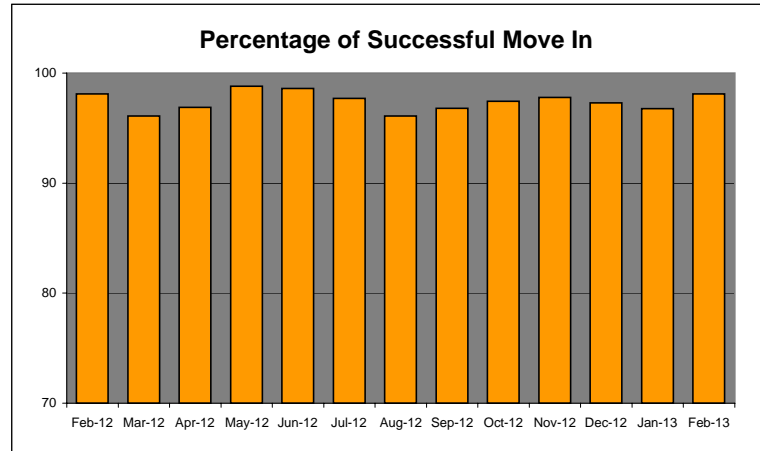
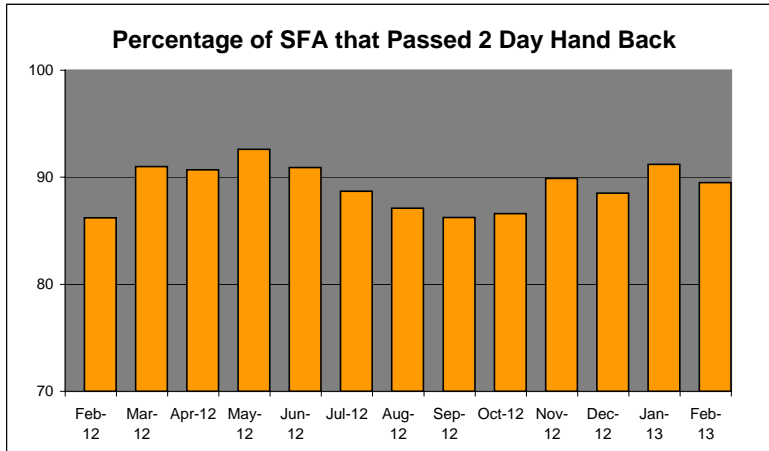
Percentage of Allocation offers sent to applicant within 15 days of receipt of 1132 by HASC (where required date is within 4 months)



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

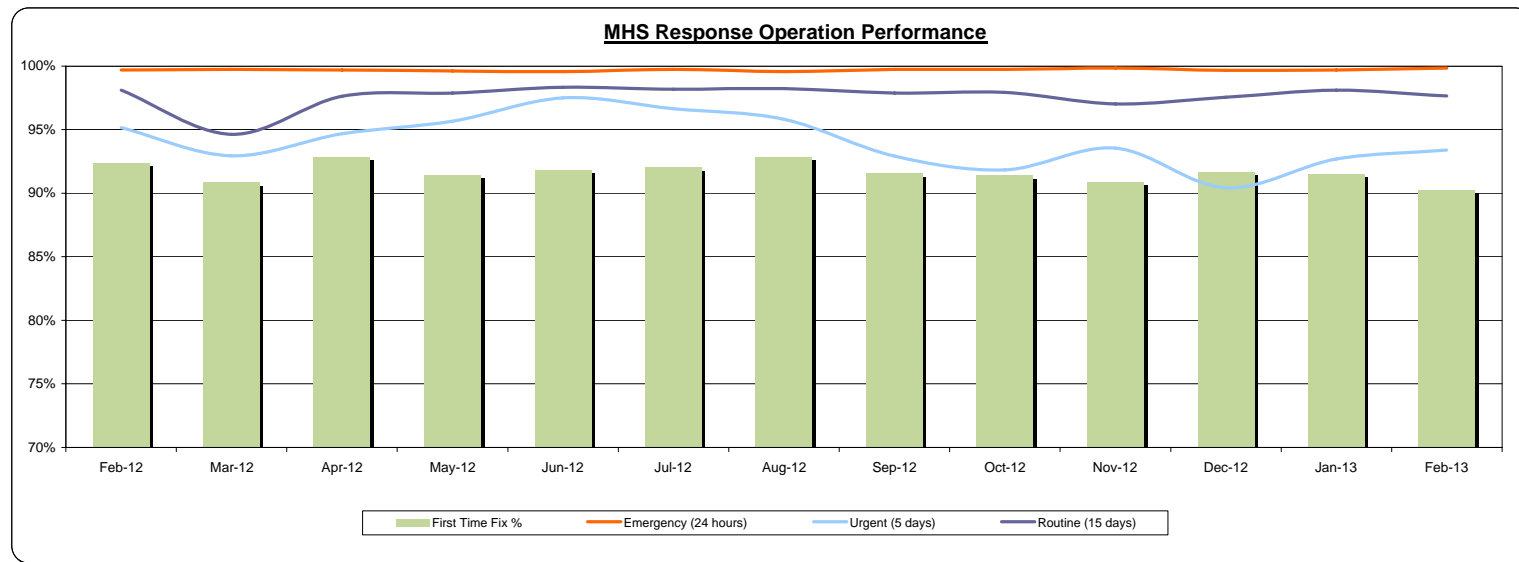
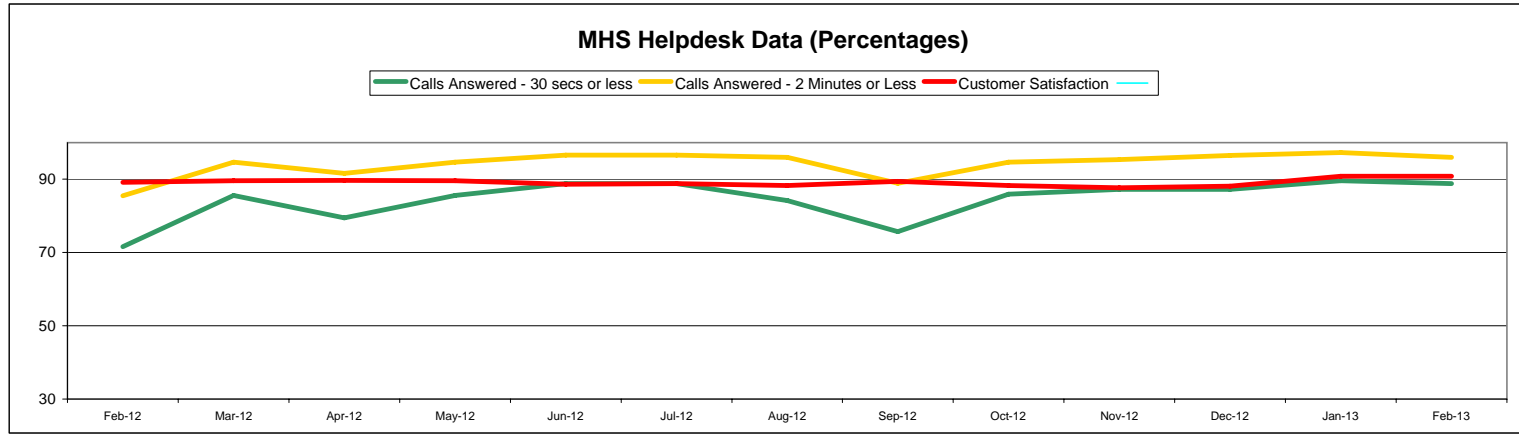
MOVE IN



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

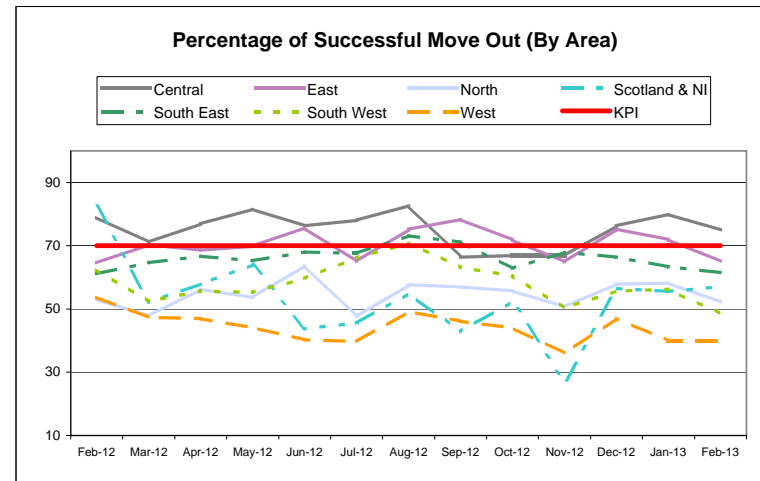
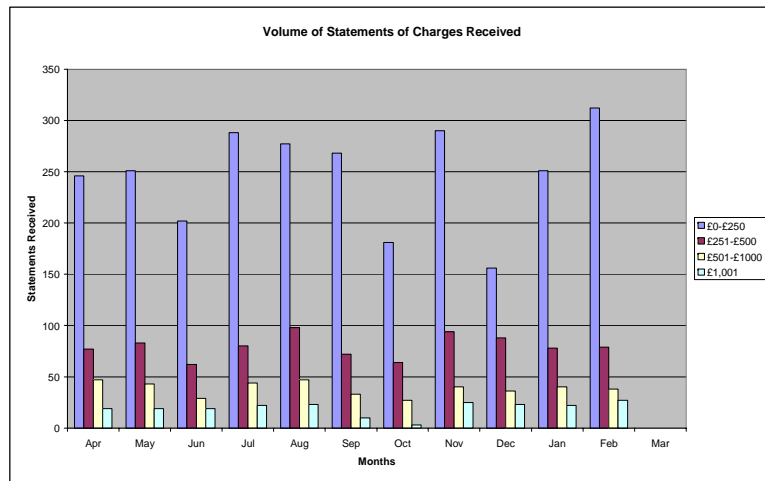
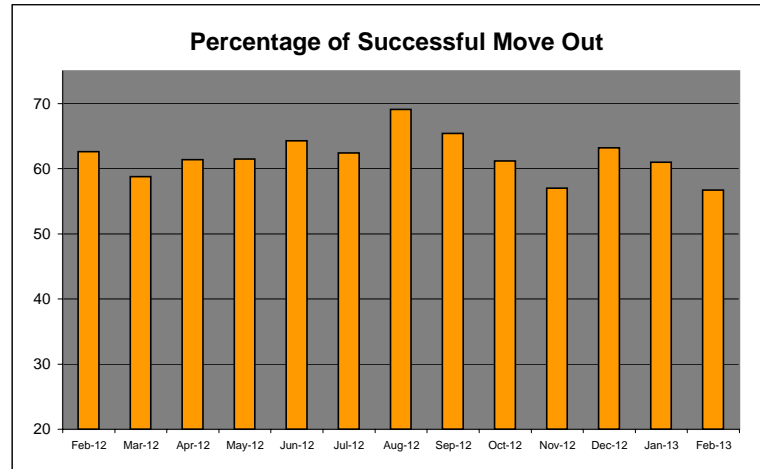
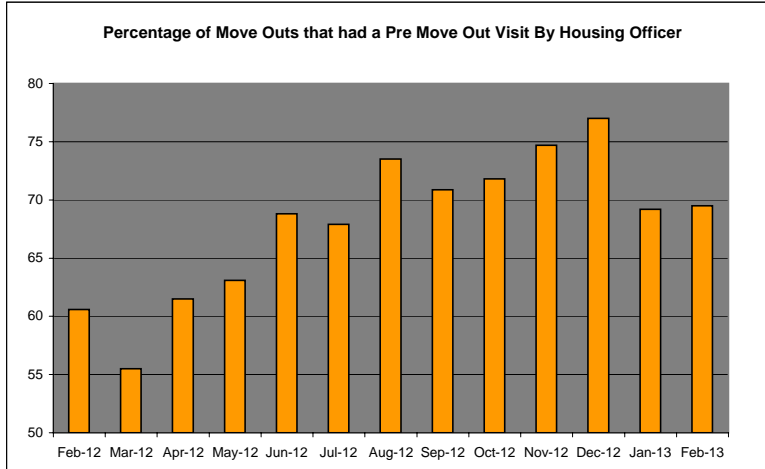
RESPONSE MAINTENANCE



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

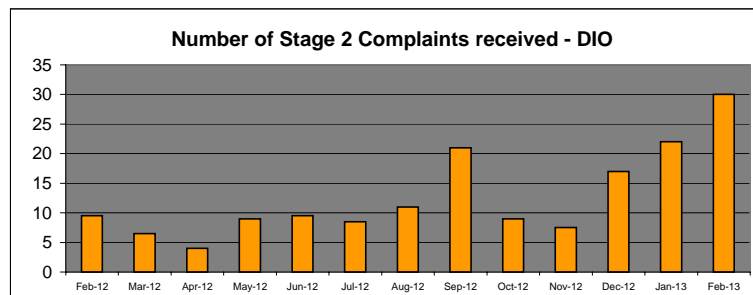
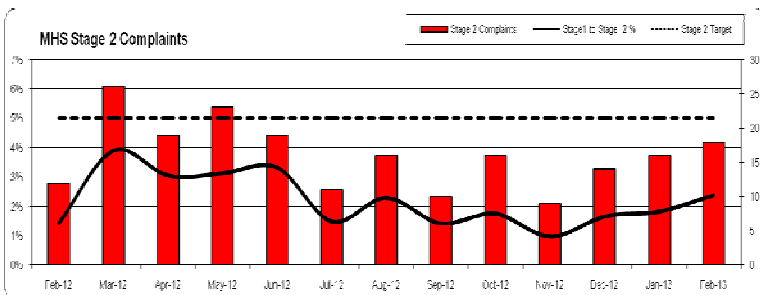
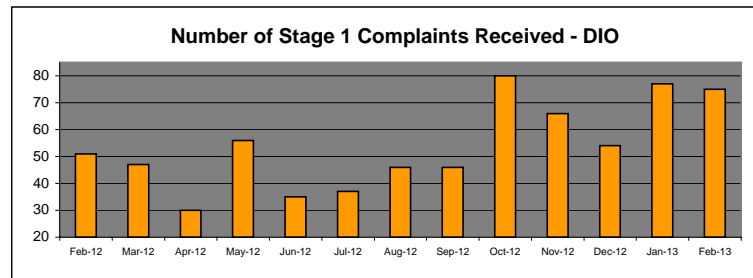
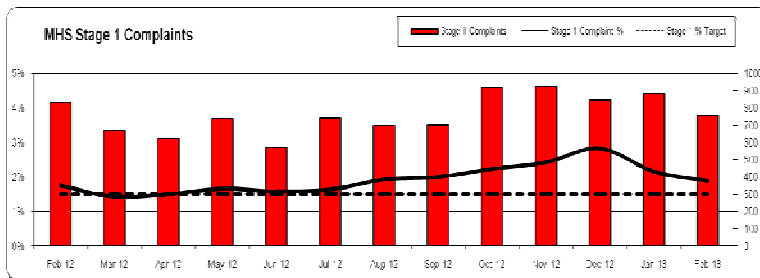
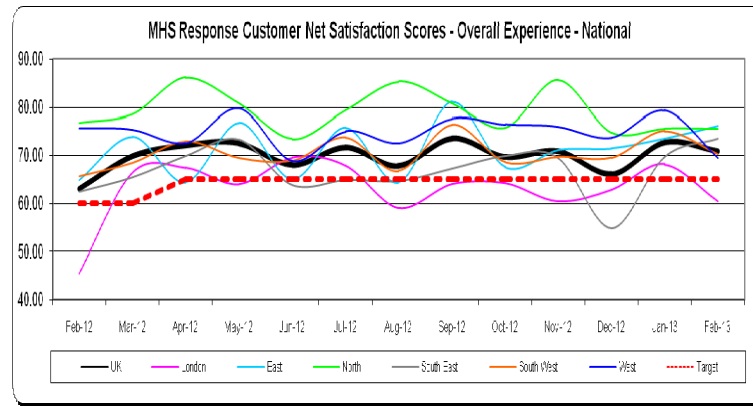
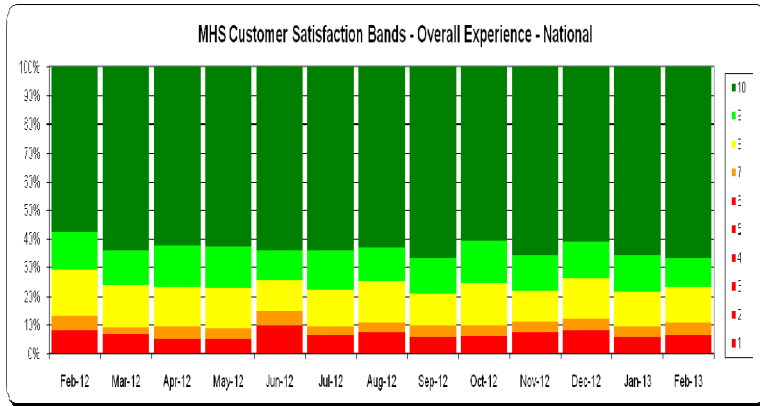
MOVE OUT

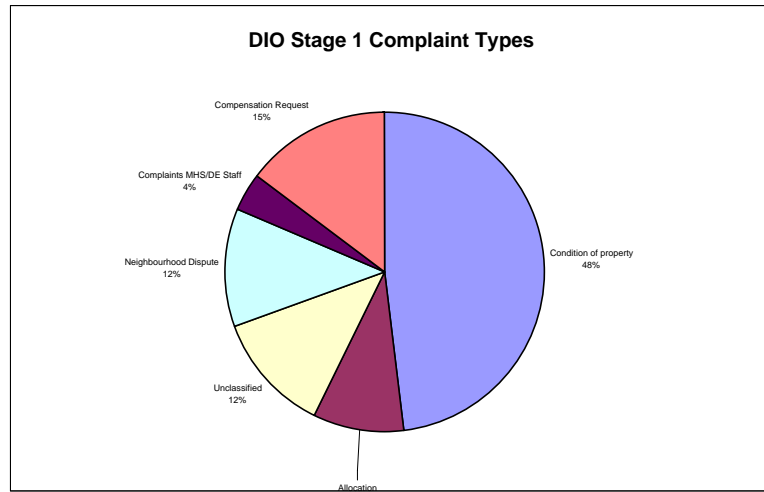
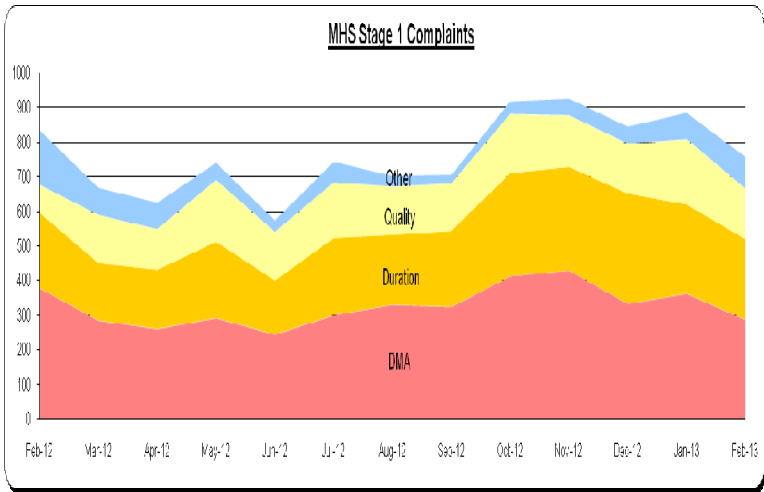


DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

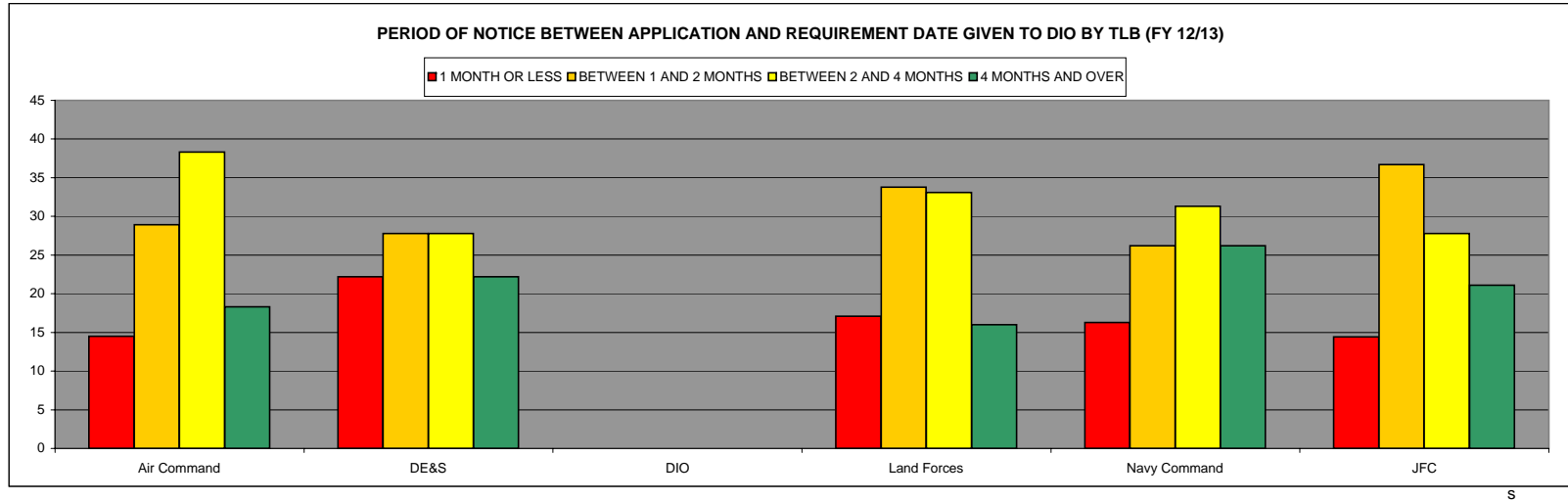
CUSTOMER SATISFACTION





DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

TLB PERFORMANCE



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