

HOUSING MANAGEMENT: STANDARD DELIVERY TARGETS 07/08

	Target %	Performance 07/08 - %	Performance 06/07- %
ALLOCATIONS			
% of Housing Applications Forms accepted on to the Association's Housing List within 10 working days	100%	99%	95%
% of Transfer Application Forms Accepted on to the Association's Housing List within 10 working days	100%	100%	100%
VOIDS (RELETS)			
% of Void properties allocated within 5 working days	100%	94%	94%
% of Void properties with Housing Management allocated within 5 working days	100%	100%	98%
% of rent loss due to empty properties	0.15%	0.07%	0.08%
NEW LETS			
% of new lets allocated within 1 working day	100%	100%	N/A
QUOTAS of all LETS			
% from Housing List	40%	45%	32%
% from Stirling Council Nominations and Section 5 referrals	50%	46%	50%
% from Transfer List	10%	9%	18%
NEW TENANCY VISITS			
% of new tenancy visits completed within 6 weeks	100%	100%	100%
ANTI SOCIAL COMPLAINTS			
Cat A % of investigations carried out within 1 working day	100%	100%	N/A
Cat B % of investigations carried out within 3 working days	100%	100%	N/A
Cat C % of investigations carried out within 15 working days	100%	100%	100%
ESTATE MANAGEMENT			
% of developments inspected once per month	100%	100%	100%
RENT ARREARS			
% of Non Technical Arrears as Annual Rent Income	3%	2.40%	2.38%
% of Technical Arrears (Housing Benefit) as Annual Rent Income	3%	0.18%	1.71%
COMMITTEE			
Review of Policies and Procedures	100%	100%	100%
Reporting to Management Committee	Quarterly	Achieved	Achieved