

<b>Housing Management</b>	2009/10 target	2009/10 performance	<b>2010/11 target</b>
Applications processed within 10 working days	100%	100%	<b>100%</b>
Voids re-let under 2 weeks	100%	100%	<b>100%</b>
Voids re-let 2 - 4 weeks	0%	0%	<b>0%</b>
Voids re-let 4 - 8 weeks	0%	0%	<b>0%</b>
Voids re-let over 8 weeks	0%	0%	<b>0%</b>
Average re-let time	2	1	<b>2</b>
Average new let time	1	0	<b>0</b>
Rent loss due to voids	0.1%	0.01%	<b>0.05%</b>
Total stock turnover	7%	5.5%	<b>7%</b>
% of lets to section 5 referrals and nominations	50%	48%	<b>50%</b>
% of lets to tenant transfers	10%	10%	<b>10%</b>
% of lets to housing list	40%	40%	<b>40%</b>
% of housing list lets to homeless	10%	11%	<b>10%</b>
% of housing list lets to threatened homeless	10%	10%	<b>10%</b>
% of housing list lets to BTS	5%	5%	<b>5%</b>
% of housing list lets to overcrowded	5%	5%	<b>5%</b>
% of housing list lets to unsatisfactory housing	5%	6%	<b>5%</b>
% of housing list lets to general needs	5%	5%	<b>5%</b>
New tenancy visit within 6 weeks	100%	100%	<b>100%</b>
Very serious complaints investigated within 1 day	100%	100%	<b>100%</b>
Serious complaints investigated within 3 days	100%	100%	<b>100%</b>
Other complaints investigated within 15 days	100%	100%	<b>100%</b>
Current tenant net rent arrears	2.2%	2.16%	<b>2.0%</b>
Current tenant gross arrears	5.0%	2.4%	<b>4.4%</b>
% of tenants owing >£750	2%	1.9%	<b>2%</b>
Max number of abandoned homes	2	3	<b>2</b>
<b>Two estate management inspections per month</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>