

Housing Management Category	2008/09 Target	2008/09 Performance	2009/10 Target
Applications processed within 10 working days	100%	99%	100%
Voids re-let under 2 weeks	N/A	100%	100%
Voids re-let 2 - 4 weeks	N/A	0%	0%
Voids re-let 4 - 8 weeks	N/A	0%	0%
Voids re-let over 8 weeks	N/A	0%	0%
Average re-let time	4	1	4
Average new let time	1	0	1
Rent loss due to voids	0.15%	0.02%	0.1%
Total stock turnover	N/A	5.1%	7%
% of lets to section 5 referrals and nominations	50%	47.5%	50%
% of lets to tenant transfers	5%	7.5%	10%
% of lets to housing list	45%	45%	40%
% of housing list lets to homeless	10%	11%	10%
% of housing list lets to threatened homeless	8%	11%	10%
% of housing list lets to BTS	5%	4%	5%
% of housing list lets to overcrowded	5%	7%	5%
% of housing list lets to unsatisfactory housing	10%	7%	5%
% of housing list lets to general needs	2%	4%	5%
New tenancy visit within 6 weeks	100%	98%	100%
Very serious complaints investigated within 1 day	100%	100%	100%
Serious complaints investigated within 3 days	100%	100%	100%
Other complaints investigated within 15 days	100%	100%	100%
Current tenant net rent arrears	2.8%	2.0%	2.2%
Current tenant gross arrears	5.6%	2.1%	5.0%
% of tenants owing >13 weeks rent	N/A	0.8%	2%
Max number of abandoned homes	N/A	0	2
Two estate management inspections per month	100%	100%	100%