

<b>Housing Management</b>	2010/11 target	2010/11 performance	2011/12 target
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	0	<b>1</b>
Average new let time	0	0	<b>0</b>
Rent loss due to voids	<0.05%	0.01%	<b>&lt;0.05%</b>
Total stock turnover	<7%	5.4%	<b>&lt;7%</b>
% of lets to section 5 referrals and nominations	50%	50%	<b>50%</b>
% of lets to tenant transfers	10%	8%	<b>10%</b>
% of lets to housing list	40%	43%	<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%	6%	<b>5%</b>
% of housing list lets to overcrowded	5%	6%	<b>5%</b>
% of housing list lets to unsatisfactory housing	5%	5%	<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	<2.0%	2.32%	<b>&lt;2.2%</b>
Current tenant gross arrears	<4.4%	2.59%	<b>&lt;3.2%</b>
% of tenants owing >£750	<2%	2.08%	<b>&lt;2%</b>
Max number of abandoned homes	2	5	<b>5</b>
Two estate management inspections per month	100%	100%	100%