

Half Year Review

Housing Management (April-September 2009)

Housing Management			
Category	2008/09 Performance	2009/10 Target	Performance To Date
Applications processed within 10 working days	99%	100%	100%
Voids re-let under 2 weeks	100%	100%	100%
Voids re-let 2 - 4 weeks	0%	0%	0%
Voids re-let 4 - 8 weeks	0%	0%	0%
Voids re-let over 8 weeks	0%	0%	0%
Average re-let time	1	<4	0
Average new let time	0	<1	N/A
Rent loss due to voids	0.02%	<0.1%	0%
Total stock turnover	5.1%	<7%	2%
% of lets to section 5 referrals and nominations	47.5%	50%	44%
% of lets to tenant transfers	7.5%	10%	0%
% of lets to housing list	45%	40%	55%
% of housing list lets to homeless	11%	10%	11%
% of housing list lets to threatened homeless	11%	10%	11%
% of housing list lets to BTS	4%	5%	11%
% of housing list lets to overcrowded	7%	5%	11%
% of housing list lets to unsatisfactory housing	7%	5%	11%
% of housing list lets to general needs	4%	5%	0%
New tenancy visit within 6 weeks	98%	100%	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	2.0%	2.2%	1.96%
Current tenant gross arrears	2.1%	5.0%	2.0%
% of tenants owing >13 weeks rent	0.8%	2%	0.98%
Max number of abandoned homes	0	2	2
Two estate management inspections per month	100%	100%	100%