

## PERFORMANCE INDICATOR INFORMATION

The key points to note for October and November 2007 are as follows:

### Current Rent Arrears

The table below shows an increase in current arrears in both quadrants since the last report in November.

	<b>North East</b>	<b>South East</b>
<b>September</b>		
Arrears	£251,351	£362,567
% Against Annual Debit	2.31%	2.38%
<b>October</b>		
Arrears	£254,284	£368,656
% Against Annual Debit	2.34%	2.42%
<b>November</b>		
Arrears	£262,852	£385,578
% Against Annual Debit	2.42%	2.53%

It is of concern that the figure is not only outside target but was also deteriorating at the end of November. The East Area Board, which met on the 12 November, considered an action plan to address the deteriorating performance. An updated report on delivery of the action plan, and its impact, will be presented to this Area Board meeting.

### Average Time to Relet Properties

The table below shows the relet times for September, October and November.

	<b>September 2007</b>	<b>October 2007</b>	<b>November 2007</b>
<b>North East</b>	21.52 days	22.66 days	23.27 days
<b>South East</b>	54.34 days	59.98 days	58.67 days

Relet time performance for both the North East and South East, had deteriorated during October, however in November the South East improved slightly. The reason for the deterioration is due to the suspension of all allocations following the floods at the end of June for 5 weeks in the North East and South East, pending an assessment of requirements for the flood victims. This created a backlog of properties for Allocations when the deferment was lifted. These days cannot be removed from the relet calculation and will reflect in the total average relet times.

When Choice Based Lettings was introduced on the 1 November, although there was still a backlog of properties to be advertised, a conscious decision was taken to advertise a reduced number of properties in the first two weeks, to allow customers to get used to using the system. Therefore, this impacted on the void turn around time.

The overall Borough relet time for October was 46.68 days and for November is 47.18 days.

## Repairs and Maintenance

Performance for Repairs and Maintenance is based on all contractors.

*% of Urgent Repairs Completed Within Government Time Limits (orders less than £250)*

Performance is above the Borough target of 97%. This is shown in the table below:

	<b>September 2007</b>	<b>October 2007</b>	<b>November 2007</b>
<b>North East</b>	99.48%	99.15%	98.28%
<b>South East</b>	99.66%	99.16%	98.13%

Investigations are underway to find the underlying reason for the minor decline, although performance is consistently above the target set at 97%.

### *Average Time Taken to Complete Non-Urgent Repairs*

Performance levels are well within the Borough target of 13 days as shown in the following table:

	<b>September 2007</b>	<b>October 2007</b>	<b>November 2007</b>
<b>North East</b>	7.8 days	7.8 days	7.5 days
<b>South East</b>	8 days	7.8 days	7.5 days

## Estate Management

The number of anti-social behaviour complaints / breaches of tenancy conditions received and the number of cases closed or resolved for both the North East and South East areas is as shown in the tables below:

### **North East**

	<b>October 2007</b>	<b>November 2007</b>
<b>Cases Received</b>	45	45
<b>Cases Closed</b>	60	21
<b>Cases Resolved</b>	87	41
<b>Cases Ongoing</b>	254	237

### **South East**

	<b>October 2007</b>	<b>November 2007</b>
<b>Cases Received</b>	84	53
<b>Cases Closed</b>	30	25
<b>Cases Resolved</b>	72	55
<b>Cases Ongoing</b>	245	218

Targets have been set to receive less than 660 cases in the North East area and 945 cases in the South East area by the end of March 2008. This is also translated into a target per thousand properties managed and has been set in line with the new HouseMark ASB benchmarking service. If the current trend continues, both areas will be outside of the targets set.

With regard to the number of cases ongoing, the target to achieve less than 6% of current area housing stock has been set for both areas. The number of cases ongoing in the North East is 237 and the current area housing stock is 4,082, this equates to 5.8%. The number of cases ongoing in the South East area is 218 and the current area housing stock is 5,921, this equates to 3.68%. If current trend continues, it is forecast that both areas should achieve their target.