

## **PERFORMANCE INDICATOR INFORMATION**

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

### **Current Rent Arrears**

The table below shows a reduction in current arrears in both quadrants since the August and September performance information was last reported at the West Area Board meeting held on 12 November 2007.

	<b>North West</b>	<b>South West</b>
<b>September</b>		
Arrears	£243,589	£342,164
% Against Annual Debit	2.05%	2%
<b>October</b>		
Arrears	£216,731	£306,702
% Against Annual Debit	1.83%	1.8%
<b>November</b>		
Arrears	£221,701	£333,220
% Against Annual Debit	1.87%	1.95%

Performance is improving in both areas and action will be taken to ensure that the end of year target is met. An updated progress report will be presented to this Area Board.

### **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 West</b>	60.32 days	56.86 days	59.22 days
<b>South West</b>	35.19 days	45.20 days	45.11 days

Relet time performance for both the North West and the South West, has deteriorated since it was last reported at the Area Board meeting in November. The reasons for the deterioration is due to the suspension of all allocations following the floods at the end of June for 6 weeks in the North West and 5 weeks in the South West, pending an assessment of requirements or 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 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 consistently 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 West</b>	98.99%	98.53%	98.10%
<b>South West</b>	98.18%	98.82%	97.89%

Investigations are underway to find the underlying reason for the minor decline from 98.99% in September to 98.10% in November for the North West and 98.82% in October to 97.89% in November for the South West.

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

Performance levels are well within the Borough target of 13 days and show consistent improvement as highlighted in the following table:

	<b>September 2007</b>	<b>October 2007</b>	<b>November 2007</b>
<b>North West</b>	10.5 days	10.1 days	10 days
<b>South West</b>	11 days	10.6 days	10.2 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 West and South West areas is as shown in the tables below:

### **North West**

	<b>October 2007</b>	<b>November 2007</b>
<b>Cases Received</b>	70	40
<b>Cases Closed</b>	26	13
<b>Cases Resolved</b>	32	59
<b>Cases Ongoing</b>	272	240

### **South West**

	<b>October 2007</b>	<b>November 2007</b>
<b>Cases Received</b>	112	89
<b>Cases Closed</b>	31	23
<b>Cases Resolved</b>	98	107
<b>Cases Ongoing</b>	531	490

Targets have been set to receive less than 835 cases of anti-social behaviour complaints/breaches of tenancy conditions in the North West area, and less than 1,560

cases in the South West 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 within 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 West area is 240 and the current area housing stock is 4,566, this equates to 5.27%. The number of cases ongoing in the South West area is 490 and the current area housing stock is 6,574, this equates to 7.45%. If current trend continues, it is forecast that the North West will achieve their target, however the South West will not meet their target of less than 6% of housing stock managed. However, there has been a significant improvement since the last report in November when the South West number of ongoing cases equated to 8.33%.