

PERFORMANCE INDICATOR INFORMATION

The key points to note for December and January are as follows:

Current Rent Arrears

The table below shows a reduction in current arrears in both quadrants since the October and November performance information was last reported at the West Area Board meeting held on 14 January 2008.

	North West	South West
November		
Arrears	£228,812	£354,265
% Against Annual Debit	1.93%	2.07%
December		
Arrears	£193,898	£301,669
% Against Annual Debit	1.63%	1.77%
January		
Arrears	£193,651	£308,819
% Against Annual Debit	1.63%	1.81%

Performance has improved for both areas since the last report. An increased focus has resulted in the arrears position being stabilised and we are cautiously optimistic that continued focused work will result in the year end target being achieved.

Average Time to Relet Properties

The table below shows the relet times for November, December and January.

	November 2007	December 2007	January 2008
North West	60.79 days	59.61 days	58.42 days
South West	44.93 days	47.3 days	48.57 days

Relet time performance for the North West improved, however, the South West deteriorated since it was last reported at the Area Board meeting in January. Although performance is out of target, the void backlog previously reported has been cleared and we are confident of improvement in performance.

Since the 1 April 2007, in the North West area, eight long term void properties have been brought back into use. These properties amounted to 6,944 days void. If these properties were removed from the calculation, the average time taken to relet empty properties in the North West would be 26.04 days. In the South West area, four long term void properties have been brought back into use. These properties amounted to 2,625 days void. If these properties were removed from the calculation, the average time taken to relet empty properties in the South West would be 42.48 days.

The overall Borough relet time for December was 47.44 days and for January 47.46 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:

	November 2007	December 2007	January 2008
North West	98.10%	97.96%	98.29%
South West	97.89%	98.1%	98.35%

Performance has been continually above target for the last 10 months.

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:

	November 2007	December 2007	January 2008
North West	10 days	9.7 days	9.4 days
South West	10.2 days	9.9 days	9.6 days

Performance has been better than target for more than 12 months.

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

	December 2007	January 2008
Cases Received	11	50
Cases Closed	16	16
Cases Resolved	39	43
Cases Ongoing	196	187

South West

	December 2007	January 2008
Cases Received	82	119
Cases Closed	18	30
Cases Resolved	65	120
Cases Ongoing	489	458

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 187 and the current area housing stock is 4,561, this equates to 4.01%. The number of cases ongoing in the South West area is 458 and the current area housing stock is 6,580, this equates to 6.96%. 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. Nevertheless, there has been a significant improvement since the last report in January when the South West number of ongoing cases equated to 7.45%.