

Performance Indicator Report



improving housing through partnership

PFI 1 & PFI 2

Performance
Monitoring
Section

QMS
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December 2009

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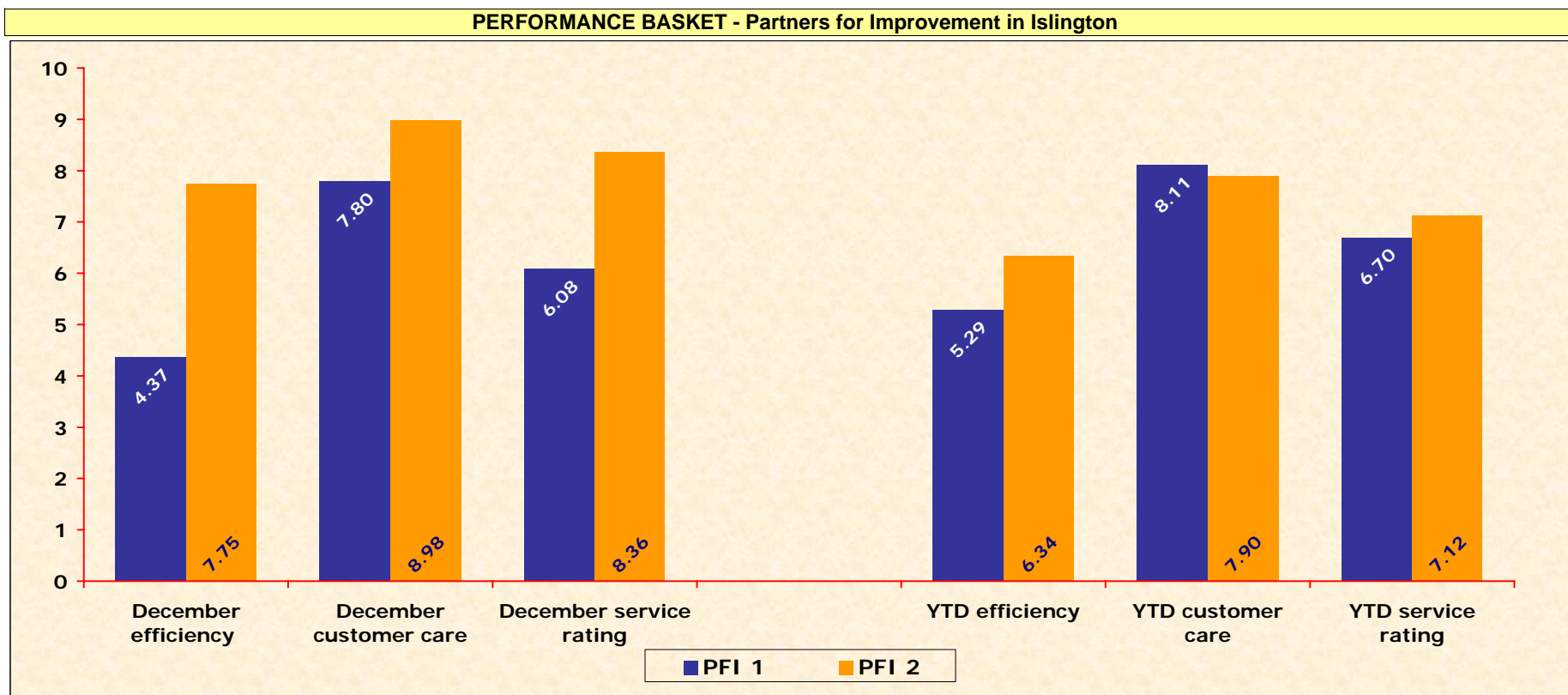
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Performance Basket Report December 2009

Partners - Headline Performances

- PFI 1 scored 6.08 points in December and 6.70 points for the year to date. PFI 1's efficiency score was 4.37 points, rating as "Below Target" and the customer care score was 7.80 points, which rates as "Good". Five of the ten indicators evaluated for PFI 1 attained maximum scores this month.
- PFI 2 scored 8.36 points for December and 7.12 points for the year to date. PFI 2 efficiency score was 7.75 for December rating as "Good" and the customer care score was 8.98 points, which rates as "Good". Six of the ten indicators evaluated for PFI 2 attained a maximum score this month.

Contact Anne Mushington for more information on ext. 4113



YTD Rating Keys	
Keys	Ratings
Excellent	Above 9
Good	Btw 7-9
Satisfactory	Btw 5-7
Below Target	Below 5

YTD Ratings		
Area Office	Ratings	Score
PFI 1	Satisfactory	6.70
PFI 2	Good	7.12

Monthly Efficiency and Customer Care Scores		
	Efficiency	Customer Care
PFI 1	4.37	7.80
PFI 2	7.75	8.98

PI's Contributing to the basket

- | | |
|--------------------------------------|---|
| | <u>Wgt. (%)</u> |
| Efficiency Performance Indicators | 12.5 Average relet time of minor voids (Monthly) |
| | 12.5 Rents collected as % of rent due (Monthly) |
| | 7.5 % Reduction of average debt per tenant (YTD) |
| | 10 % of all repairs completed within timescale (YTD) |
| | 7.5 % of responsive repairs for which an appointment was both made & kept (YTD) |
| Customer Care Performance Indicators | 10 Correspondence (Monthly) |
| | 10 Complaints (Monthly) |
| | 10 Members Complaints and Enquiries (Monthly) |
| | 10 Telephone (PFI) - Monthly |
| | 10 % of all new tenants visited within 20 working days |

CUSTOMER CARE - COMPLAINTS

Area Offices	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Holland Walk	100.0%	100.0%	100.0%	3	33	1	5	100.0%
Lyon St	100.0%	100.0%	100.0%	2	34	2	7	100.0%
Upper St	100.0%	NIL	97.9%	0	47	0	0	N/A
Old St	98.0%	NIL	100.0%	0	34	2	7	100.0%

HFI Operations	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Home Ownership	92.8%	100.0%	98.0%	4	51	1	2	100.0%
Reception Centre	100.0%	N/A	N/A	0	0	0	0	N/A
HFI Direct	86.7%	100.0%	94.4%	3	18	1	3	100.0%
Transfer Team	100.0%	N/A	60.0%	0	5	0	1	100.0%
Estate Parking	88.9%	N/A	100.0%	0	6	0	0	N/A
H. Investigations	N/A	N/A	N/A	0	0	0	0	N/A
OOH ASB	N/A	N/A	N/A	0	0	0	0	N/A
Income Control	100.0%	N/A	100.0%	0	1	0	0	N/A

HFI Property Services	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Resident Capital Services	87.8%	100.0%	93.5%	9	77	0	8	100.0%
Capital Programming	60.0%	N/A	50.0%	0	8	0	0	N/A
Engineering & Energy Management	86.3%	90.0%	96.0%	10	100	2	9	77.8%
Repairs and Maintenance	92.0%	96.7%	99.0%	30	202	4	11	100.0%

HFI P&SD	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
P&SD	100.0%	N/A	100.0%	0	1	1	1	100.0%

HFI Resources	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Resources	N/A	N/A	100.0%	0	3	0	0	N/A

HFI Chief Executive	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Legal Services	48.0%	N/A	N/A	0	0	0	2	100.0%

HFI Total	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Total	90.5%	96.7%	96.6%	61	625	14	56	92.9%

PFI	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
PFI 1	98.4%	91.7%	97.7%	12	44	0	0	N/A
PFI 2	100.0%	100.0%	98.6%	21	74	0	1	100.0%
Total	99.3%	97.0%	98.3%	33	118	0	1	100.0%

Overall Total	Last Year	Current Month	Year to Date	Stage 1	YTD Volume	Stage 2	YTD Volume	Year to Date
Total	91.6%	96.8%	96.9%	94	739	14	53	96.4%

C100	✓
Complaints from the Public Percentage replied within 10 days	
Target	93.0%
This month	96.8%
Year to date	96.9%
2008/2009	91.6%

C108	✗
HFI Escalation Rate (Percentage of Stage 2 complaints as a proportion of all complaints received)	
Target	7.7%
This month	23.0%
Year to date	9.0%
2008/2009	N/A

C109	
PFI 1 & PFI 2 Escalation Rate (Percentage of Stage 2 complaints as a proportion of all complaints received)	
Target	N/A
This month	0.0%
Year to date	0.8%
2008/2009	N/A

CUSTOMER CARE - CORRESPONDENCE

Area Offices	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Holland Walk	100.0%	100.0%	99.8%	42	553
Lyon St	100.0%	100.0%	100.0%	45	542
Upper St	100.0%	100.0%	100.0%	117	1315
Old St	100.0%	100.0%	99.8%	65	600

HFI Operations	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Home Ownership	99.2%	100.0%	93.5%	29	1923
Reception Centre	N/A	N/A	N/A	0	0
HFI Direct	86.2%	N/A	96.8%	0	31
Transfer Team	100.0%	100.0%	99.6%	55	522
Estate Parking	N/A	N/A	N/A	0	0
H. Investigations	100.0%	100.0%	100.0%	9	154
OOH ASB	N/A	N/A	N/A	0	0
Income Control	98.8%	100.0%	99.2%	21	266

HFI Property Services	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resident Capital Services	63.2%	90.3%	97.6%	31	297
Capital Programming	N/A	N/A	N/A	0	0
Engineering & Energy Management	50.0%	N/A	N/A	0	0
Repairs and Maintenance	66.7%	N/A	N/A	0	0

HFI P&SD	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
P&SD	66.7%	N/A	N/A	0	0

HFI Resources	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resources	N/A	N/A	N/A	0	0

HFI Chief Executive	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Legal Services	84.2%	N/A	86.4%	0	125

HFI Total	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Total	98.2%	99.3%	97.5%	414	6328

PFI	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
PFI 1	99.4%	100.0%	99.8%	46	412
PFI 2	99.2%	100.0%	98.9%	99	897
Total	99.3%	100.0%	99.2%	145	1309

Overall Total	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Total	99.1%	99.5%	97.8%	559	7637

C110	x
Correspondence from the Public Percentage replied within 10 days	
Nil - Nothing to report. 0% - Did not meet target. NP - Not provided, NA - Not Applicable	
Target	99.0%
This month	99.5%
Year to date	97.8%
2008/2009	99.1%

CUSTOMER CARE - MEMBERS ENQUIRIES

Area Offices	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Holland Walk	98.8%	100.0%	99.0%	5	100
Lyon St	100.0%	100.0%	100.0%	14	105
Upper St	100.0%	100.0%	100.0%	23	270
Old St	99.2%	100.0%	100.0%	30	166

HFI Operations	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Home Ownership	98.3%	100.0%	100.0%	7	89
Reception Centre	N/A	N/A	N/A	0	0
HFI Direct	100.0%	N/A	87.5%	0	8
Transfer Team	98.8%	94.4%	98.5%	18	206
Estate Parking	100.0%	N/A	N/A	0	0
H. Investigations	N/A	N/A	N/A	0	0
OOH ASB	N/A	N/A	N/A	0	0
Income Control	N/A	N/A	N/A	0	0

HFI Property Services	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resident Capital Services	90.5%	91.7%	97.7%	12	131
Capital Programming	100.0%	0.0%	50.0%	1	2
Engineering & Energy Management	93.6%	71.4%	86.7%	7	30
Repairs and Maintenance	92.5%	100.0%	100.0%	17	118

HFI P&SD	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
P&SD	100.0%	N/A	100.0%	0	1

HFI Resources	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resources	N/A	N/A	N/A	0	0

HFI Chief Executive	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Legal Services	52.6%	N/A	N/A	0	0

HFI Total	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Total	97.2%	96.3%	98.9%	134	1226

PFI	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
PFI 1	99.1%	100.0%	100.0%	6	75
PFI 2	100.0%	95.0%	98.2%	20	170
Total	99.7%	96.2%	98.8%	26	245

Overall Total	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Total	97.6%	96.3%	98.9%	160	1471

C120	
	x
Members Enquiries & Members complaints Percentage replied within 10 days	
Target	99.0%
This month	96.3%
Year to date	98.9%
2008/2009	97.6%

This PI is subject to ongoing reconciliation which may result in changes to previously reported figures.

CUSTOMER CARE - OMBUDSMAN

Area Offices	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Holland Walk	100.0%	N/A	100.0%	0	3
Lyon St	100.0%	N/A	100.0%	0	1
Upper St	100.0%	N/A	100.0%	0	3
Old St	N/A	N/A	100.0%	0	1

HFI Operations	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Home Ownership	100.0%	N/A	N/A	0	0
Reception Centre	N/A	N/A	N/A	0	0
HFI Direct	N/A	N/A	N/A	0	0
Transfer Team	100.0%	N/A	N/A	0	0
Estate Parking	N/A	N/A	N/A	0	0
H. Investigations	N/A	N/A	N/A	0	0
OOH ASB	100.0%	N/A	N/A	0	0
Income Control	N/A	N/A	N/A	0	0

HFI Property Services	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resident Capital Services	50.0%	N/A	N/A	0	0
Capital Programming	N/A	N/A	N/A	0	0
Engineering & Energy Management	100.0%	N/A	N/A	0	0
Repairs and Maintenance	50.0%	N/A	N/A	0	0

HFI P&SD	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
P&SD	N/A	N/A	100.0%	0	2

HFI Resources	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Resources	N/A	N/A	N/A	0	0

HFI Chief Executive	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Legal Services	100.0%	N/A	N/A	0	0

HFI Total	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Total	85.7%	N/A	100.0%	0	10

PFI	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
PFI 1	100.0%	N/A	100.0%	0	1
PFI 2	100.0%	N/A	50.0%	0	2
Total	100.0%	N/A	66.7%	0	3

Overall Total	Last Year	Current Month	Year to Date	Monthly Volume	YTD Volume
Total	91.3%	N/A	92.3%	0	13

C130	*
Ombudsman Complaints	
Percentage replied within 10 days	
Target	100.0%
This month	N/A
Year to date	92.3%
2008/2009	91.3%

C131	
Ombudsman Complaints- Number Received	
Target	N/A
This month	0
Year to date	13
2008/2009	23

CALLERS TO THE OFFICE & TENANCY AUDITS

A700 - The percentage of tenancy audits completed

Area Office	Number for month	Number for year (YTD)	The % (YTD) against housing stock
Holland Walk	0	548	11.3%
Lyon Street	0	563	16.3%
Upper Street	0	643	10.0%
Old Street	0	299	7.8%
PFI 1	0	146	8.6%
PFI 2	0	163	5.6%
Total	0	2362	10.2%

A700	x
Tenancy audits are carried out using a sample of addresses to establish whether there is a breach of the tenancy conditions. This could be a result of illegal subletting and or unauthorised occupancy.	
Target	10.5%
This month	N/A
Year to date	10.2%
2008/2009 Result	11.4%

C400 - General Visit Callers to office per area

Area Offices	Last Year	Current Mth	YTD
Holland Walk	4373	542	3884
Lyon Street	3592	476	4443
Upper Street	10600	1336	12029
Old Street	6526	736	6216
HFI Total	25091	3090	26572

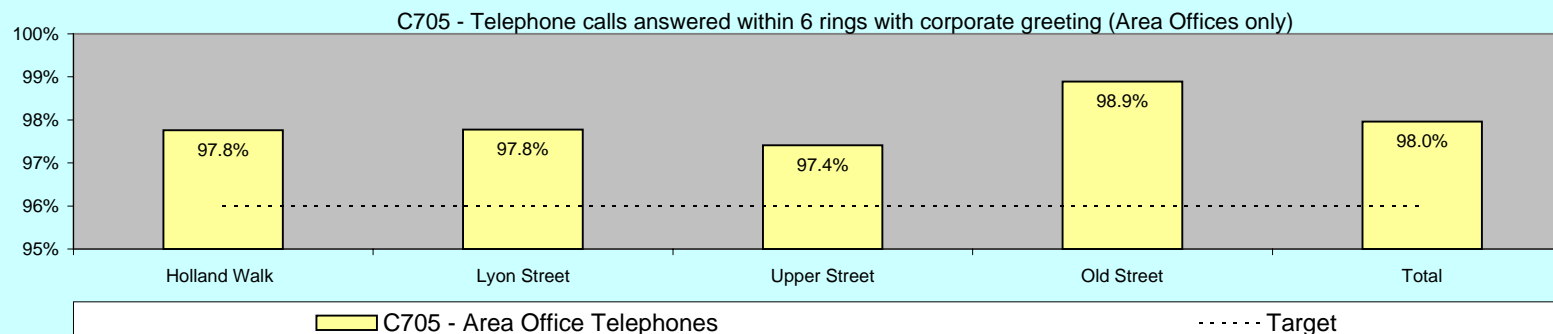
C400	
Data is retrieved from Business Objects. All entries on IWorld are carried out by area office staff.	
Target	N/A
This month	3090
Year to date	26572
2008/2009 Result	25091

C410 - Housing Benefit Callers to office per area

Area Offices	Last Year	Current Month	Year to Date
Holland Walk	10505	794	7245
Lyon Street	7527	586	5699
Upper Street	25191	3077	25682
Old Street	5798	437	4450
HFI Total	49021	4894	43076

C410	
Data is retrieved from Business Objects. All entries on IWorld are carried out by area office staff.	
Target	N/A
This month	4894
Year to date	43076
2008/2009 Result	49021

TELEPHONES AND ASB (OUT OF HOURS)



C700	x
The percentage of telephone call responses that meet HFI's customer care standard (all extensions except HFI Direct call centre). Measured by a survey of 120 random calls per month.	
Target	96.0%
This month	97.1%
Year to date	93.0%
2008/2009 Result	91.8%

Area Offices	Current Month	YTD
Holland Walk	100.0%	97.8%
Lyon Street	96.7%	97.8%
Upper Street	100.0%	97.4%
Old Street	100.0%	98.9%

HFI Property Services	Current Month	YTD
Support Services	100.0%	88.6%
Resident Capital Services	87.5%	86.4%
Capital Programming	85.7%	85.5%
Engineering & Energy Management	80.0%	68.2%
Repairs & Maintenance	100.0%	76.7%
New Build & Regeneration	100.0%	92.9%

C740	x
The percentage of telephone messages responded to within timescale. The standard requires an officer to respond within 24 hours of receiving a message.	
Target	95.0%
This month	38.9%
Year to date	47.9%
2008/2009 Result	62.3%

HFI Operations	Current Month	YTD
Senior Operations	100.0%	91.7%
Home Ownership	100.0%	91.9%
Reception Centres	100.0%	94.0%
Estate Parking	100.0%	94.4%
Housing Investigation	100.0%	100.0%
Transfer Team	100.0%	95.0%
Income Control	100.0%	97.1%

HFI Resources	Current Month	YTD
Accountancy & Finance	100.0%	86.8%
IT and Facilities	100.0%	81.5%
Human Resources	100.0%	96.4%

HFI Performance and Service Development	Current Month	YTD
Service Development	100.0%	89.5%
Performance	100.0%	100.0%

HFI Chief Executive	Current Month	YTD
Legal Services	75.0%	80.6%
Court Officers	100.0%	90.0%
Governance	100.0%	100.0%

PFI	Current Month	YTD
PFI 1	97.3%	98.0%
PFI 2	97.4%	98.0%

HFI	Current Month	YTD
Area Offices	99.2%	98.0%
Other Offices	95.2%	88.0%
HFI Overall	97.1%	93.0%

A300 - Out of Hours ASB Hotline

Area Office	Received	Response	YTD
Holland Walk	21	90.5%	95.6%
Lyon Street	46	100.0%	98.7%
Upper Street	41	92.7%	95.6%
Old Street	50	100.0%	98.2%
Total	158	96.8%	97.2%

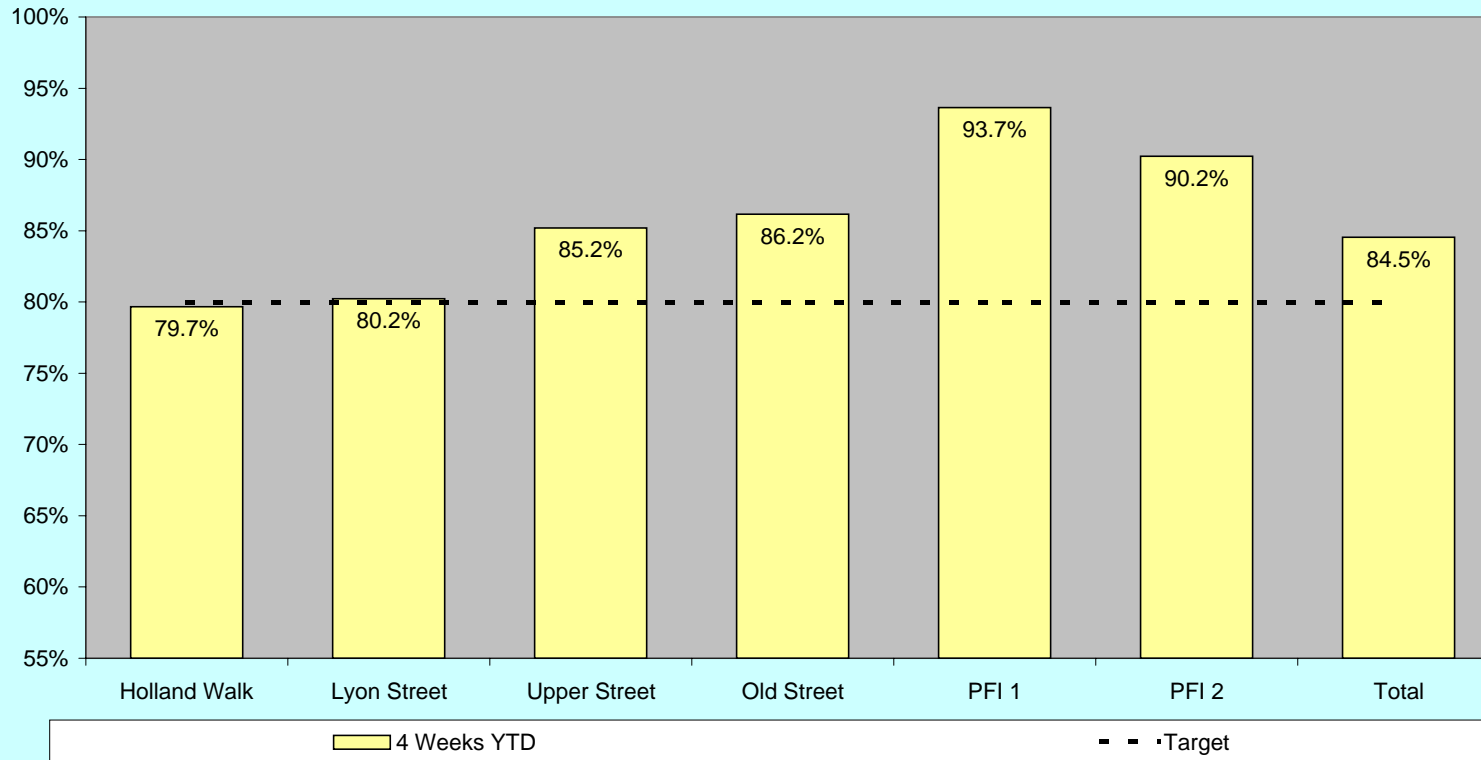
	Received
Monthly Volume	158
YTD Volume	1616

	Received
Rolling year Volume	2071

A300	✓
Out of Hours ASB Hotline, The percentage of OOH ASB calls responded to.	
Target	85.0%
This month	96.8%
Year to date	97.2%
2008/2009 Result	95.0%

NEW TENANTS VISITS

C420 - The percentage of new tenants visited in 20 working days: YTD



C420	✓
The percentage of all new tenants visited within 20 working days. This indicator reports the current month performance where a visit is due.	
This table shows the number percentage for new tenant visits completed within 4 weeks, 12 weeks, over 12 weeks and the percentage of new tenants that have never been visited.	
Target	80.0%
This month	85.5%
Year to date	84.5%
2008/2009 Result	74.6%

C420 - The percentage of new tenants visited within 20 working days

Areas	Last Year	YTD Volume Visits Due	4 Weeks YTD	12 Weeks YTD	Over 12 weeks YTD	Over 12 Weeks Incomplete YTD	Referred To Housing Investigations Monthly	Referred To Housing Investigations YTD
Holland Walk	77%	241	79.7%	18.3%	0.4%	0.0%	0	0
Lyon Street	73%	182	80.2%	14.3%	3.8%	0.0%	0	5
Upper Street	63%	324	85.2%	10.5%	0.3%	0.0%	0	2
Old Street	75%	260	86.2%	11.2%	0.8%	0.0%	0	3
PFI 1	89%	63	93.7%	6.3%	0.0%	0.0%	0	0
PFI 2	84%	133	90.2%	6.8%	2.3%	0.0%	0	0
Total	75%	1203	84.5%	12.1%	1.2%	0.0%	0	10

HARASSMENT

Racial Harassment

The number of racial harassment incidents The percentage of racial harassment incidents resulting in further action The percentage of racial harassment incidents resulting in further action against the perpetrator

Area Offices	A235			A240			A245		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	2	0	2	50%	Nil	100%	50%	Nil	0%
Lyon Street	7	0	1	100%	Nil	100%	14%	Nil	100%
Upper Street	0	0	1	Nil	Nil	100%	Nil	Nil	100%
Old Street	3	0	2	100%	Nil	100%	100%	Nil	0%
HFI	12	0	6	92%	Nil	100%	46%	Nil	33%
PFI 1	2	0	3	100%	Nil	100%	0%	Nil	33%
PFI 2	1	0	0	100%	Nil	Nil	0%	Nil	Nil
PFI	3	0	3	100%	Nil	100%	0%	Nil	33%
TOTAL	15	0	9	93%	Nil	100%	33%	Nil	33%

A235	A245
The number of racial harassment incidents recorded by HFI	The percentage of racial harassment incidents resulting in further action against the perpetrator
This month 0	This month Nil
Year to date 9	Year to date 33%
2008/09 15	2008/09 33%
A240	<input checked="" type="checkbox"/>
The percentage of racial harassment incidents resulting in further action	
Target 100%	
This month Nil	
Year to date 100%	
2008/09 93%	

Sexuality Harassment

The number of sexuality harassment incidents The percentage of sexuality harassment incidents resulting in further action The percentage of sexuality harassment incidents resulting in further action against the perpetrator

Area Offices	A250			A255			A260		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	5	0	0	100%	Nil	Nil	20%	Nil	Nil
Lyon Street	0	0	1	Nil	Nil	100%	Nil	Nil	0%
Upper Street	0	0	2	Nil	Nil	100%	Nil	Nil	50%
Old Street	1	0	0	100%	Nil	Nil	0%	Nil	Nil
HFI	6	0	3	100%	Nil	100%	17%	Nil	33%
PFI 1	3	0	0	100%	Nil	Nil	0%	Nil	Nil
PFI 2	0	0	0	Nil	Nil	Nil	Nil	Nil	Nil
PFI	3	0	0	100%	Nil	Nil	0%	Nil	Nil
TOTAL	9	0	3	100%	Nil	100%	11%	Nil	33%

A250	A260
The number of sexuality harassment incidents recorded by HFI	The percentage of sexuality harassment incidents resulting in further action against the perpetrator
This month 0	This month Nil
Year to date 3	Year to date 33%
2008/09 9	2008/09 11%
A255	<input checked="" type="checkbox"/>
The percentage of sexuality harassment incidents resulting in further action	
Target 100%	
This month Nil	
Year to date 100%	
2008/09 100%	

Other Harassment

The number of other harassment incidents The percentage of other harassment incidents resulting in further action The percentage of other harassment incidents resulting in further action against the perpetrator

Area Offices	A265			A270			A275		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	22	1	9	91%	100%	100%	5%	0%	0%
Lyon Street	18	3	21	100%	100%	100%	22%	0%	43%
Upper Street	5	0	18	100%	Nil	100%	40%	Nil	6%
Old Street	20	0	5	100%	Nil	100%	50%	Nil	20%
HFI	65	4	53	97%	Nil	100%	26%	0%	21%
PFI 1	4	0	10	100%	Nil	100%	0%	Nil	50%
PFI 2	19	0	8	100%	Nil	100%	47%	Nil	38%
PFI	23	0	18	100%	Nil	100%	39%	Nil	44%
TOTAL	88	4	71	98%	100%	100%	30%	0%	27%

A265	A275
The number of other harassment incidents recorded by HFI	The percentage of other harassment incidents resulting in further action against the perpetrator
This month 4	This month 0%
Year to date 71	Year to date 27%
2008/09 88	2008/09 30%
A270	<input checked="" type="checkbox"/>
The percentage of other harassment incidents resulting in further action	
Target 100%	
This month 100%	
Year to date 100%	
2008/09 98%	

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported figures

ANTISOCIAL BEHAVIOUR

Area Offices	New Cases 2008/09	New Cases 2009/10	Cases Brought Forward	A160	A170	A180
				New ASB Cases-MONTH	Closed ASB Cases-MONTH	Live ASB Cases
Holland Walk	243	169	67	15	6	76
Lyon Street	215	214	91	16	19	88
Upper Street	399	256	143	16	14	145
Old Street	262	179	107	4	22	89
HFI	1119	818	408	51	61	398
PFI 1	32	37	27	2	0	29
PFI 2	46	52	74	5	0	79
PFI	78	89	101	7	0	108
TOTAL	1197	907	509	58	61	506

A160		A180	
The number of new nuisance / anti-social behaviour cases opened		The number of live nuisance / anti-social behaviour cases	
This month	58	This month	506
Year to date	907	Year to date	N/A
2008/09	1197	2008/09	448
A170		These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported figures	
The number of new nuisance / anti-social behaviour cases closed			
This month	61		
Year to date	N/A		
2008/09	1189		

The number of Acceptable Behaviour Contracts (ABC's) arranged The number of Acceptable Behaviour Contracts (ABC's) signed

Area Offices	A100			A105			A150
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	
Holland Walk	17	0	5	3	1	4	NP
Lyon Street	33	1	20	15	0	4	NP
Upper Street	21	1	8	6	3	8	NP
Old Street	11	0	6	7	0	5	NP
HFI	82	2	39	31	4	21	NP
PFI 1	11	1	10	2	1	6	4
PFI 2	0	0	1	0	0	1	0
PFI	11	1	11	2	1	7	4
TOTAL	93	3	50	33	5	28	4

A100		A150	
The number of Acceptable Behaviour Contracts (ABC's) arranged		The number of live Acceptable Behaviour Contracts (ABC's)	
This month	3	This month	4
Year to date	50	Year to date	N/A
2008/09	93	2008/09	19
A105		These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported figures	
The number of Acceptable Behaviour Contracts (ABC's) signed			
This month	5		
Year to date	28		
2008/09	33		

The number of NTQs / NSP served The number of evictions carried out The number of injunctions / undertakings obtained

Area Offices	A110			A120			A130		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	20	1	17	2	0	3	3	1	4
Lyon Street	19	4	15	2	0	1	8	0	4
Upper Street	26	0	19	2	1	2	15	0	24
Old Street	33	0	28	1	0	0	9	0	6
HFI	98	5	79	7	1	6	35	1	38
PFI 1	12	0	9	2	0	0	1	0	3
PFI 2	6	0	11	1	0	0	4	2	4
PFI	18	0	20	3	0	0	5	2	7
TOTAL	116	5	99	10	1	6	40	3	45

A110		A130	
The number of NTQs / NSP served		The number of injunctions / undertakings obtained	
This month	5	This month	3
Year to date	99	Year to date	45
2008/09	116	2008/09	40
A120		These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported figures	
The number of evictions carried out			
This month	1		
Year to date	6		
2008/09	10		

ANTISOCIAL BEHAVIOUR

The number of antisocial behaviour orders obtained

The number of professional witness deployments

The number of referrals for mediation

Area Offices	A140			A190			A210		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	0	0	0	4	1	2	12	0	14
Lyon Street	0	0	0	3	0	2	8	1	10
Upper Street	1	0	0	4	1	4	19	2	21
Old Street	0	0	0	8	0	2	18	0	13
HFI	1	0	0	19	2	10	57	3	58
PFI 1	1	0	0	0	0	0	15	0	12
PFI 2	0	0	0	0	0	0	20	2	21
PFI	1	0	0	0	0	0	35	2	33
TOTAL	2	0	0	19	2	10	92	5	91

A140	
The number of antisocial behaviour orders obtained	
This month	0
Year to date	0
2008/09	2

A190	
The number of professional witness deployments	
This month	2
Year to date	10
2008/09	19

A210	
The number of referrals for mediation	
This month	5
Year to date	91
2008/09	92

The number of referrals to legal: possession action agreed

The number of possession orders obtained for antisocial behaviour

Area Offices	A220			A230		
	Last Year	New Cases	YTD Cases	Last Year	New Cases	YTD Cases
Holland Walk	6	0	1	2	0	2
Lyon Street	4	0	3	2	0	1
Upper Street	23	0	2	3	0	5
Old Street	12	0	4	2	0	4
HFI	45	0	10	9	0	12
PFI 1	5	0	2	1	0	1
PFI 2	1	0	0	3	1	2
PFI	6	0	2	4	1	3
TOTAL	51	0	12	13	1	15

A220	
The number of referrals to legal: possession action agreed	
This month	0
Year to date	12
2008/09	51

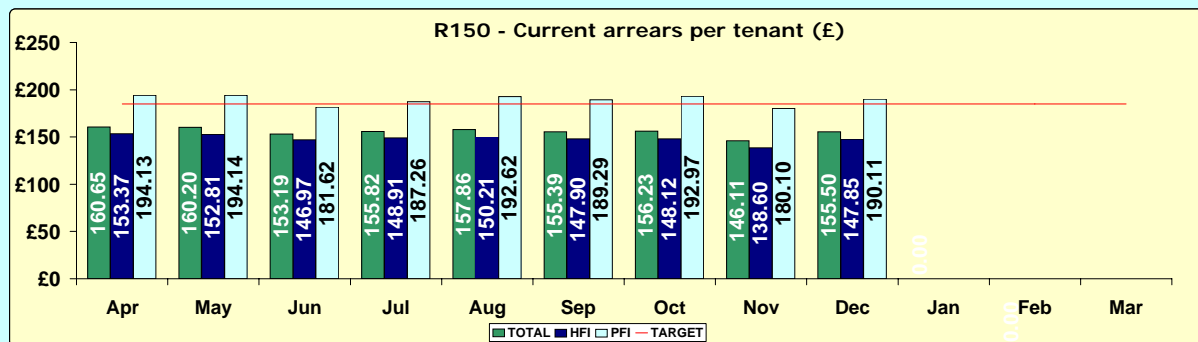
A230	
The number of possession orders obtained for antisocial behaviour	
This month	1
Year to date	15
2008/09	13

RENT COLLECTION

Area Office	Current rent arrears per tenant			Total current rent arrears		The percentage of debt pool reduction	
	R150			R160		R175	
	Last Year	This Month	Percentage Change	Last Year	This Month	Last Year	This Month
SLUGS	N/A	N/A	N/A	£4,202	£2,616	N/A	N/A
Holland Walk	£155.23	£158.23	1.9%	£773,335	£789,556	-17.6%	2.1%
Lyon Street	£173.94	£168.89	-2.9%	£690,529	£676,230	-22.4%	-2.1%
Upper Street A		£151.20		£418,826	£438,327	-13.0%	4.7%
Upper Street B	£150.43	£136.81	-5.1%	£563,301	£509,629	-18.4%	-9.5%
Old Street	£121.54	£127.08	4.6%	£599,324	£625,858	-17.2%	4.4%
HFI	£149.19	£147.85	-0.9%	£3,049,517	£3,042,215	-18.6%	-0.2%
PFI 1	£185.99	£190.77	2.6%	£310,974	£321,067	-11.4%	3.2%
PFI 2	£191.03	£189.73	-0.7%	£531,260	£542,623	-20.4%	2.1%
PFI	£189.14	£190.11	0.5%	£842,234	£863,690	-17.3%	2.5%
TOTAL	£156.35	£155.50	-0.5%	£3,891,751	£3,905,906	-18.3%	0.4%

R150	✓	R165	
Current rent arrears per tenant		Total current + former rent arrears (£m)	
Target	£180.00	This month	£6,929,774
This month	£155.50	Year to date	N/A
Year to date	N/A	2008/09	£7,092,707
2008/09	£156.35		

R160		R175	
Total current rent arrears		The percentage of debt pool reduction (as measured from March 2009)	
This month	£3,905,906	This month	N/A
Year to date	N/A	Year to date	0.4%
2008/09	£3,891,751	2008/09	-18.3%



The percentage change in the average arrears per tenant for Upper Street between March 2009 and the current month has not yet been broken down to reflect Upper Street A and Upper Street B.

December rent arrears have been taken from week 40 because Housing Benefit had not been applied to rent accounts for week 39.

Rent collected a proportion of rent due (current year only)

Area Offices	R110		
	Last Year	This Month	YTD
Holland Walk	100.1%	96.9%	99.1%
Lyon Street	100.5%	97.2%	99.6%
Upper Street A		97.4%	99.4%
Upper Street B	100.0%	96.0%	98.7%
Old Street	100.0%	96.9%	99.4%
HFI	100.1%	97.0%	99.3%
PFI 1	100.3%	97.3%	99.2%
PFI 2	100.4%	96.5%	99.5%
PFI	100.4%	96.8%	99.4%
TOTAL	100.2%	96.9%	99.3%

R100	*	R110	*
Proportion of current rent collected as a percentage of HRA rent charged for the rent year		Rent collected a proportion of rent due (current year only)	
Target	98.7%	Target	100.0%
This month	N/A	This month	96.9%
Year to date	98.4%	Year to date	99.3%
2008/09	98.4%	2008/09	100.2%

Proportion of current rent collected as a percentage of HRA rent charged for the rent year Rent arrears as a proportion of the rent roll

	R100		R155	
	Last Year	This Month	Last Year	This Month
TOTAL	98.41%	98.40%	3.75%	3.10%

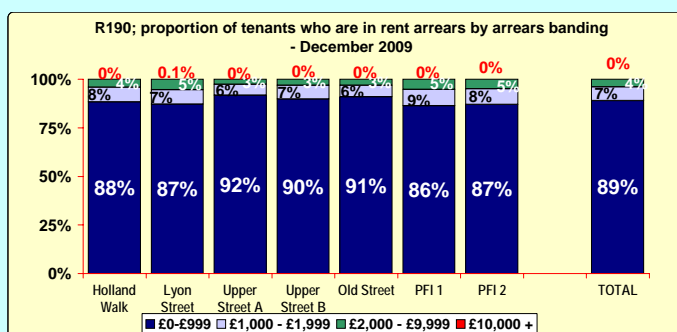
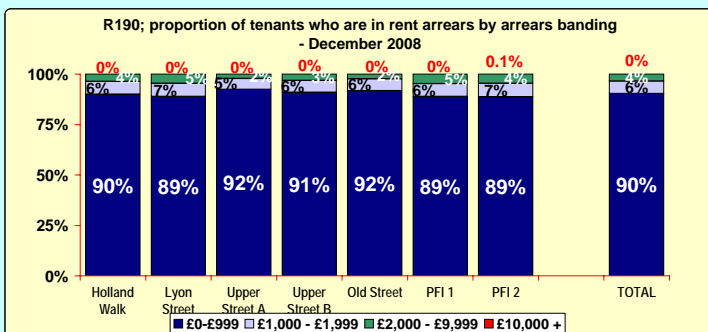
R155	✓
Rent arrears as a proportion of the rent roll	
Target	3.8%
This month	N/A
Year to date	3.1%
2008/09	3.8%

RENT COLLECTION

The number of tenants who are in arrears by arrears banding (Area Offices and PFI only)

Area Offices	R190 (2008-09)					R190 (2009-10)				
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total
Holland Walk	2,320	162	96	0	2,578	1,719	148	81	0	1,948
Lyon Street	1,891	140	96	1	2,128	1,298	109	80	1	1,488
Upper Street A	1,510	87	37	0	1,634	1,261	76	36	0	1,373
Upper Street B	1,806	117	64	0	1,987	1,326	105	45	0	1,476
Old Street	2,285	145	59	0	2,489	1,674	109	58	0	1,841
HFI	9,812	651	352	1	10,816	7,278	547	300	1	8,126
PFI 1	812	57	44	0	913	627	62	38	0	727
PFI 2	1,349	102	68	1	1,520	1,084	101	62	0	1,247
PFI	2,161	159	112	1	2,433	1,711	163	100	0	1,974
TOTAL	11,973	810	464	2	13,249	8,989	710	400	1	10,100

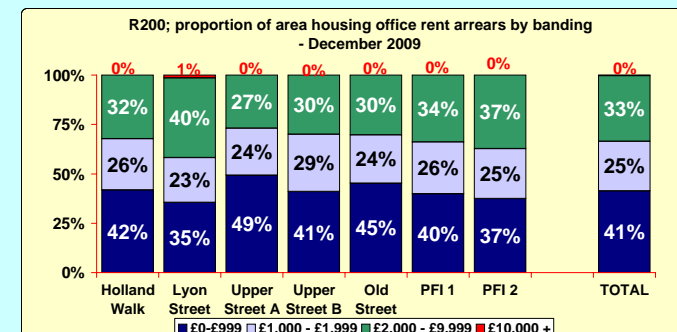
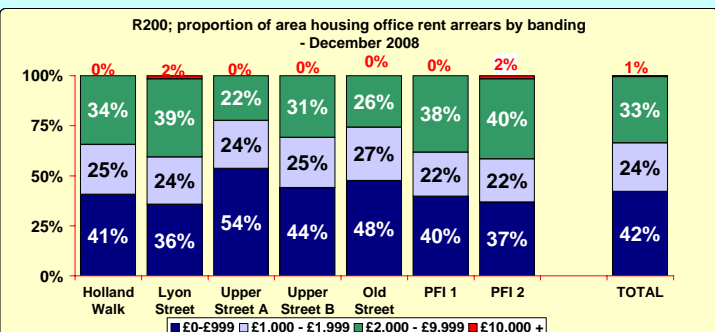
R190	
The number of tenants who are in arrears by arrears banding (Area Offices and PFI only)	
This month	
£0-£999	8989
£1,000 - £1,999	710
£2,000 - £9,999	400
£10,000 +	1
TOTAL	10100



The amount of rent arrears by arrears banding (Area Offices and PFI only)

Area Offices	R200 (2008-09)					R200 (2009-10)				
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total
Holland Walk	£371,537	£228,184	£314,159	£0	£913,881	£330,621	£204,576	£254,358	£0	£789,556
Lyon Street	£297,839	£196,785	£325,600	£12,809	£833,033	£240,014	£153,329	£272,744	£10,143	£676,230
Upper Street A	£265,859	£119,321	£111,161	£0	£496,340	£216,168	£104,081	£118,079	£0	£438,327
Upper Street B	£292,802	£167,722	£205,201	£0	£665,725	£209,038	£147,814	£152,778	£0	£509,629
Old Street	£358,176	£201,349	£193,506	£0	£753,031	£283,356	£153,087	£189,415	£0	£625,858
HFI	£1,586,213	£913,361	£1,149,627	£12,809	£3,662,010	£1,279,198	£762,886	£987,373	£10,143	£3,039,600
PFI 1	£147,947	£82,174	£142,833	£0	£372,954	£128,120	£83,958	£108,989	£0	£321,067
PFI 2	£239,153	£140,818	£259,518	£10,788	£650,278	£202,749	£137,202	£202,672	£0	£542,623
PFI	£387,100	£222,993	£402,351	£10,788	£1,023,232	£330,869	£221,160	£311,661	£0	£863,690
TOTAL	£1,973,314	£1,136,354	£1,551,978	£23,597	£4,685,242	£1,610,067	£984,046	£1,299,034	£10,143	£3,903,290

R200	
The amount of rent arrears by arrears banding (Area Offices and PFI only)	
This month	
£0-£999	£1,610,067
£1,000 - £1,999	£984,046
£2,000 - £9,999	£1,299,034
£10,000 +	£10,143
TOTAL	£3,903,290



FORMER TENANT RENTS

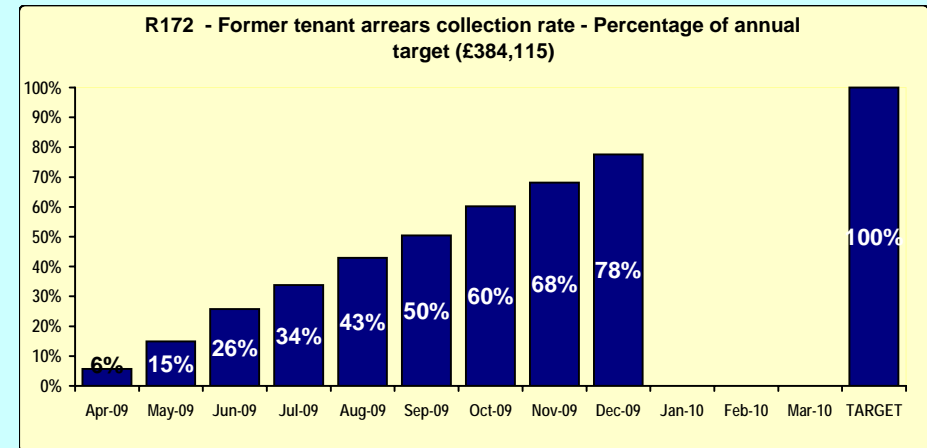
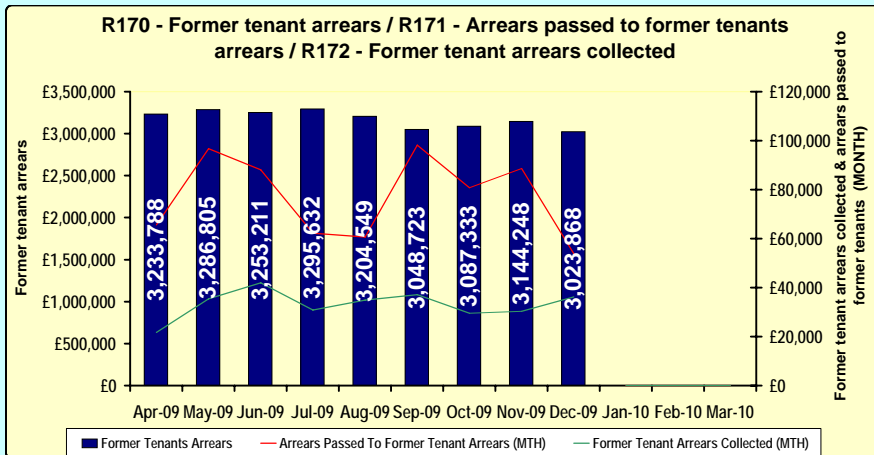
Total former tenant arrears The amount of debt passed to former tenant arrears

Area Offices	R170		R171		YTD
	Last Year	This Month	Last Year	This Month	
Holland Walk	£439,093	£434,526	£187,335	£6,952	£153,626
Lyon Street	£440,209	£416,230	£214,411	£10,786	£92,261
Upper Street	£810,479	£795,226	£277,833	£12,226	£199,206
Old Street	£428,407	£395,686	£181,557	£10,501	£123,923
PFI 1	£149,507	£168,897	£60,272	£6,700	£41,576
PFI 2	£280,694	£259,757	£131,960	£5,300	£72,763
Managing Agent	£38,875	£37,727	£105,921	£0	£0
Reception Centres	£601,163	£503,509	£37,634	£1,361	£11,429
Sheltered	£12,529	£12,310	N/A	N/A	N/A
TOTAL	£3,200,956	£3,023,868	£1,196,925	£53,826	£694,784

R170	R172
The total amount of former tenant arrears	The amount of former tenants arrears collected
This month £3,023,868	Target £384,115
Year to date N/A	This month £36,194
2008/09 £3,200,956	Year to date £297,943
2008/09 £3,200,956	2008/09 £478,603
R171	R173
The amount of debt passed to former tenant arrears	The amount of former tenant arrears written off
This month £53,826	This month £172,009
Year to date £694,784	Year to date £663,722
2008/09 £1,196,925	2008/09 £1,074,976

The amount of former tenant arrears collected The amount of former tenant arrears written off

	R172				R173		
	Last Year	This Month	YTD	% of Annual Target	Last Year	This Month	YTD
TOTAL	£478,603	£36,194	£297,943	78%	£1,074,976	£172,009	£663,722



Former tenants arrears collection activities

R600		R605		R610		R615		R620		R625		R630	
Internal Traces		External Traces		Experian Traces		Letters issued		Agreements to pay		Referrals to Legal Services		Referrals to Debt Agencies	
This month	240	This month	21	This month	12	This month	259	This month	29	This month	8	This month	46
Year to date	3,093	Year to date	454	Year to date	380	Year to date	2,790	Year to date	317	Year to date	90	Year to date	419
2008/09	1,540	2008/09	268	2008/09	197	2008/09	2,206	2008/09	311	2008/09	99	2008/09	293

RENT COLLECTION ACTIVITIES

Tenants who are more than 7 weeks in arrears as a percentage of all tenants

Tenants who have been evicted throughout the year as a percentage of all tenants

	R180				R185			
	Last Year	Dec 2008	This Month	Rolling Year	Last Year	Dec 2008	This Month	Rolling Year
HFI	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PFI	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL	7.38%	7.46%	6.47%	6.78%	0.28%	0.21%	0.17%	0.32%

Tenants who have received a NOSP as a percentage of all tenants who are in arrears

	R500			
	Last Year	Dec 2008	This Month	Rolling Year
HFI	20.32%	16.69%	19.51%	40.23%
PFI	33.11%	28.04%	21.08%	45.34%
TOTAL	22.67%	18.77%	19.81%	32.28%

The number of Notices Seeking Possession applied for

The number of possession orders obtained

The number of evictions obtained

Area Offices	R505			R510			R515		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Holland Walk	468	8	344	35	2	17	14	0	4
Lyon Street	425	15	340	32	1	33	12	0	8
Upper Street	714	25	572	67	6	55	21	2	15
Old Street	452	12	353	20	0	11	7	0	4
HFI	2059	60	1609	154	9	116	54	2	31
PFI 1	322	1	170	30	1	13	9	3	5
PFI 2	458	14	239	30	2	20	12	1	7
PFI	780	15	409	60	3	33	21	4	12
TOTAL	2839	75	2018	214	12	149	75	6	43

The number of arrears letters issued

The number of applications to court

The number of visits

Area Offices	R520			R525			R530		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Holland Walk	11849	484	6648	172	8	113	1588	40	962
Lyon Street	8654	553	5880	195	13	133	1217	35	892
Upper Street	12225	590	9015	354	23	264	2258	88	1967
Old Street	11810	578	8286	152	6	81	1835	58	1520
HFI	44538	2205	29829	873	50	591	6898	221	5341
PFI 1	5354	127	3347	134	2	32	541	5	310
PFI 2	4950	122	2556	126	4	53	985	19	936
PFI	10304	249	5903	260	6	85	1526	24	1246
TOTAL	54842	2454	35732	1133	56	676	8424	245	6587

R180	✓	R500	✓
Tenants who are more than 7 weeks in arrears as a percentage of all tenants		Tenants who have received a NOSP as a percentage of all tenants who are in arrears	
Target	8.50%	Target	20.50%
This month	6.47%	This month	19.81%
Rolling Year	6.78%	Rolling Year	32.28%
2008/09	7.38%	2008/09	22.67%
R185	✓		
Tenants who have been evicted throughout the year as a percentage of all tenants			
Target	0.20%		
This month	0.17%		
Rolling Year	0.32%		
2008/09	0.28%		

R505		R515	
The number of Notices Seeking Possession applied for		The number of evictions obtained	
This month	75	This month	6
Year to date	2018	Year to date	43
2008/09	2839	2008/09	75
R510			
The number of possession orders obtained			
This month	12		
Year to date	149		
2008/09	214		

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported figures .

R520		R530	
The number of arrears letters issued		The number of visits	
This month	2454	This month	245
Year to date	35732	Year to date	6587
2008/09	54842	2008/09	8424
R525			
The number of applications to court			
This month	56		
Year to date	676		
2008/09	1133		

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported figures

STOCK BREAKDOWN

S100 & S110 - LBI Stock Breakdown - Secure Tenancies and Leaseholders

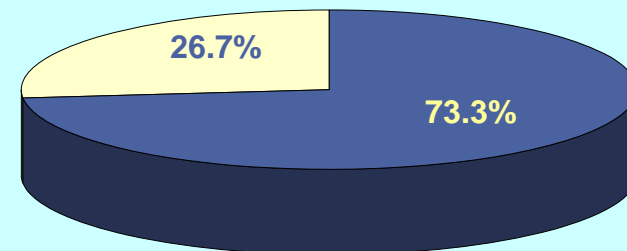
Group	Secure Tenancies	Leaseholders	Total
Old Street	3,816	1,433	5,249
Holland Walk	4,845	1,757	6,602
Lyon Street	3,455	1,213	4,668
Upper Street	6,443	1,998	8,441
TMO and Co-Ops	2,529	1,176	3,705
EMB's	124	48	172
SLUGs	16	0	16
Other (secure & non-secure)	121	0	121
HFI Total	21,349	7,625	28,974
PFI 1	1,697	631	2,328
PFI 2	2,907	1,174	4,081
PFI Total	4,604	1,805	6,409
Total Stock	25,953	9,430	35,383

December 2009 - The leaseholder data has undergone a reconciliation, which may affect previously reported figures. ICT have made adjustments to the Business Objects reports to eliminate freehold data being included as leasehold.

S100	
LBI stock breakdown - All (HRA) secure tenancies and voids by area housing office, including TMO and Co-Op.	
Target	N/A
Year to date	25,953

S110	
LBI Leaseholder stock breakdown - Properties by area housing office, including TMO and Co-Op.	
Target	N/A
Year to date	9,430

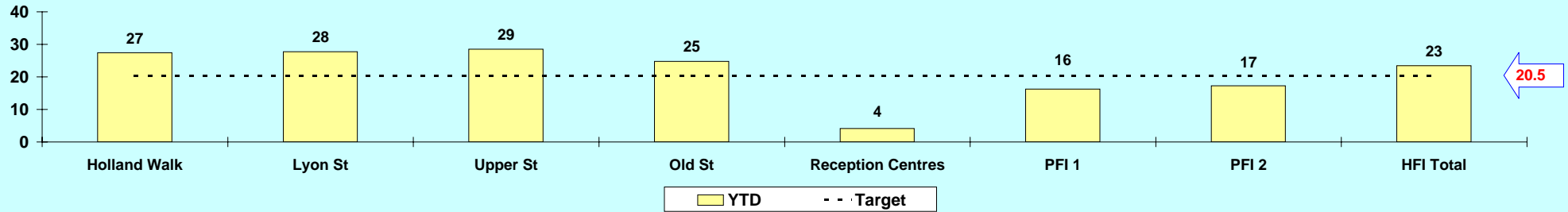
Percentage of all stock by secure (non-secure HRA) and leaseholder



■ Tenanted Stock (secure, non-secure HRA) ■ Leaseholder Stock

VOID RELETS

V110 - Average relet time year to date (calendar days)



V110	✘
Average re-let time of management voids let in the year, calculated from date void to tenancy commencement date, expressed in calendar days.	
Target	20.5
This Month	20
Year to date	23
2008/2009 Result	19

V111	
HFI Only - average re-let time of management voids let in the year, calculated from date void to tenancy commencement date, expressed in calendar days.	
Target	N/A
This Month	21
Year to date	24
2008/2009 Result	20

V112	
PFI Only - average re-let time of management voids let in the year, calculated from date void to tenancy commencement date, expressed in calendar days.	
Target	N/A
This Month	17
Year to date	17
2008/2009 Result	17

V113	
KIER average repair time - time properties (for relet) are with Kier for repairs in calendar days	
Target	N/A
This Month	34
Year to date	37
2008/2009 Result	27

V140	✔
Average re-let time of reception centre voids let in the year, calculated from date void to tenancy commencement date, expressed in calendar days.	
Target	8
This Month	4
Year to date	4
2008/2009 Result	5

Average Relet Time

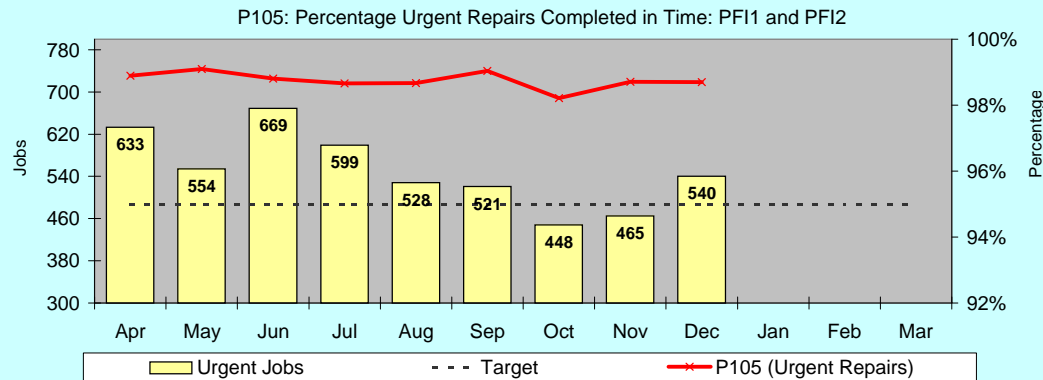
Areas	Last Year	Rolling Year	Dec	YTD
Holland Walk	22	18	31	27
Lyon Street	22	19	26	28
Upper Street	27	22	21	29
Old Street	22	18	16	25
Reception Centres	5	3	4	4
PFI 1	17	22	27	16
PFI 2	17	19	12	17

Kier Repair Time

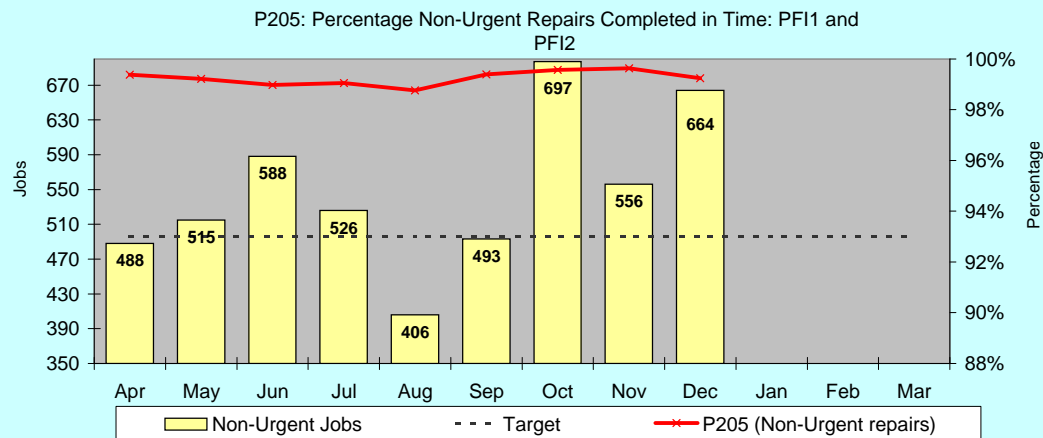
Areas	Last Year	Dec	YTD
Holland Walk	25	45	37
Lyon Street	27	29	40
Upper Street	35	28	38
Old Street	27	34	35
Total	27	34	37

December 2009 - These PI's have undergone a reconciliation for the year to date, which may affect previously reported figures.

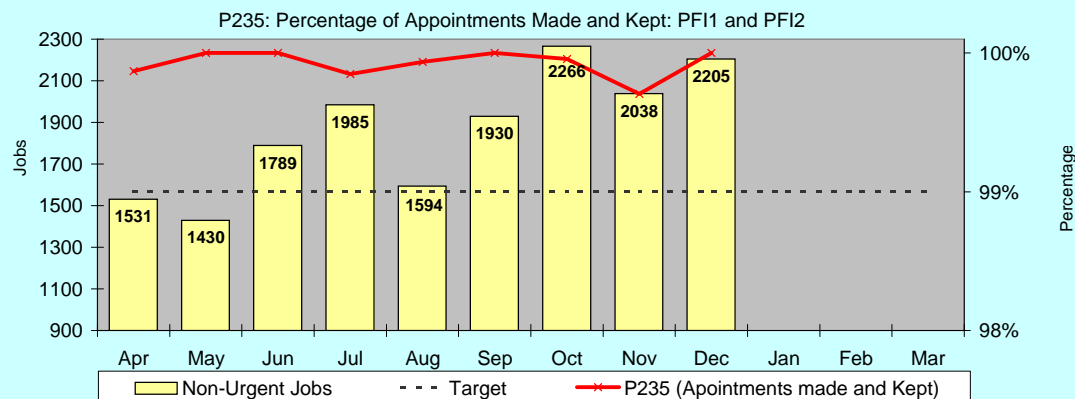
PFI REPAIRS



P105	✓
The percentage of urgent repairs completed in time (24 hours and 3 working days) by PFI1 and PFI2. Partners - using data from P310 + P311.	
Target	96.5%
This month	98.7%
Year to date	98.8%
2008/2009 Result	99.5%



P205	✓
Percentage of non-urgent repairs (7 and 28 working days) by PFI1 and PFI2. Partners - using data from P310 and P311.	
Target	93.0%
This month	99.2%
Year to date	99.3%
2008/2009 Result	99.7%



P235	✓
Percentage of repairs for which an appointment was made and kept by PFI1 and PFI2 This indicator measures the number of jobs where an appointment was given and kept. This excludes from both the numerator & the denominator the number of urgent and emergency priority jobs.	
Target	99.0%
This month	100.0%
Year to date	99.8%
2008/2009 Result	99.9%

REPAIRS COMPLETED IN TIMESCALE & REPAIRS RECHARGED

P300 - Percentage of jobs completed in timescale (HFI)

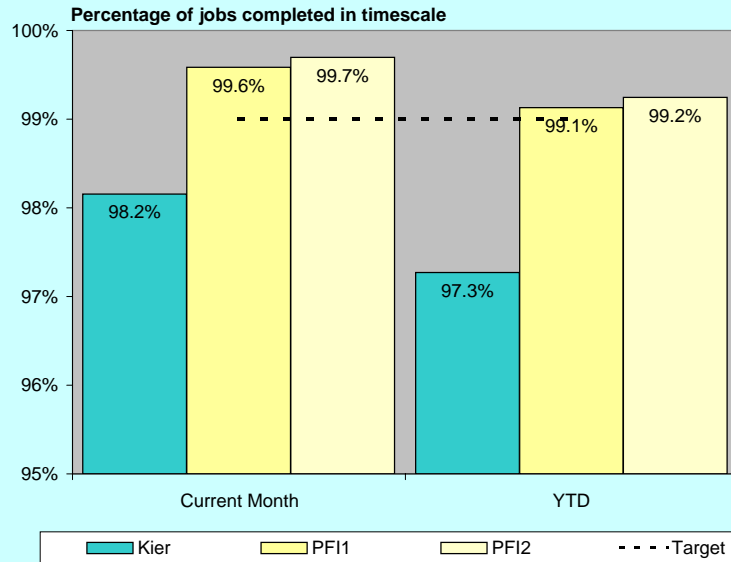
Priority	Last Year	Current Month	YTD
H0	91.2%	93.0%	93.4%
H1	96.0%	100.0%	100.0%
H2	92.2%	94.4%	91.7%
H4	92.0%	98.1%	97.7%
H6	95.9%	99.9%	99.9%
H8	84.8%	97.1%	97.8%
Total	92.0%	98.2%	97.3%

P310 - Percentage of jobs completed in timescale (PFI)

Timescale	Last Year	Current Mth	YTD
24 Hours	99.5%	98.6%	98.8%
3 Days	99.4%	98.0%	98.5%
7 Days	99.5%	98.3%	98.3%
28 Days	100.0%	100.0%	100.0%
Total	99.6%	99.6%	99.1%

P311 - Percentage of jobs completed in timescale (PF2)

Timescale	Last Year	Current Mth	YTD
24 Hours	99.6%	99.5%	99.0%
3 Days	99.6%	98.2%	98.7%
7 Days	99.5%	98.4%	98.7%
28 Days	99.9%	100.0%	99.9%
Total	99.6%	99.7%	99.2%



P300	*
Percentage of jobs completed in timescale: Kier Islington - H0 - 2hrs; H1- 24-72 hrs (out of hours); H2- (2hrs emergency); H4- 3-5 days; H6- 25 days; H8-1 day (Monday to Friday 08:00 to 18:00)	
Target	99.0%
This month	98.2%
Year to date	97.3%
2008/2009 Result	92.0%

P310	✓
Percentage of jobs completed in timescale: PFI1- 24hrs; 3days; 7days & 28 days.	
Target	99.0%
This month	99.6%
Year to date	99.1%
2008/2009 Result	99.6%

P311	✓
Percentage of jobs completed in timescale: PFI2- 24hrs; 3days; 7days & 28 days.	
Target	99.0%
This month	99.7%
Year to date	99.2%
2008/2009 Result	99.6%

Repairs Recharged

Area Housing Office	Monthly Amount Recharged	Repairs Recharged	YTD
Holland Walk	£301.77	2	25
Lyon Street	£94.88	1	19
Upper Street	£806.76	6	43
Old Street	£179.16	2	29
Total	£1,382.57	11	116

Lumber Recharged

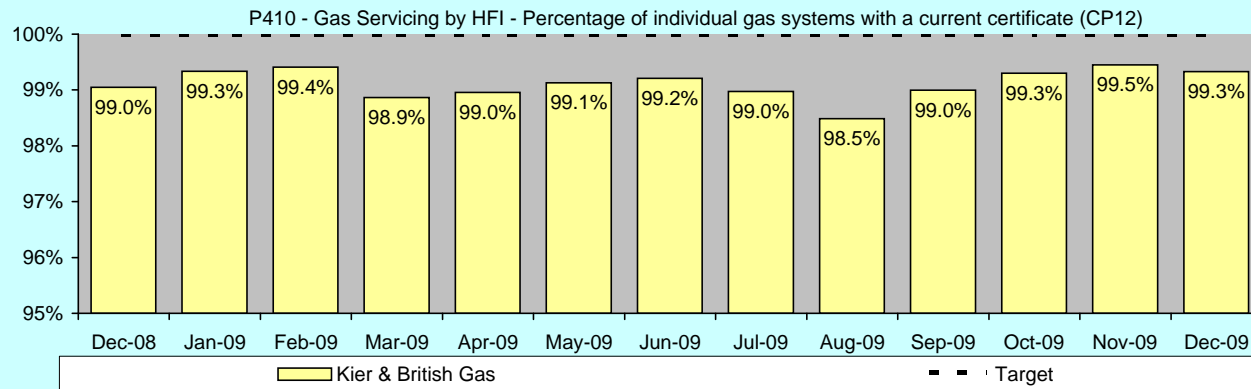
Area Housing Office	Monthly Amount Recharged	Repairs Recharged	YTD
Holland Walk	£780.14	8	83
Lyon Street	£388.80	4	53
Upper Street	£693.90	6	136
Old Street	£635.12	6	56
Total	£2,497.96	24	328

V190 - Recharges

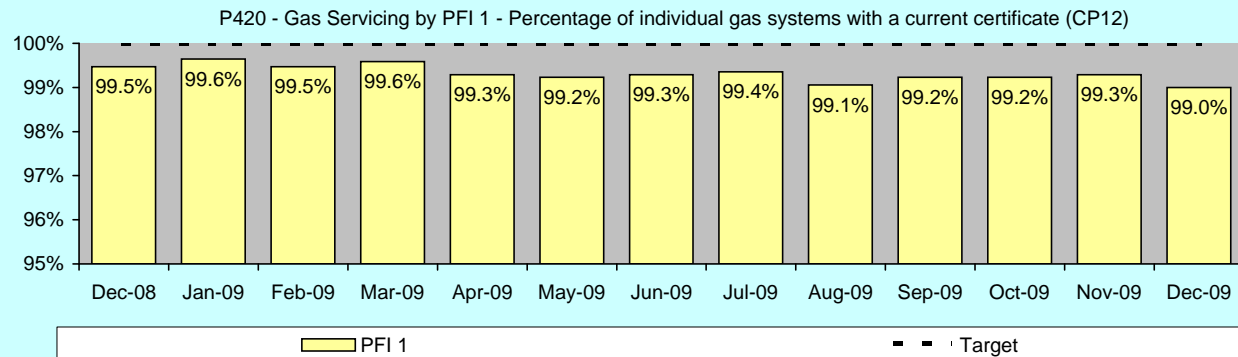
Amount YTD	Total YTD
£47,872	444

V190	✓
Recharges are where tenants have to pay for the repair to properties caused by deliberate damage or neglect.	
Target	400
This month	35
Year to date	444
2008/2009 Result	499

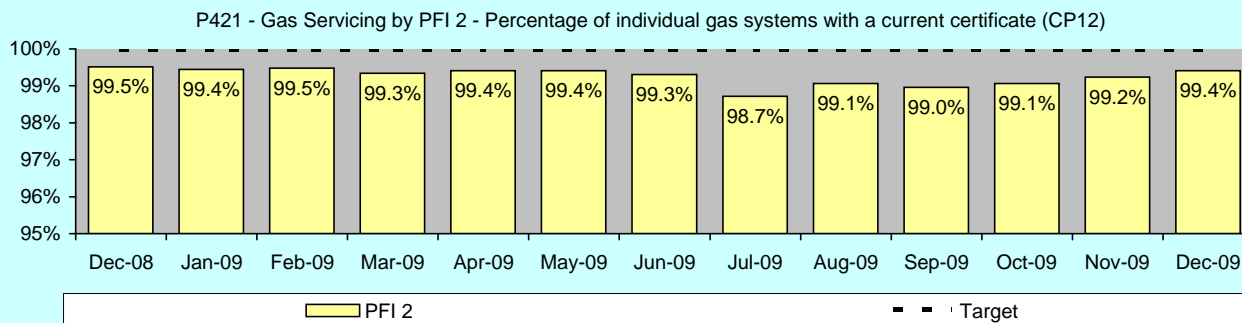
HFI & PFI GAS SERVICING



P410	x
Percentage of gas services completed by Individual Gas Systems in the rolling year.	
Data provided by the Gas Safety Management from the repairs System (OHMS).	
Target	100%
This month	N/A
Year to date	99.3%
2008/2009 Result	98.9%



P420	x
Percentage of gas services completed by PFI 1 for Islington in the rolling year.	
Data provided by PFI 1.	
Target	100%
This month	N/A
Year to date	99.0%
2008/2009 Result	99.6%



P421	x
Percentage of gas services completed by PFI 2 for Islington in the rolling year.	
Data provided by PFI 2	
Target	100%
This month	N/A
Year to date	99.4%
2008/2009 Result	99.3%

CUSTOMER CARE

APPENDIX 1
CURRENT LIST OF CUSTOMER CARE PI CONTRIBUTORS

HFI

Partners for Improvement
PFI 1
PFI 2

Property Services
Resident Capital Services
Capital Programming
Engineering & Energy Management
Support Services
Repairs & Maintenance

Operations

Resources

Performance and Service Development

Chief Executive
Governance
Legal Services

Area Housing Offices
Holland Walk
Lyon Street
Upper Street
Old Street

Home Ownership Unit

Central Services
Reception Centres
HFI Direct
Transfer Team
Estate Parking
H. Investigations
OOH ASB

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT

TERM	EXPLANATION
ABC	Anti-Social Behaviour Contracts
AHO	Area Housing Office
ASBO	Anti-Social Behaviour Order
Business Objects	IT system used to create reports from iWorld
BVPI	Best Value Performance Indicator - government measure for monitoring the ALMO's performance
CAA	Comprehensive Area Assessment - a government framework for assessing how well local authorities are performing
CBL	Choice-Based Lettings - system that allows tenants to bid for properties according to how many housing register points they have
CTA	Court Applications
Data	Information
Debt pool reduction	The overall reduction in debt since the start of the financial year
Departmental collectors	Members of staff that are responsible for providing the performance monitoring team with performance statistics for their department
Development voids	Empty properties that require major repairs work, are awaiting funding or are awaiting disposal
DHS	Decent Homes Standard - criteria set down by the government to ensure that social housing meets a minimum standard by 2010
GSMT	Gas Safety Management Team
HFI Direct	Call centre for tenants and leaseholders to report repairs
HH1	Form completed when an instance of harassment is first reported
HH2	Investigation and recommendation form - contains further details of harassment case and any action taken
HH3	Case conference decision form for harassment
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
iWorld	Housing management IT system
Kier Islington	Company providing repair service to the ALMO
LA	Local Authority
Management voids	Empty properties that require minor repairs work
NI	National Indicator
N/A	Not Applicable
Nil	Nothing to report.
Non-decent	Homes that fail to meet the Decent Homes Standard
Non-urgent repairs	Repairs that do not have to be completed within H0-H2 timescales
NP	Not Provided
NSP	Notice of Seeking Possession.
NTQ	Notice to Quit
OHMS	Open Housing Management System. The housing repairs database.
Operations	Division within Homes for Islington consisting of the following functions: accounts, income management, tenancy management, contact centre, central services
Partners for Islington	Company contracted to manage all street properties for Homes for Islington

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT

TERM	EXPLANATION
Performance Basket	Set of performance indicators used to measure and compare performance of area housing offices and Partners for Islington
PI	Performance Indicator
Property Services	Division within Homes for Islington consisting of the following functions: repairs, asset management, capital programme, support services
QSP	The Council's / ALMO's financial management system
Reception Centres	Units of temporary accommodation, managed by the Operations division of the ALMO
Re-let	When a new tenancy is created at a previously empty property
Rent roll	The total amount of rental income due
Repair Priorities	Target timescales for completing repairs: H0 = 2 hours (weekends); H1 = 3 calendar days; H2 = 2 hours (week days); H4 = 9 working days; H5 = 10 working days; H6 = 25 working days
Resources	Division within Homes for Islington consisting of the following functions: HR & company administration, IT & infrastructure
Responsive repairs	A term used for day-to-day repairs requested by tenants
SLA	Service Level Agreement between internal/Council departments
SLUGS	Short Life User Groups
SMT	Senior Management Team
TBC	To Be Confirmed
TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
TMO	Tenant Management Organization
Top quartile performance	Top quarter performance scores attained during the previous year (used as a benchmark), either on a national or London level
Turnaround time	The number of days or weeks between a property becoming vacant and being relet to a new tenant
Urgent repairs	Repairs to be completed within the H0-H2 priority bandings
Voids	Properties that are vacant
Wgt	Weighting
Year End	The final performance at the end of the financial year (end of March)
YTD	Year To Date