



**HackneyHomes**

In partnership with  **Hackney** Council

**PERFORMANCE**

**REPORT**

**August 2011**

**REPORT No: 5**

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| Key:  |  |          | Aug-10              | Sep-10  | Oct-10  | Nov-10  | Dec-10  | Jan-11  | Feb-11  | Mar-11  | Apr-11  | May-11  | Jun-11  | Jul-11  | Aug-11  | YTD 2011/12 | Target 2011/12 | R.A.G Rating | Outturn 2010/11 |  |
|---|--|----------|---------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------------|----------------|--------------|-----------------|--|
| THE VARIANCE FOR THIS PI IS BETWEEN 0% AND <5% OF TARGET  |  |          |                     |         |         |         |         |         |         |         |         |         |         |         |         |             |                |              |                 |  |
| THE VARIANCE FOR THIS PI IS BETWEEN 5% AND <10% OF TARGET   |  |          |                     |         |         |         |         |         |         |         |         |         |         |         |         |             |                |              |                 |  |
| THE VARIANCE FOR THIS PI IS GREATER >= 10% OF TARGET  |  |          |                     |         |         |         |         |         |         |         |         |         |         |         |         |             |                |              |                 |  |
| PI Reference & Description  | Frequency                                    | Polarity | RESIDENTS' SERVICES |         |         |         |         |         |         |         |         |         |         |         |         |             |                |              |                 |  |
| LKPI 47c<br>YTD Total Collection as % of Rent Debit   | Monthly                                      | Maximise | 99.53%              | 99.66%  | 99.65%  | 99.77%  | 99.70%  | 99.75%  | 99.85%  | 100.15% | 96.20%  | 97.77%  | 98.72%  | 98.58%  | 98.73%  | 98.73%      | 100.00%        | ●            | 100.15%         |  |
| LKPI 47d<br>YTD Rent arrears as % of Rent Debit   | Monthly                                      | Minimise | 3.73%               | 3.70%   | 3.70%   | 3.64%   | 3.69%   | 3.64%   | 3.56%   | 2.94%   | 3.26%   | 3.29%   | 3.26%   | 3.37%   | 3.39%   | 3.39%       | 3.35%          | ●            | 2.94%           |  |
| LKPI 48<br>Total Value of Rent Arrears (YTD - £M)   | Monthly                                      | Minimise | £3.92 M             | £3.88 M | £3.88 M | £3.80 M | £3.85 M | £3.80 M | £3.71 M | £3.38 M | £3.69 M | £3.70 M | £3.66 M | £3.77 M | £3.78 M | £3.78 M     | £3.13 M        | ◆            | £3.38 M         |  |
| LKPI 114 (Ex-BVPI 66a)<br>YTD Total Collection as % of Rent+arrears brought forward from previous years   | Quarterly                                    | Maximise | N/A                 | 99.25%  | N/A     | N/A     | 99.33%  | N/A     | N/A     | 99.42%  | N/A     | N/A     | 99.39%  | N/A     | N/A     | 99.39%      | 99.00%         | ●            | 99.42%          |  |
| LKPI 134<br>Former tenant arrears as a % of rent roll   | Quarterly                                    | Minimise | N/A                 | 2.89%   | N/A     | N/A     | 2.08%   | N/A     | N/A     | 2.15%   | N/A     | N/A     | 2.15%   | N/A     | N/A     | 2.15%       | 2.00%          | ▲            | 2.15%           |  |
| LKPI 117 (Ex-BVPI 66d)<br>% of local authority HRA tenants evicted as a result of rent arrears  | Quarterly                                    | Minimise | N/A                 | 0.20%   | N/A     | N/A     | 0.32%   | N/A     | N/A     | 0.46%   | N/A     | N/A     | 0.02%   | N/A     | N/A     | 0.02%       | 0.40%          | ●            | 0.46%           |  |
| LKPI 123 (HIP BPSA E3, Ex-BVPI 212)<br>Average time taken to re-let local authority housing ( in days)  | Monthly                                      | Minimise | 36                  | 33      | 28      | 21      | 18      | 27      | 28      | 23      | 25      | 27      | 25      | 21      | 26      | 25          | 32             | ●            | 29              |  |
| LKPI 33<br>% of rent loss through vacant dwellings (Includes all voids except voids where a formal decision to demolish/disposal has been taken by the Committee) | Quarterly                                    | Minimise | 1.30%               | 1.05%   | 0.84%   | 0.96%   | 0.96%   | 0.61%   | 0.66%   | 1.12%   | N/A     | N/A     | 0.70%   | N/A     | N/A     | 0.70%       | 1.52%          | ●            | 1.12%           |  |
| LKPI 61a<br>% of tenants satisfied with the landlord's handling of ASB cases  | Annual (Intermediate) Q1,Q2,Q4               | Maximise | N/A                 | 47.06%  | N/A     | N/A     | 52.00%  | N/A     | N/A     | 35.00%  | N/A     | N/A     | 45.00%  | N/A     | N/A     | 45.00%      | 55.00%         | ◆            | 47.24%          |  |
| LKPI 61b<br>Satisfaction with outcome of ASB complaint  | Annual (Intermediate) Q1,Q2,Q4               | Maximise | N/A                 | 45.16%  | N/A     | N/A     | 49.33%  | N/A     | N/A     | 35.00%  | N/A     | N/A     | 41.00%  | N/A     | N/A     | 41.00%      | 47.50%         | ◆            | 44.47%          |  |
| ESTATE ENVIRONMENT SERVICES   |  |          |                     |         |         |         |         |         |         |         |         |         |         |         |         |             |                |              |                 |  |
| LKPI 7A<br>Total % of inspections (% Pass)  | Monthly                                      | Maximise | 96.20%              | 95.50%  | 97.10%  | 97.20%  | 96.80%  | 96.50%  | 97.30%  | 98.00%  | 97.80%  | 97.50%  | 98.53%  | 99.75%  | 99.04%  | 98.62%      | 92.00%         | ●            | 95.82%          |  |
| LKPI 8A<br>Total % of inspections (% Pass)  | Monthly                                      | Maximise | 95.90%              | 95.80%  | 95.60%  | 97.10%  | 97.70%  | 97.00%  | 97.50%  | 98.80%  | 98.80%  | 98.32%  | 98.94%  | 99.79%  | 99.39%  | 99.05%      | 92.00%         | ●            | 96.45%          |  |
| LKPI 7B (Part of TSA Regulatory Std)<br>Estate Cleaning - Satisfaction  | Annual (Q2) Quarterly Intermediate (Q1 & Q4) | Maximise | N/A                 | 64.87%  | N/A     | N/A     | 61.64%  | N/A     | N/A     | 54.00%  | N/A     | N/A     | 79.53%  | N/A     | N/A     | 58.00%      | 70.00%         | ◆            | 60.72%          |  |
| LKPI 8B (Part of TSA Regulatory Std)<br>Grounds Maintenance - Satisfaction  | Annual (Q2) Quarterly Intermediate (Q1 & Q4) | Maximise | N/A                 | 65.06%  | N/A     | N/A     | 65.77%  | N/A     | N/A     | 59.60%  | N/A     | N/A     | 73.00%  | N/A     | N/A     | 73.00%      | 70.00%         | ●            | 63.89%          |  |
| HH LKPI 137 ( Part of Hackney Homes Local Offer)<br>% of tenants satisfied with estate services   | Annual (Q2) Quarterly Intermediate (Q1 & Q4) | Maximise | N/A                 | 61.03%  | N/A     | N/A     | 58.46%  | N/A     | N/A     | 51.75%  | N/A     | N/A     | 62.50%  | N/A     | N/A     | 62.50%      | 70.00%         | ◆            | 57.64%          |  |
| LEASEHOLDER SERVICES  |  |          |                     |         |         |         |         |         |         |         |         |         |         |         |         |             |                |              |                 |  |
| LKPI 15<br>% of annual service charges collected from leaseholders (including arrears from previous years)  | Monthly                                      | Maximise | 107.05%             | 106.66% | 105.97% | 103.61% | 102.39% | 102.12% | 101.60% | 104.00% | 108.98% | 103.00% | 105.70% | 105.00% | 102.44% | 102.44%     | 103.00%        | ●            | 104.00%         |  |
| LKPI 16<br>Service Charge arrears as % invoices raised  | Monthly                                      | Minimise | 22.47%              | 27.28%  | 25.53%  | 24.11%  | 22.96%  | 21.35%  | 19.81%  | 18.62%  | 18.18%  | 18.00%  | 18.02%  | 18.00%  | 17.76%  | 17.76%      | 22.00%         | ●            | 18.62%          |  |
| LKPI 107<br>Leaseholder major works charges collected as a percentage of invoices raised  | Monthly                                      | Maximise | 65.83%              | 72.55%  | 80.57%  | 76.80%  | 86.63%  | 89.47%  | 90.23%  | 92.45%  | 248.48% | 219.00% | 162.00% | 186.00% | 120.04% | 120.04%     | 80.00%         | ●            | 92.45%          |  |

| Key:  |                                |          |                      |         |         |         |         |         |         |        |         |         |        |        |         |        |             |                |              |                 |
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| THE VARIANCE FOR THIS PI IS BETWEEN 0% AND <5% OF TARGET  |                                |          |                      | Aug-10  | Sep-10  | Oct-10  | Nov-10  | Dec-10  | Jan-11  | Feb-11 | Mar-11  | Apr-11  | May-11 | Jun-11 | Jul-11  | Aug-11 | YTD 2011/12 | Target 2011/12 | R.A.G Rating | Outturn 2010/11 |
| THE VARIANCE FOR THIS PI IS BETWEEN 5% AND <10% OF TARGET   |                                |          |                      |         |         |         |         |         |         |        |         |         |        |        |         |        |             |                |              |                 |
| THE VARIANCE FOR THIS PI IS GREATER >= 10% OF TARGET  |                                |          |                      |         |         |         |         |         |         |        |         |         |        |        |         |        |             |                |              |                 |
| PI Reference & Description  | Frequency                      | Polarity | BUILDING MAINTENANCE |         |         |         |         |         |         |        |         |         |        |        |         |        |             |                |              |                 |
| LKPI 120 (HIP BPSA E4, BV63)<br>The average SAP rating of HRA dwellings (using the SAP 2005 measure)  | Annual                         | Maximise | N/A                  | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A     | N/A     | N/A    | N/A    | N/A     | N/A    | N/A         | 1              | N/A          | 75              |
| LKPI 77<br>No of HRA rented homes made decent during the year   | Quarterly                      | Maximise | N/A                  | 347     | N/A     | N/A     | 170     | N/A     | N/A     | 631    | N/A     | N/A     | 58     | N/A    | N/A     | N/A    | 292         | N/A            | 1,277        |                 |
| LKPI 121 (NI 158) (EX BV 184a) (CPA - H1) (HIP BPSA E13)<br>% of HRA rented dwellings non decent at the end of the financial year. (Based on new NI guidance) | Quarterly                      | Minimise | N/A                  | 32.70%  | N/A     | N/A     | 31.96%  | N/A     | N/A     | 29.19% | N/A     | N/A     | 28.83% | N/A    | N/A     | N/A    | 27.80%      | N/A            | 29.19%       |                 |
| LKPI 67<br>% of all new tenants stating they were satisfied with the condition of the property  | Quarterly                      | Maximise | N/A                  | 1       | N/A     | N/A     | 0       | N/A     | N/A     | 1      | N/A     | N/A     | N/A    | N/A    | N/A     | N/A    | 1           | N/A            | 0            |                 |
| LKPI 79 (HIP BPSA E7)<br>% of dwellings with a valid Gas Safety Certificate (CP 12's Excluding carcasses)   | Monthly                        | Maximise | 98.28%               | 98.82%  | 98.97%  | 99.50%  | 99.50%  | 99.43%  | 98.91%  | 98.66% | 98.97%  | 99.31%  | 95.39% | 95.00% | 95.07%  | 95.07% | 100.00%     |                | 98.66%       |                 |
| LKPI 06<br>% of Responsive Repairs Appointments Kept (excluding TMOs)   | Monthly                        | Maximise | 98.70%               | 97.73%  | 97.18%  | 98.82%  | 98.82%  | 98.75%  | 97.71%  | 97.67% | 97.50%  | 97.90%  | 98.37% | 96.19% | 97.82%  | 97.55% | 98.00%      |                | 97.20%       |                 |
| LKPI 2B<br>% of Emergency Repairs jobs completed within target (24 hours) (excluding TMOs)  | Monthly                        | Maximise | 87.95%               | 88.46%  | 91.03%  | 92.37%  | 94.16%  | 95.97%  | 93.59%  | 95.37% | 93.01%  | 90.96%  | 90.04% | 92.44% | 92.97%  | 91.81% | 94.50%      |                | 92.62%       |                 |
| LKPI 139<br>% of all repairs completed within target (excluding TMOs)   | Monthly                        | Maximise | 95.62%               | 94.16%  | 95.07%  | 94.48%  | 95.42%  | 96.67%  | 96.69%  | 98.45% | 93.09%  | 91.30%  | 93.31% | 94.06% | 95.21%  | 93.34% | 96.50%      |                | 95.51%       |                 |
| LKPI 140<br>Average End to End Repair Time (in days) (excluding TMOs)   | Monthly                        | Minimise | 3.93                 | 4.64    | 6.75    | 7.00    | 7.12    | 6.10    | 5.91    | 6.06   | 9.05    | 9.12    | 8.24   | 7.49   | 6.60    | 8.13   | 6.00        |                | 5.95         |                 |
| LKPI 161 (HIP BPSA D28)<br>Proportion of emergency and urgent repairs (RTR) as a % of all jobs raised   | Annual                         | Minimise | N/A                  | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A     | N/A     | N/A    | N/A    | N/A     | N/A    | TBC         | N/A            | 3.00%        |                 |
| LKPI 162 (HIP BPSA D29)<br>Proportion of non urgent repairs (non RTR) as a % of all jobs raised   | Annual                         | Maximise | N/A                  | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A     | N/A     | N/A    | N/A    | N/A     | N/A    | TBC         | N/A            | 97.00%       |                 |
| LKPI 03 Ex BV 72, (HIP PBSA E5)<br>% of urgent repairs completed within Gov't time limits   | Annual                         | Maximise | N/A                  | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A     | N/A     | N/A    | N/A    | N/A     | N/A    | TBC         | N/A            | 76.96%       |                 |
| LKPI 04(Ex BV 73, HIP BPSA E6) Average time taken to complete non-urgent repairs (in calendar days)   | Annual                         | Minimise | N/A                  | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A     | N/A     | N/A    | N/A    | N/A     | N/A    | TBC         | N/A            | 2.68         |                 |
| LKPI 89<br>% of repairs completed on first visit (based on tenant satisfaction)   | Annual (Intermediate) Q1,Q3,Q4 | Maximise | N/A                  | 77.59%  | N/A     | N/A     | 78.00%  | N/A     | N/A     | 80.30% | N/A     | N/A     | 75.80% | N/A    | N/A     | 75.80% | 82.00%      |                | 77.73%       |                 |
| LKPI 11<br>Resident Satisfaction with quality of work   | Annual (Intermediate) Q1,Q3,Q4 | Maximise | N/A                  | 87.65%  | N/A     | N/A     | 91.97%  | N/A     | N/A     | 87.00% | N/A     | N/A     | 89.00% | N/A    | N/A     | 89.00% | 82.00%      |                | 87.45%       |                 |
| LKPI 141<br>Average repair cost per property  | Annual                         | Minimise | N/A                  | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A     | N/A     | N/A    | N/A    | N/A     | N/A    | £112.50     | N/A            | £ 135.13     |                 |
| LKPI 163 (HIP BPSA E2)<br>Average weekly cost of maintenance per unit   | Annual                         | Minimise | N/A                  | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A     | N/A     | N/A    | N/A    | N/A     | N/A    | TBC         | N/A            | £ 21.12      |                 |
| LKPI 132 (HIP BPSA D26)<br>% Expenditure on planned to responsive maintenance   | Annual                         | Maximise | N/A                  | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A     | N/A     | N/A    | N/A    | N/A     | N/A    | 40.00%      | N/A            | 48.00%       |                 |
| LKPI 142 (HIP BPSA D25)<br>% Expenditure on responsive to planned maintenance   | Annual                         | Minimise | N/A                  | N/A     | N/A     | N/A     | N/A     | N/A     | N/A     | N/A    | N/A     | N/A     | N/A    | N/A    | N/A     | N/A    | 60.00%      | N/A            | 52.00%       |                 |
| LKPI 09<br>% of calls to Repairs Contact Centre (RCC) answered  | Monthly                        | Maximise | 80.86%               | 72.88%  | 77.90%  | 75.45%  | 56.46%  | 40.49%  | 74.50%  | 81.73% | 89.40%  | 88.22%  | 85.41% | 88.58% | 91.25%  | 88.46% | 94.00%      |                | 83.63%       |                 |
| LKPI 133<br>All tenants satisfaction with the landlord's responsive repair service (Non-STATUS call back survey)  | Annual (Intermediate) Q1,Q3,Q4 | Maximise | N/A                  | 73.62%  | N/A     | N/A     | 63.38%  | N/A     | N/A     | 72.00% | N/A     | N/A     | 76.00% | N/A    | N/A     | 76.00% | 72.00%      |                | 71.05%       |                 |
| LKPI 136<br>Average end to end time taken for all adaptations to be completed (weeks)   | Annual (Intermediate) Q2 & Q4  | Minimise | 11.72                | 8.68    | 9.91    | 8.92    | 10.71   | 7.00    | 9.04    | 3.49   | 10.40   | 11.60   | 12.67  | 17.09  | 18.47   | 13.49  | N/A         | N/A            | 9.64         |                 |
| LKPI 144<br>% of tenants satisfied with disabled adaptations to their home  | Annual (Intermediate) Q2 & Q4  | Maximise | N/A                  | 91.66%  | N/A     | N/A     | 83.33%  | N/A     | N/A     | N/A    | N/A     | N/A     | N/A    | N/A    | N/A     | N/A    | 88.00%      | N/A            | 85.27%       |                 |
| LKPI 69<br>% of minor adaptations completed with time scales (9.5 weeks)  | Monthly                        | Maximise | 61.54%               | 94.12%  | 92.86%  | 100.00% | 100.00% | 100.00% | 100.00% | 50.00% | 88.00%  | 88.00%  | 80.00% | 60.00% | 50.00%  | 77.00% | 91.00%      |                | 87.07%       |                 |
| LKPI 70<br>% of major adaptations completed with time scales (28 weeks)   | Monthly                        | Maximise | 95.45%               | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 91.67% | 100.00% | 100.00% | 88.00% | 88.00% | 100.00% | 95.00% | 91.00%      |                | 87.11%       |                 |

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|--|-----------|----------|-----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|----------------|--------------|-----------------|
| THE VARIANCE FOR THIS PI IS BETWEEN 0% AND <5% OF TARGET   |           |          |                                   |        |        |        |        |        |        |        |        |        |        |        |        |             |                |              |                 |
| THE VARIANCE FOR THIS PI IS BETWEEN 5% AND <10% OF TARGET  |           |          |                                   |        |        |        |        |        |        |        |        |        |        |        |        |             |                |              |                 |
| THE VARIANCE FOR THIS PI IS GREATER >= 10% OF TARGET   |           |          |                                   |        |        |        |        |        |        |        |        |        |        |        |        |             |                |              |                 |
| PI Reference & Description   | Frequency | Polarity | HACKNEY HOMES CORPORATE SERVICES  |        |        |        |        |        |        |        |        |        |        |        |        |             |                |              |                 |
| LKPI 135A<br>% of tenants on whom the landlord has diversity information : Age   | Quarterly | Maximise | N/A                               | 71.21% | N/A    | N/A    | 77.42% | N/A    | N/A    | N/A    | N/A    | N/A    | 78.23% | N/A    | N/A    | 78.23%      | 75.00%         |              | N/A             |
| LKPI 135B<br>% of tenants on whom the landlord has diversity information : Gender  | Quarterly | Maximise | N/A                               | 91.86% | N/A    | N/A    | 51.80% | N/A    | N/A    | N/A    | N/A    | N/A    | 90.28% | N/A    | N/A    | 90.28%      | 95.00%         |              | N/A             |
| LKPI 135C<br>% of tenants on whom the landlord has diversity information : Ethnicity   | Quarterly | Maximise | N/A                               | 82.49% | N/A    | N/A    | 78.20% | N/A    | N/A    | N/A    | N/A    | N/A    | 79.50% | N/A    | N/A    | 79.50%      | 85.00%         |              | N/A             |
| LKPI 135D<br>% of tenants on whom the landlord has diversity information : Disability  | Quarterly | Maximise | N/A                               | 22.72% | N/A    | N/A    | 10.17% | N/A    | N/A    | N/A    | N/A    | N/A    | 18.35% | N/A    | N/A    | 18.35%      | 30.00%         |              | N/A             |
| LKPI 135E<br>% of tenants on whom the landlord has diversity information : Sexuality   | Quarterly | Maximise | N/A                               | 21.59% | N/A    | N/A    | 9.45%  | N/A    | N/A    | N/A    | N/A    | N/A    | 21.07% | N/A    | N/A    | 21.07%      | 25.00%         |              | N/A             |
| LKPI 135F<br>% of tenants on whom the landlord has diversity information : Religion of Belief  | Quarterly | Maximise | N/A                               | 29.81% | N/A    | N/A    | 15.61% | N/A    | N/A    | N/A    | N/A    | N/A    | 24.91% | N/A    | N/A    | 24.91%      | 33.00%         |              | N/A             |
| LKPI 135G<br>% of tenants on whom the landlord has diversity information : Transgender   | Quarterly | Maximise | N/A                               | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A         | 10.00%         | N/A          | N/A             |
| LKPI 108<br>Average weekly core management cost in £ per week per rented dwelling (based Housemark Core definition)                                  | Annual    | Minimise | N/A                               | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A         | £7.74          | N/A          | £8.74           |
| LKPI 01 (HIP BPSA E2)<br>Average weekly cost of management   | Annual    | Minimise | N/A                               | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A         | N/A            | N/A          | £30.00          |
| LKPI 112 (EX-BVPI 08)<br>% of undisputed invoices paid on time (on Hackney Homes Management Fee & delegated budgets)                                 | Monthly   | Maximise | 92.02%                            | 88.91% | 94.63% | 92.81% | 93.94% | 85.57% | 96.60% | 95.81% | 93.58% | 88.88% | 94.75% | 91.93% | 91.11% | 92.14%      | 92.50%         |              | 89.87%          |
| LKPI 19<br>% of telephone calls answered within 30 seconds (excluding Repairs Call Centre)   | Monthly   | Maximise | 97.39%                            | 97.73% | 97.55% | 97.34% | 96.91% | 97.41% | 97.67% | 97.67% | 98.32% | 97.98% | 97.74% | 98.13% | 98.22% | 98.08%      | 93.00%         |              | 96.50%          |
| LKPI 25a<br>% of Formal Stages 1 Complaint Responses completed within target time  | Monthly   | Maximise | 94.69%                            | 89.90% | 88.16% | 92.38% | 85.29% | 87.50% | 91.11% | 93.50% | 95.93% | 95.87% | 87.59% | 88.29% | 90.24% | 91.53%      | 91.00%         |              | 87.94%          |
| LKPI 111<br>% of formal complaint (Stage 1 & 2) responses completed within target time (15 working days)   | Monthly   | Maximise | 93.33%                            | 81.36% | 78.65% | 90.99% | 83.04% | 85.45% | 91.55% | 90.08% | 93.02% | 96.95% | 87.10% | 87.60% | 89.63% | 90.85%      | 92.00%         |              | 82.77%          |
| LKPI 59<br>Stage 2 complaints upheld   | Monthly   | Minimise | 63.16%                            | 40.00% | 25.00% | 33.33% | 75.00% | 72.73% | 57.14% | 33.33% | 75.00% | 81.25% | 50.00% | 85.71% | 36.36% | 64.00%      | 5.00%          |              | 58.62%          |
| LKPI 150<br>Average time taken to respond to stage 1 complaints (working days)   | Monthly   | Minimise | 25.00                             | 17.00  | 26.00  | 21.00  | 16.00  | 12.00  | 12.00  | 19.00  | 19.41  | 21.93  | 17.99  | 17.91  | 17.88  | 19.02       | 17.00          |              | 19.67           |
| LKPI 109<br>Stage 1 complaints progressing to stage 2 complaints (within a 12 month period)  | Monthly   | Minimise | Previous data under review        |        |        |        |        |        |        |        |        |        |        |        | 8.45%  | 8.45%       | 9.00%          |              | 10.97%          |
| LKPI 164<br>% customers satisfied with complaints handling   | Quarterly | Maximise | New PI collection to start wef Q2 |        |        |        |        |        |        |        |        |        |        |        | N/A    | N/A         | N/A            | N/A          |                 |
| LKPI 23<br>% of Members' enquiries responded to within target time (10 working days)   | Monthly   | Maximise | 85.90%                            | 78.57% | 75.58% | 85.07% | 82.42% | 86.44% | 87.50% | 85.37% | 67.21% | 84.31% | 60.98% | 66.32% | 66.67% | 69.21%      | 90.00%         |              | 82.47%          |
| LKPI 110<br>% of Ombudsman investigations and enquiries culminating in local settlement (Against the month the original Ombudsman enquiry received). | Monthly   | Minimise | 27.27%                            | 27.59% | 22.22% | 20.41% | 20.41% | 21.57% | 22.81% | 23.64% | 0.00%  | 25.00% | 11.11% | 13.33% | 12.50% | 12.50%      | 2.00%          |              | 23.64%          |
| LKPI 113 (EX-BVPI 12)<br>No of working days lost in a year due to sickness per employee  | Monthly   | Minimise | 9.13                              | 10.04  | 10.51  | 11.29  | 11.40  | 11.71  | 11.72  | 11.81  | 9.17   | 9.37   | 10.19  | 10.69  | 10.92  | 10.92       | 9.90           |              | 11.81           |

**Performance Indicator(s) Information**

**LKPI 48** - This PI provides data for the total value of current council tenants' rent arrears.

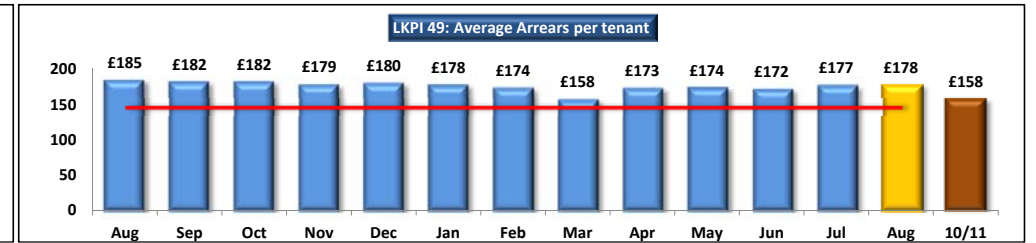
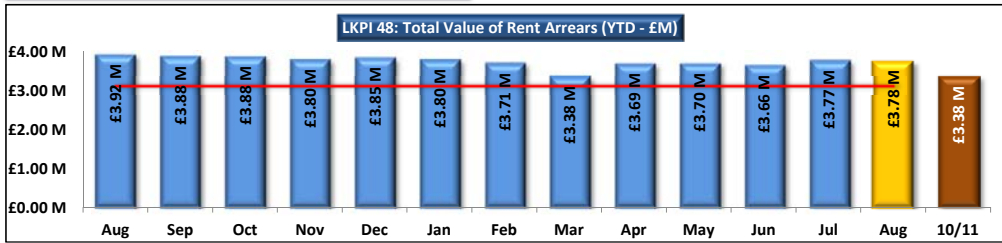
**LKPI 49** - This PI shows data for the average rent arrears per tenant.

**Targets:** Owned and set by Tenancy & Leasehold Services

**Polarity:** Lower performance is considered to be better

**Data Source - Saffron | Data provider - Hackney Homes**

| LKPI 48: Total Value of Rent Arrears (YTD - £M) | Aug-10         | Sep-10         | Oct-10         | Nov-10         | Dec-10         | Jan-11         | Feb-11         | Mar-11         | Apr-11         | May-11         | Jun-11         | Jul-11         | Aug-11         | Target         | Outturn        |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
|   | Week 21        | Week 26        | Week 30        | Week 34        | Week 39        | Week 43        | Week 47        | Week 52        | Week 4         | Week 8         | Week 13        | Week 17        | Week 21        | 2011/12        | 2010/11        |
| North East                                      | 1.11 M         | 1.09 M         | 1.10 M         | 1.08 M         | 1.11 M         | 1.09 M         | 1.06 M         | 0.98 M         | 1.06 M         | 1.05 M         | 1.03 M         | 1.06 M         | 1.06 M         | 0.91 M         | 0.98 M         |
| North West                                      | 0.71 M         | 0.69 M         | 0.69 M         | 0.68 M         | 0.68 M         | 0.66 M         | 0.65 M         | 0.58 M         | 0.62 M         | 0.63 M         | 0.61 M         | 0.63 M         | 0.64 M         | 0.53 M         | 0.58 M         |
| Homerton  | 0.69 M         | 0.68 M         | 0.67 M         | 0.66 M         | 0.67 M         | 0.66 M         | 0.63 M         | 0.59 M         | 0.66 M         | 0.66 M         | 0.66 M         | 0.68 M         | 0.69 M         | 0.54 M         | 0.59 M         |
| Queensbridge and DB                             | 0.39 M         | 0.38 M         | 0.39 M         | 0.37 M         | 0.37 M         | 0.37 M         | 0.36 M         | 0.33 M         | 0.37 M         | 0.39 M         | 0.40 M         | 0.40 M         | 0.40 M         | 0.30 M         | 0.33 M         |
| Shoreditch                                      | 0.51 M         | 0.50 M         | 0.49 M         | 0.48 M         | 0.49 M         | 0.49 M         | 0.47 M         | 0.42 M         | 0.47 M         | 0.47 M         | 0.46 M         | 0.47 M         | 0.47 M         | 0.39 M         | 0.42 M         |
| TMO / Others                                    | 0.52 M         | 0.53 M         | 0.54 M         | 0.53 M         | 0.54 M         | 0.54 M         | 0.52 M         | 0.49 M         | 0.52 M         | 0.52 M         | 0.51 M         | 0.53 M         | 0.53 M         | 0.45 M         | 0.49 M         |
| <b>Hackney Homes Total</b>                      | <b>£3.92 M</b> | <b>£3.88 M</b> | <b>£3.88 M</b> | <b>£3.80 M</b> | <b>£3.85 M</b> | <b>£3.80 M</b> | <b>£3.71 M</b> | <b>£3.38 M</b> | <b>£3.69 M</b> | <b>£3.70 M</b> | <b>£3.66 M</b> | <b>£3.77 M</b> | <b>£3.78 M</b> | <b>£3.13 M</b> | <b>£3.38 M</b> |



**Note from the Performance Team**

Please note that the following neighbourhoods include the stated TMO figures, due to the fact that the particular neighbourhood manages the rent function for that TMO(s).

**North West** comprises; Stoke Newington & Lordship TMO

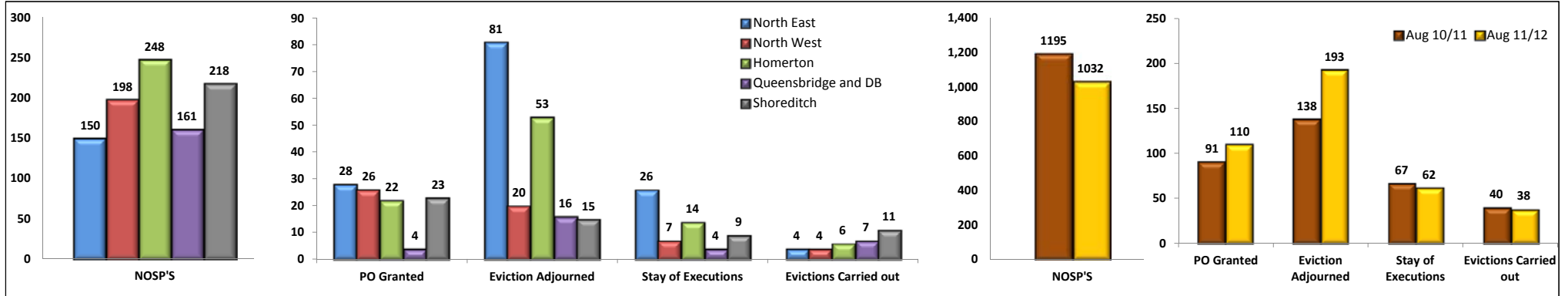
**Queensbridge DB** comprises; QDB & Tower TMO

**Shoreditch** comprises; Shoreditch & Arden TMO

Also note that Targets, have therefore been adjusted to reflect this.

| LKPI 49: Average Arrears per tenant (£) | Aug-10      | Sep-10      | Oct-10      | Nov-10      | Dec-10      | Jan-11      | Feb-11      | Mar-11      | Apr-11      | May-11      | Jun-11      | Jul-11      | Aug-11      | Target      | Outturn     |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|   | Week 21     | Week 26     | Week 30     | Week 34     | Week 39     | Week 43     | Week 47     | Week 52     | Week 4      | Week 8      | Week 13     | Week 17     | Week 21     | 2011/12     | 2010/11     |
| North East                              | £226        | £223        | £225        | £220        | £224        | £220        | £216        | £200        | £217        | £215        | £212        | £217        | £219        | £185        | £200        |
| North West                              | £224        | £218        | £216        | £214        | £212        | £206        | £204        | £179        | £193        | £198        | £191        | £197        | £201        | £166        | £179        |
| Homerton                                | £153        | £151        | £150        | £146        | £149        | £145        | £141        | £130        | £146        | £146        | £146        | £151        | £154        | £120        | £130        |
| Queensbridge and DB                     | £128        | £126        | £126        | £121        | £121        | £121        | £117        | £106        | £120        | £126        | £129        | £130        | £129        | £98         | £106        |
| Shoreditch                              | £151        | £150        | £145        | £143        | £144        | £144        | £140        | £126        | £139        | £138        | £136        | £141        | £140        | £117        | £126        |
| TMO / Others                            | £230        | £233        | £237        | £235        | £237        | £240        | £230        | £216        | £230        | £229        | £225        | £236        | £233        | £200        | £216        |
| <b>Hackney Homes Total</b>              | <b>£185</b> | <b>£182</b> | <b>£182</b> | <b>£179</b> | <b>£180</b> | <b>£178</b> | <b>£174</b> | <b>£158</b> | <b>£173</b> | <b>£174</b> | <b>£172</b> | <b>£177</b> | <b>£178</b> | <b>£147</b> | <b>£158</b> |

| LII 13 - Arrears Action Summary for previous year | NOSP'S      |             |             | PO Granted |           |            | Eviction Adjourned |            |            | Stay of Executions |           |           | Evictions Carried out |           |           |
|---|-------------|-------------|-------------|------------|-----------|------------|--------------------|------------|------------|--------------------|-----------|-----------|-----------------------|-----------|-----------|
|   | End 10/11   | Aug 10/11   | Aug 11/12   | End 10/11  | Aug 10/11 | Aug 11/12  | End 10/11          | Aug 10/11  | Aug 11/12  | End 10/11          | Aug 10/11 | Aug 11/12 | End 10/11             | Aug 10/11 | Aug 11/12 |
| North East  | 446         | 228         | 150         | 70         | 33        | 28         | 120                | 48         | 81         | 58                 | 24        | 26        | 24                    | 8         | 4         |
| North West  | 373         | 131         | 198         | 31         | 16        | 26         | 53                 | 15         | 20         | 32                 | 12        | 7         | 17                    | 7         | 4         |
| Homerton  | 540         | 290         | 248         | 51         | 23        | 22         | 112                | 43         | 53         | 36                 | 14        | 14        | 31                    | 11        | 6         |
| Queensbridge and DB                               | 413         | 239         | 161         | 14         | 4         | 4          | 49                 | 12         | 16         | 10                 | 6         | 4         | 9                     | 3         | 7         |
| Shoreditch  | 458         | 186         | 218         | 53         | 11        | 23         | 59                 | 16         | 15         | 23                 | 11        | 9         | 10                    | 3         | 11        |
| TMO / Others                                      | 286         | 121         | 57          | 16         | 4         | 7          | 20                 | 4          | 8          | 1                  | 0         | 2         | 10                    | 8         | 6         |
| <b>Hackney Homes Total</b>                        | <b>2516</b> | <b>1195</b> | <b>1032</b> | <b>235</b> | <b>91</b> | <b>110</b> | <b>413</b>         | <b>138</b> | <b>193</b> | <b>160</b>         | <b>67</b> | <b>62</b> | <b>101</b>            | <b>40</b> | <b>38</b> |



**Performance Indicator(s) Information**

LII 17, LII 18, LKPI 47c LKPI 47d

These indicators show Housing Benefit as a percent of rent debit, cash as a percent of rent debit, total rent collection as percent of debit and rent arrears as a percent of rent debit, respectively.

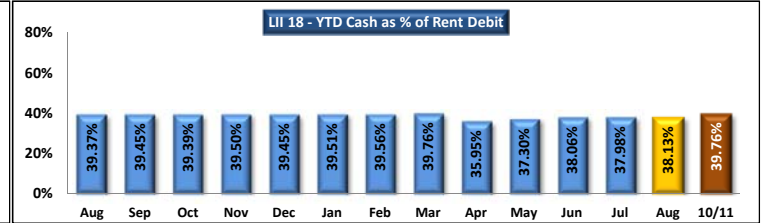
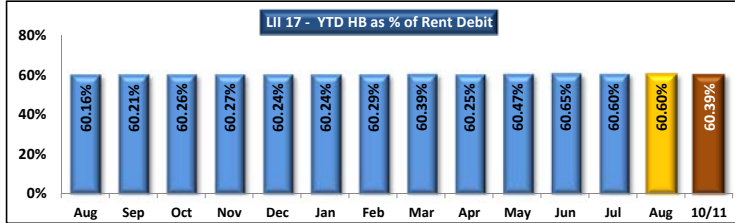
Targets: Owned and set by Tenancy & Leasehold Services

Polarity: Higher Collection is considered to be better

Data Source - Saffron

Data provider - Hackney Homes Finance

| LII 17 - YTD HB as % of Rent Debit (Former LKPI 47a) | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | Target     | Outturn       |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
|  | Week 21       | Week 26       | Week 30       | Week 34       | Week 39       | Week 43       | Week 47       | Week 52       | Week 4        | Week 8        | Week 13       | Week 17       | Week 21       | 2011/12    | 2010/11       |
| North East   | 60.49%        | 60.58%        | 60.62%        | 60.67%        | 60.58%        | 60.57%        | 60.65%        | 60.81%        | 60.39%        | 61.08%        | 61.02%        | 60.98%        | 60.98%        | N/A        | 60.81%        |
| North West   | 62.28%        | 62.34%        | 62.47%        | 62.45%        | 62.45%        | 62.46%        | 62.48%        | 62.64%        | 62.64%        | 63.01%        | 63.15%        | 63.06%        | 62.97%        | N/A        | 62.64%        |
| Homerton   | 60.08%        | 60.22%        | 60.34%        | 60.34%        | 60.31%        | 60.31%        | 60.35%        | 60.34%        | 60.06%        | 60.03%        | 60.41%        | 60.36%        | 60.39%        | N/A        | 60.34%        |
| Queensbridge and DB                                  | 60.33%        | 60.37%        | 60.41%        | 60.39%        | 60.47%        | 60.46%        | 60.52%        | 60.49%        | 60.23%        | 60.12%        | 60.54%        | 60.46%        | 60.54%        | N/A        | 60.49%        |
| Shoreditch   | 59.08%        | 58.98%        | 58.95%        | 58.93%        | 58.84%        | 58.83%        | 58.86%        | 59.02%        | 59.18%        | 59.14%        | 59.21%        | 59.27%        | 59.27%        | N/A        | 59.02%        |
| TMO / Others   | 57.99%        | 57.98%        | 57.96%        | 57.96%        | 57.98%        | 58.00%        | 58.13%        | 58.31%        | 58.52%        | 58.88%        | 59.15%        | 58.97%        | 58.96%        | N/A        | 58.31%        |
| <b>Hackney Homes Total</b>                           | <b>60.16%</b> | <b>60.21%</b> | <b>60.26%</b> | <b>60.27%</b> | <b>60.24%</b> | <b>60.24%</b> | <b>60.29%</b> | <b>60.39%</b> | <b>60.25%</b> | <b>60.47%</b> | <b>60.65%</b> | <b>60.60%</b> | <b>60.60%</b> | <b>N/A</b> | <b>60.39%</b> |



| LII 18 - YTD Cash as % of Rent Debit (Former LKPI 47b) | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | Target     | Outturn       |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------|---------------|
|  | Week 21       | Week 26       | Week 30       | Week 34       | Week 39       | Week 43       | Week 47       | Week 52       | Week 4        | Week 8        | Week 13       | Week 17       | Week 21       | 2011/12    | 2010/11       |
| North East   | 39.21%        | 39.24%        | 39.12%        | 39.21%        | 39.15%        | 39.20%        | 39.22%        | 39.39%        | 35.29%        | 36.93%        | 37.90%        | 37.80%        | 37.86%        | N/A        | 39.39%        |
| North West   | 37.06%        | 37.33%        | 37.19%        | 37.27%        | 37.28%        | 37.38%        | 37.37%        | 37.65%        | 33.88%        | 34.60%        | 35.78%        | 35.66%        | 35.77%        | N/A        | 37.65%        |
| Homerton   | 39.62%        | 39.61%        | 39.45%        | 39.49%        | 39.38%        | 39.49%        | 39.54%        | 39.78%        | 36.06%        | 37.65%        | 38.06%        | 38.02%        | 38.13%        | N/A        | 39.78%        |
| Queensbridge and DB                                    | 39.14%        | 39.19%        | 39.17%        | 39.38%        | 39.31%        | 39.35%        | 39.41%        | 39.65%        | 36.23%        | 37.12%        | 37.57%        | 37.71%        | 37.92%        | N/A        | 39.65%        |
| Shoreditch   | 40.35%        | 40.50%        | 40.69%        | 40.80%        | 40.82%        | 40.86%        | 40.94%        | 41.08%        | 37.25%        | 38.83%        | 39.66%        | 39.48%        | 39.74%        | N/A        | 41.08%        |
| TMO / Others   | 41.38%        | 41.38%        | 41.33%        | 41.51%        | 41.49%        | 41.45%        | 41.55%        | 41.66%        | 37.80%        | 39.19%        | 40.00%        | 39.73%        | 39.94%        | N/A        | 41.66%        |
| <b>Hackney Homes Total</b>                             | <b>39.37%</b> | <b>39.45%</b> | <b>39.39%</b> | <b>39.50%</b> | <b>39.45%</b> | <b>39.51%</b> | <b>39.56%</b> | <b>39.76%</b> | <b>35.95%</b> | <b>37.30%</b> | <b>38.06%</b> | <b>37.98%</b> | <b>38.13%</b> | <b>N/A</b> | <b>39.76%</b> |

**Note from the Performance Team**

Please note that the following neighbourhoods include the stated TMO figures, due to the fact that the particular neighbourhood manages the rent function for that TMO(s).

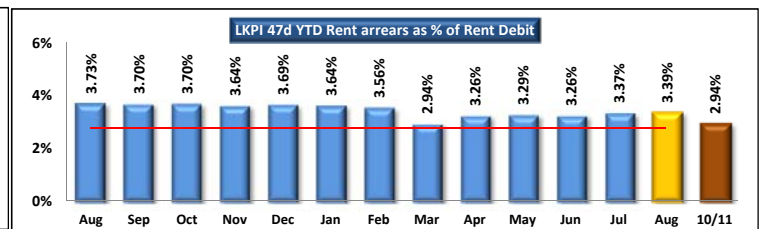
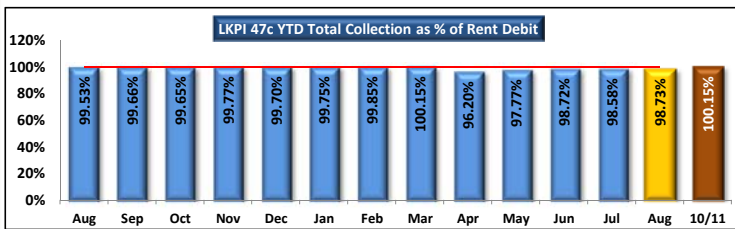
North West comprises; Stoke Newington & Lordship TMO

Queensbridge DB comprises; QDB & Tower TMO

Shoreditch comprises; Shoreditch & Arden TMO

Also note that Targets, have therefore been adjusted to reflect this.

| LKPI 47c YTD Total Collection as % of Rent Debit | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11         | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | Target         | Outturn        |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------|---------------|---------------|---------------|----------------|----------------|
|  | Week 21       | Week 26       | Week 30       | Week 34       | Week 39       | Week 43       | Week 47       | Week 52        | Week 4        | Week 8        | Week 13       | Week 17       | Week 21       | 2011/12        | 2010/11        |
| North East                                       | 99.70%        | 99.82%        | 99.74%        | 99.88%        | 99.73%        | 99.77%        | 99.87%        | 100.21%        | 95.68%        | 98.01%        | 98.91%        | 98.77%        | 98.84%        | 100.00%        | 100.21%        |
| North West                                       | 99.34%        | 99.67%        | 99.65%        | 99.72%        | 99.73%        | 99.85%        | 99.85%        | 100.29%        | 96.52%        | 97.61%        | 98.93%        | 98.72%        | 98.74%        | 100.00%        | 100.29%        |
| Homerton   | 99.70%        | 99.82%        | 99.78%        | 99.85%        | 99.71%        | 99.81%        | 99.89%        | 100.11%        | 96.12%        | 97.68%        | 98.47%        | 98.38%        | 98.52%        | 100.00%        | 100.11%        |
| Queensbridge and DB                              | 99.47%        | 99.56%        | 99.58%        | 99.77%        | 99.78%        | 99.81%        | 99.93%        | 100.14%        | 96.47%        | 97.24%        | 98.11%        | 98.17%        | 98.46%        | 100.00%        | 100.14%        |
| Shoreditch                                       | 99.42%        | 99.49%        | 99.63%        | 99.73%        | 99.66%        | 99.69%        | 99.79%        | 100.10%        | 96.43%        | 97.98%        | 98.86%        | 98.76%        | 99.01%        | 100.00%        | 100.10%        |
| TMO / Others                                     | 99.37%        | 99.36%        | 99.29%        | 99.47%        | 99.45%        | 99.45%        | 99.68%        | 99.97%         | 96.32%        | 98.07%        | 99.14%        | 98.69%        | 98.90%        | 100.00%        | 99.97%         |
| <b>Hackney Homes Total</b>                       | <b>99.53%</b> | <b>99.66%</b> | <b>99.65%</b> | <b>99.77%</b> | <b>99.70%</b> | <b>99.75%</b> | <b>99.85%</b> | <b>100.15%</b> | <b>96.20%</b> | <b>97.77%</b> | <b>98.72%</b> | <b>98.58%</b> | <b>98.73%</b> | <b>100.00%</b> | <b>100.15%</b> |



| LKPI 47d YTD Rent arrears as % of Rent Debit | Aug-10       | Sep-10       | Oct-10       | Nov-10       | Dec-10       | Jan-11       | Feb-11       | Mar-11       | Apr-11       | May-11       | Jun-11       | Jul-11       | Aug-11       | Target       | Outturn      |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|  | Week 21      | Week 26      | Week 30      | Week 34      | Week 39      | Week 43      | Week 47      | Week 52      | Week 4       | Week 8       | Week 13      | Week 17      | Week 21      | 2011/12      | 2010/11      |
| North East                                   | 4.59%        | 4.56%        | 4.60%        | 4.52%        | 4.63%        | 4.56%        | 4.48%        | 3.76%        | 4.11%        | 4.09%        | 4.06%        | 4.16%        | 4.21%        | 3.54%        | 3.76%        |
| North West                                   | 4.52%        | 4.40%        | 4.39%        | 4.35%        | 4.33%        | 4.23%        | 4.19%        | 3.33%        | 3.62%        | 3.72%        | 3.60%        | 3.73%        | 3.81%        | 2.97%        | 3.33%        |
| Homerton                                     | 3.13%        | 3.09%        | 3.09%        | 3.02%        | 3.08%        | 3.01%        | 2.91%        | 2.44%        | 2.76%        | 2.77%        | 2.79%        | 2.89%        | 2.94%        | 2.28%        | 2.44%        |
| Queensbridge and DB                          | 2.49%        | 2.46%        | 2.48%        | 2.38%        | 2.39%        | 2.38%        | 2.32%        | 1.90%        | 2.20%        | 2.31%        | 2.37%        | 2.39%        | 2.39%        | 1.86%        | 1.90%        |
| Shoreditch                                   | 3.10%        | 3.10%        | 3.01%        | 2.97%        | 3.00%        | 3.01%        | 2.94%        | 2.39%        | 2.66%        | 2.65%        | 2.62%        | 2.71%        | 2.69%        | 2.12%        | 2.39%        |
| TMO / Others                                 | 4.53%        | 4.61%        | 4.70%        | 4.67%        | 4.72%        | 4.77%        | 4.60%        | 3.91%        | 4.25%        | 4.25%        | 4.19%        | 4.38%        | 4.33%        | 3.53%        | 3.91%        |
| <b>Hackney Homes Total</b>                   | <b>3.73%</b> | <b>3.70%</b> | <b>3.70%</b> | <b>3.64%</b> | <b>3.69%</b> | <b>3.64%</b> | <b>3.56%</b> | <b>2.94%</b> | <b>3.26%</b> | <b>3.29%</b> | <b>3.26%</b> | <b>3.37%</b> | <b>3.39%</b> | <b>2.77%</b> | <b>2.94%</b> |

**Performance Indicator(s) Information**

LKPI 44 - Tenancy Audit Completions

**Note: This excludes all re-development/re-generation dwellings**

**Verified** - This may include case allocated in previous months which have been verified after investigation.

**Properties Repossessed**

- 1) Accounts terminated where an MPA is then created.
- 2) Evictions for Rent Arrears, where that process was near to completion when abandonment of illegal occupiers were found.
- 3) Abandoned Properties
- 4) Occupant has voluntarily terminated the property

**LII 41** - shows the number of properties occupied by unauthorised occupants with Mesne Profit Account at month end.

**LII 42b** - shows the number of properties occupied by squatters at month end.

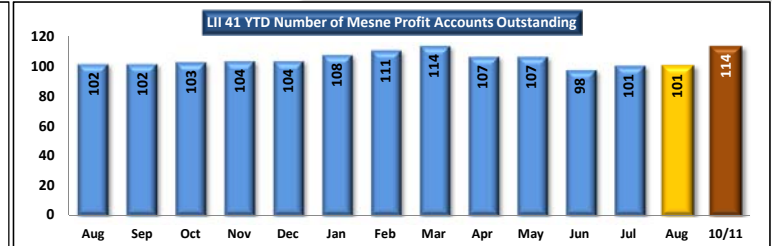
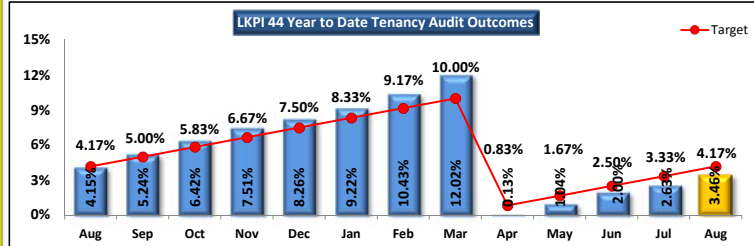
**LKPI 153** - shows the percentage of initial visits to new tenancies complied in each month. Lordship TMOs is reported under Northwest, and Arden TMOs is reported under Shoreditch. The polarity here is to achieve higher %'s to maximise effectiveness.

**Targets where relevant are owned and set by Tenancy & Leasehold Services**

| LKPI 44 Year to Date Tenancy Audit Outcomes | Total number of Audits Allocated | Verified   | Properties Repossessed / Terminated | % Verified against stock | % Completed (Inc Terms against stock) |
|---|----------------------------------|------------|-------------------------------------|--------------------------|---------------------------------------|
| North East                                  | 311                              | 178        | 178                                 | 3.33%                    | 3.33%                                 |
| North West                                  | 159                              | 114        | 114                                 | 3.58%                    | 3.58%                                 |
| Homerton                                    | 307                              | 151        | 156                                 | 3.27%                    | 3.38%                                 |
| Queensbridge and DB                         | 115                              | 78         | 78                                  | 2.59%                    | 2.59%                                 |
| Shoreditch                                  | 230                              | 167        | 169                                 | 4.85%                    | 4.91%                                 |
| <b>Hackney Homes Total</b>                  | <b>1122</b>                      | <b>688</b> | <b>695</b>                          | <b>3.46%</b>             | <b>3.50%</b>                          |

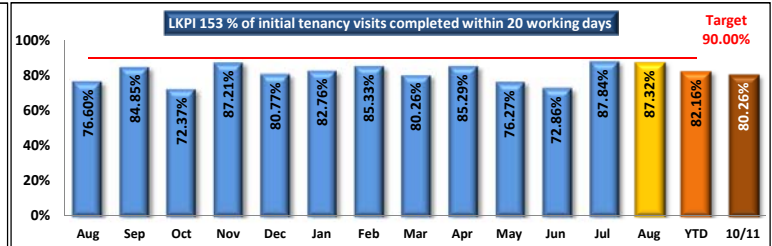
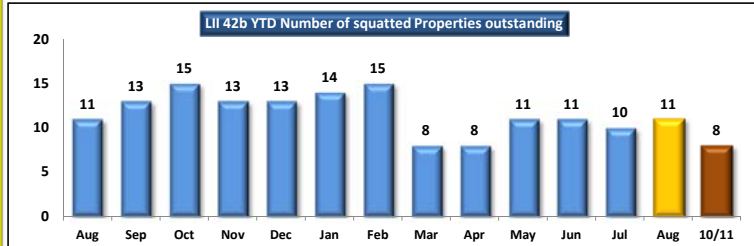
**Note from the Performance Team**

Data for all areas except tenancy audits are sourced directly from Saffron.



| LII 41 YTD Number of Mesne Profit Accounts Outstanding | Aug-10     | Sep-10     | Oct-10     | Nov-10     | Dec-10     | Jan-11     | Feb-11     | Mar-11     | Apr-11     | May-11     | Jun-11    | Jul-11     | Aug-11     | New in Month | Closed in month | Target 2011/12 | Outturn 2010/11 |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|------------|--------------|-----------------|----------------|-----------------|
| North East   | 27         | 26         | 26         | 24         | 24         | 26         | 27         | 25         | 24         | 23         | 20        | 21         | 23         | 5            | 3               | N/A            | 25              |
| North West   | 16         | 14         | 15         | 15         | 15         | 19         | 19         | 18         | 20         | 18         | 17        | 18         | 20         | 4            | 2               | N/A            | 18              |
| Homerton   | 22         | 21         | 20         | 24         | 24         | 21         | 22         | 22         | 20         | 18         | 15        | 15         | 14         | 2            | 3               | N/A            | 22              |
| Queensbridge and DB                                    | 17         | 17         | 18         | 17         | 17         | 17         | 15         | 15         | 16         | 21         | 21        | 22         | 20         | 1            | 3               | N/A            | 15              |
| Shoreditch   | 12         | 13         | 14         | 14         | 14         | 15         | 17         | 22         | 18         | 18         | 17        | 17         | 16         | 1            | 2               | N/A            | 22              |
| TMO / Others   | 8          | 11         | 10         | 10         | 10         | 10         | 11         | 12         | 9          | 9          | 8         | 8          | 8          | 2            | 2               | N/A            | 12              |
| <b>Hackney Homes Total</b>                             | <b>102</b> | <b>102</b> | <b>103</b> | <b>104</b> | <b>104</b> | <b>108</b> | <b>111</b> | <b>114</b> | <b>107</b> | <b>107</b> | <b>98</b> | <b>101</b> | <b>101</b> | <b>15</b>    | <b>15</b>       | <b>N/A</b>     | <b>114</b>      |

| LII 42b YTD Number of squatted Properties outstanding | Aug-10    | Sep-10    | Oct-10    | Nov-10    | Dec-10    | Jan-11    | Feb-11    | Mar-11   | Apr-11   | May-11    | Jun-11    | Jul-11    | Aug-11    | New in Month | Closed in month | Target 2011/12 | Outturn 2010/11 |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|--------------|-----------------|----------------|-----------------|
| North East  | 6         | 6         | 7         | 5         | 5         | 10        | 2         | 2        | 2        | 4         | 4         | 5         | 3         | 1            | 3               | N/A            | 2               |
| North West  | 1         | 1         | 0         | 1         | 1         | 2         | 1         | 1        | 1        | 1         | 1         | 0         | 2         | 2            | 0               | N/A            | 1               |
| Homerton  | 2         | 2         | 2         | 2         | 2         | 2         | 2         | 2        | 2        | 2         | 3         | 2         | 3         | 1            | 0               | N/A            | 2               |
| Queensbridge and DB                                   | 1         | 1         | 1         | 1         | 1         | 0         | 1         | 1        | 1        | 1         | 1         | 1         | 1         | 0            | 0               | N/A            | 1               |
| Shoreditch  | 1         | 3         | 5         | 4         | 4         | 0         | 8         | 2        | 2        | 3         | 2         | 2         | 2         | 0            | 0               | N/A            | 2               |
| TMO / Others  | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0        | 0        | 0         | 0         | 0         | 0         | 0            | 0               | N/A            | 0               |
| <b>Hackney Homes Total</b>                            | <b>11</b> | <b>13</b> | <b>15</b> | <b>13</b> | <b>13</b> | <b>14</b> | <b>15</b> | <b>8</b> | <b>8</b> | <b>11</b> | <b>11</b> | <b>10</b> | <b>11</b> | <b>2</b>     | <b>3</b>        | <b>TBC</b>     | <b>8</b>        |



| LKPI 153 % of initial tenancy visits completed within 20 working days (as a proportion of those due in the month) | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | YTD 2011/12   | Target 2011/12 | Outturn 2010/11 |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|-----------------|
| North East  | 88.89%        | 89.47%        | 100.00%       | 100.00%       | 96.00%        | 100.00%       | 100.00%       | 100.00%       | 100.00%       | 93.33%        | 90.00%        | 100.00%       | 100.00%       | 97.37%        | N/A            | 100.00%         |
| North West  | 92.86%        | 100.00%       | 100.00%       | 80.00%        | 76.47%        | 100.00%       | 87.50%        | 87.50%        | 93.33%        | 90.00%        | 87.50%        | 42.86%        | 100.00%       | 87.72%        | N/A            | 87.50%          |
| Homerton  | 96.15%        | 86.36%        | 94.44%        | 89.47%        | 86.36%        | 95.65%        | 100.00%       | 92.86%        | 83.33%        | 75.00%        | 94.44%        | 100.00%       | 100.00%       | 92.31%        | N/A            | 92.86%          |
| Queensbridge and DB   | 60.00%        | 100.00%       | 11.11%        | 92.86%        | 87.50%        | 100.00%       | 87.50%        | 87.50%        | 71.43%        | 66.67%        | 100.00%       | 66.67%        | 91.67%        | 79.17%        | N/A            | 87.50%          |
| Shoreditch  | 83.33%        | 100.00%       | 100.00%       | 100.00%       | 87.50%        | 81.25%        | 100.00%       | 90.91%        | 90.91%        | 71.43%        | 30.77%        | 100.00%       | 85.71%        | 72.92%        | N/A            | 90.91%          |
| TMO / Others  | 14.29%        | 10.00%        | 14.29%        | 0.00%         | 0.00%         | 0.00%         | 0.00%         | 16.67%        | 66.67%        | 53.85%        | 50.00%        | 60.00%        | 30.00%        | 50.00%        | N/A            | 16.67%          |
| <b>Hackney Homes Total</b>  | <b>76.60%</b> | <b>84.85%</b> | <b>72.37%</b> | <b>87.21%</b> | <b>80.77%</b> | <b>82.76%</b> | <b>85.33%</b> | <b>80.26%</b> | <b>85.29%</b> | <b>76.27%</b> | <b>72.86%</b> | <b>87.84%</b> | <b>87.32%</b> | <b>82.16%</b> | <b>90.00%</b>  | <b>80.26%</b>   |

**Performance Indicator(s) Information**

**LKPI 33** - This PI tracks the rent lost due to void each quarter.

**LI135** - This PI reports the number of major work voids at the end of each quarter, the figures include regeneration voids

**LI136** - This PI reports the major work voids at the end of each quarter as percentage of stock at beginning of year.

**LI137** - This PI reports the number of letting for true void in each quarter, the figure excludes lettings by Mutual Exchange, succession, assignments, Mesne Profit Account, or decant due to regeneration properties.

**LI138** - This PI reports the number of voids intended for relet as at end of each quarter.

**LI139** - This PI reports the percentage of all voids at end of each quarter.

**LKPI 123 (Ex-BVPI 212)** This PI measures the average re-let time for local authority dwellings. Expressed in whole calendar days.

**LKPI 34** YTD relettable voids (empty property) as a percentage of the stock data

**Targets:** Owned and set by Tenancy & Leasehold Services

**Data source:** Saffron (reconciled monthly by neighbourhoods and TMO's).

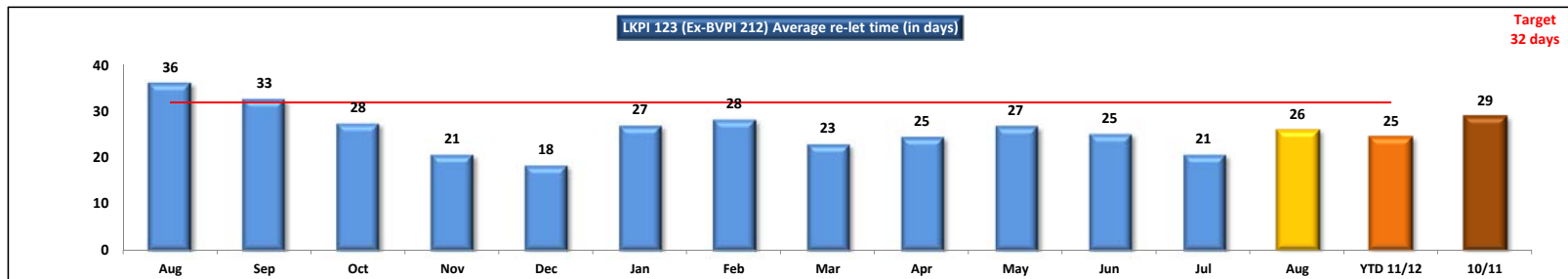
**Data provider:** Saffron/Performance Team

| Housemark Void LKPI's (YTD)<br>Hackney Homes Total | QTR 1<br>10/11 | QTR 2<br>10/11 | QTR 3<br>10/11 | QTR 4<br>10/11 | QTR 1<br>11/12 | YTD<br>2010/11 | Target<br>2011/12 | Outturn<br>2010/11 |
|--|----------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|
| LKPI 33 - % of rent lost through voids             | 0.74%          | 0.72%          | 0.68%          | 0.65%          | 0.70%          | 0.70%          | 1.52%             | 2.81%              |
| LI1 35 - No. of major works voids                  | 448            | 428            | 418            | 436            | 521            | 521            | N/A               | 436                |
| LI1 36 - % Major Works Voids                       | 1.98%          | 1.89%          | 1.84%          | 1.96%          | 2.29%          | 2.29%          | N/A               | 1.91%              |
| LI1 37 - No. of Lettings                           | 312            | 323            | 281            | 213            | 206            | 206            | N/A               | 1129               |
| LI1 38 - No. of relatable voids at end of qtr      | 265            | 239            | 218            | 257            | 263            | 263            | N/A               | 257                |
| LI1 39 - % of voids at end of qtr                  | 3.15%          | 2.94%          | 2.81%          | 3.03%          | 3.45%          | 3.45%          | N/A               | 3.03%              |

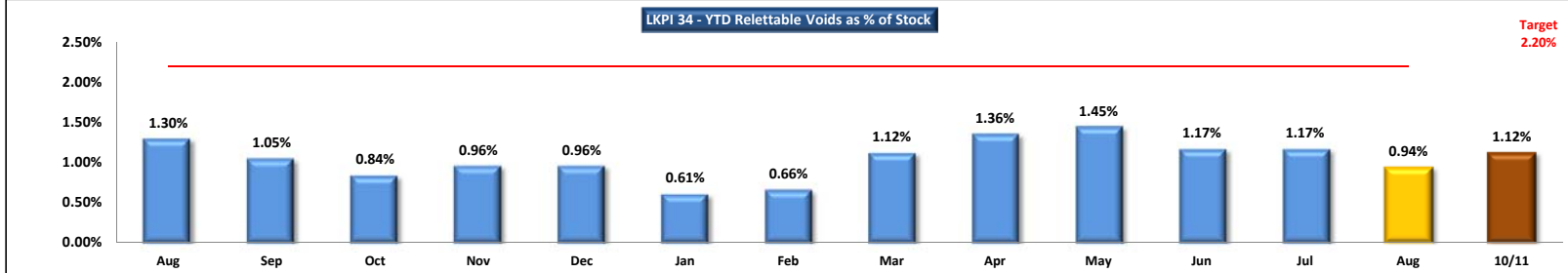
**Note from the Performance Team**

The polarity here generally is to minimise void periods wherever possible, hence the lower the figure the better the performance

| LKPI 123 (Ex-BVPI 212) Average re-let time (in days) | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | YTD<br>2011/12 | Target<br>2011/12 | Outturn<br>2010/11 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|-------------------|--------------------|
| North East   | 28     | 35     | 20     | 21     | 14     | 17     | 27     | 25     | 18     | 24     | 20     | 15     | 21     | 19             | N/A               | 24                 |
| North West   | 30     | 25     | 26     | 21     | 20     | 27     | 26     | 24     | 15     | 17     | 17     | 27     | 23     | 21             | N/A               | 25                 |
| Homerton   | 22     | 34     | 31     | 17     | 18     | 29     | 32     | 23     | 29     | 24     | 23     | 25     | 31     | 26             | N/A               | 30                 |
| Queensbridge and DB                                  | 46     | 31     | 31     | 11     | 21     | 19     | 26     | 21     | 20     | 33     | 26     | 19     | 20     | 23             | N/A               | 31                 |
| Shoreditch   | 31     | 26     | 18     | 28     | 21     | 32     | 23     | 19     | 46     | 37     | 48     | 14     | 31     | 36             | N/A               | 26                 |
| Neighbourhood  | 31     | 31     | 26     | 21     | 18     | 26     | 27     | 23     | 24     | 27     | 26     | 21     | 26     | 24             | N/A               | 27                 |
| TMO / Others   | 61     | 40     | 47     | 21     | 19     | 36     | 35     | 24     | 27     | 28     | 22     | 19     | 28     | 25             | N/A               | 42                 |
| Hackney Homes  | 36     | 33     | 28     | 21     | 18     | 27     | 28     | 23     | 25     | 27     | 25     | 21     | 26     | 25             | 32                | 29                 |



| LKPI 34 - YTD Relettable Voids as % of Stock | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | YTD<br>2011/12 | Target<br>2011/12 | Outturn<br>2010/11 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|-------------------|--------------------|
| North East                                   | 1.23%  | 1.15%  | 0.91%  | 0.94%  | 0.89%  | 0.77%  | 0.82%  | 2.05%  | 2.19%  | 2.15%  | 1.90%  | 1.96%  | 1.25%  | 1.25%          | N/A               | 2.05%              |
| North West                                   | 1.93%  | 1.01%  | 0.41%  | 0.95%  | 0.98%  | 1.17%  | 0.66%  | 0.63%  | 0.66%  | 0.82%  | 1.09%  | 0.74%  | 0.77%  | 0.77%          | N/A               | 0.63%              |
| Homerton                                     | 0.84%  | 0.82%  | 0.69%  | 0.73%  | 0.82%  | 0.63%  | 0.39%  | 0.78%  | 0.62%  | 0.59%  | 0.69%  | 0.65%  | 0.65%  | 0.65%          | N/A               | 0.39%              |
| Queensbridge and DB                          | 1.23%  | 0.93%  | 0.46%  | 0.66%  | 0.70%  | 0.43%  | 0.60%  | 0.33%  | 0.80%  | 0.76%  | 0.70%  | 0.83%  | 0.33%  | 0.33%          | N/A               | 0.33%              |
| Shoreditch                                   | 1.97%  | 2.17%  | 2.28%  | 1.79%  | 1.79%  | 0.31%  | 1.13%  | 2.57%  | 2.90%  | 2.86%  | 1.93%  | 2.10%  | 1.69%  | 1.69%          | N/A               | 2.57%              |
| TMO / Others                                 | 0.95%  | 0.46%  | 0.49%  | 0.85%  | 0.79%  | 0.27%  | 0.52%  | 0.60%  | 0.74%  | 0.66%  | 0.71%  | 0.55%  | 0.49%  | 0.49%          | N/A               | 0.60%              |
| Hackney Homes Total                          | 1.30%  | 1.05%  | 0.84%  | 0.96%  | 0.96%  | 0.61%  | 0.66%  | 1.12%  | 1.36%  | 1.45%  | 1.17%  | 1.17%  | 0.94%  | 0.94%          | 2.20%             | 1.12%              |



| LII 32.a Number of Properties offered for viewing | Aug-10     | Sep-10     | Oct-10     | Nov-10    | Dec-10    | Jan-11    | Feb-11    | Mar-11    | Apr-11    | May-11    | Jun-11    | Jul-11    | Aug-11    | YTD 2011/12 | Outturn 2010/11 |
|---|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|-----------------|
| North East  | 33         | 26         | 23         | 24        | 12        | 15        | 23        | 10        | 15        | 21        | 17        | 12        | 12        | 75          | 223             |
| North West  | 14         | 26         | 40         | 17        | 15        | 20        | 12        | 10        | 14        | 16        | 16        | 8         | 15        | 55          | 176             |
| Homerton  | 33         | 31         | 30         | 18        | 20        | 21        | 12        | 13        | 16        | 18        | 12        | 16        | 20        | 80          | 247             |
| Queensbridge and DB                               | 29         | 13         | 16         | 6         | 7         | 11        | 14        | 10        | 8         | 9         | 11        | 6         | 19        | 51          | 134             |
| Shoreditch  | 17         | 26         | 21         | 16        | 12        | 12        | 19        | 9         | 8         | 9         | 17        | 5         | 13        | 48          | 158             |
| TMO / Others                                      | 21         | 15         | 6          | 10        | 13        | 13        | 14        | 9         | 15        | 16        | 15        | 12        | 6         | 61          | 167             |
| <b>Hackney Homes Total</b>                        | <b>147</b> | <b>137</b> | <b>136</b> | <b>91</b> | <b>79</b> | <b>92</b> | <b>94</b> | <b>61</b> | <b>76</b> | <b>89</b> | <b>88</b> | <b>59</b> | <b>85</b> | <b>370</b>  | <b>1105</b>     |



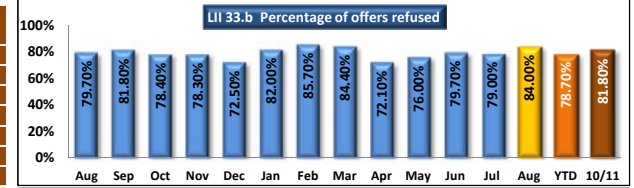
| LII 32.b Number of offers made | Aug-10     | Sep-10     | Oct-10     | Nov-10     | Dec-10     | Jan-11     | Feb-11     | Mar-11     | Apr-11     | May-11     | Jun-11     | Jul-11     | Aug-11     | YTD 2011/12 | Outturn 2010/11 |
|--------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-----------------|
| North East                     | 140        | 107        | 72         | 95         | 58         | 52         | 134        | 50         | 52         | 78         | 97         | 34         | 71         | 332         | 1123            |
| North West                     | 85         | 115        | 147        | 86         | 37         | 109        | 76         | 66         | 54         | 69         | 103        | 57         | 100        | 383         | 1200            |
| Homerton                       | 100        | 97         | 138        | 51         | 82         | 85         | 81         | 73         | 79         | 75         | 47         | 61         | 123        | 385         | 1343            |
| Queensbridge and DB            | 124        | 55         | 37         | 11         | 22         | 53         | 100        | 40         | 36         | 23         | 50         | 20         | 69         | 198         | 764             |
| Shoreditch                     | 46         | 94         | 68         | 48         | 20         | 82         | 138        | 36         | 13         | 47         | 123        | 22         | 55         | 260         | 836             |
| TMO / Others                   | 31         | 32         | 10         | 23         | 25         | 75         | 50         | 55         | 38         | 62         | 34         | 96         | 19         | 249         | 680             |
| <b>Hackney Homes Total</b>     | <b>526</b> | <b>500</b> | <b>472</b> | <b>314</b> | <b>244</b> | <b>456</b> | <b>579</b> | <b>320</b> | <b>272</b> | <b>354</b> | <b>454</b> | <b>290</b> | <b>437</b> | <b>1807</b> | <b>5946</b>     |



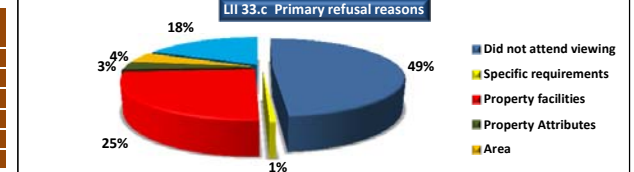
| LII 33.a Number of offered properties refused | Aug-10    | Sep-10    | Oct-10    | Nov-10    | Dec-10    | Jan-11    | Feb-11    | Mar-11    | Apr-11    | May-11    | Jun-11    | Jul-11    | Aug-11    | YTD 2011/12 | Outturn 2010/11 |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|-----------------|
| North East                                    | 19        | 19        | 14        | 13        | 7         | 9         | 11        | 8         | 12        | 20        | 21        | 18        | 13        | 46          | 150             |
| North West                                    | 12        | 24        | 28        | 14        | 5         | 19        | 9         | 7         | 12        | 18        | 14        | 17        | 12        | 36          | 153             |
| Homerton                                      | 24        | 20        | 22        | 8         | 14        | 13        | 12        | 11        | 15        | 24        | 28        | 22        | 19        | 62          | 185             |
| Queensbridge and DB                           | 21        | 11        | 8         | 2         | 5         | 8         | 10        | 7         | 11        | 15        | 12        | 15        | 11        | 31          | 108             |
| Shoreditch                                    | 8         | 17        | 11        | 7         | 5         | 9         | 10        | 4         | 1         | 5         | 15        | 4         | 8         | 33          | 90              |
| TMO / Others                                  | 5         | 4         | 1         | 5         | 5         | 8         | 6         | 7         | 12        | 13        | 12        | 14        | 13        | 23          | 73              |
| <b>Hackney Homes Total</b>                    | <b>89</b> | <b>95</b> | <b>84</b> | <b>49</b> | <b>41</b> | <b>66</b> | <b>58</b> | <b>44</b> | <b>40</b> | <b>58</b> | <b>60</b> | <b>44</b> | <b>66</b> | <b>261</b>  | <b>759</b>      |



| LII 33.b Percentage of offers refused | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | YTD 2011/12   | Outturn 2010/11 |
|---------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|
| North East                            | 83.60%        | 82.20%        | 73.60%        | 81.10%        | 79.30%        | 75.00%        | 82.80%        | 84.00%        | 69.20%        | 74.40%        | 78.40%        | 67.60%        | 88.70%        | 77.10%        | 80.20%          |
| North West                            | 89.40%        | 89.60%        | 81.60%        | 86.00%        | 59.50%        | 82.60%        | 82.90%        | 84.80%        | 74.10%        | 81.20%        | 83.50%        | 86.00%        | 88.00%        | 83.30%        | 85.80%          |
| Homerton                              | 78.00%        | 76.30%        | 83.30%        | 76.50%        | 80.50%        | 76.50%        | 87.70%        | 84.90%        | 81.00%        | 74.70%        | 74.50%        | 73.80%        | 88.60%        | 80.30%        | 81.80%          |
| Queensbridge and DB                   | 82.30%        | 87.30%        | 67.60%        | 45.50%        | 81.80%        | 79.20%        | 88.00%        | 77.50%        | 77.80%        | 65.20%        | 80.00%        | 65.00%        | 75.40%        | 74.70%        | 82.70%          |
| Shoreditch                            | 73.90%        | 81.90%        | 77.90%        | 75.00%        | 50.00%        | 91.50%        | 90.60%        | 83.30%        | 38.50%        | 80.90%        | 85.40%        | 72.70%        | 74.50%        | 78.80%        | 81.70%          |
| TMO / Others                          | 38.70%        | 59.40%        | 40.00%        | 65.20%        | 60.00%        | 84.00%        | 76.00%        | 89.10%        | 60.50%        | 74.20%        | 58.80%        | 86.50%        | 73.70%        | 74.70%        | 76.20%          |
| <b>Hackney Homes Total</b>            | <b>79.70%</b> | <b>81.80%</b> | <b>78.40%</b> | <b>78.30%</b> | <b>72.50%</b> | <b>82.00%</b> | <b>85.70%</b> | <b>84.40%</b> | <b>72.10%</b> | <b>76.00%</b> | <b>79.70%</b> | <b>79.00%</b> | <b>84.00%</b> | <b>78.70%</b> | <b>81.80%</b>   |



| LII 33.c Primary refusal reasons | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | YTD 2011/12 | Outturn 2010/11 |
|----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|-----------------|
| Did not attend viewing           | 48.90% | 46.70% | 43.50% | 50.40% | 48.00% | 47.30% | 42.30% | 55.60% | 46.40% | 41.60% | 49.70% | 50.20% | 53.40% | 48.80%      | 47.00%          |
| Specific requirements            | 0.00%  | 0.20%  | 0.30%  | 0.00%  | 1.10%  | 0.00%  | 1.20%  | 2.60%  | 1.00%  | 0.40%  | 1.70%  | 0.00%  | 0.00%  | 0.60%       | 0.60%           |
| Property facilities              | 1.20%  | 0.50%  | 1.10%  | 3.70%  | 0.60%  | 1.90%  | 1.60%  | 0.70%  | 29.60% | 23.80% | 25.10% | 21.40% | 24.00% | 24.60%      | 2.00%           |
| Property Attributes              | 23.90% | 24.40% | 21.60% | 21.50% | 20.90% | 28.90% | 34.10% | 22.20% | 0.50%  | 5.20%  | 2.80%  | 2.60%  | 3.80%  | 3.20%       | 25.10%          |
| Area                             | 7.40%  | 3.40%  | 4.30%  | 4.50%  | 4.00%  | 4.50%  | 3.60%  | 3.00%  | 2.60%  | 3.30%  | 3.30%  | 6.10%  | 6.50%  | 4.50%       | 5.10%           |
| Others                           | 18.60% | 24.70% | 29.20% | 19.90% | 25.40% | 17.40% | 17.10% | 15.90% | 19.90% | 25.70% | 17.40% | 19.70% | 12.30% | 18.30%      | 20.30%          |



| LII 34 Number of offered Properties accepted | Aug-10     | Sep-10    | Oct-10     | Nov-10    | Dec-10    | Jan-11    | Feb-11    | Mar-11    | Apr-11    | May-11    | Jun-11    | Jul-11    | Aug-11    | YTD 2011/12 | Outturn 2010/11 |
|--|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|-----------------|
| North East                                   | 21         | 19        | 15         | 27        | 13        | 3         | 22        | 16        | 16        | 18        | 19        | 11        | 4         | 68          | 11              |
| North West                                   | 15         | 9         | 27         | 16        | 14        | 16        | 11        | 13        | 14        | 13        | 13        | 5         | 4         | 49          | 4               |
| Homerton                                     | 17         | 25        | 23         | 15        | 18        | 19        | 10        | 8         | 15        | 18        | 12        | 15        | 10        | 70          | 8               |
| Queensbridge and DB                          | 20         | 10        | 10         | 8         | 4         | 7         | 16        | 5         | 8         | 8         | 9         | 7         | 16        | 48          | 3               |
| Shoreditch                                   | 14         | 15        | 19         | 13        | 14        | 8         | 16        | 10        | 8         | 9         | 17        | 3         | 8         | 45          | 11              |
| TMO / Others                                 | 23         | 14        | 7          | 7         | 11        | 8         | 17        | 5         | 15        | 16        | 14        | 11        | 4         | 60          | 5               |
| <b>Hackney Homes Total</b>                   | <b>110</b> | <b>92</b> | <b>101</b> | <b>86</b> | <b>74</b> | <b>61</b> | <b>92</b> | <b>57</b> | <b>76</b> | <b>82</b> | <b>84</b> | <b>52</b> | <b>46</b> | <b>340</b>  | <b>42</b>       |



**Performance Indicator(s) Information**

LII 32a, 32b, 33a, 33b, 33c & 34

The above indicators track the number of properties offered, refused, and re-offered (following previous refusals), the percentage of offers refused (with refusal reasons) and the number of properties finally accepted. Figures are shown over a 13 month period, for comparison purposes (with graphs).

Data source: Performance Team

**LII 33c - Refusal reasons (primary categories):**

**Did not attend** = Did not attend viewing.

**Specific requirements** = Need adapted property, internal stairs, no level access to flat.

**Property facilities** = Does not have central heating, no gas supply, no lift in block.

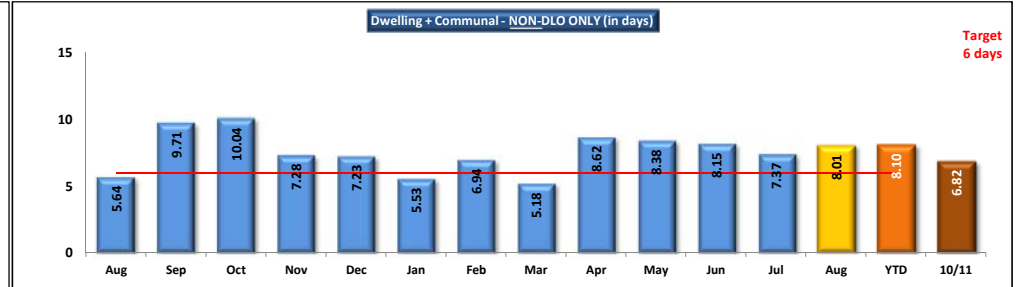
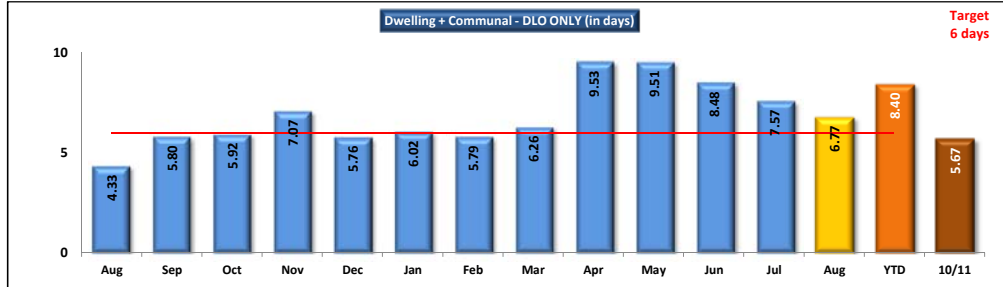
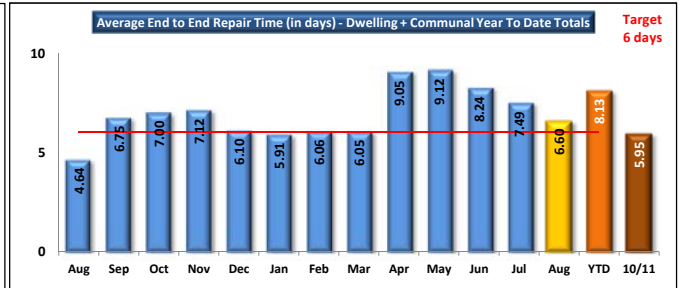
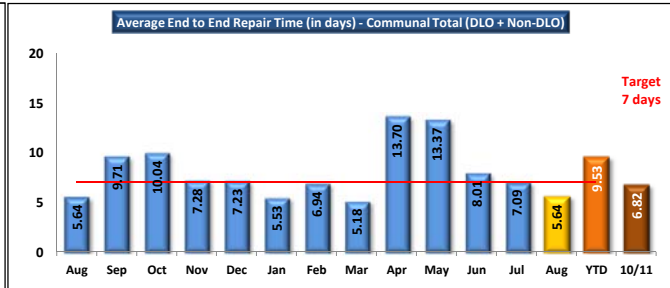
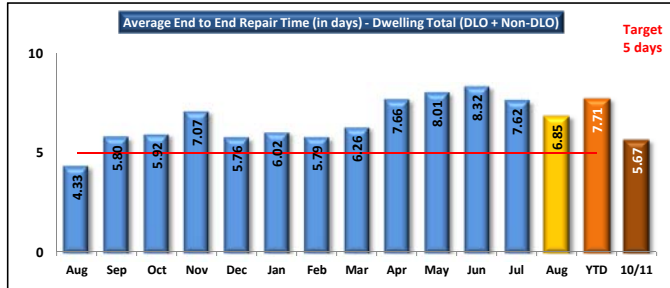
**Property Attributes** = Bedrooms too small, kitchen too small, flat too high up, too many external stairs, lack of storage, has no garden, needs modernisation, not decorated.

**Area** = Do not like block, estate, area, area unsuitable for family, unable to attend health facilities, no public transport nearby, cannot get to work easily, too far from schools

**Note from the Performance Team**

In order to maximise efficiency and reduce void periods refusal rates should be lower

| LKPI 140: Average end to end repair time in days | Aug-10  |              | Sep-10 |              | Oct-10 |              | Nov-10 |              | Dec-10 |              | Jan-11 |              | Feb-11 |              | Mar-11 |              | Apr-11 |              | May-11 |              | Jun-11 |              | Jul-11 |              | Aug-11 |              | YTD 11/12 |              | Outturn 10/11 |              |       |
|--|---------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|-----------|--------------|---------------|--------------|-------|
|  | % Pass  | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass    | Total Orders | % Pass        | Total Orders |       |
| Dwelling Repairs                                 | DLO     | 3.89         | 4077   | 5.18         | 4426   | 5.77         | 4593   | 6.97         | 5383   | 5.71         | 5231   | 5.93         | 5195   | 5.76         | 4575   | 6.28         | 5011   | 7.67         | 3751   | 7.98         | 4110   | 8.41         | 3983   | 7.46         | 3706   | 6.88         | 3617      | 7.70         | 19167         | 5.33         | 55320 |
|  | Non DLO | 8.60         | 390    | 11.62        | 424    | 7.05         | 521    | 8.75         | 269    | 6.95         | 205    | 7.62         | 247    | 6.29         | 227    | 5.82         | 280    | 7.55         | 197    | 8.23         | 399    | 7.56         | 435    | 9.47         | 294    | 6.54         | 294       | 7.89         | 1619          | 9.71         | 4352  |
| Dwelling Repairs Total                           |         | 4.33         | 4467   | 5.80         | 4850   | 5.92         | 5114   | 7.07         | 5652   | 5.76         | 5436   | 6.02         | 5442   | 5.79         | 4802   | 6.26         | 5291   | 7.66         | 3948   | 8.01         | 4509   | 8.32         | 4418   | 7.62         | 4000   | 6.85         | 3911      | 7.71         | 20786         | 5.67         | 59672 |
| Communal Repairs                                 | DLO     | 4.53         | 677    | 6.36         | 728    | 5.69         | 878    | 9.35         | 916    | 10.29        | 798    | 5.95         | 906    | 8.46         | 881    | 5.39         | 904    | 23.40        | 578    | 18.97        | 715    | 8.83         | 802    | 7.80         | 633    | 4.66         | 510       | 12.68        | 3238          | 6.23         | 9706  |
|  | Non DLO | 6.62         | 682    | 12.52        | 773    | 14.49        | 783    | 5.71         | 1101   | 4.29         | 729    | 4.77         | 509    | 4.49         | 515    | 4.70         | 402    | 5.73         | 568    | 5.98         | 466    | 7.02         | 591    | 6.47         | 617    | 6.50         | 503       | 6.36         | 2745          | 7.46         | 8396  |
| Communal Repairs Total                           |         | 5.64         | 1359   | 9.71         | 1501   | 10.04        | 1661   | 7.28         | 2017   | 7.23         | 1527   | 5.53         | 1415   | 6.94         | 1396   | 5.18         | 1306   | 13.70        | 1146   | 13.37        | 1181   | 8.01         | 1393   | 7.09         | 1250   | 5.64         | 1013      | 9.53         | 5983          | 6.82         | 18102 |
| Communal & Dwelling total                        | DLO     | 4.33         | 4467   | 5.80         | 4850   | 5.92         | 5114   | 7.07         | 5652   | 5.76         | 5436   | 6.02         | 5442   | 5.79         | 4802   | 6.26         | 5291   | 9.53         | 4526   | 9.51         | 5072   | 8.48         | 5049   | 7.57         | 4550   | 6.77         | 4297      | 8.40         | 23494         | 5.67         | 59672 |
|  | Non DLO | 5.64         | 1359   | 9.71         | 1501   | 10.04        | 1661   | 7.28         | 2017   | 7.23         | 1527   | 5.53         | 1415   | 6.94         | 1396   | 5.18         | 1306   | 8.62         | 1027   | 8.38         | 1136   | 8.15         | 1348   | 7.37         | 1136   | 8.01         | 1103      | 8.10         | 5750          | 6.82         | 18102 |
| Hackney Homes Total                              |         | 4.64         | 5826   | 6.75         | 6351   | 7.00         | 6775   | 7.12         | 7669   | 6.10         | 6963   | 5.91         | 6857   | 6.06         | 6198   | 6.05         | 6597   | 9.05         | 5094   | 9.12         | 5690   | 8.24         | 5811   | 7.49         | 5250   | 6.60         | 4924      | 8.13         | 26769         | 5.95         | 77774 |
| TMO  |         | 4.19         | 592    | 7.77         | 639    | 6.96         | 763    | 6.98         | 809    | 6.60         | 809    | 9.91         | 744    | 5.66         | 705    | 5.36         | 608    | 12.58        | 459    | 11.14        | 518    | 10.11        | 586    | 7.96         | 436    | 11.61        | 476       | 10.69        | 2475          | 6.21         | 7871  |



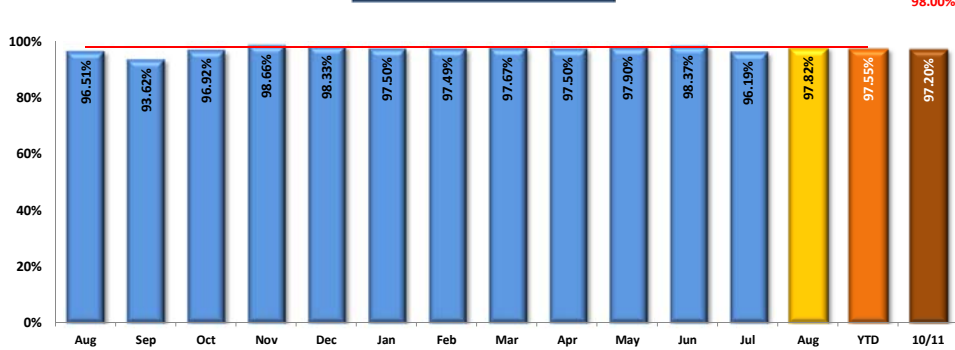
**Performance Indicator(s) Information**  
**LKPI 140**  
 This PI measures the average time taken to complete all repairs in calendar days. This indicator is used to ensure that Hackney Homes is keeping its promises to tenants to complete routine work within an agreed target time. It also indicates the efficiency and reliability of Hackney repairs service.  
 Data source: Universal Housing, Servitor, Opti-Time  
 Data provider: Performance Team  
 Targets where relevant are owned and set by Property Services

**Note from the Performance Team**  
 This is a Delivery plan Indicator.  
 Polarity: The lower the average the better the performance.  
 The targets are reviewed on annual basis as part of Hackney Homes Delivery Plan review.

**REPAIRS APPOINTMENTS**

| LKPI 6 (Ex BVPI 185):<br>Monthly Percentage of responsive repairs appointments made and kept | Aug-10        |              | Sep-10        |              | Oct-10        |              | Nov-10        |              | Dec-10        |              | Jan-11        |              | Feb-11        |              | Mar-11        |              | Apr-11        |              | May-11        |              | Jun-11        |              | Jul-11        |              | Aug-11        |              | YTD 11/12     |              | Outturn 10/11 |              |
|--|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|  | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders |
| North East   | 97.07%        | 957          | 93.00%        | 843          | 97.32%        | 970          | 98.92%        | 1017         | 98.54%        | 1028         | 97.96%        | 931          | 97.74%        | 840          | 98.04%        | 613          | 97.25%        | 582          | 97.71%        | 612          | 97.84%        | 648          | 95.57%        | 655          | 98.44%        | 640          | 97.35%        | 3137         | 97.36%        | 10277        |
| North West   | 97.98%        | 594          | 94.72%        | 530          | 96.76%        | 556          | 98.90%        | 639          | 99.24%        | 655          | 96.58%        | 644          | 97.46%        | 512          | 96.49%        | 399          | 97.49%        | 398          | 99.27%        | 409          | 98.43%        | 381          | 97.42%        | 388          | 95.51%        | 445          | 97.58%        | 2021         | 97.39%        | 6446         |
| Homerton   | 95.58%        | 883          | 92.77%        | 788          | 96.99%        | 830          | 98.28%        | 871          | 98.04%        | 866          | 97.55%        | 856          | 96.20%        | 711          | 98.25%        | 571          | 97.54%        | 528          | 97.96%        | 588          | 98.99%        | 596          | 94.69%        | 603          | 98.56%        | 623          | 97.55%        | 2938         | 96.81%        | 9242         |
| Queensbridge and DB  | 95.87%        | 508          | 93.89%        | 475          | 96.27%        | 536          | 98.78%        | 575          | 97.74%        | 619          | 98.39%        | 497          | 98.03%        | 457          | 97.81%        | 411          | 98.06%        | 361          | 97.57%        | 370          | 97.76%        | 402          | 97.80%        | 410          | 97.57%        | 453          | 97.75%        | 1996         | 97.51%        | 5812         |
| Shoreditch   | 95.95%        | 469          | 94.61%        | 482          | 96.92%        | 520          | 98.38%        | 555          | 98.02%        | 606          | 96.91%        | 550          | 98.44%        | 513          | 97.29%        | 369          | 97.28%        | 367          | 96.99%        | 399          | 98.90%        | 363          | 96.63%        | 386          | 98.52%        | 405          | 97.66%        | 1920         | 97.01%        | 5917         |
| <b>Hackney Homes Total</b>   | <b>96.51%</b> | <b>3411</b>  | <b>93.62%</b> | <b>3118</b>  | <b>96.92%</b> | <b>3412</b>  | <b>98.66%</b> | <b>3657</b>  | <b>98.33%</b> | <b>3774</b>  | <b>97.50%</b> | <b>3478</b>  | <b>97.49%</b> | <b>3033</b>  | <b>97.67%</b> | <b>2363</b>  | <b>97.50%</b> | <b>2236</b>  | <b>97.90%</b> | <b>2378</b>  | <b>98.37%</b> | <b>2390</b>  | <b>96.19%</b> | <b>2442</b>  | <b>97.82%</b> | <b>2566</b>  | <b>97.55%</b> | <b>12012</b> | <b>97.20%</b> | <b>37694</b> |
| <b>TMO / Others</b>  | <b>86.90%</b> | <b>290</b>   | <b>79.67%</b> | <b>300</b>   | <b>80.85%</b> | <b>355</b>   | <b>82.62%</b> | <b>305</b>   | <b>83.89%</b> | <b>329</b>   | <b>72.37%</b> | <b>380</b>   | <b>62.13%</b> | <b>338</b>   | <b>68.45%</b> | <b>206</b>   | <b>79.60%</b> | <b>201</b>   | <b>70.80%</b> | <b>226</b>   | <b>72.12%</b> | <b>269</b>   | <b>76.74%</b> | <b>215</b>   | <b>72.16%</b> | <b>255</b>   | <b>74.01%</b> | <b>1166</b>  | <b>81.18%</b> | <b>3427</b>  |

Appointments Hackney Homes YTD totals



Appointments TMO YTD totals



Performance Indicator(s) Information

LKPI 6 (Ex-BVPI 185)

This PI measures the percentage of jobs where an appointment was given and kept. The appointment is defined as an arrangement to carry out the repair on a specific date, expressed as a percentage of all responsive repairs ordered where access was required.

Data source: Universal Housing, Servitor, Opti-Time

Data provider: Performance Team

Targets where relevant are owned and set by Property Services

Note from the Performance Team

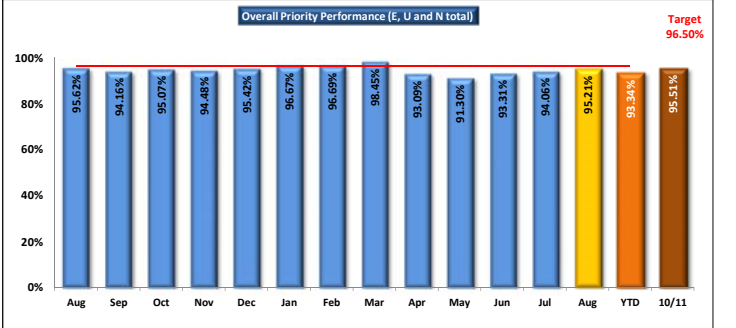
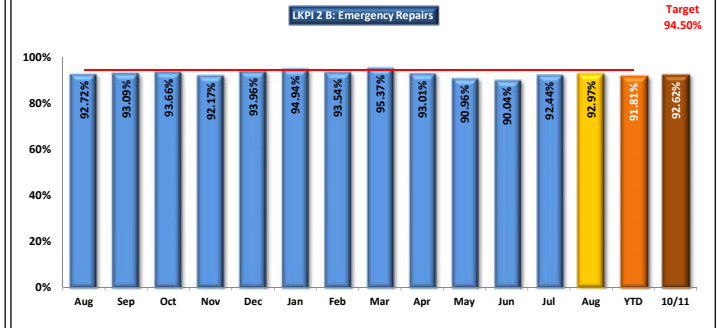
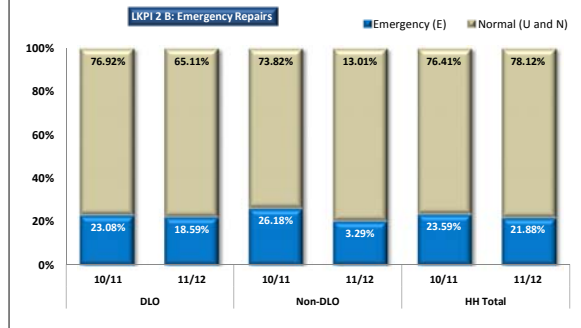
This is a Delivery plan Indicator.

Polarity: The higher the percentage the better the performance.

The targets for this PI are reviewed on annual basis as part of Hackney Homes Delivery Plan review.

| LKPI 2B, LKPI 2C & LKPI 5:<br>Monthly performance of repair priority bandings |                             |           | Aug-10 |              | Sep-10 |              | Oct-10 |              | Nov-10 |              | Dec-10 |              | Jan-11 |              | Feb-11 |              | Mar-11 |              | Apr-11 |              | May-11 |              | Jun-11 |              | Jul-11 |              | Aug-11 |              | YTD 11/12 |              | This Priority as % of total repairs | Outturn 10/11 |              | This Priority as % of total repairs |
|---|-----------------------------|-----------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|-----------|--------------|-------------------------------------|---------------|--------------|-------------------------------------|
|   |                             |           | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass    | Total Orders |                                     | % Pass        | Total Orders |                                     |
| DLO (Direct Labour Organisation i.e. Hackney Building Maintenance)            | Priority                    | Emergency | 93.41% | 1063         | 92.80% | 1166         | 93.20% | 1501         | 91.70% | 1410         | 93.50% | 1599         | 94.86% | 1595         | 92.94% | 1162         | 95.03% | 1107         | 93.52% | 1034         | 91.25% | 1040         | 90.32% | 1095         | 93.51% | 955          | 93.66% | 852          | 92.36%    | 4976         | 18.59%                              | 92.49%        | 15011        | 23.08%                              |
|   |                             | Urgent    | 94.12% | 561          | 93.74% | 703          | 89.93% | 824          | 91.04% | 279          | 94.03% | 134          | 97.67% | 129          | 93.69% | 111          | 95.24% | 147          | 80.33% | 61           | 83.84% | 99           | 79.49% | 78           | 90.00% | 80           | 98.68% | 76           | 86.55%    | 394          | 1.47%                               | 93.30%        | 4777         | 7.35%                               |
|   |                             | Normal    | 98.69% | 3130         | 97.20% | 3285         | 97.52% | 3146         | 95.16% | 4610         | 95.67% | 4296         | 97.94% | 4377         | 97.87% | 4183         | 99.38% | 4661         | 93.17% | 3234         | 91.81% | 3686         | 95.07% | 3612         | 95.58% | 3304         | 96.44% | 3199         | 94.36%    | 17035        | 63.64%                              | 97.65%        | 45238        | 69.57%                              |
|   | DLO Neighbourhood Total     |           | 96.97% | 4754         | 95.73% | 5154         | 95.19% | 5471         | 94.21% | 6299         | 95.06% | 6029         | 97.13% | 6101         | 96.74% | 5456         | 98.46% | 5915         | 93.07% | 4329         | 91.52% | 4825         | 93.73% | 4785         | 95.02% | 4339         | 95.91% | 4127         | 93.78%    | 22405        |                                     | 96.14%        | 65026        |                                     |
| Non-DLO (Not Direct Labour Organisation i.e. External Contractors)            | Priority                    | Emergency | 89.47% | 228          | 94.19% | 310          | 95.95% | 296          | 94.80% | 250          | 97.08% | 240          | 95.59% | 204          | 97.65% | 170          | 98.39% | 124          | 90.36% | 197          | 89.36% | 188          | 88.57% | 210          | 85.31% | 143          | 88.89% | 144          | 88.66%    | 882          | 3.29%                               | 93.20%        | 3338         | 26.18%                              |
|   |                             | Urgent    | 71.69% | 166          | 74.53% | 161          | 92.92% | 113          | 91.30% | 115          | 94.26% | 122          | 82.00% | 150          | 90.23% | 133          | 95.52% | 67           | 75.00% | 40           | 69.70% | 33           | 78.43% | 51           | 61.62% | 99           | 78.79% | 33           | 70.31%    | 256          | 0.96%                               | 83.72%        | 1339         | 10.50%                              |
|   |                             | Normal    | 94.10% | 678          | 87.33% | 726          | 94.30% | 895          | 96.52% | 1005         | 98.78% | 572          | 95.77% | 402          | 97.72% | 439          | 98.78% | 491          | 95.64% | 528          | 91.30% | 644          | 92.94% | 765          | 94.47% | 669          | 92.90% | 620          | 93.37%    | 3226         | 12.05%                              | 93.37%        | 8071         | 63.31%                              |
|   | Non-DLO Neighbourhood Total |           | 89.65% | 1072         | 87.39% | 1197         | 94.56% | 1304         | 95.77% | 1370         | 97.75% | 934          | 92.99% | 756          | 96.36% | 742          | 98.39% | 682          | 93.20% | 765          | 90.06% | 865          | 91.33% | 1026         | 89.46% | 911          | 91.59% | 797          | 91.06%    | 4364         |                                     | 92.31%        | 12748        |                                     |
| Hackney Homes Total (excl. TMO)   |                             |           | 95.62% | 5826         | 94.16% | 6351         | 95.07% | 6775         | 94.48% | 7669         | 95.42% | 6963         | 96.67% | 6857         | 96.69% | 6198         | 98.45% | 6597         | 93.09% | 5094         | 91.30% | 5690         | 93.31% | 5811         | 94.06% | 5250         | 95.21% | 4924         | 93.34%    | 26769        |                                     | 95.51%        | 77774        |                                     |

| LKPI 139 HH Performance Overall Total by Priority: |                   |  | Aug-10 |              | Sep-10 |              | Oct-10 |              | Nov-10 |              | Dec-10 |              | Jan-11 |              | Feb-11 |              | Mar-11 |              | Apr-11 |              | May-11 |              | Jun-11 |              | Jul-11 |              | Aug-11 |              | YTD 11/12 |              | This Priority as % of total repairs | Outturn 10/11 |              | This Priority as % of total repairs |
|--|-------------------|--|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|--------|--------------|-----------|--------------|-------------------------------------|---------------|--------------|-------------------------------------|
|  |                   |  | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass    | Total Orders |                                     | % Pass        | Total Orders |                                     |
| Hackney Homes Total (excl. TMO)                    | LKPI 2B Emergency |  | 92.72% | 1291         | 93.09% | 1476         | 93.66% | 1797         | 92.17% | 1660         | 93.96% | 1839         | 94.94% | 1799         | 93.54% | 1332         | 95.37% | 1231         | 93.01% | 1231         | 90.96% | 1228         | 90.04% | 1305         | 92.44% | 1098         | 92.97% | 996          | 91.81%    | 5858         | 21.88%                              | 92.62%        | 18349        | 23.59%                              |
|  | LKPI 2C Urgent    |  | 89.00% | 727          | 90.16% | 864          | 90.29% | 937          | 91.12% | 394          | 94.14% | 256          | 89.25% | 279          | 91.80% | 244          | 95.33% | 214          | 78.22% | 101          | 80.30% | 132          | 79.07% | 129          | 74.30% | 179          | 92.66% | 109          | 80.15%    | 650          | 2.43%                               | 91.20%        | 6116         | 7.86%                               |
|  | LKPI 5 Normal     |  | 97.87% | 3808         | 95.41% | 4011         | 96.81% | 4041         | 95.41% | 5615         | 96.04% | 4868         | 97.76% | 4779         | 97.86% | 4622         | 99.32% | 5152         | 93.51% | 3762         | 91.73% | 4330         | 94.70% | 4377         | 95.39% | 3973         | 95.86% | 3819         | 94.20%    | 20261        | 75.69%                              | 97.00%        | 53309        | 68.54%                              |
| Hackney Homes Total (excl. TMO)                    |                   |  | 95.62% | 5826         | 94.16% | 6351         | 95.07% | 6775         | 94.48% | 7669         | 95.42% | 6963         | 96.67% | 6857         | 96.69% | 6198         | 98.45% | 6597         | 93.09% | 5094         | 91.30% | 5690         | 93.31% | 5811         | 94.06% | 5250         | 95.21% | 4924         | 93.34%    | 26769        |                                     | 95.51%        | 77774        |                                     |
| TMO Total  |                   |  | 91.22% | 592          | 89.05% | 639          | 94.36% | 763          | 92.83% | 809          | 94.31% | 809          | 91.26% | 744          | 96.03% | 705          | 98.19% | 608          | 92.59% | 459          | 89.77% | 518          | 90.27% | 586          | 94.95% | 436          | 90.13% | 476          | 91.39%    | 2475         |                                     | 93.70%        | 7871         |                                     |



Note from the Performance Team: These PI's are not part of Hackney Homes core Delivery Plan indicator set. The polarity here is to maximise performance in all priority bandings  
N/A - Not applicable

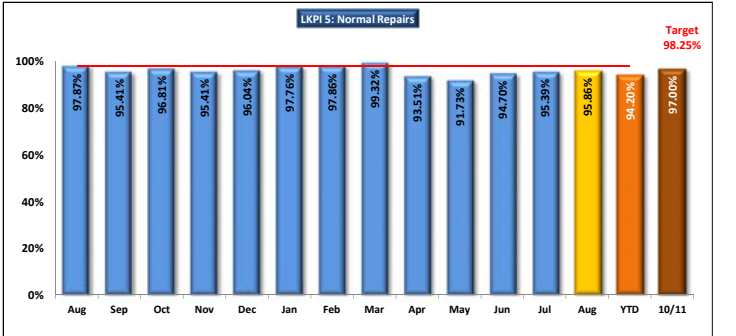
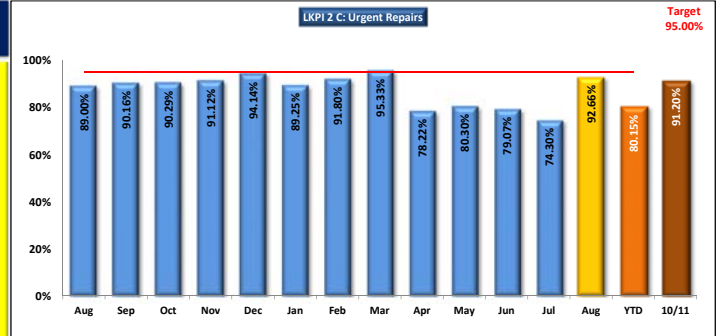
**Performance Indicator(s) Information**  
LKPI's: 2B, 2C & 5  
This displays the percentage of jobs in each priority response band completed.  
Priority banding definitions:

**LKPI 2B (Emergency)**  
make safe within 24 hrs. NB: this also now incorporates the performance for Immediate (makes safe within 2 hours).

**LKPI 2C (Urgent)**  
Complete within 5 working days

**LKPI 5 (Normal)**  
repair complete within 20 working days. (includes priorities X and C)

Data source: UH, Servitor, Opti-time  
Data provider: Performance Team, Targets: Owned & Set by Property Services



**Performance Indicator(s) Information**

**LKPI 79:** Percentage of dwellings with a valid Gas Safety Certificate (CP 12's)  
Excluding Gas Carcasses (tests where the resident only have pipe work and no boiler or appliance)

**Data source:** Universal Housing, Servitor, Opti-time

**Data provider:** Performance Team

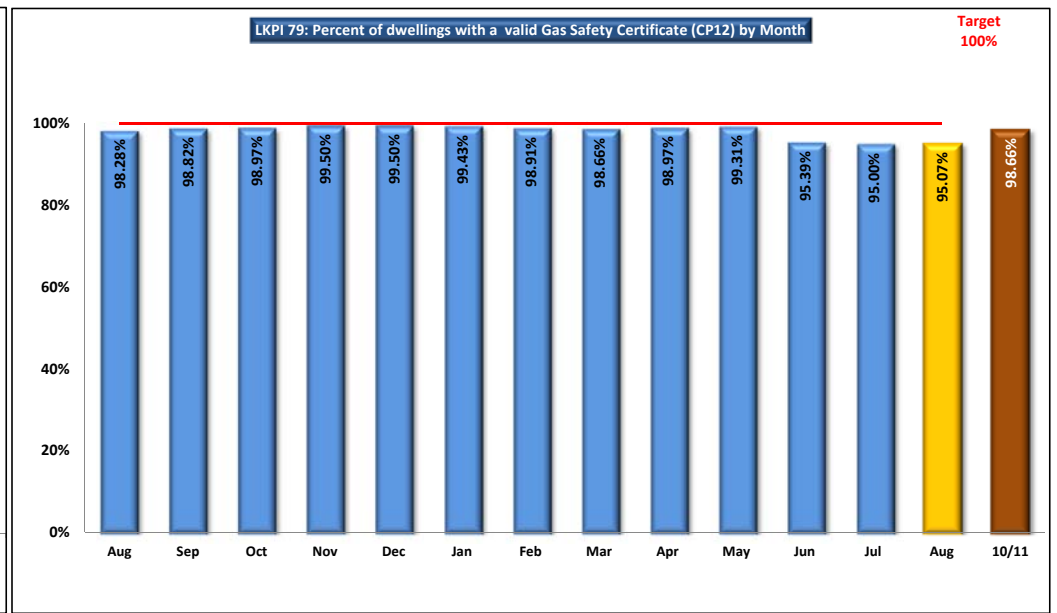
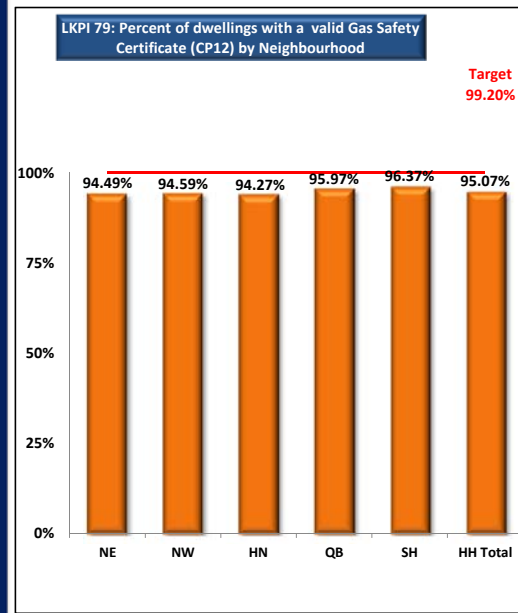
**Targets:** Owned & Set by Property Services

| LKPI 79: Percentage of dwellings with a valid Gas Safety Certificate (CP 12's) | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | Number of CP12's overdue | Average time overdue in weeks | Target 2011/12 | Outturn 2010/11 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------------------|-------------------------------|----------------|-----------------|
| North East   | 98.21%        | 98.60%        | 98.85%        | 99.29%        | 99.38%        | 99.19%        | 98.62%        | 98.49%        | 99.04%        | 99.15%        | 94.74%        | 94.08%        | 94.49%        | 241                      | 12.54                         | 100.00%        | 98.49%          |
| North West   | 97.78%        | 98.98%        | 99.20%        | 99.60%        | 99.57%        | 99.53%        | 99.20%        | 99.20%        | 98.32%        | 99.23%        | 94.74%        | 94.38%        | 94.59%        | 150                      | 9.30                          | 100.00%        | 99.20%          |
| Homerton   | 98.59%        | 98.69%        | 98.72%        | 99.54%        | 99.54%        | 99.57%        | 99.18%        | 98.99%        | 99.23%        | 99.33%        | 94.74%        | 94.11%        | 94.27%        | 211                      | 9.46                          | 100.00%        | 98.99%          |
| Queensbridge and DB  | 98.33%        | 98.77%        | 98.93%        | 99.60%        | 99.56%        | 99.76%        | 99.04%        | 98.61%        | 99.04%        | 99.44%        | 95.42%        | 95.70%        | 95.97%        | 102                      | 9.45                          | 100.00%        | 98.61%          |
| Shoreditch   | 98.44%        | 99.28%        | 99.36%        | 99.62%        | 99.54%        | 99.20%        | 98.57%        | 97.89%        | 98.56%        | 99.02%        | 96.80%        | 96.84%        | 96.37%        | 86                       | 9.03                          | 100.00%        | 97.89%          |
| <b>Hackney Homes Total</b>   | <b>98.28%</b> | <b>98.82%</b> | <b>98.97%</b> | <b>99.50%</b> | <b>99.50%</b> | <b>99.43%</b> | <b>98.91%</b> | <b>98.66%</b> | <b>98.97%</b> | <b>99.31%</b> | <b>95.39%</b> | <b>95.00%</b> | <b>95.07%</b> | <b>911</b>               | <b>9.96</b>                   | <b>100.00%</b> | <b>98.66%</b>   |
| TMO / Others   | 98.51%        | 99.05%        | 99.42%        | 99.74%        | 99.67%        | 99.53%        | 99.23%        | 99.23%        | 99.45%        | 99.74%        | 96.70%        | 96.05%        | 95.61%        | 121                      | 7.58                          | 100.00%        | 99.23%          |

**Note from the Performance Team**

This is a Delivery plan Indicator. Polarity: The higher the percentage the better the performance.

The targets for this PI are reviewed on annual basis as part of Hackney Homes Delivery Plan review .



**Performance Indicator(s) Information**

**LKPIs 11 & 12**

Provide the overall resident satisfaction with the Repairs Call Centre service (LKPI 12) and the quality of repair work carried out by operatives (LKPI 11).

**LII 14**

Provides resident perception of the No. of repairs completed on the first visit.

Data source: Based on a sample survey of tenants who had repairs completed in each quarter.

Data provider: External & Internally commissioned survey (Performance Team)

**LKPI 9 & LKPI 10**

These PIs summarise the Repair Call Centre's key responses against target.

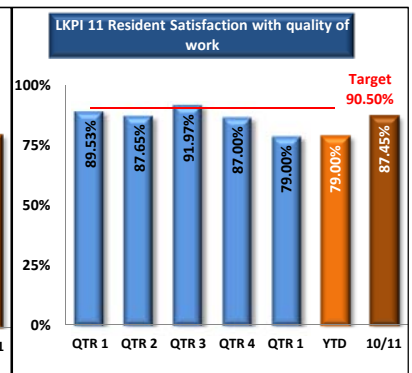
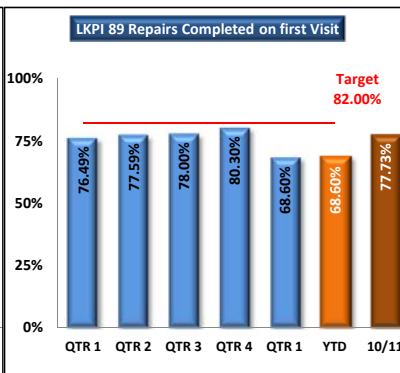
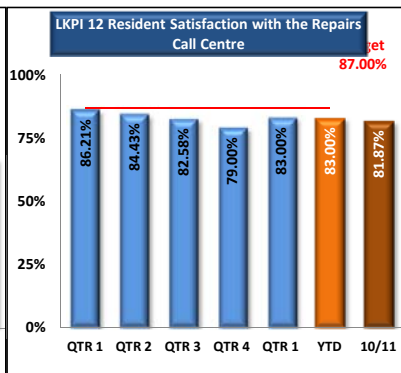
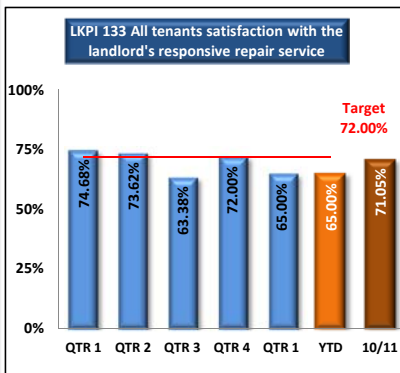
N/A - Not applicable

Data source: Property Services Repair Call Log System

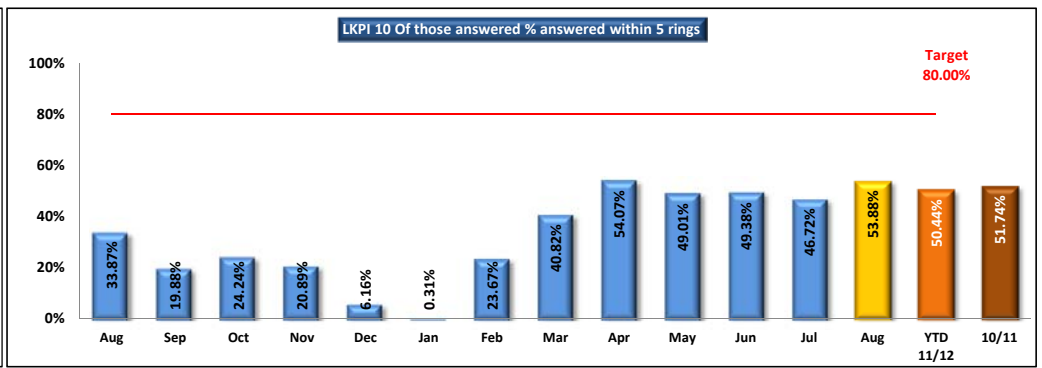
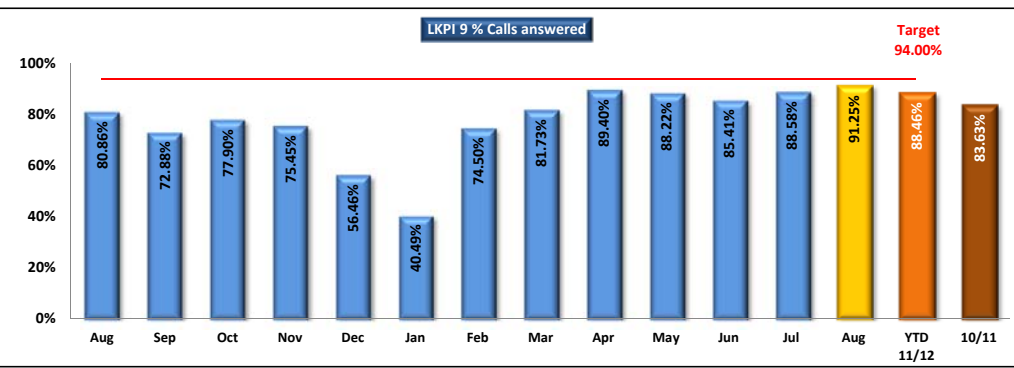
Data provider: Property Services

| Quarterly Satisfaction Repairs Call Centre (RCC) & Quality of Work  | QTR 1<br>10/11 | QTR 2<br>10/11 | QTR 3<br>10/11 | QTR 4<br>10/11 | QTR 1<br>10/11 | YTD<br>2011/12 | Target<br>2011/12 | Outturn<br>2010/11 |
|---|----------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|
| LKPI 133 All tenants satisfaction with the landlord's responsive repair service (Non-STATUS call back survey) | 74.68%         | 73.62%         | 63.38%         | 72.00%         | 65.00%         | 65.00%         | 72.00%            | 71.05%             |
| LKPI 12 Resident Satisfaction with the Repairs Call Centre  | 86.21%         | 84.43%         | 82.58%         | 79.00%         | 83.00%         | 83.00%         | 87.00%            | 81.87%             |
| LKPI 89 Repairs Completed on first Visit  | 76.49%         | 77.59%         | 78.00%         | 80.30%         | 68.60%         | 68.60%         | 82.00%            | 77.73%             |
| LKPI 11 Resident Satisfaction with quality of work  | 89.53%         | 87.65%         | 91.97%         | 87.00%         | 79.00%         | 79.00%         | 90.50%            | 87.45%             |

**Note from the Performance Team**  
LKPI 11, 89, 133 & 9: are all part of Hackney Homes Delivery Plan. The polarity here is to maximise satisfaction levels and increase the percentage of calls answered.



| Monthly Repairs Call Centre Telephone Answering     | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | YTD<br>2011/12 | Target<br>2011/12 | Outturn<br>2010/11 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|----------------|-------------------|--------------------|
| Total Volume of calls                               | 15,135 | 17,387 | 19,040 | 17,160 | 23,262 | 22,992 | 16,774 | 15,766 | 8,818  | 12,922 | 13,053 | 11,547 | 11,985 | 58,325         | N/A               | 188,092            |
| LKPI 9 % Calls answered                             | 80.86% | 72.88% | 77.90% | 75.45% | 56.46% | 40.49% | 74.50% | 81.73% | 89.40% | 88.22% | 85.41% | 88.58% | 91.25% | 88.46%         | 94.00%            | 83.63%             |
| LKPI 10 Of those answered % answered within 5 rings | 33.87% | 19.88% | 24.24% | 20.89% | 6.16%  | 0.31%  | 23.67% | 40.82% | 54.07% | 49.01% | 49.38% | 46.72% | 53.88% | 50.44%         | 80.00%            | 51.74%             |



**ADAPTATIONS**

**Performance Indicator(s) Information**

**Major Adaptations (LKPI 70):** Refer to structural work that requires surveyor inspection and the total cost is estimated to be in excess of £1,000.

**Hackney Examples (Major Adaptations):** widening doorways for wheelchair access, over bath and level access showers, re-siting toileting facilities, construction of permanent concrete, installation of stair lifts, or ceiling tracking hoists.

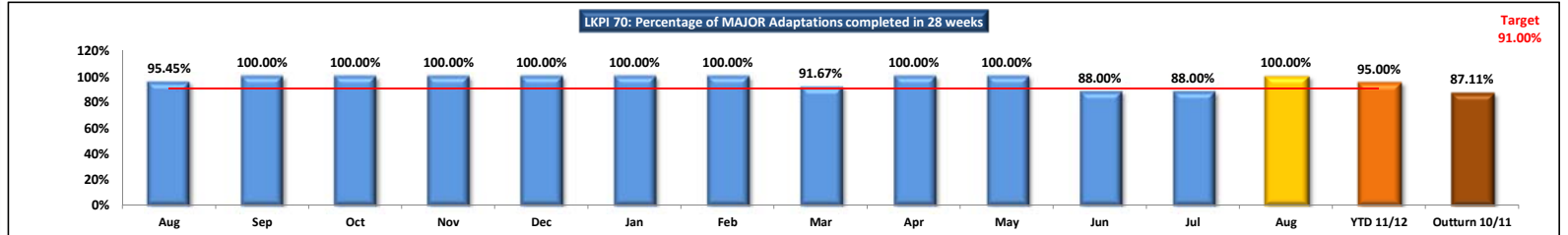
**Minor Adaptations (LKPI 69):** Refer to non-structural works that do not require a surveyor and costs in the range of £0 to £1,000 (approx.)

**Hackney Examples (Minor Adaptations):** Fitting extra banister rails, changing standard fitting taps to lever taps, adjustments to the heights of shower rails, fitting grab rails internally or externally to assist mobility and navigation of steps or difference in floor levels.

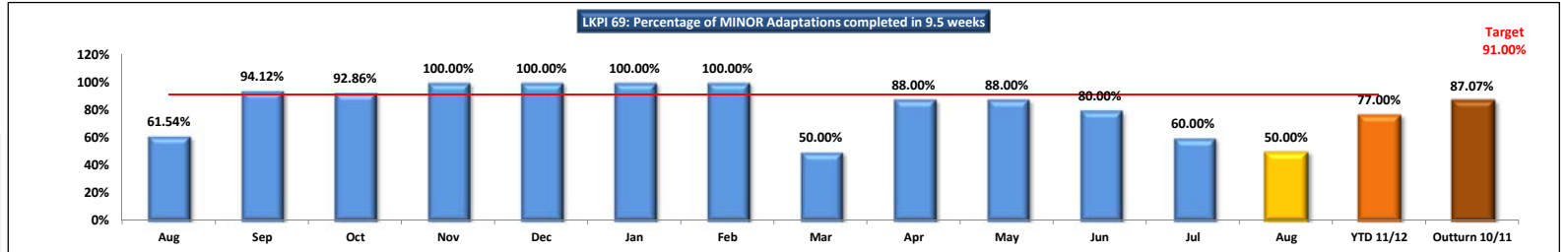
**LKPI 136 Average End to End Time taken for all adaptations completed:** This indicator has been introduced as a comparator and to be consistent with the House Mark quarterly PI tracking system to compare. This PI measures the overall time taken for all adaptations to be completed.

**LKPI 144 Percentage of tenants satisfied with disabled adaptations to their home.** Based on a sample survey of tenants who had adaptations completed in Quarter 2 & 4. Data provider: Internally commissioned survey (Performance Team)

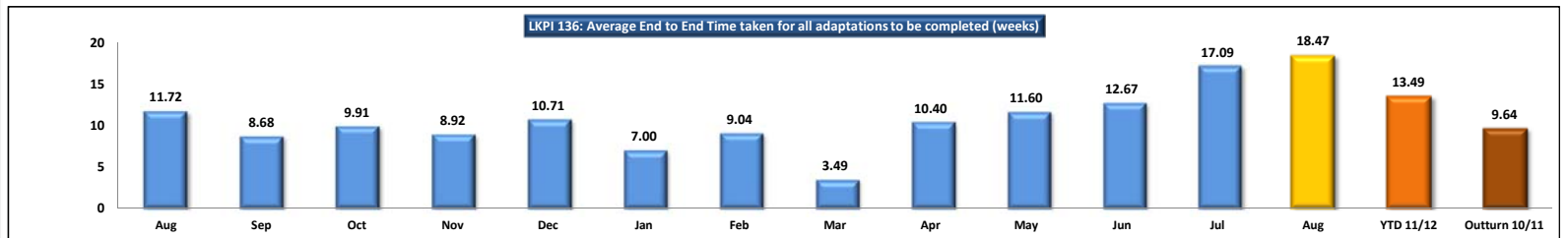
| Major Adaptations  | Aug-10 | Sep-10  | Oct-10  | Nov-10  | Dec-10  | Jan-11  | Feb-11  | Mar-11 | Apr-11  | May-11  | Jun-11 | Jul-11 | Aug-11  | YTD 2011/12 | Target 2011/12  | Outturn 2010/11 |
|--|--------|---------|---------|---------|---------|---------|---------|--------|---------|---------|--------|--------|---------|-------------|-----------------|-----------------|
| Total Number of Work Completions in the period                 | 22     | 23      | 28      | 27      | 23      | 22      | 14      | 12     | 9       | 9       | 9      | 8      | 6       | 41          | N/A             | 225             |
| LKPI 70: Percentage of MAJOR Adaptations completed in 28 weeks | 95.45% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 91.67% | 100.00% | 100.00% | 88.00% | 88.00% | 100.00% | 95.00%      | 91% in 28 Weeks | 87.11%          |



| Minor Adaptations   | Aug-10 | Sep-10 | Oct-10 | Nov-10  | Dec-10  | Jan-11  | Feb-11  | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | YTD 2011/12 | Target 2011/12   | Outturn 2010/11 |
|---|--------|--------|--------|---------|---------|---------|---------|--------|--------|--------|--------|--------|--------|-------------|------------------|-----------------|
| Total Number of Work Completions in the period                  | 13     | 17     | 14     | 12      | 9       | 24      | 2       | 6      | 8      | 8      | 5      | 5      | 4      | 30          | N/A              | 148             |
| LKPI 69: Percentage of MINOR Adaptations completed in 9.5 weeks | 61.54% | 94.12% | 92.86% | 100.00% | 100.00% | 100.00% | 100.00% | 50.00% | 88.00% | 88.00% | 80.00% | 60.00% | 50.00% | 77.00%      | 91% in 9.5 Weeks | 87.07%          |



| Average Time taken for adaptation to complete and customer satisfactions   | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | YTD 2011/12 | Target 2011/12 | Outturn 2010/11 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|----------------|-----------------|
| LKPI 136: Average End to End Time taken for all adaptations to be completed (weeks)  | 11.72  | 8.68   | 9.91   | 8.92   | 10.71  | 7.00   | 9.04   | 3.49   | 10.40  | 11.60  | 12.67  | 17.09  | 18.47  | 13.49       | N/A            | 9.64            |
| LKPI 144: Percentage of tenants satisfied with disabled adaptations to their home (nb: this is reported in Quarters 2 & 4) | N/A    | 91.66% | N/A    | N/A    | 83.33% | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A         | 88.00%         | 85.27%          |



**Note from the Performance Team:**

The polarity here is to maximise satisfaction levels and increase the percentage of major & minor adaptations completed.

**Performance Indicator(s) Information**

**CLEANING: LKPI 07A** This Indicator measures estate cleaning scoring from physical inspections carried out by Neighbourhood staff and Estate Services staff. The target for these inspections is 96% scoring A or B as a percentage of all inspections carried out. Only A and B scores are counted as passes.

**LKPI 07B** This indicator records the percentage satisfaction rate (with estate cleaning) of residents based on a sample of estates in the cleaning programme who have been contacted by telephone.

**GROUNDS MAINTENANCE: LKPI 08A** This Indicator measures grounds maintenance scoring from physical inspections carried out by Neighbourhood staff, Estate Services staff. The target for these inspections is 96% scoring A or B as a percentage of all inspections carried out. Only A and B scores are counted as passes.

**LKPI 08B** This indicator records the percentage satisfaction rate (with grounds maintenance and) in the last month and have been contacted by telephone.

Data source (ALL): Estate inspection database, survey data: Internal/Externally commissioned survey (Performance Team)

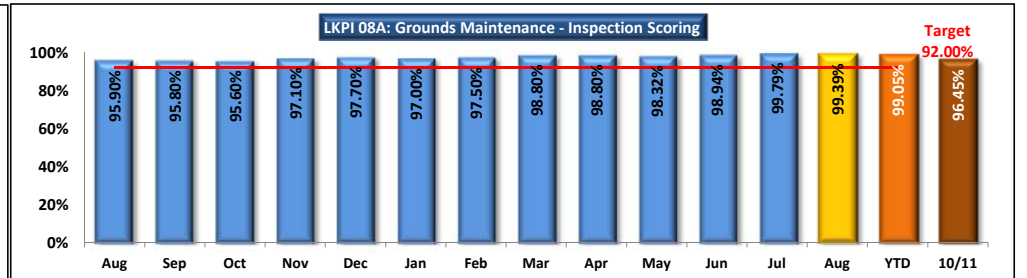
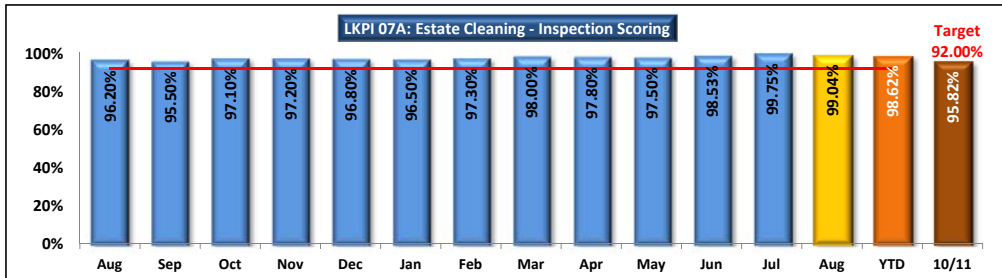
**LKPI 137: Tenants Satisfaction with Estate Services** Targets where relevant are owned and set by Estate Services Dept

**Note from the Performance Team**

Scoring is based on the numbers of A's and B's as a percentage of all inspections. The definitions for each classification are as follows:- A = Good, B = Acceptable, C = Not passed (re-work) & D = Failed

**Polarity:** To maximise inspections scores and satisfaction levels. Reduce average time taken to remove graffiti

| LKPI 07A: Estate Cleaning - Inspection Scoring                                     | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11  | May-11  | Jun-11  | Jul-11 | Aug-11 | YTD 2011/12 | Target 2011/12 | Outturn 2010/11 | Within the month |        |       |       |
|--|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|--------|--------|-------------|----------------|-----------------|------------------|--------|-------|-------|
|  | A's    | B's    | C's    | D's    | A's    | B's    | C's    | D's    | A's     | B's     | C's     | D's    | A's    | B's         | C's            | D's             | A's              | B's    | C's   | D's   |
| North East   | 95.10% | 93.20% | 97.30% | 95.40% | 95.40% | 96.30% | 96.70% | 97.60% | 92.60%  | 93.50%  | 94.34%  | 99.09% | 98.83% | 96.41%      | 92.00%         | 92.20%          | 1526             | 1337   | 34    | 0     |
| North West   | 94.20% | 95.10% | 96.40% | 97.20% | 95.90% | 96.20% | 95.60% | 97.30% | 98.20%  | 97.10%  | 97.94%  | 99.87% | 98.54% | 98.14%      | 92.00%         | 95.84%          | 438              | 777    | 16    | 2     |
| Homerton   | 98.90% | 98.80% | 98.40% | 98.60% | 98.90% | 98.40% | 98.90% | 98.90% | 98.50%  | 99.10%  | 99.90%  | 99.79% | 99.68% | 99.45%      | 92.00%         | 98.62%          | 1155             | 5644   | 22    | 0     |
| Queensbridge and DB  | 91.40% | 90.00% | 92.30% | 92.90% | 94.80% | 91.60% | 95.80% | 96.30% | 96.20%  | 95.70%  | 0.00%   | 99.92% | 99.45% | 98.23%      | 92.00%         | 92.67%          | 1870             | 1535   | 19    | 0     |
| Shoreditch   | 98.40% | 98.40% | 98.40% | 98.30% | 98.30% | 98.30% | 98.60% | 99.90% | 100.00% | 100.00% | 100.00% | 99.95% | 97.70% | 99.39%      | 92.00%         | 98.57%          | 479              | 2798   | 77    | 0     |
| Number of tasks inspected  | 17972  | 18191  | 14753  | 14588  | 16965  | 19321  | 19306  | 15657  | 14516   | 14663   | 13772   | 18937  | 17729  | 79617       | N/A            | 205562          | 5468             | 12091  | 168   | 2     |
| Hackney Homes % Passed   | 96.20% | 95.50% | 97.10% | 97.20% | 96.80% | 96.50% | 97.30% | 98.00% | 97.80%  | 97.50%  | 98.53%  | 99.75% | 99.04% | 98.62%      | 92.00%         | 95.82%          | 30.84%           | 68.20% | 0.95% | 0.01% |
| LKPI 7 (b) Satisfaction (reporting frequency; Q1 and Q3 intermediate, Q4 external) | N/A    | 64.87% | N/A    | N/A    | 61.64% | N/A    | N/A    | 54.00% | N/A     | N/A     | 79.53%  | N/A    | N/A    | 58.00%      | 70.00%         | 60.72%          |                  |        |       |       |



| LKPI 08A: Grounds Maintenance - Inspection Scoring   | Aug-10 | Sep-10 | Oct-10  | Nov-10  | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11  | May-11  | Jun-11  | Jul-11  | Aug-11  | YTD 2011/12 | Target 2011/12 | Outturn 2010/11 | Within the month |        |       |       |
|--|--------|--------|---------|---------|--------|--------|--------|--------|---------|---------|---------|---------|---------|-------------|----------------|-----------------|------------------|--------|-------|-------|
|  | A's    | B's    | C's     | D's     | A's    | B's    | C's    | D's    | A's     | B's     | C's     | D's     | A's     | B's         | C's            | D's             | A's              | B's    | C's   | D's   |
| North East   | 98.60% | 98.90% | 100.00% | 100.00% | 99.00% | 99.10% | 99.00% | 99.10% | 98.40%  | 100.00% | 100.00% | 99.45%  | 99.69%  | 99.58%      | 92.00%         | 99.19%          | 140              | 179    | 1     | 0     |
| North West   | 95.60% | 95.40% | 95.90%  | 97.20%  | 97.40% | 97.90% | 98.60% | 99.50% | 98.00%  | 99.30%  | 97.86%  | 100.00% | 100.00% | 98.60%      | 92.00%         | 96.18%          | 80               | 58     | 0     | 0     |
| Homerton   | 99.00% | 99.40% | 99.10%  | 99.40%  | 99.40% | 98.80% | 98.90% | 99.10% | 99.60%  | 96.40%  | 99.44%  | 100.00% | 99.64%  | 99.19%      | 92.00%         | 99.04%          | 139              | 970    | 4     | 0     |
| Queensbridge and DB  | 85.30% | 82.90% | 83.60%  | 91.70%  | 91.70% | 90.70% | 89.90% | 96.70% | 97.70%  | 97.10%  | 99.33%  | 100.00% | 99.64%  | 98.99%      | 92.00%         | 88.72%          | 454              | 101    | 2     | 0     |
| Shoreditch   | 94.60% | 99.40% | 95.70%  | 95.40%  | 98.40% | 95.20% | 98.40% | 98.40% | 100.00% | 100.00% | 100.00% | 98.75%  | 97.65%  | 99.22%      | 92.00%         | 95.67%          | 0                | 333    | 8     | 0     |
| Number of tasks inspected  | 2969   | 2949   | 2479    | 2367    | 2665   | 3189   | 3164   | 2683   | 2542    | 2374    | 2444    | 2397    | 2469    | 12226       | N/A            | 33810           | 813              | 1641   | 15    | 0     |
| Hackney Homes Total  | 95.90% | 95.80% | 95.60%  | 97.10%  | 97.70% | 97.00% | 97.50% | 98.80% | 98.80%  | 98.32%  | 98.94%  | 99.79%  | 99.39%  | 99.05%      | 92.00%         | 96.45%          | 32.93%           | 66.46% | 0.61% | 0.00% |
| LKPI 8 (b) Satisfaction (reporting frequency; Q1 and Q3 intermediate, Q4 external)             | N/A    | 65.06% | N/A     | N/A     | 65.77% | N/A    | N/A    | 59.60% | N/A     | N/A     | 73.00%  | N/A     | N/A     | 73.00%      | 70.00%         | 63.89%          |                  |        |       |       |
| LKPI 137 Tenants Satisfaction with Estate Services (nb: this is reported in Quarters 1, 2 & 4) | N/A    | 61.03% | N/A     | N/A     | 58.46% | N/A    | N/A    | 51.75% | N/A     | N/A     | 62.50%  | N/A     | N/A     | 62.50%      | 70.00%         | 57.64%          |                  |        |       |       |

| Offensive Graffiti removal                  | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | YTD 2011/12 | Target 2011/12 | Outturn 2010/11 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|----------------|-----------------|
| Number of cases                             | 2      | 5      | 2      | 2      | 0      | 0      | 1      | 0      | 2      | 1      | 3      | 1      | 0      | 7           | N/A            | 25              |
| LKPI 156: Avg Time to remove (Hours : mins) | 02:45  | 01:18  | 01:00  | 01:15  | 00:00  | 00:00  | 01:06  | 00:00  | 01:00  | 00:40  | 01:10  | 01:00  | N/A    | 01:01       | 03:00          | 01:23           |

**Performance Indicator(s) Information**

**LKPIs 14, 15, 16 & 17. LIIB**

This data displays key statistics of the Leasehold & Right to Buy Services.

LKPI 15 shows the % collection rate for standard service charges.

LKPI 16 shows the service charge arrears as a % of invoices raised.

LII 8 displays the number of RTB applications and income generated through disposals. The monthly figures are reconciled on a quarterly basis to account for late notification of sales.

**Targets: Note: Service Charge billing occurs in April for current financial year (2009/10 estimates) and in September for previous year (2008/09 actuals)**

**LKPIs 50, 51, 107, 53 & 54. LII 7**

The information presented here provides a monthly profile of leaseholders' major works, invoicing, collections and arrears positions.

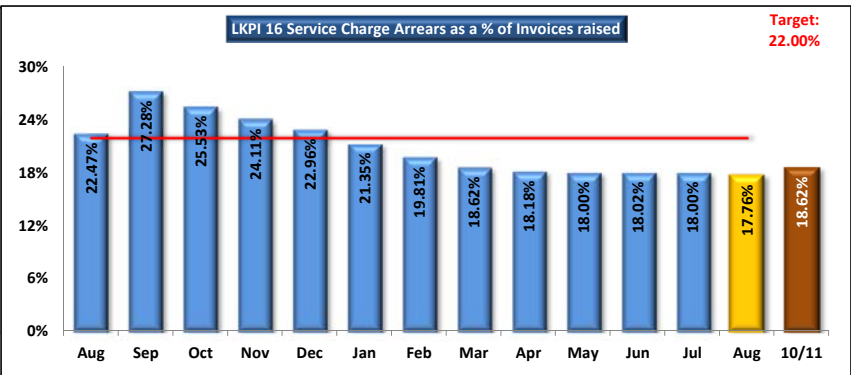
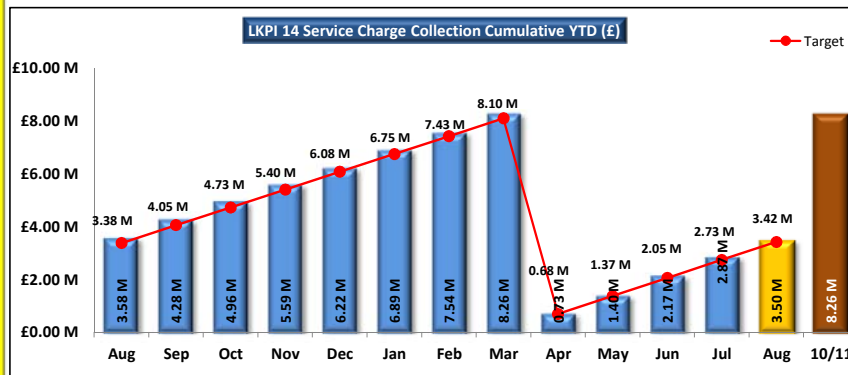
Also provided is data on Section 20 invoices (Notifications to leaseholders of pending recharge on major works).

**Data source: LRTBS own data set.**

**Note from the Performance Team**  
Polarity here is to maximise service charge income, whilst reducing arrears

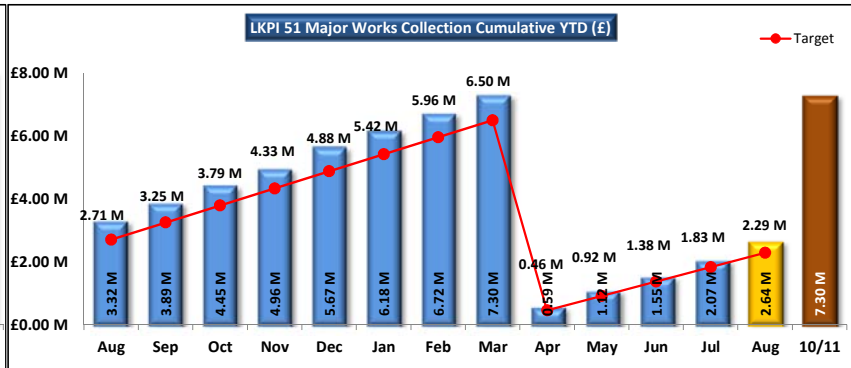
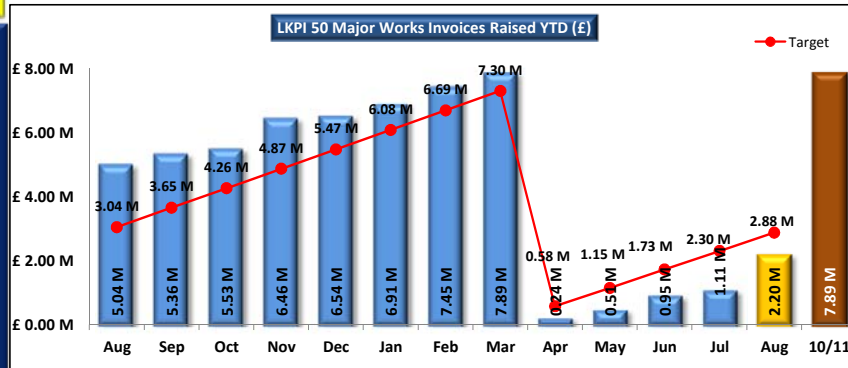
| Service Charge Performance data                          | Aug-10  | Sep-10  | Oct-10  | Nov-10  | Dec-10  | Jan-11  | Feb-11  | Mar-11  | Apr-11  | May-11  | Jun-11  | Jul-11  | Aug-11  | Target 2011/12 | Outturn 2010/11 |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|-----------------|
| LKPI 14 Service Charge Collection Cumulative YTD (£)     | 3.58 M  | 4.28 M  | 4.96 M  | 5.59 M  | 6.22 M  | 6.89 M  | 7.54 M  | 8.26 M  | 0.73 M  | 1.40 M  | 2.17 M  | 2.87 M  | 3.50 M  | 8.20 M         | 8.26 M          |
| LKPI 15 Service Charge Collection Rate                   | 107.05% | 106.66% | 105.97% | 103.61% | 102.39% | 102.12% | 101.60% | 104.00% | 108.98% | 103.00% | 105.70% | 105.00% | 102.44% | 103.00%        | 104.00%         |
| LKPI 16 Service Charge Arrears as a % of Invoices raised | 22.47%  | 27.28%  | 25.53%  | 24.11%  | 22.96%  | 21.35%  | 19.81%  | 18.62%  | 18.18%  | 18.00%  | 18.02%  | 18.00%  | 17.76%  | 22.00%         | 18.62%          |
| LKPI 17 Service Charge Arrears Cumulative YTD (£)        | 1.78 M  | 2.08 M  | 1.95 M  | 1.84 M  | 1.75 M  | 1.63 M  | 1.51 M  | 1.42 M  | 1.46 M  | 1.48 M  | 1.45 M  | 1.41 M  | 1.43 M  | 1.20 M         | 1.42 M          |

| LII 8 RTB and Income (count)             | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | 2011/12 YTD | Outturn 2010/11 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|-----------------|
| Applications Received                    | 7      | 16     | 8      | 12     | 8      | 7      | 15     | 16     | 13     | 12     | 9      | 8      | 6      | 48          | 120             |
| Offers Made Over The Year (S125 notices) | 4      | 9      | 1      | 6      | 11     | 12     | 9      | 14     | 4      | 12     | 6      | 18     | 5      | 45          | 97              |
| Number of Sales                          | 1      | 2      | 0      | 1      | 1      | 0      | 1      | 0      | 2      | 3      | 0      | 1      | 1      | 7           | 14              |
| Annual Sales (£)                         | 0.14 M | 0.33 M | 0.00 M | 0.17 M | 0.27 M | 0.00 M | 0.14 M | 0.00 M | 0.40 M | 0.52 M | 0.00 M | 0.14 M | 0.18 M | 1.24 M      | 2.54 M          |



| Major Works Performance data   | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11  | May-11  | Jun-11  | Jul-11  | Aug-11  | Target 2011/12 | Outturn 2010/11 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|----------------|-----------------|
| LKPI 50 Major Works Invoices Raised YTD (£)  | 5.04 M | 5.36 M | 5.53 M | 6.46 M | 6.54 M | 6.91 M | 7.45 M | 7.89 M | 0.24 M  | 0.51 M  | 0.95 M  | 1.11 M  | 2.20 M  | 6.90 M         | 7.89 M          |
| LKPI 51 Major Works Collection Cumulative YTD (£)                                      | 3.32 M | 3.89 M | 4.45 M | 4.96 M | 5.67 M | 6.18 M | 6.72 M | 7.30 M | 0.59 M  | 1.12 M  | 1.55 M  | 2.07 M  | 2.64 M  | 5.50 M         | 7.30 M          |
| LKPI 107: Leaseholder major works charges collected as a percentage of invoices raised | 65.83% | 72.55% | 80.57% | 76.80% | 86.63% | 89.47% | 90.23% | 92.45% | 248.48% | 219.00% | 162.00% | 186.11% | 120.04% | 68.00%         | 92.45%          |
| LKPI 53 Major Works Arrears Cumulative YTD (£)   | 5.81 M | 5.71 M | 5.76 M | 5.64 M | 5.48 M | 5.71 M | 5.54 M | 5.48 M | 5.42 M  | 5.20 M  | 5.39 M  | 4.91 M  | 4.94 M  | 5.00 M         | 5.48 M          |

| LII 7 - Section 20s   | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | 2011/12 YTD | Outturn 2010/11 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------------|-----------------|
| Total number of Section 20s served with leaseholder charges | 415    | 414    | 249    | 31     | 0      | 127    | 194    | 264    | 278    | 97     | 330    | 294    | 378    | 1377        | 3263            |
| Total value of Section 20s served (£)                       | 0.27 M | 0.18 M | 0.22 M | 0.05 M | 0.00 M | 0.10 M | 0.16 M | 0.42 M | 0.32 M | 0.28 M | 0.27 M | 0.29 M | 1.49 M | 2.66 M      | 2.76 M          |



### TELEPHONE ANSWERING

| Performance Indicator(s)<br>Information   | LKPI 18 - Monthly % of Calls Answered | Aug-10   | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11  | May-11 | Jun-11 | Jul-11 | Aug-11 | YTD     | Target  | Outturn |
|---|---------------------------------------|--|--------|--------|--------|--------|--------|--------|--------|---|--------|--------|--------|--------|---------|---------|---------|
|   | Departments / Divisions               |  |        |        |        |        |        |        |        |   |        |        |        |        | 2011/12 | 2011/12 | 2010/11 |
| <b>LKPI 18 - % of Calls Answered</b><br><b>LKPI 19 - of Calls Answered, % of those within 5 Rings</b><br><br><b>Data source:</b><br>Telecommunication (Hackney Council)<br><br>Targets are corporate and set by HH ICT in association with Hackney Homes service managers | Chief Executive's Offices             | 87.57%   | 85.73% | 5.20%  | 87.74% | 84.46% | 87.01% | 86.36% | 85.71% | 87.76%  | N/A    | N/A    | N/A    | 78.38% | 84.30%  | 88.00%  | 82.21%  |
|   | Estate Environment                    | Merged with Property Services effective April 2011 |        |        |        |        |        |        |        |   |        |        |        |        |         | 88.00%  | N/A     |
|   | Finance and Resources                 | 83.49%   | 81.32% | 51.16% | 80.92% | 79.30% | 81.48% | 78.15% | 77.45% | 80.00%  | 78.80% | 80.42% | 80.16% | 79.52% | 79.78%  | 88.00%  | 80.17%  |
|   | Tenancy and Leasehold Services        | 80.83%   | 82.81% | 43.63% | 81.55% | 75.65% | 82.08% | 78.11% | 80.35% | 81.85%  | 77.96% | 73.25% | 76.06% | 76.92% | 76.41%  | 88.00%  | 78.54%  |
|   | Building Maintenance                  | 70.40%   | 68.21% | 23.08% | 66.71% | 58.76% | 67.97% | 67.00% | 65.42% | 76.47%  | 73.78% | 70.81% | 72.53% | 71.51% | 72.36%  | 88.00%  | 68.47%  |
|   | NorthEast NHD                         | 80.77%   | 78.95% | 38.46% | 79.01% | 81.30% | 79.78% | 78.90% | 77.01% | Merged with Tenancy & Leasehold Services (eff. April 2011). |        |        |        |        | 76.47%  | 88.00%  | 79.56%  |
|   | NorthWest NHD                         | 83.33%   | 85.09% | 7.69%  | 82.67% | 81.27% | 79.57% | 79.45% | 80.61% |   |        |        |        |        | 79.37%  | 88.00%  | 83.13%  |
|   | Homerton NHD                          | 78.56%   | 79.10% | 77.31% | 78.28% | 79.53% | 78.56% | 80.76% | 81.01% |   |        |        |        |        | 78.75%  | 88.00%  | 78.56%  |
|   | Queensbridge & DB                     | 74.98%   | 75.42% | 77.69% | 76.98% | 79.85% | 78.99% | 77.13% | 76.06% |   |        |        |        |        | 75.69%  | 88.00%  | 77.07%  |
|   | Shoreditch NHD                        | 80.02%   | 81.91% | 80.41% | 79.32% | 80.42% | 80.36% | 80.49% | 77.21% |   |        |        |        |        | 77.54%  | 88.00%  | 80.18%  |
|   | TMO / Others                          | 77.77%   | 76.64% | 77.21% | 78.84% | 78.01% | 77.35% | 80.30% | 79.33% |   |        |        |        |        | 77.43%  | 88.00%  | 75.67%  |
|   | Hackney Homes Total                   | 77.70%   | 77.41% | 75.70% | 76.15% | 72.47% | 76.69% | 75.22% | 75.09% |   |        |        |        |        | 77.09%  | 76.05%  | 72.74%  |

**Note from the Performance Team**

Note, Revised data provided by Telephone services now has new groupings as follows:

- The Estate Environment services is a separate division eff. April 2011. Previously Estate Environment was reported as a sub-division of Residents Services.

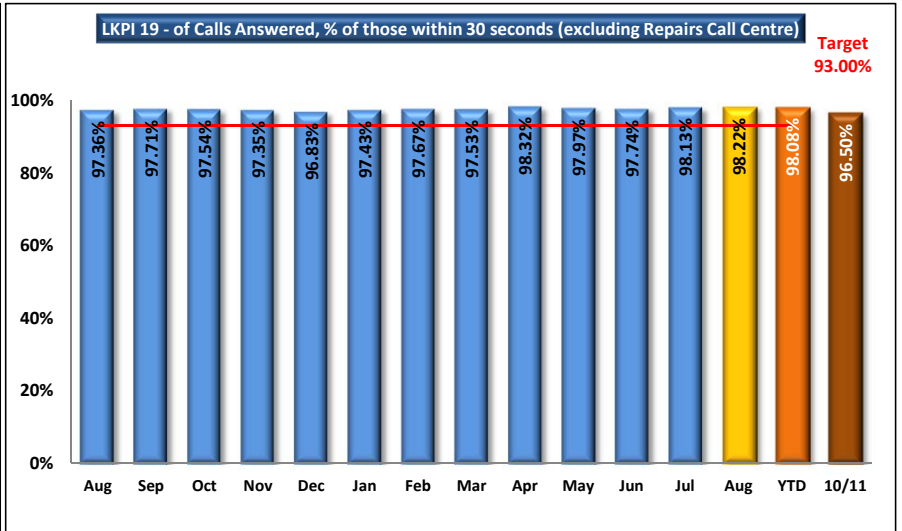
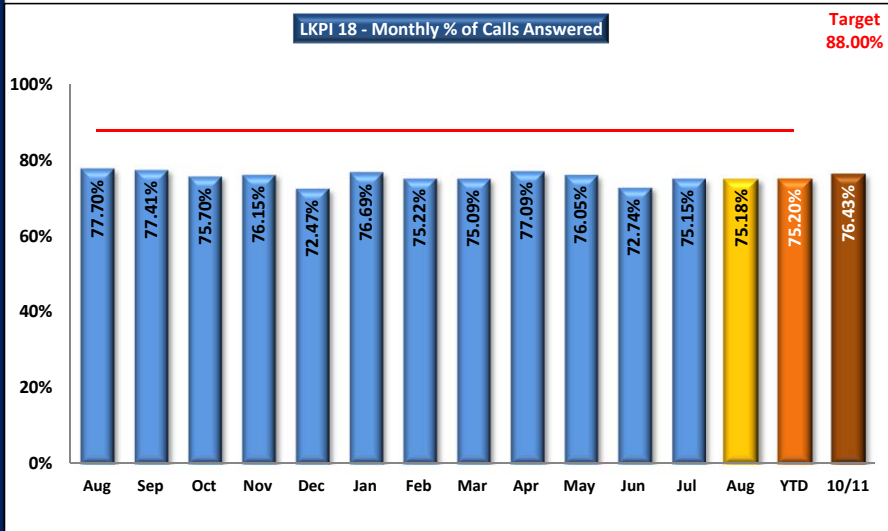
- The Residents Services is now called Tenancy & Leasehold Services (eff. April 2011). The new data set now incorporates NHO and TMO Performance under this heading.

- The Property Services is now called Building Maintenance (eff. Aug 2011)

Chief Executive's Offices is grouped under Finance and Resources.

Polarity: Maximise calls answered and those answered in 30 secs.

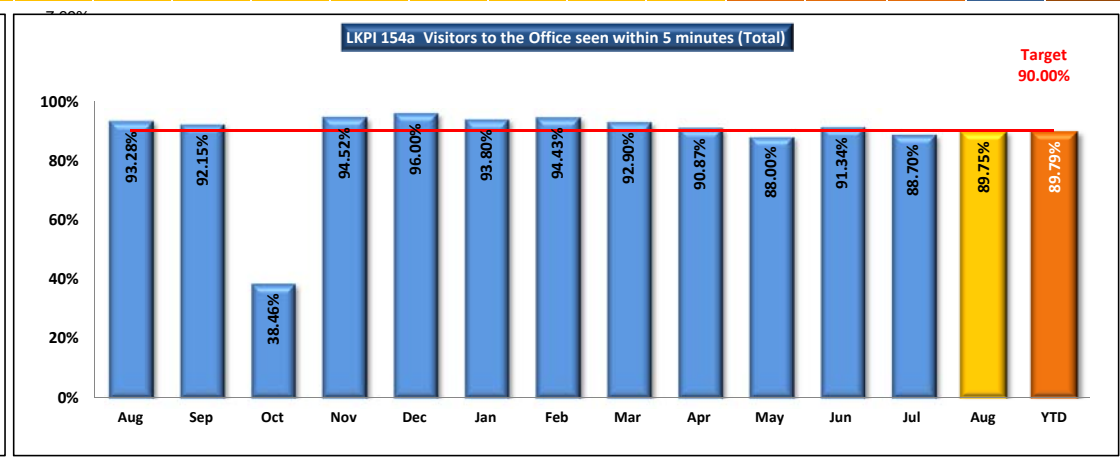
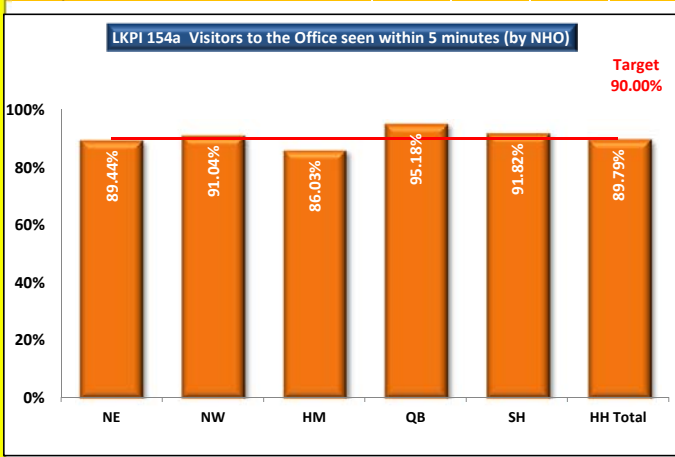
| Performance Indicator(s)<br>Information  | LKPI 19 - of Calls Answered, % of those within 30 seconds (excluding Repairs Call Centre) | Aug-10   | Sep-10 | Oct-10 | Nov-10  | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11  | May-11 | Jun-11 | Jul-11 | Aug-11 | YTD     | Target  | Outturn |
|--|---|--|--------|--------|---------|--------|--------|--------|--------|---|--------|--------|--------|--------|---------|---------|---------|
|  | Departments / Divisions   |  |        |        |         |        |        |        |        |   |        |        |        |        | 2011/12 | 2011/12 | 2010/11 |
| <b>LKPI 19 - of Calls Answered, % of those within 30 seconds (excluding Repairs Call Centre)</b> | Chief Executive's Offices   | 100.00%  | 99.92% | 99.73% | 100.00% | 99.73% | 99.92% | 99.81% | 99.66% | 99.06%  | N/A    | N/A    | N/A    | 97.09% | 98.38%  | 93.00%  | 99.43%  |
|  | Estate Environment  | Merged with Property Services effective April 2011 |        |        |         |        |        |        |        |   |        |        |        |        |         | 93.00%  | N/A     |
|  | Finance and Resources   | 99.20%   | 99.22% | 99.58% | 99.59%  | 99.64% | 99.53% | 99.18% | 98.94% | 99.71%  | 99.70% | 99.77% | 99.78% | 99.67% | 99.72%  | 93.00%  | 98.87%  |
|  | Tenancy and Leasehold Services  | 99.86%   | 99.81% | 99.80% | 99.83%  | 99.71% | 99.89% | 99.79% | 99.91% | 99.81%  | 98.88% | 98.46% | 98.62% | 98.88% | 98.78%  | 93.00%  | 98.74%  |
|  | Building Maintenance  | 93.63%   | 94.48% | 93.10% | 92.40%  | 90.33% | 92.69% | 93.76% | 93.07% | 96.51%  | 96.74% | 96.60% | 96.89% | 96.82% | 96.79%  | 93.00%  | 92.05%  |
|  | NorthEast NHD   | 98.86%   | 98.73% | 98.55% | 98.94%  | 99.25% | 99.32% | 98.70% | 98.29% | Merged with Tenancy & Leasehold Services (eff. April 2011). |        |        |        |        | 98.36%  | 93.00%  | 98.17%  |
|  | NorthWest NHD   | 99.82%   | 99.84% | 99.77% | 99.79%  | 99.76% | 99.64% | 99.62% | 99.85% |   |        |        |        |        | 99.54%  | 93.00%  | 99.33%  |
|  | Homerton NHD  | 94.49%   | 95.43% | 97.14% | 97.16%  | 97.78% | 96.94% | 98.88% | 98.87% |   |        |        |        |        | 97.86%  | 93.00%  | 93.83%  |
|  | Queensbridge & DB   | 97.92%   | 97.17% | 98.11% | 98.86%  | 98.52% | 98.39% | 98.52% | 97.75% |   |        |        |        |        | 97.99%  | 93.00%  | 97.17%  |
|  | Shoreditch NHD  | 98.88%   | 98.69% | 99.10% | 99.15%  | 99.34% | 99.13% | 99.50% | 98.60% |   |        |        |        |        | 98.55%  | 93.00%  | 98.37%  |
|  | TMO / Others  | 98.64%   | 98.28% | 98.24% | 98.15%  | 98.45% | 98.31% | 98.59% | 97.97% |   |        |        |        |        | 98.77%  | 93.00%  | 97.31%  |
|  | Hackney Homes Total   | 97.36%   | 97.71% | 97.54% | 97.35%  | 96.83% | 97.43% | 97.67% | 97.53% |   |        |        |        |        | 98.32%  | 97.97%  | 97.74%  |



**Performance Indicator(s) Information**  
**LKP 154a Visitors to the Office seen within 5 minutes.**  
 This PI measures the percentage of Visitors to Neighbourhood Offices being attended to within 5 minutes on the queue.

| LKPI 154a Visitors to the Office seen within 5 minutes | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | 11/12 YTD Volume |                | YTD            | Target        | Outturn       |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------------|----------------|----------------|---------------|---------------|
|  |               |               |               |               |               |               |               |               |               |               |               |               |               |                  | Total visitors | seen in 5 mins | 2011/12       | 2011/12       |
| North East   | 91.60%        | 92.98%        | 5.20%         | 95.90%        | 96.38%        | 94.02%        | 94.56%        | 91.64%        | -             | -             | 90.74%        | 89.11%        | 88.36%        | 3704             | 3313           | 89.44%         | 90.00%        | 93.43%        |
| North West   | 96.63%        | 98.59%        | 55.16%        | 98.69%        | 97.50%        | 95.04%        | 94.35%        | -             | 92.85%        | 91.13%        | 91.04%        | 89.17%        | 90.76%        | 4184             | 3809           | 91.04%         | 90.00%        | 97.30%        |
| Homerton   | 94.64%        | 90.47%        | 51.16%        | 95.09%        | 96.94%        | 94.00%        | 93.83%        | 91.88%        | 88.11%        | 81.91%        | 89.59%        | 85.31%        | 85.10%        | 7424             | 6387           | 86.03%         | 90.00%        | 91.90%        |
| Queensbridge and DB                                    | 88.52%        | 89.36%        | 43.63%        | 92.84%        | 94.88%        | 93.43%        | 93.84%        | 95.75%        | 96.28%        | 96.96%        | 96.60%        | 91.13%        | 95.56%        | 3793             | 3610           | 95.18%         | 90.00%        | 91.79%        |
| Shoreditch   | 95.42%        | 90.60%        | 23.08%        | 87.42%        | 92.81%        | 92.06%        | 96.59%        | 93.74%        | -             | -             | 90.10%        | 92.06%        | 93.13%        | 1699             | 1560           | 91.82%         | 90.00%        | 93.00%        |
| <b>Hackney Homes Total</b>                             | <b>93.28%</b> | <b>92.15%</b> | <b>38.46%</b> | <b>94.52%</b> | <b>96.00%</b> | <b>93.80%</b> | <b>94.43%</b> | <b>92.90%</b> | <b>90.87%</b> | <b>88.00%</b> | <b>91.34%</b> | <b>88.70%</b> | <b>89.75%</b> | <b>20804</b>     | <b>18679</b>   | <b>89.79%</b>  | <b>90.00%</b> | <b>93.18%</b> |

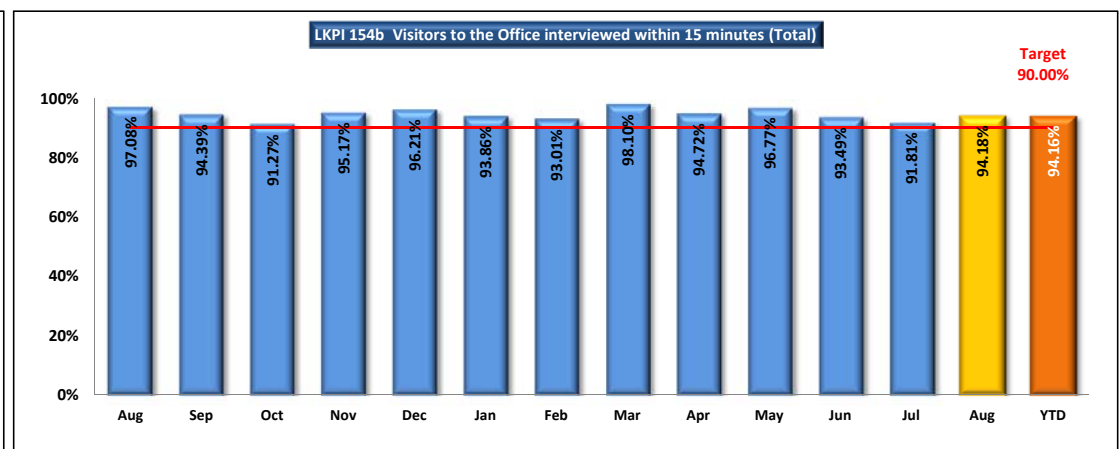
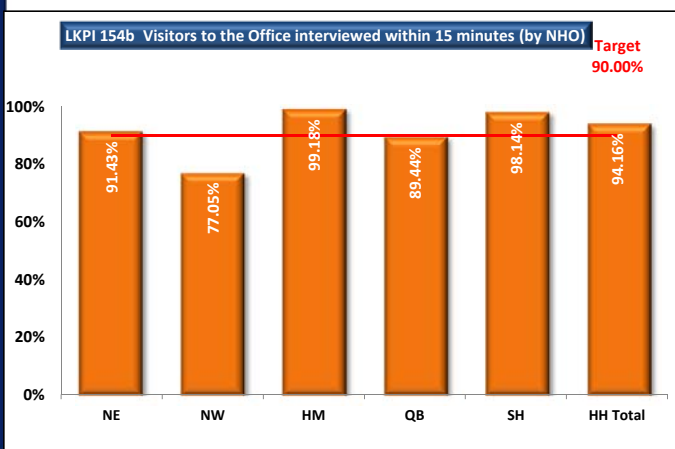
**LKPI 154b Visitors to the Office interviewed within 15 minutes.**  
 This PI measures the percentage of Visitors to Neighbourhood Offices requiring an interview being seen within 15 minutes.



NA - Not available  
 Data source: MMR  
 Data provider: N'hd  
 Targets where relevant are owned and set by Tenancy & leasehold Services Dept

| LKPI 154b Visitors to the Office interviewed within 15 minutes | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | 11/12 YTD Volume |                | YTD             | Target        | Outturn       |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------------|----------------|-----------------|---------------|---------------|
|  |               |               |               |               |               |               |               |               |               |               |               |               |               |                  | Total visitors | seen in 15 mins | 2011/12       | 2011/12       |
| North East   | 96.00%        | 90.00%        | 90.48%        | 95.12%        | 90.70%        | 52.00%        | 85.29%        | 90.32%        | -             | -             | 82.35%        | 94.59%        | 93.75%        | 70               | 64             | 91.43%          | 90.00%        | 90.61%        |
| North West   | 82.26%        | 81.55%        | 73.17%        | 91.90%        | 88.50%        | 79.37%        | 73.39%        | -             | 78.57%        | 66.67%        | 69.33%        | 71.62%        | 87.74%        | 366              | 282            | 77.05%          | 90.00%        | 82.68%        |
| Homerton   | 99.67%        | 99.56%        | 99.52%        | 99.47%        | 100.00%       | 100.00%       | 100.00%       | 100.00%       | 100.00%       | 99.78%        | 99.68%        | 97.11%        | 97.39%        | 1348             | 1337           | 99.18%          | 90.00%        | 99.82%        |
| Queensbridge and DB  | 96.15%        | 94.87%        | 92.50%        | 88.14%        | 90.32%        | 95.35%        | 91.67%        | 94.48%        | 95.45%        | 60.00%        | 90.74%        | 88.89%        | 89.58%        | 341              | 305            | 89.44%          | 90.00%        | 92.97%        |
| Shoreditch   | 100.00%       | 98.51%        | 98.51%        | 100.00%       | 98.77%        | 99.36%        | 99.45%        | 99.48%        | -             | -             | 98.89%        | 98.15%        | 97.58%        | 322              | 316            | 98.14%          | 90.00%        | 98.81%        |
| <b>Hackney Homes Total</b>                                     | <b>97.08%</b> | <b>94.39%</b> | <b>91.27%</b> | <b>95.17%</b> | <b>96.21%</b> | <b>93.86%</b> | <b>93.01%</b> | <b>98.10%</b> | <b>94.72%</b> | <b>96.77%</b> | <b>93.49%</b> | <b>91.81%</b> | <b>94.18%</b> | <b>2447</b>      | <b>2304</b>    | <b>94.16%</b>   | <b>90.00%</b> | <b>95.96%</b> |

**Note from the Performance Team**  
 Polarity: Maximise the numbers seen in 5 mins and interviewed in 15 mins in order to reduce waiting time and inconvenience to customers.



**Performance Indicator(s) Information**

LKPI 13 % of letters, faxes and emails responded to within target time (10 working days)  
 LKPI 24 % of Mayor enquiries completed within target time - (within 10 days)  
 LKPI 31 % of FOI Requests actioned in target time (within 20 days),  
 LKPI 109: Stage 2 complaints (within 12 months of Stage 1 complaint response) as % of Stage 1 complaints, LKPI 110: % of Ombudsman investigations & enquiries culminating in local settlement

LKPI 22 % of Board Member enquiries (ME) completed within target time - (within 15 days)  
 LKPI 25 a % of stage 1 complaints completed within target time (within 15 days),  
 LKPI 59 % of stage twos upheld

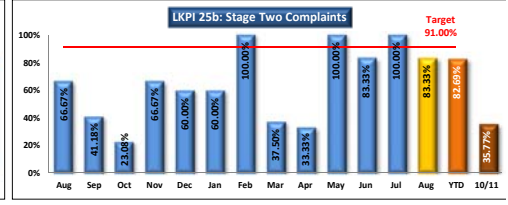
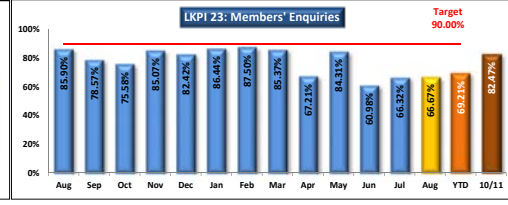
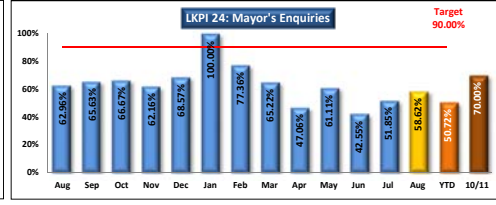
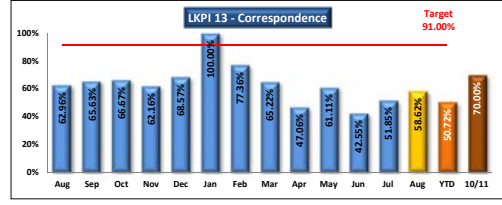
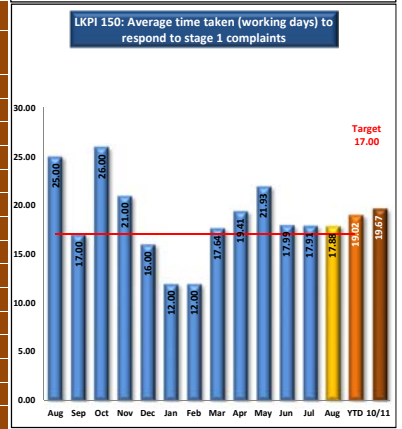
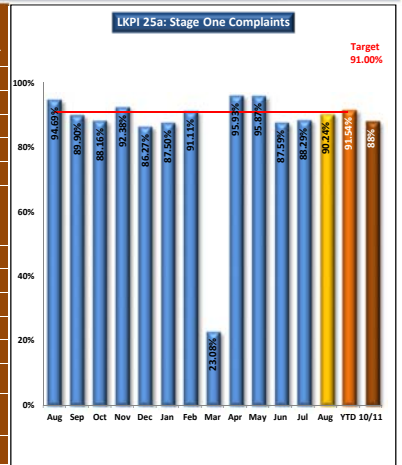
LKPI 23 % of Members enquiries completed within target time - (within 10 days),  
 LKPI 25 b % of stage 2 complaints completed within target time (within 15 days)  
 LKPI 72: Number of Ombudsman enquiries  
 LKPI 111: % of formal complaint (Stage 1 & 2) responses completed within target time (15 working days)

Data source: Respond Data provider: Performance Team  
 Targets are corporate and set by HH in association with Hackney Homes service managers

**Note from the Performance Team**

Polarity: These PI's in the main measure the speed and efficiency of responses to various customer enquiries, complaints, FOI's and representations made by Clrs, MP's, MEP's, and the Mayors enquiries. The main objective is to maximise responses and reduce average time taken to respond.

| LKPI 25a: Stage One Complaints   | Divisions                    | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11         | Feb-11         | Mar-11        | Apr-11        | May-11         | Jun-11        | Jul-11         | Aug-11        | Month Volume |                          |                     | YTD                        |             |                    | YTD Volume             |                           |               | Target  | Outturn |
|--|------------------------------|---------------|---------------|---------------|---------------|---------------|----------------|----------------|---------------|---------------|----------------|---------------|----------------|---------------|--------------|--------------------------|---------------------|----------------------------|-------------|--------------------|------------------------|---------------------------|---------------|---------|---------|
|  |                              |               |               |               |               |               |                |                |               |               |                |               |                |               |              | Total received in Aug-11 | Total due in Aug-11 | Answered in Time in Aug-11 | 2011/12     | Total received YTD | Total due in YTD 11/12 | Answered in TimeYTD 11/12 | 2011/12       | 2010/11 |         |
|  |                              |               |               |               |               |               |                |                |               |               |                |               |                |               |              |                          |                     |                            |             |                    |                        |                           |               |         |         |
| Tenancy & Leasehold Services   |                              |               |               |               |               |               |                |                |               | 95.83%        | 88.00%         | 82.50%        | 87.18%         | 83.72%        | 37           | 43                       | 36                  | 86.55%                     | 152         | 171                | 148                    | 91.00%                    | 91%           |         |         |
| Estate Environment Services  |                              | 85.71%        | 100.00%       | 100.00%       | 100.00%       | 100.00%       | 100.00%        | 75.00%         | 55.16%        | 83.33%        | 100.00%        | 100.00%       | 75.00%         | 100.00%       | 4            | 6                        | 6                   | 92.86%                     | 25          | 28                 | 26                     | 91.00%                    | 65%           |         |         |
| Building Maintenance   |                              | 93.15%        | 89.04%        | 91.84%        | 89.06%        | 80.00%        | 84.81%         | 90.65%         | 51.16%        | 96.74%        | 98.90%         | 93.98%        | 93.65%         | 97.10%        | 76           | 69                       | 67                  | 96.23%                     | 350         | 398                | 383                    | 91.00%                    | 89%           |         |         |
| Finance & Resources  |                              | 100.00%       | 0.00%         | 100.00%       | 66.67%        | 100.00%       | 0.00%          | 0.00%          | 43.63%        | 100.00%       | 0.00%          | 0.00%         | 40.00%         | 40.00%        | 4            | 5                        | 2                   | 29.41%                     | 14          | 17                 | 5                      | 91.00%                    | 63%           |         |         |
| <b>Total</b>   |                              | <b>94.69%</b> | <b>89.90%</b> | <b>88.16%</b> | <b>92.38%</b> | <b>86.27%</b> | <b>87.50%</b>  | <b>91.11%</b>  | <b>23.08%</b> | <b>95.93%</b> | <b>95.87%</b>  | <b>87.59%</b> | <b>88.29%</b>  | <b>90.24%</b> | <b>121</b>   | <b>123</b>               | <b>111</b>          | <b>91.54%</b>              | <b>542</b>  | <b>615</b>         | <b>563</b>             | <b>91.00%</b>             | <b>88%</b>    |         |         |
| LKPI 150: Average time taken to respond to stage 1 complaints (working days) |                              | 25.00         | 17.00         | 26.00         | 21.00         | 16.00         | 12.00          | 12.00          | 17.64         | 19.41         | 21.93          | 17.99         | 17.91          | 17.88         |              |                          |                     | 19.02                      |             |                    |                        | 17.00                     | 19.67         |         |         |
| LKPI 25b: Stage Two Complaints   | Tenancy & Leasehold Services |               |               |               |               |               |                |                |               | 50.00%        | 100.00%        | 75.00%        | 0.00%          | 60.00%        | 10           | 5                        | 3                   | 72.22%                     | 28          | 18                 | 13                     | 91.00%                    | 26.19%        |         |         |
|  | Estate Environment Services  | 100.00%       | 20.00%        | 40.00%        | 60.00%        | 50.00%        | 0.00%          | 100.00%        | 0.00%         | 0.00%         | 0.00%          | 100.00%       | 0.00%          | 0.00%         | 0            | 0                        | 0                   | 100.00%                    | 2           | 1                  | 1                      | 91.00%                    | 50.00%        |         |         |
|  | Building Maintenance         | 66.67%        | 50.00%        | 16.67%        | 100.00%       | 57.14%        | 60.00%         | 100.00%        | 40.00%        | 25.00%        | 100.00%        | 88.89%        | 100.00%        | 100.00%       | 16           | 7                        | 7                   | 87.88%                     | 47          | 33                 | 29                     | 91.00%                    | 39.29%        |         |         |
|  | Finance & Resources          | 0.00%         | 0.00%         | 0.00%         | 0.00%         | 0.00%         | 0.00%          | 0.00%          | 0.00%         | N/A           | N/A            | N/A           | N/A            | N/A           | 1            | N/A                      | N/A                 | N/A                        | 1           | N/A                | N/A                    | 91.00%                    | 62.50%        |         |         |
|  | <b>Total</b>                 | <b>66.67%</b> | <b>41.18%</b> | <b>23.08%</b> | <b>66.67%</b> | <b>60.00%</b> | <b>60.00%</b>  | <b>100.00%</b> | <b>37.50%</b> | <b>33.33%</b> | <b>100.00%</b> | <b>83.33%</b> | <b>100.00%</b> | <b>83.33%</b> | <b>27</b>    | <b>12</b>                | <b>10</b>           | <b>82.69%</b>              | <b>79</b>   | <b>52</b>          | <b>43</b>              | <b>91.00%</b>             | <b>35.77%</b> |         |         |
| LKPI 59: Stage Twos Upheld   |                              | 65.00%        | 40.00%        | 25.00%        | 33.33%        | 75.00%        | 72.73%         | 57.14%         | 33.33%        | 75.00%        | 81.25%         | 50.00%        | 85.71%         | 36.36%        |              |                          |                     | 64.00%                     |             |                    |                        | 5.00%                     | 58.62%        |         |         |
| LKPI 109 % Stage 2 complaints (within 12 mth of St1)                         |                              | 6.09%         | 16.67%        | 16.25%        | 5.66%         | 9.71%         | 5.71%          | 5.88%          | 6.50%         | 4.88%         | 9.76%          | 13.48%        | 3.42%          | 9.68%         |              |                          |                     | 8.44%                      |             |                    |                        | 9.00%                     | 10.97%        |         |         |
| LKPI 31: FOI Requests  |                              | 78.57%        | 54.55%        | 88.89%        | 73.33%        | 58.82%        | 71.43%         | 60.00%         | 50.00%        | 55.56%        | 71.43%         | 50.00%        | 20.00%         | 40.00%        | 8            | 5                        | 2                   | 50.00%                     | 27          | 34                 | 17                     | 75.00%                    | 65.08%        |         |         |
| LKPI 27: % Ombudsman in target   |                              | 66.67%        | 0.00%         | 0.00%         | 50.00%        | 71.43%        | 0.00%          | 40.00%         | 100.00%       | 100.00%       | 100.00%        | 0.00%         | 100.00%        | 50.00%        | 0            | 2                        | 1                   | 77.78%                     | 5           | 9                  | 7                      | 80.00%                    | 75.86%        |         |         |
| LKPI 110: % of Ombudsman with local settlement                               |                              |               |               |               |               |               |                |                |               |               |                |               |                |               |              |                          |                     |                            | 12.50%      |                    |                        |                           | 2.00%         | 23.64%  |         |
| LKPI 23: Members' Enquiries  | Tenancy & Leasehold Services |               |               |               |               |               |                |                |               | 71.88%        | 85.71%         | 57.78%        | 58.33%         | 65.00%        | 24           | 20                       | 13                  | 68.00%                     | 149         | 175                | 119                    | 90.00%                    | 84.18%        |         |         |
|  | Estate Environment Services  | 82.76%        | 80.95%        | 78.95%        | 75.00%        | 86.67%        | 89.47%         | 85.00%         | 96.00%        | 0.00%         | 100.00%        | 50.00%        | 66.67%         | 0.00%         | 6            | 1                        | 0                   | 57.89%                     | 24          | 19                 | 11                     | 90.00%                    | 65.38%        |         |         |
|  | Building Maintenance         | 91.67%        | 83.78%        | 76.92%        | 88.64%        | 77.36%        | 85.29%         | 86.96%         | 81.25%        | 62.07%        | 82.14%         | 66.15%        | 70.91%         | 72.41%        | 26           | 29                       | 21                  | 71.37%                     | 200         | 234                | 167                    | 90.00%                    | 84.16%        |         |         |
|  | Finance & Resources          | 0.00%         | 0.00%         | 50.00%        | 0.00%         | 100.00%       | 100.00%        | 0.00%          | N/A           | 0.00%         | 100.00%        | 0.00%         | 100.00%        | 0.00%         | 1            | 1                        | 0                   | 50.00%                     | 3           | 4                  | 2                      | 90.00%                    | 63.16%        |         |         |
|  | <b>Total</b>                 | <b>85.90%</b> | <b>78.57%</b> | <b>75.58%</b> | <b>85.07%</b> | <b>82.42%</b> | <b>86.44%</b>  | <b>87.50%</b>  | <b>85.37%</b> | <b>67.21%</b> | <b>84.31%</b>  | <b>60.98%</b> | <b>66.32%</b>  | <b>66.67%</b> | <b>57</b>    | <b>51</b>                | <b>34</b>           | <b>69.21%</b>              | <b>376</b>  | <b>432</b>         | <b>299</b>             | <b>90.00%</b>             | <b>82.47%</b> |         |         |
| LKPI 24: Mayor's Enquiries   | Tenancy & Leasehold Services |               |               |               |               |               |                |                |               | 50.00%        | 66.67%         | 44.00%        | 88.89%         | 54.55%        | 13           | 11                       | 6                   | 57.35%                     | 63          | 68                 | 39                     | 90.00%                    | 70.19%        |         |         |
|  | Estate Environment Services  | 64.29%        | 52.63%        | 73.33%        | 80.00%        | 64.71%        | 100.00%        | 72.73%         | 73.33%        | 0.00%         | 0.00%          | 0.00%         | 0.00%          | 0.00%         | 0            | 0                        | 0                   | 0.00%                      | 2           | 1                  | 0                      | 90.00%                    | 98.22%        |         |         |
|  | Building Maintenance         | 55.56%        | 83.33%        | 68.75%        | 50.00%        | 70.59%        | 100.00%        | 88.89%         | 57.14%        | 44.44%        | 33.33%         | 42.86%        | 35.29%         | 64.71%        | 18           | 17                       | 11                  | 46.27%                     | 52          | 67                 | 31                     | 90.00%                    | 77.05%        |         |         |
|  | Finance & Resources          | 100.00%       | 100.00%       | 0.00%         | 0.00%         | 0.00%         | 25.00%         | N/A            | 0.00%         | N/A           | 0.00%          | 0.00%         | 0.00%          | 0.00%         | 1            | 1                        | 0                   | 0.00%                      | 1           | 2                  | 0                      | 90.00%                    | 28.57%        |         |         |
|  | <b>Total</b>                 | <b>62.96%</b> | <b>65.63%</b> | <b>66.67%</b> | <b>62.16%</b> | <b>68.57%</b> | <b>100.00%</b> | <b>77.36%</b>  | <b>65.22%</b> | <b>47.06%</b> | <b>61.11%</b>  | <b>42.55%</b> | <b>51.85%</b>  | <b>58.62%</b> | <b>32</b>    | <b>29</b>                | <b>17</b>           | <b>50.72%</b>              | <b>118</b>  | <b>138</b>         | <b>70</b>              | <b>90.00%</b>             | <b>70.00%</b> |         |         |
| LKPI 13 - Correspondence   | Tenancy & Leasehold Services |               |               |               |               |               |                |                |               | 53.37%        | 46.80%         | 48.75%        | 54.69%         | 48.75%        | 918          | 923                      | 450                 | 50.55%                     | 4520        | 4635               | 2343                   | 91.00%                    | 72.55%        |         |         |
|  | Estate Environment Services  | 99.30%        | 97.83%        | 98.73%        | 98.52%        | 99.34%        | 97.20%         | 99.39%         | 97.83%        | 100.00%       | 100.00%        | 100.00%       | 100.00%        | 100.00%       | 3            | 3                        | 3                   | 100.00%                    | 14          | 15                 | 15                     | 91.00%                    | 94.10%        |         |         |
|  | Building Maintenance         | 96.77%        | 92.59%        | 79.17%        | 90.48%        | 81.25%        | 87.10%         | 89.58%         | 94.20%        | 87.88%        | 96.88%         | 94.74%        | 88.89%         | 89.47%        | 19           | 19                       | 17                  | 92.86%                     | 98          | 130                | 119                    | 91.00%                    | 87.73%        |         |         |
|  | Finance & Resources          | 100.00%       | 0.00%         | 100.00%       | 0.00%         | 75.00%        | 100.00%        | 50.00%         | N/A           | 100.00%       | 100.00%        | 0.00%         | 100.00%        | 50.00%        | 0            | 2                        | 1                   | 66.67%                     | 4           | 6                  | 4                      | 91.00%                    | 72.73%        |         |         |
|  | <b>Total</b>                 | <b>98.88%</b> | <b>93.71%</b> | <b>92.76%</b> | <b>89.18%</b> | <b>97.70%</b> | <b>95.72%</b>  | <b>98.39%</b>  | <b>94.08%</b> | <b>54.73%</b> | <b>48.83%</b>  | <b>49.75%</b> | <b>55.80%</b>  | <b>49.74%</b> | <b>940</b>   | <b>947</b>               | <b>471</b>          | <b>51.84%</b>              | <b>4636</b> | <b>4786</b>        | <b>2481</b>            | <b>91.00%</b>             | <b>94.73%</b> |         |         |



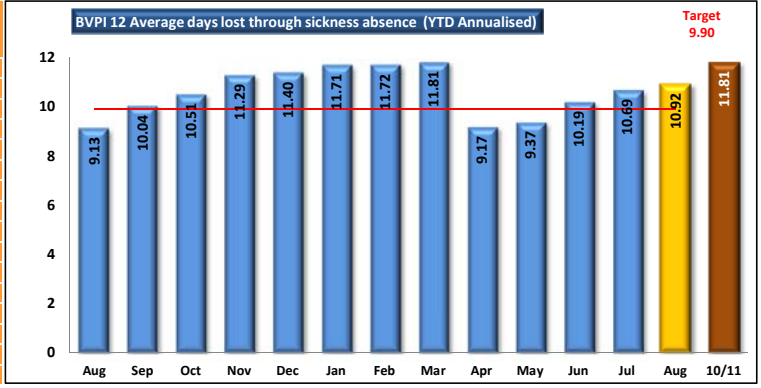
**HUMAN RESOURCES (SICKNESS ABSENCE)**

| Human Resources   | QTR1<br>10/11 | QTR2<br>10/11 | QTR3<br>10/11 | QTR4<br>10/11 | QTR1<br>11/12 | Target<br>2011/12 | Outturn<br>2010/11 | Performance Indicator(s) Information  |  |  |  |  |  |  |  |
|---|---------------|---------------|---------------|---------------|---------------|-------------------|--------------------|---|--|--|--|--|--|--|--|
| LKPI 157 (EX - BVPI 16a) Proportion of staff with a disability    | 4.65%         | 4.77%         | 4.74%         | 4.73%         | 5.20%         | 4.66%             | 4.73%              | Ex-BVPI 12 - Average days Sickness, data is shown for 12 months rolling and year to date for current year.<br>Ex-BVPI 16a - Proportion of staff with a disability<br>LII 29 - Proportion of staff without a disability<br>LII 30 - Proportion not declaring disability status<br>LKPI 80 - Proportion of top earners (women)<br>LKPI 81 - Proportion of top earners (BME)<br>LKPI 82 - Proportion of top earners (disabled)<br>EX - BV17a - Proportion of staff from BME communities<br><br>Data source: Sickness data - HR database, Staff profiling data -Resources link<br>Data provider: Human Resources and Performance Team<br><br>Note from the Performance Team<br>- The Property Services is now called Building Maintenance (eff. Aug 2011)<br><br>- Polarity: The objective here is to maximise the diversity of Hackney Homes staff to reflect the borough population. In terms of sickness the objective is to minimise sickness levels, hence the lower the value the better the performance. |  |  |  |  |  |  |  |
| LKPI 158 (Ex - BVPI 17a) Proportion of staff from BME communities | 50.19%        | 50.06%        | 49.75%        | 50.00%        | 55.16%        | 50.00%            | 50.00%             |   |  |  |  |  |  |  |  |
| LKPI 159 Proportion of staff without a disability                 | 43.27%        | 43.41%        | 44.26%        | 45.02%        | 51.16%        | 43.50%            | 45.02%             |   |  |  |  |  |  |  |  |
| LKPI 160 Proportion not declaring disability status               | 52.08%        | 51.82%        | 51.00%        | 50.25%        | 43.63%        | 52.00%            | 50.25%             |   |  |  |  |  |  |  |  |
| LKPI 80 Proportion of top earners (women)                         | 21.74%        | 21.74%        | 25.00%        | 25.93%        | 23.08%        | 19.05%            | 25.93%             |   |  |  |  |  |  |  |  |
| LKPI 81 Proportion of top earners (BME)                           | 30.43%        | 34.78%        | 33.33%        | 37.04%        | 38.46%        | 28.57%            | 37.04%             |   |  |  |  |  |  |  |  |
| LKPI 82 Proportion of top earners (disabled)                      | 8.70%         | 8.70%         | 8.33%         | 7.41%         | 7.69%         | 9.52%             | 7.41%              |   |  |  |  |  |  |  |  |
| Staff Turnover  | 3.67%         | 0.95%         | 1.88%         | 1.62%         | 2.93%         | N/A               | N/A                |   |  |  |  |  |  |  |  |

| LII 47: 12 month rolling Average Working Days lost due to Sickness | Sep-09 to Aug- | Oct-09 to Sep- | Nov-09 to Oct- | Dec-09 to Nov- | Jan-10 to Dec- | Feb-10 to Jan- | Mar-10 to Feb- | Apr-10 to Mar- | May-10 to Apr- | Jun-10 to May- | Jul-10 to Jun- | Aug-10 to Jul- | Sep-10 to Aug- | Target<br>2011/12 | Outturn<br>2010/11 |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|
| Chief Executive  | 1.04           | 1.02           | 1.00           | 1.00           | 1.00           | 1.75           | 2.75           | 2.28           | 2.43           | 3.24           | 3.24           | 3.24           | 3.24           | N/A               | 2.43               |
| Asset Management   | 7.37           | 7.49           | 6.88           | 6.37           | 6.37           | 6.45           | 6.13           | 5.69           | 5.86           | 5.04           | 4.91           | 4.88           | 4.98           | N/A               | N/A                |
| Finance and Resources  | 5.59           | 5.18           | 4.70           | 4.11           | 4.11           | 3.82           | 3.32           | 3.05           | 2.75           | 2.56           | 2.58           | 2.60           | 2.51           | N/A               | 3.09               |
| Tenancy & Leasehold Services                                       | 6.03           | 5.15           | 4.69           | 3.47           | 3.47           | 2.61           | 2.32           | 2.50           | 2.20           | 2.74           | 3.56           | 5.02           | 6.32           | N/A               | 2.45               |
| Leasehold & RTB  | 4.17           | 3.86           | 4.52           | 6.84           | 6.84           | 7.95           | 8.18           | 10.34          | 12.09          | 13.28          | 13.45          | 13.61          | 13.87          | N/A               | N/A                |
| Building Maintenance   | 10.86          | 10.84          | 10.77          | 11.45          | 11.45          | 11.58          | 11.97          | 12.60          | 12.52          | 12.86          | 13.21          | 13.33          | 13.32          | N/A               | 11.59              |
| Estate Services  | 15.85          | 16.34          | 16.42          | 16.93          | 16.93          | 17.35          | 17.29          | 17.41          | 17.45          | 17.71          | 18.04          | 18.30          | 18.20          | N/A               | 17.49              |
| <b>Hackney Homes Total</b>   | <b>10.96</b>   | <b>10.98</b>   | <b>10.90</b>   | <b>11.32</b>   | <b>11.32</b>   | <b>11.46</b>   | <b>11.53</b>   | <b>11.90</b>   | <b>11.39</b>   | <b>11.60</b>   | <b>11.85</b>   | <b>12.22</b>   | <b>12.37</b>   | <b>N/A</b>        | <b>11.81</b>       |

| LKPI 113 (Ex BV12): Annualised YTD Avg Working Days lost due to Sickness | Aug-10  | Sep-10       | Oct-10       | Nov-10       | Dec-10       | Jan-11       | Feb-11       | Mar-11       | Apr-11      | May-11      | Jun-11       | Jul-11       | Aug-11       | Target<br>2011/12 | Outturn<br>2010/11 |
|--|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------------|--------------|--------------|--------------|-------------------|--------------------|
| Chief Executive  | 0.00  | 0.00         | 0.00         | 0.00         | 0.00         | 0.90         | 2.45         | 2.43         | 0.00        | 5.29        | 3.53         | 2.65         | 2.12         | N/A               | 2.43               |
| Asset Management   | New structure as from April 2011, previous year data not applicable |              |              |              |              |              |              |              | 0.96        | 0.66        | 1.86         | 2.87         | 2.62         | N/A               | N/A                |
| Finance and Resources  | 3.20  | 3.18         | 3.24         | 2.99         | 3.09         | 3.31         | 3.15         | 3.09         | 0.94        | 1.27        | 1.75         | 1.74         | 2.16         | N/A               | 3.09               |
| Tenancy & Leasehold Services   | New structure as from April 2011, previous year data not applicable |              |              |              |              |              |              |              | 7.96        | 7.31        | 7.75         | 8.87         | 8.87         | N/A               | 2.45               |
| Leasehold & RTB  | 1.76  | 2.41         | 4.13         | 5.58         | 7.23         | 8.18         | 8.39         | 10.36        | 23.14       | 19.94       | 14.21        | 11.64        | 11.80        | N/A               | N/A                |
| Building Maintenance   | 8.99  | 9.64         | 10.00        | 10.86        | 10.88        | 11.29        | 11.58        | 11.59        | 7.23        | 8.93        | 10.90        | 11.22        | 11.32        | N/A               | 11.59              |
| Estate Services  | 14.19   | 16.15        | 16.83        | 17.48        | 17.85        | 18.03        | 17.58        | 17.49        | 14.31       | 13.59       | 14.37        | 15.24        | 15.85        | N/A               | 17.49              |
| <b>Hackney Homes Total</b>   | <b>9.13</b>   | <b>10.04</b> | <b>10.51</b> | <b>11.29</b> | <b>11.40</b> | <b>11.71</b> | <b>11.72</b> | <b>11.81</b> | <b>9.17</b> | <b>9.37</b> | <b>10.19</b> | <b>10.69</b> | <b>10.92</b> | <b>9.90</b>       | <b>11.81</b>       |

| YTD profile of sickness:                     | Data             | 1 to 13 days | 14 to 27 days | over 28 days | Year To Date Total | Long Term Sick (Over 28 days) Movement from last period |          |
|--|------------------|--------------|---------------|--------------|--------------------|---|----------|
| Chief Executive Office                       | No of Employees  | 1            | -             | -            | 1                  | Return to Work  | N/A      |
|  | Days of sickness | 3            | -             | -            | 3                  | New   | N/A      |
| Asset Management                             | No of Employees  | 16           | -             | -            | 16                 | Return to Work  | N/A      |
|  | Days of sickness | 42           | -             | -            | 42                 | New   | N/A      |
| Finance and Resources                        | No of Employees  | 23           | -             | -            | 23                 | Return to Work  | N/A      |
|  | Days of sickness | 68           | -             | -            | 68                 | New   | N/A      |
| Tenancy & Leasehold Services                 | No of Employees  | 75           | 4             | 4            | 83                 | Return to Work  | 1        |
|  | Days of sickness | 250          | 75            | 237          | 561                | New   | 0        |
| Leasehold & RTB                              | No of Employees  | 12           | 3             | 3            | 18                 | Return to Work  | 0        |
|  | Days of sickness | 22           | 67            | 105          | 194                | New   | 1        |
| Building Maintenance                         | No of Employees  | 94           | 19            | 12           | 125                | Return to Work  | 2        |
|  | Days of sickness | 320          | 394           | 805          | 1518               | New   | 1        |
| Estate Services                              | No of Employees  | 55           | 10            | 15           | 80                 | Return to Work  | 4        |
|  | Days of sickness | 243          | 193           | 1108         | 1544               | New   | 4        |
| <b>Total No of Employees took sick leave</b> |                  | <b>276</b>   | <b>36</b>     | <b>34</b>    | <b>346</b>         | Return to Work  | <b>7</b> |
| <b>Total Days of sickness</b>                |                  | <b>947</b>   | <b>728</b>    | <b>2255</b>  | <b>3930</b>        | New   | <b>6</b> |



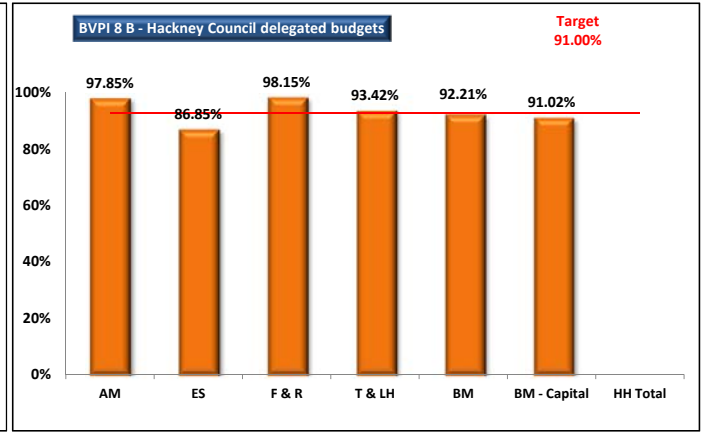
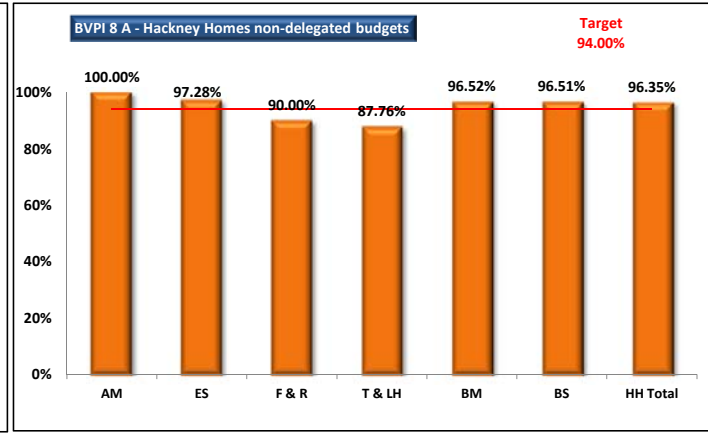
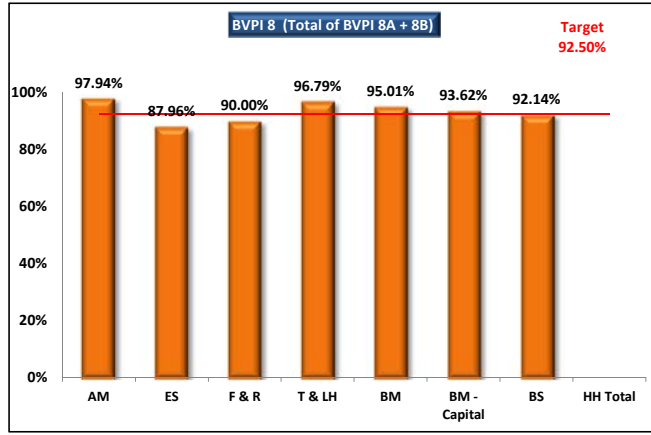
**Performance Indicator(s) Information**  
**Ex-BVPI 08, Ex-BVPI 08a (non-delegated) & Ex-BVPI 08b (delegated).** This PI measures the % of undisputed invoices paid on time (30 days).  
 The **numerator** is total invoices paid within 30 days. The **denominator** is total invoices paid this month.  
  
 Targets are corporate and set by HH Finance Team in association with Hackney Homes service managers  
 Data source: Cedar, and Congo's Reports

**Note from the Performance Team, Key to charts**  
 Asset Management : AM Estate Services : ES  
 Finance & Resources : F & R Tenancy and Leasehold Services : T & LH  
 Building Maintenance : BM Building Maintenance (Capital) : BM - Capital  
 Balance Sheets : BS Hackney Homes Total : HH Total  
 Polarity: Payment of contractual invoices is a Gov't and Council wide corporate priority, therefore our aim is to maximise the performance .

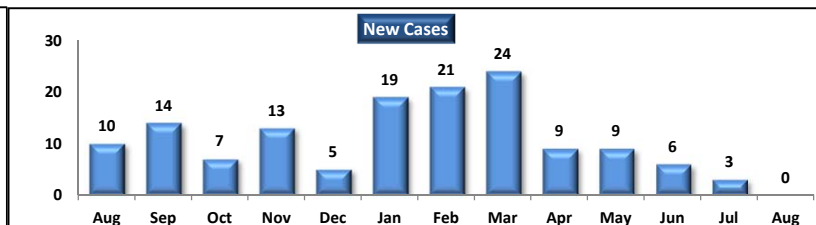
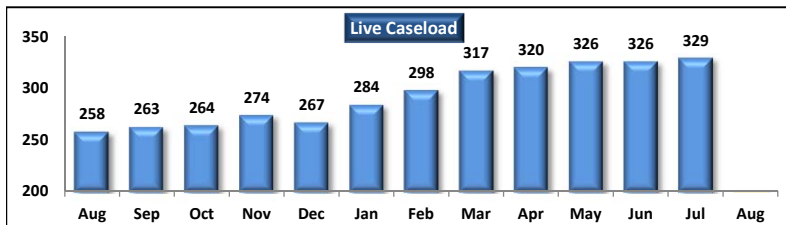
| LKPI 112 (Ex-BVPI 8) - Monthly percentage of undisputed invoices paid on time (30 days) | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | YTD 2011/12   | Target 2011/12 | Outturn 2010/11 |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|-----------------|
| Asset Management  | -             | -             | 5.20%         | -             | -             | -             | -             | -             | 93.33%        | 100.00%       | 68.42%        | 100.00%       | 99.54%        | 97.94%        | 92.50%         |                 |
| Building Maintenance  | 93.28%        | 93.25%        | 23.08%        | 91.92%        | 96.30%        | 85.87%        | 95.47%        | 95.02%        | 93.87%        | 83.02%        | 93.47%        | 85.98%        | 83.66%        | 87.96%        | 92.50%         | 88.31%          |
| Chief Executive   |               |               |               |               |               |               |               |               |               |               |               |               | 100.00%       | 90.00%        | 92.50%         |                 |
| Estate Services   | -             | -             | 55.16%        | -             | -             | -             | -             | -             | 100.00%       | 97.30%        | 98.27%        | 100.00%       | 95.89%        | 96.79%        | 92.50%         |                 |
| Finance & Resources   | 94.79%        | 86.78%        | 51.16%        | 92.76%        | 90.43%        | 93.67%        | 98.18%        | 95.72%        | 96.11%        | 91.00%        | 88.76%        | 97.16%        | 96.57%        | 95.01%        | 92.50%         | 94.47%          |
| Tenancy and Leasehold Services  | 86.25%        | 81.20%        | 43.63%        | 95.04%        | 91.81%        | 91.19%        | 97.40%        | 97.76%        | 97.62%        | 92.71%        | 96.05%        | 92.17%        | 88.99%        | 93.62%        | 92.50%         | 89.02%          |
| <b>Hackney Homes Total</b>  | <b>92.02%</b> | <b>88.91%</b> | <b>94.63%</b> | <b>92.81%</b> | <b>93.94%</b> | <b>85.57%</b> | <b>96.60%</b> | <b>95.81%</b> | <b>93.58%</b> | <b>88.88%</b> | <b>94.65%</b> | <b>91.93%</b> | <b>91.11%</b> | <b>92.14%</b> | <b>92.50%</b>  | <b>89.87%</b>   |

| LKPI 112 (Ex-BVPI 8a) - Monthly percentage of undisputed invoices paid on time (30 days)(Hackney Homes non-delegated budgets) | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | YTD 2011/12   | Target 2011/12 | Outturn 2010/11 |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|-----------------|
| Asset Management  | -             | -             | -             | -             | -             | -             | -             | -             | 100.00%       | 100.00%       | 100.00%       | 100.00%       | 100.00%       | 100.00%       | 94.00%         | 95.32%          |
| Building Maintenance  | 98.78%        | 94.67%        | 100.00%       | 98.53%        | 98.39%        | 98.53%        | 92.86%        | 100.00%       | 100.00%       | 96.61%        | 96.77%        | 95.59%        | 100.00%       | 97.28%        | 94.00%         | 97.40%          |
| Chief Executive   |               |               |               |               |               |               |               |               |               |               |               |               | 100.00%       | 90.00%        | 94.00%         |                 |
| Estate Services   | -             | -             | -             | -             | -             | -             | -             | -             | 100.00%       | 90.91%        | 64.29%        | 100.00%       | 100.00%       | 87.76%        | 94.00%         | 93.46%          |
| Finance and Resources   | 92.92%        | 92.31%        | 95.41%        | 94.78%        | 97.22%        | 92.65%        | 100.00%       | 94.97%        | 97.85%        | 88.16%        | 99.01%        | 98.00%        | 96.88%        | 96.52%        | 94.00%         | 95.32%          |
| Tenancy and Leasehold Services  | 94.62%        | 95.71%        | 89.19%        | 96.55%        | 98.65%        | 97.30%        | 96.92%        | 98.94%        | 100.00%       | 98.28%        | 94.44%        | 97.06%        | 92.39%        | 96.51%        | 94.00%         | 93.46%          |
| <b>Hackney Homes Total</b>  | <b>95.14%</b> | <b>93.98%</b> | <b>94.78%</b> | <b>96.30%</b> | <b>98.08%</b> | <b>96.19%</b> | <b>97.06%</b> | <b>97.26%</b> | <b>99.08%</b> | <b>93.87%</b> | <b>95.37%</b> | <b>97.24%</b> | <b>96.02%</b> | <b>96.35%</b> | <b>94.00%</b>  | <b>95.34%</b>   |

| LKPI 112 (Ex-BVPI 8b) - Monthly percentage of undisputed invoices paid on time (30 days)(Hackney Council delegated budgets) | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | YTD 2011/12   | Target 2011/12 | Outturn 2010/11 |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|-----------------|
| Asset Management  | -             | -             | -             | -             | -             | -             | -             | -             | 87.50%        | 100.00%       | 80.00%        | 100.00%       | 99.52%        | 97.85%        | 91.00%         | 95.32%          |
| Building Maintenance  | 92.40%        | 93.01%        | 94.55%        | 91.17%        | 96.03%        | 84.07%        | 95.80%        | 94.34%        | 93.15%        | 80.86%        | 93.08%        | 84.39%        | 81.27%        | 86.85%        | 91.00%         | 87.03%          |
| Estate Services   | -             | -             | -             | -             | -             | -             | -             | -             | 100.00%       | 98.41%        | 97.22%        | 100.00%       | 95.59%        | 98.15%        | 91.00%         | 93.46%          |
| Finance and Resources   | 96.94%        | 82.11%        | 99.11%        | 90.57%        | 86.21%        | 94.44%        | 96.34%        | 96.80%        | 94.25%        | 92.74%        | 84.91%        | 96.05%        | 96.20%        | 93.42%        | 91.00%         | 93.60%          |
| Tenancy and Leasehold Services  | 83.20%        | 77.58%        | 89.38%        | 94.53%        | 90.00%        | 89.34%        | 97.53%        | 97.49%        | 96.15%        | 90.30%        | 96.95%        | 89.93%        | 86.67%        | 92.21%        | 91.00%         | 87.75%          |
| <b>Hackney Homes Total</b>  | <b>91.13%</b> | <b>87.68%</b> | <b>94.59%</b> | <b>91.95%</b> | <b>93.06%</b> | <b>83.25%</b> | <b>96.50%</b> | <b>95.43%</b> | <b>92.15%</b> | <b>87.55%</b> | <b>94.50%</b> | <b>90.36%</b> | <b>89.58%</b> | <b>91.02%</b> | <b>91.00%</b>  | <b>88.53%</b>   |



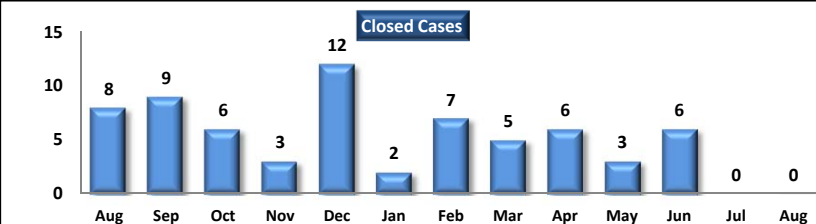
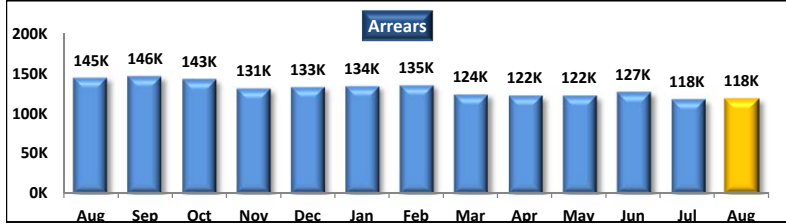
| Total Monthly Housing Disrepair Caseload | Aug-10     | Sep-10     | Oct-10     | Nov-10     | Dec-10     | Jan-11     | Feb-11     | Mar-11     | Apr-11     | May-11     | Jun-11     | Jul-11     | Aug-11     |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| New cases                                | 10         | 14         | 7          | 13         | 5          | 19         | 21         | 24         | 9          | 9          | 6          | 3          | N/A        |
| Counterclaims received                   | 2          | 1          | 0          | 1          | 0          | 3          | 1          | 6          | 1          | 0          | 0          | 0          | N/A        |
| No. where proceedings issued             | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | N/A        |
| Insurance claims                         | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | N/A        |
| <b>Total Live caseload</b>               | <b>258</b> | <b>263</b> | <b>264</b> | <b>274</b> | <b>267</b> | <b>284</b> | <b>298</b> | <b>317</b> | <b>320</b> | <b>326</b> | <b>326</b> | <b>329</b> | <b>N/A</b> |



| Arrears                              | Aug-10           | Sep-10           | Oct-10           | Nov-10           | Dec-10           | Jan-11           | Feb-11           | Mar-11           | Apr-11           | May-11           | Jun-11           | Jul-11           | Aug-11           |
|--------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Total Neighbourhood Arrears          | £128.93 K        | £130.80 K        | £128.09 K        | £116.30 K        | £118.53 K        | £119.05 K        | £121.69 K        | £109.67 K        | £108.45 K        | £108.07 K        | £112.67 K        | £112.08 K        | £112.89 K        |
| Total TMO arrears                    | £15.66 K         | £15.48 K         | £14.51 K         | £14.80 K         | £14.57 K         | £15.16 K         | £13.64 K         | £14.07 K         | £13.94 K         | £14.28 K         | £14.01 K         | £5.55 K          | £5.59 K          |
| <b>Grand Total Disrepair Arrears</b> | <b>£144.59 K</b> | <b>£146.28 K</b> | <b>£142.61 K</b> | <b>£131.10 K</b> | <b>£133.10 K</b> | <b>£134.22 K</b> | <b>£135.33 K</b> | <b>£123.74 K</b> | <b>£122.38 K</b> | <b>£122.35 K</b> | <b>£126.68 K</b> | <b>£117.64 K</b> | <b>£118.48 K</b> |

|   | Aug-10 | Sep-10 | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| LII 48 Disrepair claims as a Percentage of live tenancies | 1.14%  | 1.12%  | 1.18%  | 1.29%  | 1.27%  | 1.40%  | 1.40%  | 1.47%  | 1.48%  | 1.53%  | 1.53%  | 1.49%  | N/A    |
| LII 12 Percentage of claims with legal proceedings issued | 15.14% | 15.48% | 16.00% | 15.60% | 14.76% | 14.05% | 14.05% | 15.14% | 14.91% | 14.86% | 14.59% | 14.46% | N/A    |

| Closed Cases                      | Aug-10 | Sep-10 | Oct-10 | Nov-10  | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11  | May-11  | Jun-11 | Jul-11 | Aug-11 |
|-----------------------------------|--------|--------|--------|---------|--------|--------|--------|--------|---------|---------|--------|--------|--------|
| Number of cases closed            | 8      | 9      | 6      | 3       | 12     | 2      | 7      | 5      | 6       | 3       | 6      | 0      | N/A    |
| Percentage of closed cases where: |        |        |        |         |        |        |        |        |         |         |        |        |        |
| Only damages were paid            | 25.00% | 44.44% | 0.00%  | 50.00%  | 58.33% | -      | 50.00% | 42.86% | 100.00% | 100.00% | 33.00% | N/A    | N/A    |
| Damages & costs paid              | 12.50% | 44.44% | -      | -       | 33.33% | -      | 0.00%  | 20.00% | 66.67%  | 33.33%  | 0.00%  | N/A    | N/A    |
| Works undertaken                  | 75.00% | 66.67% | 50.00% | 66.67%  | 0.00%  | 0.00%  | 28.57% | 20.00% | 83.33%  | 33.33%  | 83.33% | N/A    | N/A    |
| Av cost of damages (all closed)   | £7,250 | £4,364 | -      | £40,448 | £3,643 | -      | £2,400 | £3,126 | £2,363  | £8,349  | £381   | N/A    | N/A    |



| Repairs Performance by Priority | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11     |
|---------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------|
| Legal Disrepair                 |               |               | 100.00%       | 87.50%        | 95.12%        | 76.92%        | 75.00%        | 68.00%        | 38.81%        | 41.46%        | 61.54%        | 72.41%        | N/A        |
| Normal Repairs                  |               |               | 22.22%        | 0.00%         | 33.33%        | 0.00%         | 0.00%         | 0.00%         | 0.00%         | 0.00%         | 0.00%         | N/A           | N/A        |
| <b>Overall Performance</b>      | <b>86.49%</b> | <b>94.12%</b> | <b>87.50%</b> | <b>79.25%</b> | <b>90.91%</b> | <b>71.43%</b> | <b>68.18%</b> | <b>62.96%</b> | <b>37.14%</b> | <b>39.53%</b> | <b>58.82%</b> | <b>72.41%</b> | <b>N/A</b> |

**Performance Indicator(s) Information**

**DEFINITION:**  
Please note that there are no nationally agreed guidelines as to the exact definition of a disrepair claim. Hackney Homes employs the widest possible definition which includes:

- Cases where proceedings have been issued under either Sec. 11, Landlord & Tenant Act 1985 or Sec 79, Environmental Protection Act 1990
- Counterclaims to rent arrears actions or service charge arrears action.
- Proceedings issued by leaseholders for disrepair
- Solicitor's letters that refer to 'disrepair'; outstanding repairs; or the Housing Disrepair Protocol
- Cases referred by the Insurance Section where the claim appears to be the result of disrepair as opposed to a one off incident.

**Proceedings Issued:**  
(1) Under L&T Act; EPA or by a leaseholder.  
(2) All proceedings including counterclaims for rent arrears or service charges.

**Neighbourhood Profiles**  
Please note figures for the neighbourhoods are obtained from Saffron and any discrepancies arise from leasehold and TMO properties being excluded.

**Repairs Performance**  
This has been added to monitor/display the disrepair turn around times. All targets as per normal repairs, with the exception of Normal which is 56 calendar days.  
**Data source:** Saffron/ Disrepair database  
**Data provider:** Performance Team/Disrepair Team

**Targets:** Targets where relevant are owned and set by the Disrepair Team

**Note from the Performance Team**

Polarity: The key objective of the disrepair team is to minimise case volumes and defend disrepair claims against the Council. Additionally there is also requirement to ensure legal and damages claims are kept to a minimum and not to allow rent arrears to increase.

| YTD    |              |
|--------|--------------|
| Pass % | Total Orders |
| N/A    | N/A          |
| N/A    | N/A          |
| N/A    | N/A          |

| Performance Indicator(s) Information   | LII 40 (a): Borough wide stock breakdown & movements - Rentable | Aug-10        | Sep-10        | Oct-10        | Nov-10        | Dec-10        | Jan-11        | Feb-11        | Mar-11        | Apr-11        | May-11        | Jun-11        | Jul-11        | Aug-11        | Outturn 2010/11 |
|--|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|
| <b>LII 40a</b><br><b>Borough wide Stock Breakdown</b><br>All rentable stock (including re-let table) by neighbourhood including TMO. | North East  | 5,297         | 5,297         | 0             | 5,302         | 5,308         | 5,310         | 5,386         | 5,388         | 5,391         | 5,391         | 5,391         | 5,394         | 5,395         | 5,388           |
|  | North West  | 3,141         | 3,141         | 1             | 3,141         | 3,140         | 3,141         | 3,141         | 3,141         | 3,140         | 3,138         | 3,138         | 3,140         | 3,140         | 3,141           |
|  | Homerton  | 4,604         | 4,603         | 1             | 4,602         | 4,602         | 4,602         | 4,602         | 4,602         | 4,604         | 4,603         | 4,603         | 4,602         | 4,602         | 4,602           |
|  | DBQ   | 2,999         | 2,999         | 0             | 2,998         | 2,998         | 2,998         | 2,999         | 2,998         | 2,999         | 2,999         | 2,999         | 2,999         | 2,999         | 2,998           |
|  | Shoreditch  | 2,917         | 2,917         | 0             | 2,897         | 2,897         | 2,898         | 2,898         | 2,939         | 2,939         | 2,939         | 2,939         | 2,938         | 2,938         | 2,939           |
|  | Clapton Park TMO  | 793           | 793           | 0             | 793           | 793           | 793           | 793           | 793           | 793           | 793           | 793           | 793           | 793           | 793             |
|  | Cranston TMO  | 160           | 160           | 0             | 160           | 160           | 160           | 160           | 160           | 160           | 160           | 160           | 160           | 160           | 160             |
|  | Downs TMO   | 170           | 170           | 170           | 170           | 170           | 170           | 170           | 170           | 170           | 170           | 170           | 170           | 170           | 170             |
|  | Lordship TMO  | 185           | 184           | 184           | 184           | 184           | 184           | 184           | 184           | 184           | 184           | 184           | 184           | 184           | 184             |
|  | Suffolk   | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205             |
|  | Tower TMO   | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114             |
|  | Wick TMO  | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100             |
|  | Wyke TMC  | 332           | 332           | 332           | 332           | 332           | 332           | 332           | 332           | 332           | 332           | 332           | 332           | 332           | 332             |
|  | Arden TMO   | 545           | 545           | 545           | 545           | 545           | 545           | 545           | 545           | 545           | 545           | 545           | 545           | 545           | 545             |
|  | Wenlock Barn TMO  | 1,059         | 1,059         | 1,059         | 1,059         | 1,059         | 1,059         | 1,058         | 1,058         | 1,058         | 1,058         | 1,058         | 1,058         | 1,058         | 1,058           |
|  | Housing Assoc Leased  | 138           | 138           | 139           | 138           | 138           | 137           | 137           | 137           | 131           | 131           | 131           | 131           | 131           | 137             |
|  | <b>TOTAL</b>  | <b>22,759</b> | <b>22,757</b> | <b>22,738</b> | <b>22,740</b> | <b>22,745</b> | <b>22,748</b> | <b>22,824</b> | <b>22,866</b> | <b>22,865</b> | <b>22,862</b> | <b>22,862</b> | <b>22,865</b> | <b>22,866</b> | <b>22,866</b>   |

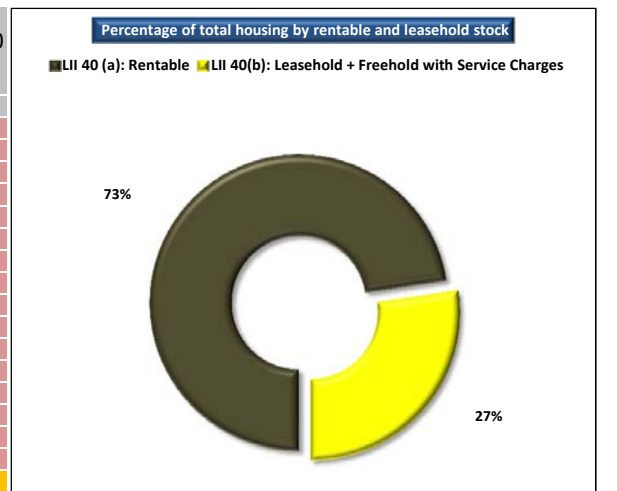
| Performance Indicator(s) Information   | LII 40(b): Borough wide stock breakdown & movements - Leasehold + Freehold with Service | Aug-10       | Sep-10       | Oct-10       | Nov-10       | Dec-10       | Jan-11       | Feb-11       | Mar-11       | Apr-11       | May-11       | Jun-11       | Jul-11       | Aug-11       | Outturn 2010/11 |
|--|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----------------|
| <b>LII 40b</b><br><b>Borough wide Stock Breakdown</b><br>All leasehold dwellings by neighbourhood, including TMO, TMC and Co-op. | North East  | 1,959        | 1,959        | 1,952        | 1,949        | 1,943        | 1,944        | 1,926        | 1,924        | 1,924        | 1,923        | 1,923        | 1,918        | 1,918        | 1,924           |
|  | North West  | 1,427        | 1,427        | 1,427        | 1,427        | 1,428        | 1,427        | 1,427        | 1,427        | 1,426        | 1,426        | 1,426        | 1,424        | 1,424        | 1,427           |
|  | Homerton  | 1,735        | 1,736        | 1,736        | 1,736        | 1,736        | 1,736        | 1,736        | 1,736        | 1,736        | 1,737        | 1,737        | 1,738        | 1,738        | 1,736           |
|  | DBQ   | 1,124        | 1,124        | 1,125        | 1,125        | 1,125        | 1,125        | 1,124        | 1,125        | 1,125        | 1,125        | 1,125        | 1,125        | 1,125        | 1,125           |
|  | Shoreditch  | 1,056        | 1,056        | 1,056        | 1,056        | 1,056        | 1,056        | 1,056        | 1,056        | 1,056        | 1,056        | 1,056        | 1,057        | 1,057        | 1,056           |
|  | Clapton Park TMO  | 374          | 374          | 374          | 374          | 374          | 374          | 374          | 374          | 374          | 374          | 374          | 374          | 374          | 374             |
|  | Cranston TMO  | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55              |
|  | Downs TMO   | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40              |
|  | Lordship TMO  | 77           | 78           | 78           | 78           | 78           | 78           | 78           | 78           | 78           | 78           | 78           | 78           | 78           | 78              |
|  | Suffolk   | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92              |
|  | Tower TMO   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0               |
|  | Wick TMO  | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18              |
|  | Wyke TMC  | 85           | 85           | 85           | 85           | 85           | 85           | 85           | 85           | 85           | 85           | 85           | 85           | 85           | 85              |
|  | Arden TMO   | 194          | 194          | 194          | 194          | 194          | 194          | 194          | 194          | 194          | 194          | 194          | 194          | 194          | 194             |
|  | Wenlock Barn TMO  | 418          | 418          | 418          | 418          | 418          | 418          | 419          | 419          | 419          | 419          | 419          | 419          | 419          | 419             |
|  | Shared Ownership  | 1            | 1            | 1            | 1            | 1            | 1            | 1            | 1            | 1            | 1            | 1            | 1            | 1            | 1               |
|  | <b>TOTAL</b>  | <b>8,655</b> | <b>8,657</b> | <b>8,651</b> | <b>8,648</b> | <b>8,643</b> | <b>8,643</b> | <b>8,625</b> | <b>8,624</b> | <b>8,623</b> | <b>8,623</b> | <b>8,623</b> | <b>8,618</b> | <b>8,618</b> | <b>8,624</b>    |

**Note from the Performance Team**

The stock movements are monitored and adjusted on a monthly basis based on various movements that can occur throughout the year.

These movements can include additions and reductions resulting from new builds, Stock transfer, disposals, buybacks of leasehold units, Right to Buy and Housing Association Leaseback returns etc.

| Monthly stock reconciliation & movements | Freehold with Service Chg |        | Leasehold |        | Rentable |        | Housing Assoc Leased (HAL) |        |
|--|---------------------------|--------|-----------|--------|----------|--------|----------------------------|--------|
|  | Gains                     | Losses | Gains     | Losses | Gains    | Losses | Gains                      | Losses |
| North East                               | -                         | -      | -         | -      | 1        | -      | -                          | -      |
| North West                               | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Homerton                                 | -                         | -      | -         | -      | -        | -      | -                          | -      |
| DBQ                                      | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Shoreditch                               | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Clapton Park TMO                         | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Cranston TMO                             | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Downs TMO                                | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Lordship TMO                             | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Suffolk                                  | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Tower TMO                                | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Wick TMO                                 | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Wyke TMC                                 | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Arden TMO                                | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Wenlock Barn TMO                         | -                         | -      | -         | -      | -        | -      | -                          | -      |
| Housing Assoc Leased                     | -                         | -      | -         | -      | -        | -      | -                          | -      |
| <b>TOTAL</b>                             | -                         | -      | -         | -      | <b>1</b> | -      | -                          | -      |



| Term                | Explanation  | Term                     | Explanation   |
|---------------------|--|--------------------------|---|
| ABC                 | Anti-Social Behaviour Contracts  | Nil                      | Nothing to report.  |
| AC                  | Audit Commission   | Non-decent               | Homes that fail to meet the Decent Homes Standard   |
| ANO                 | Area Neighbourhood Office  | Non-DLO                  | Not Direct Labour Organisation (i.e. External Contractors as opposed to HBM)  |
| ACPI                | Audit Commission Performance Indicator   | Non-urgent Repairs       | Repairs that do not have to be completed within H0-H3 timescales  |
| ASBO                | Anti-Social Behaviour Order  | NP                       | Not Provided  |
| BME                 | Black and Minority Ethnic (description of community or individual not of white UK origin)  | NSP                      | Notice of Seeking Possession.   |
| BV                  | Best Value - an examination of council services introduced by the current government to ensure they are being delivered effectively and give value for money | NTQ                      | Notice to Quit  |
| BVPI                | Best Value performance indicator - government measure for monitoring the ALMO's performance  | OHMS                     | Open housing management system  |
| BVPP                | Best Value performance plan  | PALM                     | Performance Against Last Month - Compares the current months performance or   |
| B'Wide              | Borough wide   | PI                       | Performance indicator   |
| CBL                 | Choice-based lettings - system that allows tenants to bid for properties according to how many housing register points they have                             | PO                       | Possession Order  |
| CP12                | Gas Safety Certificate   | PPD                      | Prompt Payment Discount   |
| Confidence limits   | Statistical term to describe a range with a specified probability that a given parameter lies within the range   | RCC                      | Repairs Call Centre - Call centre for tenants and leaseholders to report repairs  |
| CTA                 | Court Applications   | Re-let                   | When a new tenancy is created at a previously empty property  |
| Data                | Information  | Mesne Profits            | Money received from an occupant who is in residence without a tenancy attached to it.   |
| Debt pool Reduction | The overall reduction in debt since the start of the financial year  | Rent roll                | The total amount of rental income due   |
| Development voids   | Empty properties that require major repairs work, are awaiting funding or are awaiting disposal  | Repair Priorities        | Target timescales for completing repairs  |
| DHS                 | Decent Homes Standard - criteria set down by the government to ensure that social housing meets a minimum standard by 2010                                   | Responsive repairs       | A term used for day-to-day repairs requested by tenants   |
| DLO                 | Direct Labour Organisation (i.e. HBM - Hackney Building Maintenance)   | RH                       | Racial Harassment   |
| HGFA                | Housing General Fund Account   | RTB                      | Right to Buy  |
| HH                  | Hackney Homes  | RTL                      | Right to a Loan   |
| HH1                 | Form completed when an instance of harassment is first reported  | SAP                      | Standard Assessment Procedure (for energy efficiency), used to measure the efficiency rating of buildings to retain heat etc. |
| HH2                 | Investigation and recommendation form - contains further details of harassment case and any action taken   | Seasonal trend           | Variations in performance due to seasonal factors, such as winter and summer periods  |
| HH3                 | Case conference decision form for harassment   | Sheltered                | Sheltered accommodation for the elderly and infirm  |
| HLS                 | Hackney Legal Services   | SLA                      | Service Level Agreement between internal/Council departments  |
| HMIS                | Housing Management Information System - Saffron  | SLUGS                    | Short Life User Groups  |
| HMT                 | Housing Management Team (former - now called SMT: Senior Management Team)  | SMT                      | Senior Management Team  |
| HTS                 | Housing Trading Services - In house repairs service provider   | SPO                      | Suspended Possession Order  |
| HouseMark           | A forum through which housing organisations benchmark performance information  | TBA                      | To Be Agreed  |
| HRA                 | Housing Revenue Account  | TBC                      | To Be Confirmed   |
| HR                  | Human Resources  | TMC                      | Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)                                     |
| Saffron             | Housing management IT system   | TMO                      | Tenant Management Organisation  |
| LA                  | Local Authority  | Top quartile performance | Top quarter performance scores attained during the previous year (used as a benchmark), either on a national or London level  |
| LBBF                | London Borough Benchmarking Forum (for example HouseMark)  | Turnaround Time          | No of days/weeks between a property becoming vacant and being relet to a new tenant   |
| LII                 | Local Information Indicator  | UAO                      | Unauthorised Occupants  |
| LKPI                | Local Key Performance Indicator  | Urgent repairs           | Repairs to be completed within the H0-H3 priority bandings  |
| LVT                 | Leasehold Valuation Tribunal   | Voids                    | Properties that are vacant  |
| Margin of error     | Statistical term denoting the probability that the figure does or does not lie within the confidence interval (+/-)  | WEF                      | With effect from  |
| MMR                 | Monthly Monitoring Report  | Wgt                      | Weighting   |
| N/A                 | Not Applicable   | Year End                 | The final performance at the end of the financial year (end of March)   |
| N'HD                | Neighbourhood  | YTD                      | Year to Date (March to end of current period)   |