



HackneyHomes

In partnership with  **Hackney** Council

PERFORMANCE

REPORT

July 2011

REPORT No: 4

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Our Mission: To deliver excellent, accessible services and quality homes that people want to live in.

To help us achieve our mission, we have set out our performance against our regulatory standards. We invite you to read, comment, and give us suggestions to improve. If you wish to make comment about our performance, please contact us via our e-mail address: housing.performance@hackneyhomes.org.uk

Key:

Are we meeting the targets?		Comparing 2010/11 and 2011/12
We are very happy with our performance in this area because we are meeting our target.		Better
We are satisfied with our performance in this area because we are close to meeting our target.		No Change
We are disappointed with our performance in this area as we are not meeting our target, however, we are looking at ways to improve our performance.		Worse

Tenant Involvement and Empowerment	Last Year 2010/11	2011/12 (YTD Q1)	Better or Worse	Target 2011/12	Meeting target
We aim to obtain 85% of tenants' ethnicity information	78.20%	79.50%		85.00%	
We aim to have 75% of tenants satisfied with the handling of their complaint	50.00%	N/A	N/A	75.00%	N/A
We aim to respond to stage 1 complaints within 17 days	19.75 dys	18.99 dys		17 dys	

Home	Last Year 2010/11	2011/12 (YTD Q1)	Better or Worse	Target	Meeting target
We aim to keep to 96% of repairs appointments	97.20%	98.12%		96.00%	
We aim to have 96.50% of all repairs completed within target time	95.00%	92.39%		96.50%	
We aim to complete 82% of repairs on the first visit	77.19%	68.60%		82.00%	
We aim for 90.50% of residents to be satisfied with the quality of the repairs work	89.06%	79.00%		90.50%	
We aim to have less than 27.80% of dwellings not meeting the Decent Homes Standard by 31 March 2012	28.97%	28.83%		27.80%	
We aim to complete all adaptations within an average time of 11 weeks	9.64 wks	12.6 wks		11 wks	

Tenancy	Last Year 2010/11	2011/12 (YTD Q1)	Better or Worse	Target 2011/12	Meeting target
We aim to let empty homes within 32 days	29 days	24 days		32 days	

Neighbourhood and Community	Last Year 2010/11	2011/12 (YTD Q1)	Better or Worse	Target	Meeting target
We aim to have 55% of tenants satisfied with our handling of anti-social behaviour cases (reported annually)	47.24%	45.00%		55.00%	
We aim to have 47.50% of tenants satisfied with the result of anti-social behaviour complaints (reported annually)	44.47%	41.00%		47.50%	
We aim for 92% of estate cleaning inspections to be graded as 'good' or 'acceptable'	95.82%	98.50%		92.00%	
We aim for 92% of grounds maintenance inspections to be graded as 'good' or 'acceptable'.	96.45%	98.96%		92.00%	

Value for Money	Last Year 2010/11	2011/12 (YTD Q1)	Better or Worse	Target 2011/12	Meeting target
We aim to collect 99% of all rent and arrears	99.42%	99.39%		99.00%	
We look to evict up to 0.4% of tenants who owe rent and did not adhere to arrears reduction agreements	0.46%	0.02%		0.40%	

Local Offer: The 'Hackney Local Offer' is a different approach to housing regulation that the Council is taking. We know what is important to you, and the local offer is about how we build on this and improve our services in the areas that you have identified as being important to you.

The Council and Hackney Homes would like to involve you in defining and improving services that we offer, and scrutinising performance against standards agreed with you.

To help us achieve this, we have set out our performance against the areas that you have informed the Council and Hackney Homes as being important.

In a number of surveys, you have said that you want: -

- a) a quick and reliable repairs service
- b) a quick and effective response to anti-social behaviour
- c) cleaner and more attractive surroundings

Key:

Are we meeting the targets?		Comparing Mar 10 and Current YTD	
We are very happy with our performance in this area because we are meeting our target.		Better	
We are satisfied with our performance in this area because we are close to meeting our target.		No Change	
We are disappointed with our performance in this area as we are not meeting our target, however, we are looking at ways to improve our performance.		Worse	

Local Offer PIs	Offer Status	Last Year 2010/11	2011-12 (YTD Q1)	Better or Worse	Target 2011-12	Meeting target
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		Repairs, Maintenance & Empty Properties				
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We aim to keep to 96% of repairs appointments (year to date performance)	Hackney Homes Offer/ Hackney Offer	97.20%	98.12%		96.00%	
We aim to complete 82% of repairs on the first visit	Hackney Homes Offer/ Hackney Offer	77.19%	75.80%		82.00%	
We aim to completed 96.5% of all repairs within target time	Hackney Offer	95.34%	92.52%		96.50%	
We aim for 90.50% of residents to be satisfied with the quality of the repairs work	Hackney Homes Offer	87.45%	89.00%		90.50%	
Our aim is to ensure 79% all new tenants are satisfied with the condition of the property	Hackney Homes Offer	49.61%	N/A	N/A	79.00%	N/A

		Anti-Social Behaviour				
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We aim to have 55% of tenants satisfied with our handling of anti-social behaviour cases (reported annually)	Hackney Homes Offer/ Hackney Offer	47.24%	45.00%		55.00%	
We aim to have 47.50% tenants satisfied with the outcome of ASB (reported annually)	Hackney Offer	44.47%	41.00%		47.50%	

		Estate Cleaning & Grounds Maintenance				
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We aim for 96% of estate cleaning inspections to be graded as 'good' or 'acceptable'	Hackney Homes Offer	95.82%	98.50%		92.00%	
We aim for 96% of grounds maintenance inspections to be graded as 'good' or 'acceptable'.	Hackney Homes Offer	96.45%	98.96%		92.00%	
We aim to have 70% of tenants satisfied with estate cleaning	Hackney Offer	60.72%	45.00%		70.00%	
We aim to have 70% of tenants satisfied with grounds maintenance	Hackney Offer	63.89%	41.00%		70.00%	
We aim to have 70% of tenants satisfied with overall estate services provision	Hackney Homes Offer	57.64%	62.00%		70.00%	

Key:			Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-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 YTD Total Collection as % of Rent Debit	Monthly	Maximise	99.56%	99.53%	99.66%	99.65%	99.77%	99.70%	99.75%	99.85%	100.15%	96.20%	97.77%	98.72%	98.58%	98.58%	100.00%	●	100.15%	
LKPI 47d YTD Rent arrears as % of Rent Debit	Monthly	Minimise	3.70%	3.73%	3.70%	3.70%	3.64%	3.69%	3.64%	3.56%	2.94%	3.26%	3.29%	3.26%	3.37%	3.37%	3.35%	●	2.94%	
LKPI 48 Total Value of Rent Arrears (YTD - EM)	Monthly	Minimise	£3.90 M	£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	£3.77 M	£3.13 M	◆	£3.38 M	
LKPI 114 (Ex-BVPI 66a) YTD Total Collection as % of Rent+arrears brought forward from previous years	Quarterly	Maximise	N/A	N/A	99.25%	N/A	N/A	99.33%	N/A	N/A	99.42%	N/A	N/A	99.39%	N/A	99.39%	99.00%	●	99.42%	
LKPI 134 Former tenant arrears as a % of rent roll	Quarterly	Minimise	N/A	N/A	2.89%	N/A	N/A	2.08%	N/A	N/A	2.15%	N/A	N/A	2.15%	N/A	2.15%	2.00%	▲	2.15%	
LKPI 117 (Ex-BVPI 66d) % of local authority HRA tenants evicted as a result of rent arrears	Quarterly	Minimise	N/A	N/A	0.20%	N/A	N/A	0.32%	N/A	N/A	0.46%	N/A	N/A	0.02%	N/A	0.02%	0.40%	●	0.46%	
LKPI 123 (HIP BPSA E3, Ex-BVPI 212) Average time taken to re-let local authority housing (in days)	Monthly	Minimise	31	36	33	28	21	18	27	28	23	25	27	25	21	24	32	●	29	
LKPI 33 % 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	1.03%	1.30%	1.05%	0.84%	0.96%	0.96%	0.61%	0.66%	1.12%	N/A	N/A	0.70%	N/A	0.70%	1.52%	●	1.12%	
LKPI 61a % of tenants satisfied with the landlord's handling of ASB cases	Annual (Intermediate) Q1,Q2,Q4	Maximise	N/A	N/A	47.06%	N/A	N/A	52.00%	N/A	N/A	35.00%	N/A	N/A	45.00%	N/A	45.00%	55.00%	◆	47.24%	
LKPI 61b Satisfaction with outcome of ASB complaint	Annual (Intermediate) Q1,Q2,Q4	Maximise	N/A	N/A	45.16%	N/A	N/A	49.33%	N/A	N/A	35.00%	N/A	N/A	41.00%	N/A	41.00%	47.50%	◆	44.47%	
ESTATE ENVIRONMENT SERVICES																				
LKPI 7A Total % of inspections (% Pass)	Monthly	Maximise	93.90%	96.20%	95.50%	97.10%	97.20%	96.80%	96.50%	97.30%	98.00%	97.80%	97.50%	98.53%	99.75%	98.50%	92.00%	●	95.82%	
LKPI 8A Total % of inspections (% Pass)	Monthly	Maximise	94.20%	95.90%	95.80%	95.60%	97.10%	97.70%	97.00%	97.50%	98.80%	98.80%	98.32%	98.94%	99.79%	98.96%	92.00%	●	96.45%	
LEASEHOLDER SERVICES																				
LKPI 15 % of annual service charges collected from leaseholders (including arrears from previous years)	Monthly	Maximise	107.76%	107.05%	106.66%	105.97%	103.61%	102.39%	102.12%	101.60%	104.00%	108.98%	103.00%	105.70%	105.00%	103.00%	103.00%	●	104.00%	
LKPI 16 Service Charge arrears as % invoices raised	Monthly	Minimise	23.05%	22.47%	27.28%	25.53%	24.11%	22.96%	21.35%	19.81%	18.62%	18.18%	18.00%	18.02%	18.00%	18.00%	22.00%	●	18.62%	
LKPI 107 Leaseholder major works charges collected as a percentage of invoices raised	Monthly	Maximise	63.01%	65.83%	72.55%	80.57%	76.80%	86.63%	89.47%	90.23%	92.45%	248.48%	219.00%	162.00%	186.11%	186.11%	80.00%	●	92.45%	

Key:			Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-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	PROPERTY SERVICES																	
LKPI 120 (HIP BPSA E4, BV63) 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	76.00%	N/A	75	
LKPI 77 No of HRA rented homes made decent during the year	Quarterly	Maximise	N/A	N/A	347	N/A	N/A	170	N/A	N/A	631	N/A	N/A	58	N/A	58	292		1,277	
LKPI 121 (NI 158) (EX BV 184a) (CPA - H1) (HIP BPSA E13) % of HRA rented dwellings non decent at the end of the financial year. (Based on new NI guidance)	Quarterly	Minimise	N/A	N/A	32.70%	N/A	N/A	31.96%	N/A	N/A	29.19%	N/A	N/A	28.83%	N/A	28.83%	27.80%		29.19%	
LKPI 67 % of all new tenants stating they were satisfied with the condition of the property	Quarterly	Maximise	N/A	N/A	53.49%	N/A	N/A	39.51%	N/A	N/A	52.38%	N/A	N/A	N/A	N/A	N/A	79.00%	N/A	49.61%	
LKPI 79 (HIP BPSA E7) % of dwellings with a valid Gas Safety Certificate (CP 12's Excluding carcasses)	Monthly	Maximise	98.29%	98.28%	98.82%	98.97%	99.50%	99.50%	99.43%	98.91%	98.66%	98.97%	99.31%	95.39%	95.00%	95.00%	100.00%		98.66%	
LKPI 06 % of Responsive Repairs Appointments Kept (excluding TMOs)	Monthly	Maximise	98.15%	98.70%	97.73%	97.18%	98.82%	98.82%	98.75%	97.71%	97.67%	97.70%	98.33%	98.96%	97.53%	98.12%	98.00%		97.20%	
LKPI 2B % of Emergency Repairs jobs completed within target (24 hours)	Monthly	Maximise	90.83%	87.95%	88.46%	91.03%	92.37%	94.16%	95.97%	93.59%	95.37%	88.77%	88.91%	87.89%	88.60%	86.34%	94.50%		92.62%	
LKPI 139 % of all repairs completed within target	Monthly	Maximise	95.34%	95.62%	94.16%	95.07%	94.48%	95.42%	96.67%	96.69%	98.45%	88.77%	88.91%	93.73%	94.51%	92.52%	96.50%		95.51%	
LKPI 140 Average End to End Repair Time (in days)	Monthly	Minimise	6.23	3.93	4.64	6.75	7.00	7.12	6.10	5.91	6.06	9.37	9.34	8.03	6.83	8.40	6.00		5.95	
LKPI 161 (HIP BPSA D28) 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) 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) % 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 % of repairs completed on first visit (based on tenant satisfaction)	Quarterly	Maximise	N/A	N/A	77.59%	N/A	N/A	78.00%	N/A	N/A	80.30%	N/A	N/A	75.80%	N/A	75.80%	82.00%		77.73%	
LKPI 11 Resident Satisfaction with quality of work	Quarterly	Maximise	N/A	N/A	87.65%	N/A	N/A	91.97%	N/A	N/A	87.00%	N/A	N/A	89.00%	N/A	89.00%	82.00%		87.45%	
LKPI 141 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 13 (HIP BPSA E2) 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) % 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 131 (HIP BPSA D25) % 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 % of calls to Repairs Contact Centre (RCC) answered	Monthly	Maximise	70.84%	80.86%	72.88%	77.90%	75.45%	56.46%	40.49%	74.50%	81.73%	89.40%	88.22%	85.41%	88.58%	87.74%	94.00%		83.63%	
LKPI 133 All tenants satisfaction with the landlord's responsive repair service (Non-STATUS call back survey)	Quarterly	Maximise	N/A	N/A	73.62%	N/A	N/A	63.38%	N/A	N/A	72.00%	N/A	N/A	76.00%	N/A	76.00%	72.00%		71.05%	
LKPI 144 % of tenants satisfied with disabled adaptations to their home	Annual (Intermediate) Q2 & Q4	Maximise	N/A	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	88.00%	N/A	85.27%	
LKPI 69 % of minor adaptations completed with time scales (9.5 weeks)	Monthly	Maximise	70.00%	61.54%	94.12%	92.86%	100.00%	100.00%	100.00%	100.00%	50.00%	88.00%	88.00%	80.00%	60.00%	81.00%	91.00%		87.07%	
LKPI 70 % of major adaptations completed with time scales (28 weeks)	Monthly	Maximise	100.00%	95.45%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	100.00%	88.00%	88.00%	94.00%	91.00%		87.11%	

Key:			Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-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	HACKNEY HOMES CORPORATE SERVICES																
LKPI 135A % of tenants on whom the landlord has diversity information : Age	Quarterly	Maximise	N/A	N/A	71.21%	N/A	N/A	77.42%	N/A	N/A	N/A	N/A	N/A	78.23%	N/A	78.23%	75.00%		N/A
LKPI 135B % of tenants on whom the landlord has diversity information : Gender	Quarterly	Maximise	N/A	N/A	91.86%	N/A	N/A	51.80%	N/A	N/A	N/A	N/A	N/A	90.28%	N/A	90.28%	95.00%		N/A
LKPI 135C % of tenants on whom the landlord has diversity information : Ethnicity	Quarterly	Maximise	N/A	N/A	82.49%	N/A	N/A	78.20%	N/A	N/A	N/A	N/A	N/A	79.50%	N/A	79.50%	85.00%		N/A
LKPI 135D % of tenants on whom the landlord has diversity information : Disability	Quarterly	Maximise	N/A	N/A	22.72%	N/A	N/A	10.17%	N/A	N/A	N/A	N/A	N/A	18.35%	N/A	18.35%	30.00%		N/A
LKPI 135E % of tenants on whom the landlord has diversity information : Sexuality	Quarterly	Maximise	N/A	N/A	21.59%	N/A	N/A	9.45%	N/A	N/A	N/A	N/A	N/A	21.07%	N/A	21.07%	25.00%		N/A
LKPI 135F % of tenants on whom the landlord has diversity information : Religion of Belief	Quarterly	Maximise	N/A	N/A	29.81%	N/A	N/A	15.61%	N/A	N/A	N/A	N/A	N/A	24.91%	N/A	24.91%	33.00%		N/A
LKPI 135G % 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 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) 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) % of undisputed invoices paid on time (on Hackney Homes Management Fee & delegated budgets)	Monthly	Maximise	86.64%	92.02%	88.91%	94.63%	92.81%	93.94%	85.57%	96.60%	95.81%	93.58%	88.88%	94.75%	91.93%	92.39%	92.50%		89.87%
LKPI 19 % of telephone calls answered within 30 seconds (excluding Repairs Call Centre)	Monthly	Maximise	97.64%	97.39%	97.73%	97.55%	97.34%	96.91%	97.41%	97.67%	97.67%	98.32%	97.98%	97.74%	98.13%	98.04%	93.00%		96.50%
LKPI 25a % of Formal Stages 1 Complaint Responses completed within target time	Monthly	Maximise	76.84%	94.69%	89.90%	88.16%	92.38%	85.29%	87.50%	91.11%	93.50%	95.93%	95.87%	88.24%	88.29%	92.04%	91.00%		87.94%
LKPI 111 % of formal complaint (Stage 1 & 2) responses completed within target time (15 working days)	Monthly	Maximise	71.57%	93.33%	81.36%	78.65%	90.99%	83.04%	85.45%	91.55%	90.08%	93.02%	96.95%	87.10%	87.60%	91.32%	92.00%		82.77%
LKPI 59 Stage 2 complaints upheld	Monthly	Minimise	80.00%	63.16%	40.00%	25.00%	33.33%	75.00%	72.73%	57.14%	33.33%	75.00%	81.25%	54.55%	85.71%	73.68%	5.00%		58.62%
LKPI 150 Average time taken to respond to stage 1 complaints (working days)	Monthly	Minimise	24.00	25.00	17.00	26.00	21.00	16.00	12.00	12.00	19.00	19.41	21.93	17.46	16.94	18.96	17.00		19.67
LKPI 109 Stage 1 complaints progressing to stage 2 complaints (within a 12 month period)	Monthly	Minimise	10.20%	6.09%	16.67%	16.25%	5.66%	9.71%	5.71%	5.88%	6.50%	4.88	9.84	13.48	3.39	8.44%	9.00%		10.97%
LKPI 23 % of Members' enquiries responded to within target time (10 working days)	Monthly	Maximise	83.54%	85.90%	78.57%	75.58%	85.07%	82.42%	86.44%	87.50%	85.37%	67.21%	84.31%	60.16%	66.67%	69.37%	90.00%		82.47%
LKPI 110 % of Ombudsman investigations and enquiries culminating in local settlement (Against the month the original Ombudsman enquiry received).	Monthly	Minimise	27.78%	27.27%	27.59%	22.22%	20.41%	20.41%	21.57%	22.81%	23.64%	0.00%	25.00%	1.11%	12.50%	12.50%	2.00%		23.64%
LKPI 113 (EX-BVPI 12) No of working days lost in a year due to sickness per employee	Monthly	Minimise	8.75	9.13	10.04	10.51	11.29	11.40	11.71	11.72	11.81	9.17	9.50	10.38	10.90	10.90	9.90		11.81

Performance Indicator(s) Information

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

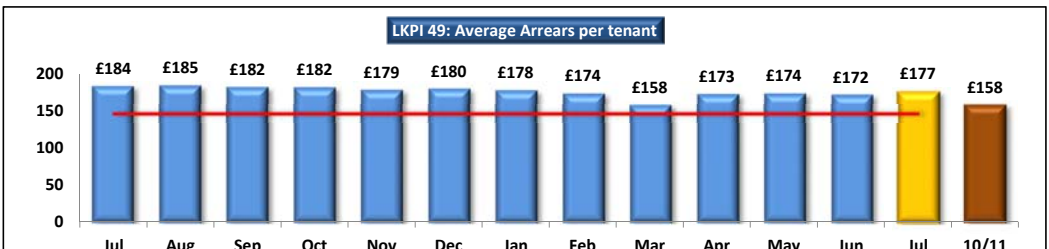
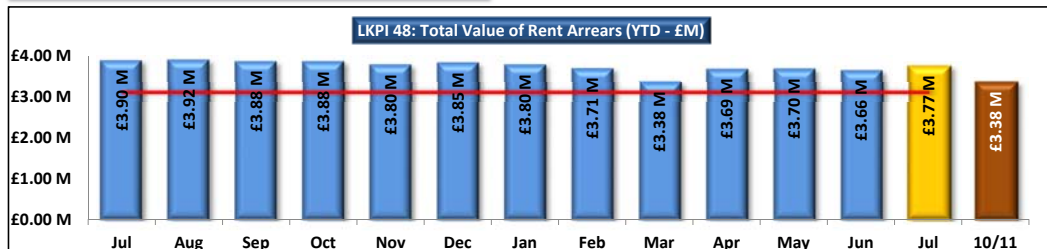
LKPI 49 - This PI shows data for the average rent arrears per tenant.

Targets: Owned and set by Tenancy & Leasehold Services

Polarity: Lower performance is considered to be better

Data Source - Saffron | Data provider - Hackney Homes Finance

LKPI 48: Total Value of Rent Arrears (YTD - £M)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Target	Outturn
	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	2011/12	2010/11
North East	1.11 M	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	0.91 M	0.98 M
North West	0.70 M	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	0.53 M	0.58 M
Homerton	0.69 M	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	0.54 M	0.59 M
Queensbridge and DB	0.40 M	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	0.30 M	0.33 M
Shoreditch	0.50 M	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	0.39 M	0.42 M
TMO / Others	0.51 M	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	0.45 M	0.49 M
Hackney Homes Total	£3.90 M	£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	£3.13 M	£3.38 M



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 (£)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Target	Outturn
	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	2011/12	2010/11
North East	£225	£226	£223	£225	£220	£224	£220	£216	£200	£217	£215	£212	£217	£185	£200
North West	£220	£224	£218	£216	£214	£212	£206	£204	£179	£193	£198	£191	£197	£166	£179
Homerton	£154	£153	£151	£150	£146	£149	£145	£141	£130	£146	£146	£146	£151	£120	£130
Queensbridge and DB	£132	£128	£126	£126	£121	£121	£121	£117	£106	£120	£126	£129	£130	£98	£106
Shoreditch	£147	£151	£150	£145	£143	£144	£144	£140	£126	£139	£138	£136	£141	£117	£126
TMO / Others	£227	£230	£233	£237	£235	£237	£240	£230	£216	£230	£229	£225	£236	£200	£216
Hackney Homes Total	£184	£185	£182	£182	£179	£180	£178	£174	£158	£173	£174	£172	£177	£147	£158

LII 13 - Arrears Action Summary for previous year	NOSP'S			PO Granted			Eviction Adjourned			Stay of Executions			Evictions Carried out		
	End 10/11	Jul 10/11	Jul 11/12	End 10/11	Jul 10/11	Jul 11/12	End 10/11	Jul 10/11	Jul 11/12	End 10/11	Jul 10/11	Jul 11/12	End 10/11	Jul 10/11	Jul 11/12
North East	446	192	136	70	27	22	120	42	72	58	21	20	24	7	2
North West	373	91	132	31	13	18	53	12	10	32	10	7	17	5	2
Homerton	540	231	184	51	20	21	112	33	46	36	13	13	31	11	5
Queensbridge and DB	413	143	129	14	3	2	49	11	15	10	2	2	9	2	6
Shoreditch	458	150	181	53	9	21	59	14	13	23	10	6	10	1	11
TMO / Others	286	104	45	16	3	6	20	3	8	1	0	2	10	8	5
Hackney Homes Total	2516	911	807	235	75	90	413	115	164	160	56	50	101	34	31



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.

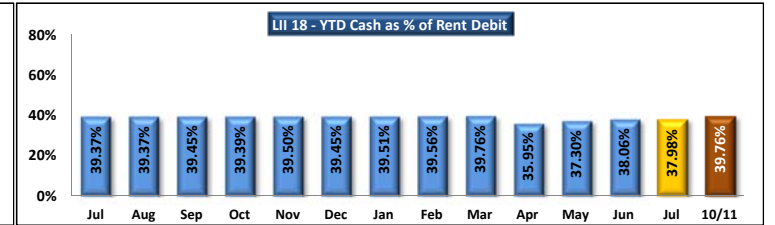
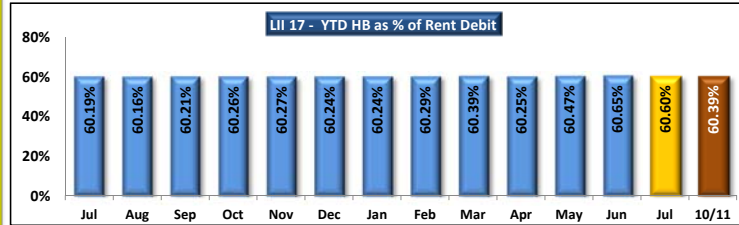
Targets: Owned and set by Tenancy & Leasehold Services

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)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Target	Outturn
	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	2011/12	2010/11
North East	60.75%	60.49%	60.58%	60.62%	60.67%	60.58%	60.57%	60.65%	60.81%	60.39%	61.08%	61.02%	60.98%	N/A	60.81%
North West	62.35%	62.28%	62.34%	62.47%	62.45%	62.45%	62.46%	62.48%	62.64%	62.64%	63.01%	63.15%	63.06%	N/A	62.64%
Homerton	59.97%	60.08%	60.22%	60.34%	60.36%	60.34%	60.31%	60.35%	60.34%	60.06%	60.03%	60.41%	60.36%	N/A	60.34%
Queensbridge and DB	60.24%	60.33%	60.37%	60.41%	60.39%	60.47%	60.46%	60.52%	60.49%	60.23%	60.12%	60.54%	60.46%	N/A	60.49%
Shoreditch	59.12%	59.08%	58.98%	58.95%	58.93%	58.84%	58.83%	58.86%	59.02%	59.18%	59.14%	59.21%	59.27%	N/A	59.02%
TMO / Others	57.96%	57.99%	57.98%	57.96%	57.96%	57.98%	58.00%	58.13%	58.31%	58.52%	58.88%	59.15%	58.97%	N/A	58.31%
Hackney Homes Total	60.19%	60.16%	60.21%	60.26%	60.27%	60.24%	60.24%	60.29%	60.39%	60.25%	60.47%	60.65%	60.60%	N/A	60.39%



LII 18 - YTD Cash as % of Rent Debit (Former LKPI 47b)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Target	Outturn
	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	2011/12	2010/11
North East	39.11%	39.21%	39.24%	39.12%	39.21%	39.15%	39.20%	39.22%	39.39%	35.29%	36.93%	37.90%	37.80%	N/A	39.39%
North West	37.14%	37.06%	37.33%	37.19%	37.27%	37.28%	37.38%	37.37%	37.65%	33.88%	34.60%	35.78%	35.66%	N/A	37.65%
Homerton	39.67%	39.62%	39.61%	39.45%	39.49%	39.38%	39.49%	39.54%	39.78%	36.06%	37.65%	38.06%	38.02%	N/A	39.78%
Queensbridge and DB	39.02%	39.14%	39.19%	39.17%	39.38%	39.31%	39.35%	39.41%	39.65%	36.23%	37.12%	37.57%	37.71%	N/A	39.65%
Shoreditch	40.40%	40.35%	40.50%	40.69%	40.80%	40.82%	40.86%	40.94%	41.08%	37.25%	38.83%	39.66%	39.48%	N/A	41.08%
TMO / Others	41.43%	41.38%	41.38%	41.33%	41.51%	41.49%	41.45%	41.55%	41.66%	37.80%	39.19%	40.00%	39.73%	N/A	41.66%
Hackney Homes Total	39.37%	39.37%	39.45%	39.39%	39.50%	39.45%	39.51%	39.56%	39.76%	35.95%	37.30%	38.06%	37.98%	N/A	39.76%

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).

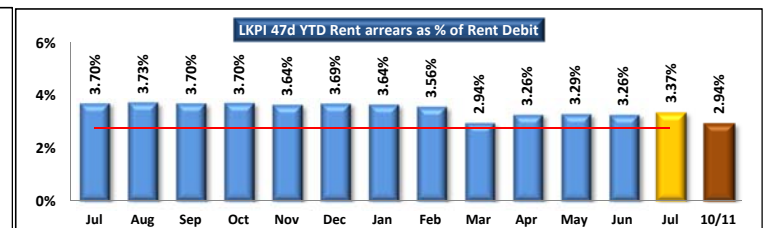
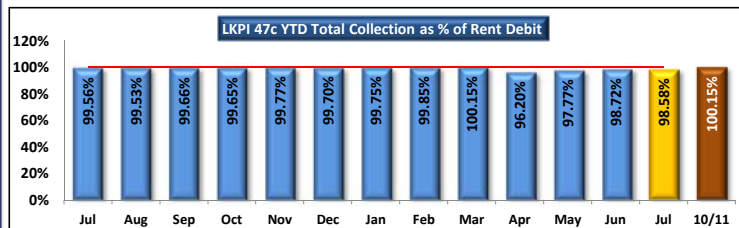
North West comprises; Stoke Newington & Lordship TMO

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	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Target	Outturn
	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	2011/12	2010/11
North East	99.86%	99.70%	99.82%	99.74%	99.88%	99.73%	99.77%	99.87%	100.21%	95.68%	98.01%	98.91%	98.77%	100.00%	100.21%
North West	99.49%	99.34%	99.67%	99.65%	99.72%	99.73%	99.85%	99.85%	100.29%	96.52%	97.61%	98.93%	98.72%	100.00%	100.29%
Homerton	99.64%	99.70%	99.82%	99.78%	99.85%	99.71%	99.81%	99.89%	100.11%	96.12%	97.68%	98.47%	98.38%	100.00%	100.11%
Queensbridge and DB	99.26%	99.47%	99.56%	99.58%	99.77%	99.78%	99.81%	99.93%	100.14%	96.47%	97.24%	98.11%	98.17%	100.00%	100.14%
Shoreditch	99.52%	99.42%	99.49%	99.63%	99.73%	99.66%	99.69%	99.79%	100.10%	96.43%	97.98%	98.86%	98.76%	100.00%	100.10%
TMO / Others	99.39%	99.37%	99.36%	99.29%	99.47%	99.47%	99.45%	99.68%	99.97%	96.32%	98.07%	99.14%	98.69%	100.00%	99.97%
Hackney Homes Total	99.56%	99.53%	99.66%	99.65%	99.77%	99.70%	99.75%	99.85%	100.15%	96.20%	97.77%	98.72%	98.58%	100.00%	100.15%



LKPI 47d YTD Rent arrears as % of Rent Debit	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Target	Outturn
	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13	Week 17	2011/12	2010/11
North East	4.57%	4.59%	4.56%	4.60%	4.52%	4.63%	4.56%	4.48%	3.76%	4.11%	4.09%	4.06%	4.16%	3.54%	3.76%
North West	4.42%	4.52%	4.40%	4.39%	4.35%	4.33%	4.23%	4.19%	3.33%	3.62%	3.72%	3.60%	3.73%	2.97%	3.33%
Homerton	3.14%	3.13%	3.09%	3.09%	3.02%	3.08%	3.01%	2.91%	2.44%	2.76%	2.77%	2.79%	2.89%	2.28%	2.44%
Queensbridge and DB	2.57%	2.49%	2.46%	2.48%	2.38%	2.39%	2.38%	2.32%	1.90%	2.20%	2.31%	2.37%	2.39%	1.86%	1.90%
Shoreditch	3.02%	3.10%	3.10%	3.01%	2.97%	3.00%	3.01%	2.94%	2.39%	2.66%	2.65%	2.62%	2.71%	2.12%	2.39%
TMO / Others	4.47%	4.53%	4.61%	4.70%	4.67%	4.72%	4.77%	4.60%	3.91%	4.25%	4.25%	4.19%	4.38%	3.53%	3.91%
Hackney Homes Total	3.70%	3.73%	3.70%	3.70%	3.64%	3.69%	3.64%	3.56%	2.94%	3.26%	3.29%	3.26%	3.37%	2.77%	2.94%

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.

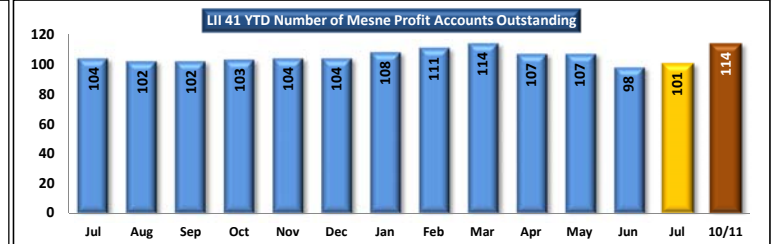
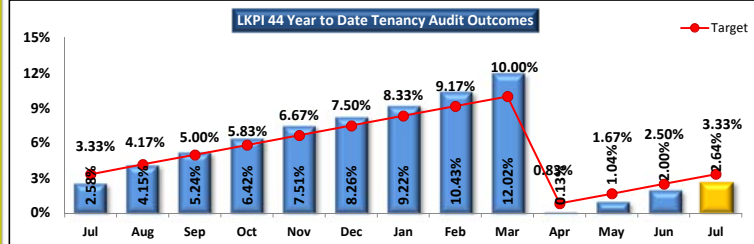
LII 42b - shows the number of properties occupied by squatters at month end.

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

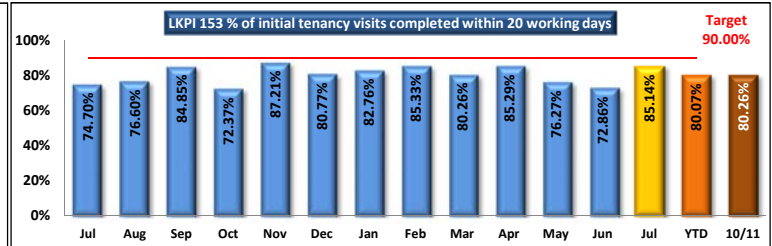
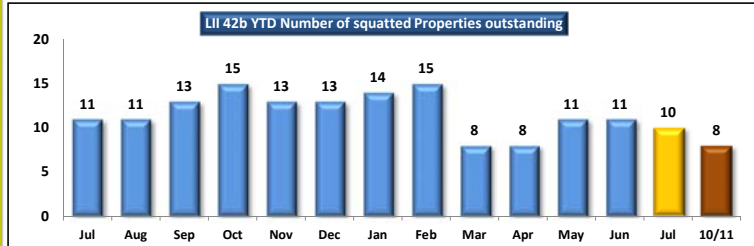
LKPI 44 Year to Date Tenancy Audit Outcomes	Total number of Audits Allocated	Verified	Properties Repossessed / Terminated	% Verified against stock	% Completed (Inc Terms against stock)
North East	290	128	0	2.39%	2.39%
North West	156	99	0	3.11%	3.11%
Homerton	285	129	5	2.89%	2.90%
Queensbridge and DB	133	66	0	2.19%	2.19%
Shoreditch	220	103	0	2.99%	2.99%
Hackney Homes Total	1084	525	5	2.64%	2.66%

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	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	New in Month	Closed in month	Target 2011/12	Outturn 2010/11
North East	27	27	26	26	24	24	26	27	25	24	23	20	21	2	1	N/A	25
North West	15	16	14	15	15	15	19	19	18	20	18	17	18	1	0	N/A	18
Homerton	24	22	21	20	24	24	21	22	22	20	18	15	15	1	1	N/A	22
Queensbridge and DB	16	17	17	18	17	17	17	15	15	16	21	21	22	3	2	N/A	15
Shoreditch	12	12	13	14	14	14	15	17	22	18	18	17	17	0	0	N/A	22
TMO / Others	10	8	11	10	10	10	10	11	12	9	9	8	8	1	1	N/A	12
Hackney Homes Total	104	102	102	103	104	104	108	111	114	107	107	98	101	8	5	N/A	114

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



LKPI 153 % of initial tenancy visits completed within 20 working days (as a proportion of those due in the month)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
North East	100.00%	88.89%	89.47%	100.00%	100.00%	96.00%	100.00%	100.00%	100.00%	100.00%	93.33%	90.00%	96.55%	95.31%	N/A	100.00%
North West	71.43%	92.86%	100.00%	100.00%	80.00%	76.47%	100.00%	87.50%	87.50%	93.33%	90.00%	87.50%	28.57%	80.00%	N/A	87.50%
Homerton	100.00%	96.15%	86.36%	94.44%	89.47%	86.36%	95.65%	100.00%	92.86%	83.33%	75.00%	94.44%	100.00%	90.38%	N/A	92.86%
Queensbridge and DB	100.00%	60.00%	100.00%	11.11%	92.86%	87.50%	100.00%	87.50%	87.50%	71.43%	66.67%	100.00%	66.67%	75.00%	N/A	87.50%
Shoreditch	93.33%	83.33%	100.00%	100.00%	100.00%	87.50%	81.25%	100.00%	90.91%	90.91%	71.43%	30.77%	100.00%	70.73%	N/A	90.91%
TMO / Others	25.00%	14.29%	10.00%	14.29%	0.00%	0.00%	0.00%	0.00%	16.67%	66.67%	53.85%	50.00%	60.00%	55.26%	N/A	16.67%
Hackney Homes Total	74.70%	76.60%	84.85%	72.37%	87.21%	80.77%	82.76%	85.33%	80.26%	85.29%	76.27%	72.86%	85.14%	80.07%	90.00%	80.26%

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 PIs 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.

LI138 - 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

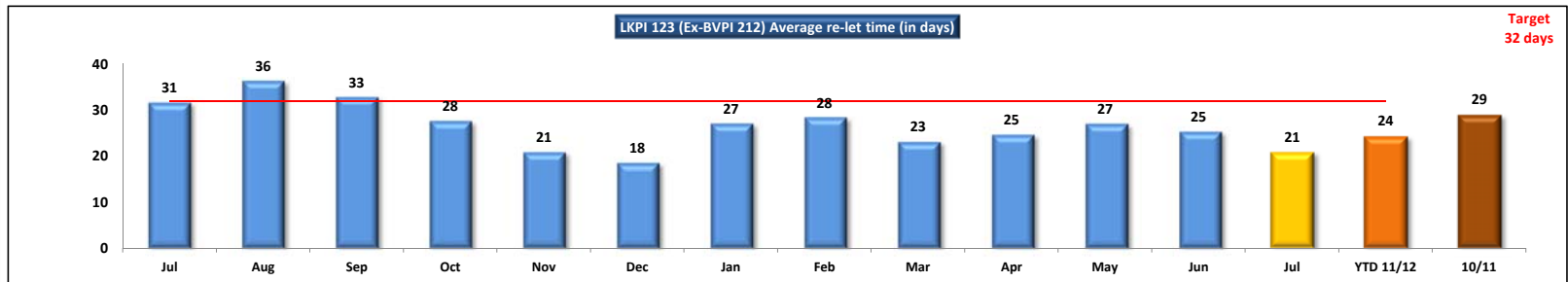
Data source: Saffron (reconciled monthly by neighbourhoods and TMO's).

Data provider: Saffron/Performance Team

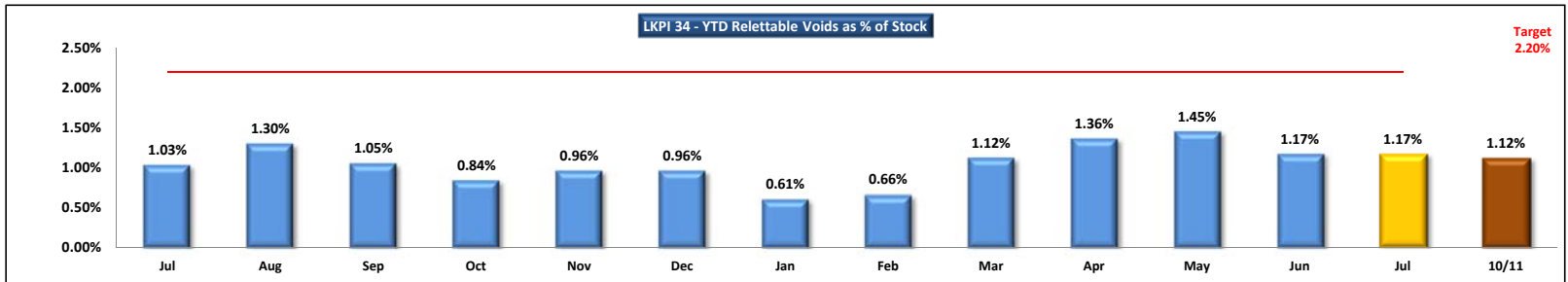
Housemark Void LKPI's (YTD) Hackney Homes Total	QTR 1 10/11	QTR 2 10/11	QTR 3 10/11	QTR 4 10/11	QTR 1 11/12	YTD 2010/11	Target 2011/12	Outturn 2010/11
LKPI 33 - % of rent lost through voids	0.74%	0.72%	0.68%	0.65%	0.70%	0.70%	1.52%	2.81%
LI1 35 - No. of major works voids	448	428	418	436	521	521	N/A	436
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)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
North East	24	28	35	20	21	14	17	27	25	18	24	20	15	19	N/A	24
North West	19	30	25	26	21	20	27	26	24	15	17	17	27	21	N/A	25
Homerton	28	22	34	31	17	18	29	32	23	29	24	23	25	25	N/A	30
Queensbridge and DB	34	46	31	31	11	21	19	26	21	20	33	26	19	25	N/A	31
Shoreditch	28	31	26	18	28	21	32	23	19	46	37	48	14	39	N/A	26
Neighbourhood Total	26	31	31	26	21	18	26	27	23	24	27	26	21	24	N/A	27
TMO / Others	61	61	40	47	21	19	36	35	24	27	28	22	19	25	N/A	42
Hackney Homes Total	31	36	33	28	21	18	27	28	23	25	27	25	21	24	32	29



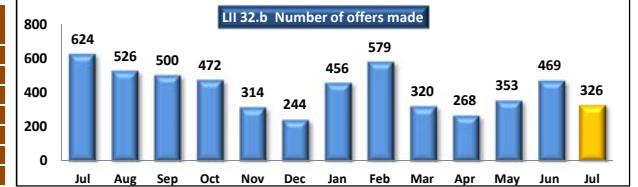
LKPI 34 - YTD Relettable Voids as % of Stock	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
North East	1.06%	1.23%	1.15%	0.91%	0.94%	0.89%	0.77%	0.82%	2.05%	2.19%	2.15%	1.90%	1.96%	1.96%	N/A	2.05%
North West	0.73%	1.93%	1.01%	0.41%	0.95%	0.98%	1.17%	0.66%	0.63%	0.66%	0.82%	1.09%	0.74%	0.74%	N/A	0.63%
Homerton	0.95%	0.84%	0.82%	0.69%	0.73%	0.82%	0.63%	0.30%	0.39%	0.78%	0.62%	0.59%	0.69%	0.69%	N/A	0.39%
Queensbridge and DB	0.93%	1.23%	0.93%	0.46%	0.66%	0.70%	0.43%	0.60%	0.33%	0.80%	0.76%	0.70%	0.83%	0.83%	N/A	0.33%
Shoreditch	1.66%	1.97%	2.17%	2.28%	1.79%	1.79%	0.31%	1.13%	2.57%	2.90%	2.86%	1.93%	2.10%	2.10%	N/A	2.57%
TMO / Others	0.95%	0.95%	0.46%	0.49%	0.85%	0.79%	0.27%	0.52%	0.60%	0.74%	0.66%	0.71%	0.55%	0.55%	N/A	0.60%
Hackney Homes Total	1.03%	1.30%	1.05%	0.84%	0.96%	0.96%	0.61%	0.66%	1.12%	1.36%	1.45%	1.17%	1.17%	1.17%	2.20%	1.12%



LII 32.a Number of Properties offered for viewing	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Outturn 2010/11
North East	39	33	26	23	24	12	15	23	10	15	20	17	12	62	223
North West	21	14	26	40	17	15	20	12	10	10	13	17	8	44	176
Homerton	37	33	31	30	18	20	21	12	13	16	19	14	17	64	247
Queensbridge and DB	23	29	13	16	6	7	11	14	10	8	9	11	11	38	134
Shoreditch	25	17	26	21	16	12	12	19	9	8	9	17	6	40	158
TMO / Others	20	21	15	6	10	13	13	14	9	15	16	13	8	50	167
Hackney Homes Total	165	147	137	136	91	79	92	94	61	72	86	89	62	298	1105



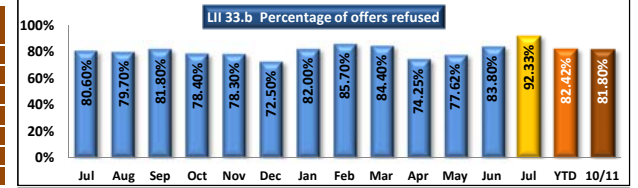
LII 32.b Number of offers made	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Outturn 2010/11
North East	145	140	107	72	95	58	52	134	50	52	77	90	40	259	1123
North West	101	85	115	147	86	37	109	76	66	50	66	118	50	284	1200
Homerton	142	100	97	138	51	82	85	81	73	79	78	56	80	293	1343
Queensbridge and DB	67	124	55	37	11	22	53	100	40	36	23	52	45	156	764
Shoreditch	96	46	94	68	48	20	82	138	36	13	47	121	28	209	836
TMO / Others	73	31	32	10	23	25	75	50	55	38	62	32	83	215	680
Hackney Homes Total	624	526	500	472	314	244	456	579	320	268	353	469	326	1416	5946



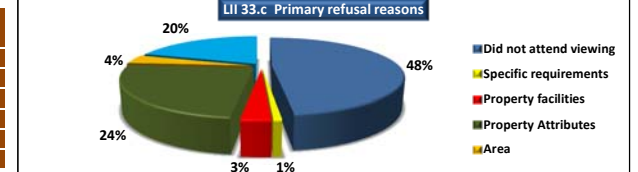
LII 33.a Number of offered properties refused	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Outturn 2010/11
North East	27	19	19	14	13	7	9	11	8	10	12	13	9	42	150
North West	16	12	24	28	14	5	19	9	7	9	12	13	8	39	153
Homerton	28	24	20	22	8	14	13	12	11	12	16	9	16	53	185
Queensbridge and DB	18	21	11	8	2	5	8	10	7	6	5	9	10	29	108
Shoreditch	14	8	17	11	7	5	9	10	4	1	5	15	6	27	90
TMO / Others	7	5	4	1	5	5	8	6	7	3	9	5	5	21	73
Hackney Homes Total	110	89	95	84	49	41	66	58	44	41	59	64	54	211	759



LII 33.b Percentage of offers refused	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Outturn 2010/11
North East	78.60%	83.60%	82.20%	73.60%	81.10%	79.30%	75.00%	82.80%	84.00%	75.00%	76.62%	78.89%	82.50%	77.99%	80.20%
North West	83.20%	89.40%	89.60%	81.60%	86.00%	59.50%	82.60%	82.90%	84.80%	80.00%	84.85%	88.98%	96.00%	87.68%	85.80%
Homerton	84.50%	78.00%	76.30%	83.30%	76.50%	80.50%	76.50%	87.70%	84.90%	81.01%	75.64%	78.57%	90.00%	81.57%	81.80%
Queensbridge and DB	80.60%	82.30%	87.30%	67.60%	45.50%	81.80%	79.20%	88.00%	77.50%	77.78%	65.22%	84.62%	91.11%	82.05%	82.70%
Shoreditch	80.20%	73.90%	81.90%	77.90%	75.00%	50.00%	91.50%	90.60%	83.30%	38.46%	82.98%	90.08%	100.00%	86.60%	81.70%
TMO / Others	74.00%	38.70%	59.40%	40.00%	65.20%	60.00%	84.00%	76.00%	89.10%	60.53%	74.19%	62.50%	95.18%	78.14%	76.20%
Hackney Homes Total	80.60%	79.70%	81.80%	78.40%	78.30%	72.50%	82.00%	85.70%	84.40%	74.25%	77.62%	83.80%	92.33%	82.42%	81.80%



LII 33.c Primary refusal reasons	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Outturn 2010/11
Did not attend viewing	50.70%	48.90%	46.70%	43.50%	50.40%	48.00%	47.30%	42.30%	55.60%	42.81%	42.86%	52.05%	56.52%	48.24%	47.00%
Specific requirements	1.20%	0.00%	0.20%	0.30%	0.00%	1.10%	0.00%	1.20%	2.60%	0.70%	0.37%	1.75%	0.00%	0.81%	0.60%
Property facilities	1.80%	1.20%	0.50%	1.10%	3.70%	0.60%	1.90%	1.60%	0.70%	2.46%	4.40%	2.63%	1.93%	2.89%	2.00%
Property Attributes	18.70%	23.90%	24.40%	21.60%	21.50%	20.90%	28.90%	34.10%	22.20%	29.47%	25.64%	20.76%	21.26%	24.30%	25.10%
Area	6.20%	7.40%	3.40%	4.30%	4.50%	4.00%	4.50%	3.60%	3.00%	2.46%	4.03%	4.09%	4.35%	3.70%	5.10%
Others	21.50%	18.60%	24.70%	29.20%	19.90%	25.40%	17.40%	17.10%	15.90%	22.11%	22.71%	18.71%	15.94%	20.05%	20.30%



LII 34 Number of offered Properties accepted	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Outturn 2010/11
North East	24	21	19	15	27	13	3	22	16	19	11	31	15	76	11
North West	15	15	9	27	16	14	16	11	13	10	8	8	17	43	4
Homerton	20	17	25	23	15	18	19	10	8	10	20	16	12	58	8
Queensbridge and DB	15	20	10	10	8	4	7	16	5	5	9	7	11	32	3
Shoreditch	11	14	15	19	13	14	8	16	10	6	8	12	5	31	11
TMO / Others	17	23	14	7	7	11	8	17	5	14	17	8	10	49	5
Hackney Homes Total	102	110	92	101	86	74	61	92	57	64	73	82	70	289	42



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.

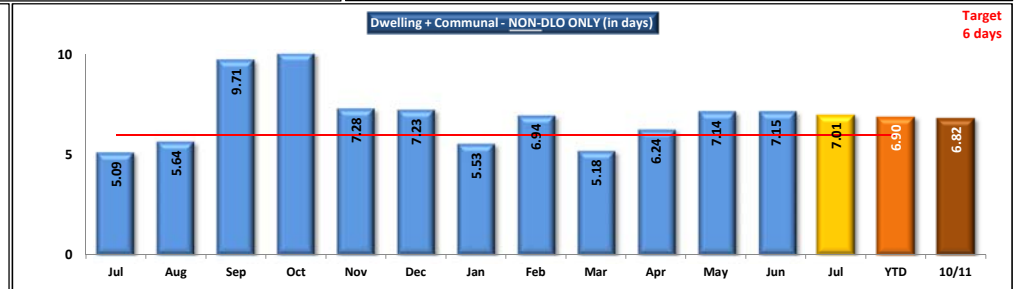
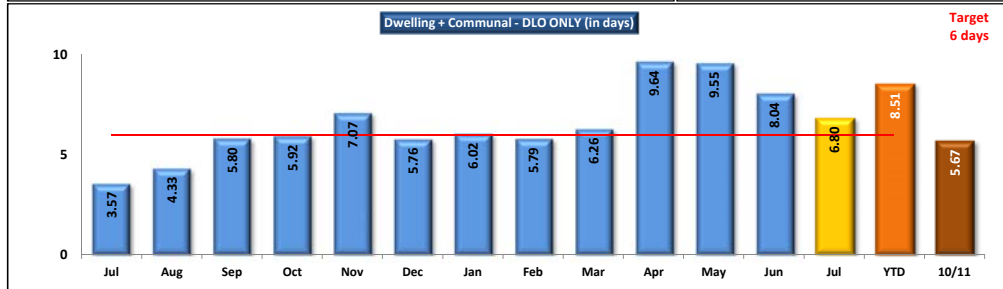
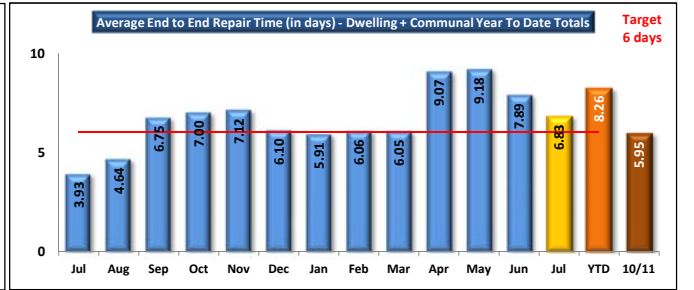
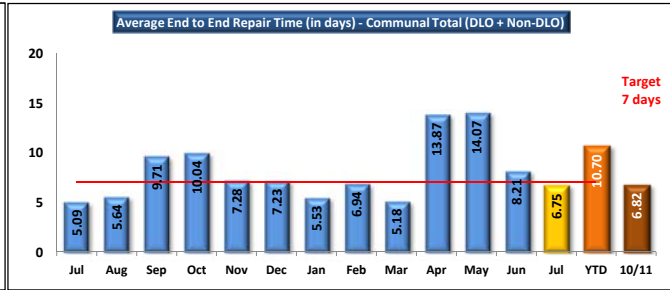
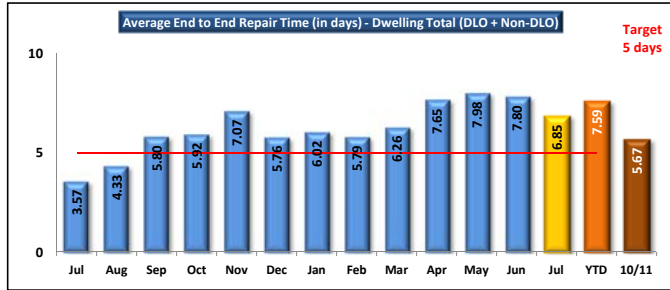
Property Attributes = Bedrooms too small, kitchen too small, flat too high up, too many external stairs, lack of storage, has no garden, needs modernisation, not decorated.

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	Jul-10		Aug-10		Sep-10		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-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	3.07	4243	3.89	4077	5.18	4426	5.77	4593	6.97	5383	5.71	5231	5.93	5195	5.76	4575	6.28	5011	7.66	3749	7.98	4108	7.88	3974	6.65	3669	7.56	15500	5.33	55320
	Non DLO	8.85	379	8.60	390	11.62	424	7.05	521	8.75	269	6.95	205	7.62	247	6.29	227	5.82	280	7.53	196	7.98	396	7.09	428	9.61	250	7.93	1270	9.71	4352
Dwelling Repairs Total		3.57	4622	4.33	4467	5.80	4850	5.92	5114	7.07	5652	5.76	5436	6.02	5442	5.79	4802	6.26	5291	7.65	3945	7.98	4504	7.80	4402	6.85	3919	7.59	16770	5.67	59672
Communal Repairs	DLO	4.21	662	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	18.99	714	8.82	798	7.78	616	14.22	2706	6.23	9706
	Non DLO	5.80	740	6.62	682	12.52	773	14.49	783	5.71	1101	4.29	729	4.77	509	4.49	515	4.70	402	5.78	551	6.29	389	7.22	435	5.49	426	6.17	1801	7.46	8396
Communal Repairs Total		5.09	1402	5.64	1359	9.71	1501	10.04	1661	7.28	2017	7.23	1527	5.53	1415	6.94	1396	5.18	1306	13.87	1129	14.07	1103	8.21	1233	6.75	1042	10.70	4507	6.82	18102
Communal & Dwelling total	DLO	3.57	4622	4.33	4467	5.80	4850	5.92	5114	7.07	5652	5.76	5436	6.02	5442	5.79	4802	6.26	5291	9.64	4327	9.55	4822	8.04	4772	6.80	4285	8.51	18206	5.67	59672
	Non DLO	5.09	1402	5.64	1359	9.71	1501	10.04	1661	7.28	2017	7.23	1527	5.53	1415	6.94	1396	5.18	1306	6.24	747	7.14	785	7.15	863	7.01	676	6.90	3071	6.82	18102
Hackney Homes Total		3.93	6024	4.64	5826	6.75	6351	7.00	6775	7.12	7669	6.10	6963	5.91	6857	6.06	6198	6.05	6597	9.07	5074	9.18	5607	7.89	5635	6.83	4961	8.26	21277	5.95	77774
TMO		3.59	555	4.19	592	7.77	639	6.96	763	6.98	809	6.60	809	9.91	744	5.66	705	5.36	608	12.86	444	11.22	509	9.47	565	6.25	408	10.02	1926	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.

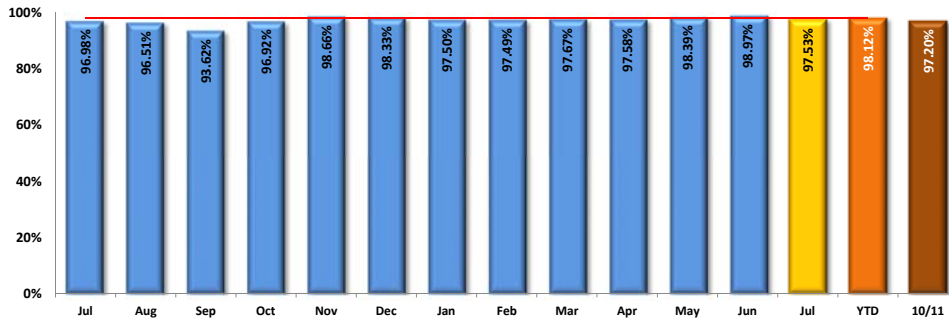
Polarity: The lower the average the better the performance.

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

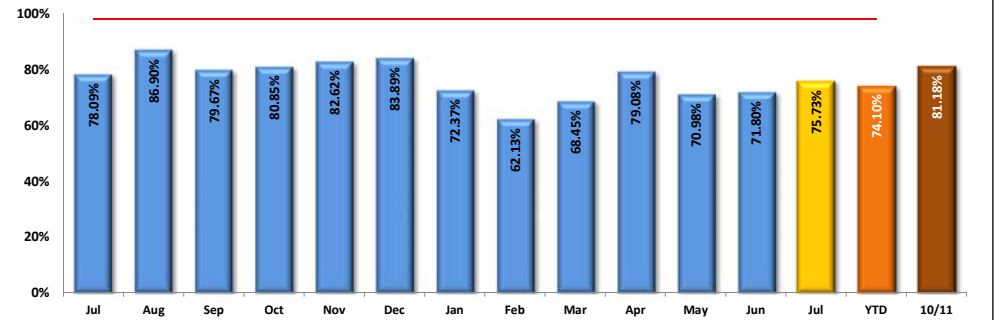
REPAIRS APPOINTMENTS

LKPI 6 (Ex BVPI 185): Monthly Percentage of responsive repairs appointments made and kept	Jul-10		Aug-10		Sep-10		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-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	96.76%	927	97.07%	957	93.00%	843	97.32%	970	98.92%	1017	98.54%	1028	97.96%	931	97.74%	840	98.04%	613	97.58%	579	98.67%	602	98.88%	627	96.83%	630	97.99%	2438	97.36%	10277
North West	96.58%	584	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	99.51%	406	98.93%	374	98.38%	370	98.58%	1548	97.39%	6446
Homerton	97.02%	838	95.58%	883	92.77%	788	96.99%	830	98.28%	871	98.04%	866	97.55%	856	96.20%	711	98.25%	571	97.53%	527	98.46%	584	99.31%	581	96.71%	577	98.02%	2269	96.81%	9242
Queensbridge and DB	99.55%	448	95.87%	508	93.89%	475	96.27%	536	98.78%	575	97.74%	619	98.39%	497	98.03%	457	97.81%	411	98.05%	359	97.81%	366	98.73%	394	98.25%	400	98.22%	1519	97.51%	5812
Shoreditch	95.46%	485	95.95%	469	94.61%	482	96.92%	520	98.38%	555	98.02%	606	96.91%	550	98.44%	513	97.29%	369	97.27%	366	97.22%	395	98.89%	360	98.38%	370	97.92%	1491	97.01%	5917
Hackney Homes Total	96.98%	3282	96.51%	3411	93.62%	3118	96.92%	3412	98.66%	3657	98.33%	3774	97.50%	3478	97.49%	3033	97.67%	2363	97.58%	2229	98.39%	2353	98.97%	2336	97.53%	2347	98.12%	9265	97.20%	37694
TMO / Others	78.09%	283	86.90%	290	79.67%	300	80.85%	355	82.62%	305	83.89%	329	72.37%	380	62.13%	338	68.45%	206	79.08%	196	70.98%	224	71.80%	266	75.73%	206	74.10%	892	81.18%	3427

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.

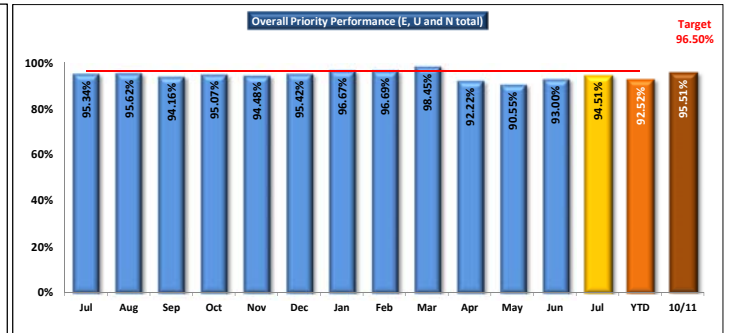
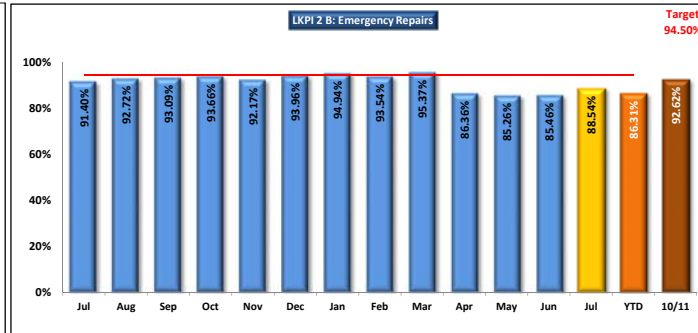
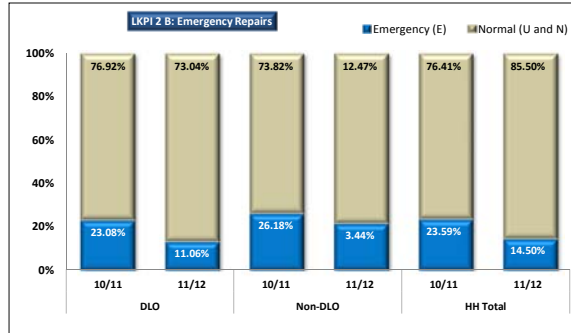
Polarity: The higher the percentage the better the performance.

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

LKPI 2B, LKPI 2C & LKPI 5: Monthly performance of repair priority bandings		Jul-10		Aug-10		Sep-10		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-11		Jun-11		Jul-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					
DLO (Direct Labour Organisation i.e. Hackney Building Maintenance)	Priority	Emergency	91.57%	1091	93.41%	1063	92.80%	1166	93.20%	1501	91.70%	1410	93.50%	1599	94.86%	1595	92.94%	1162	95.03%	1107	84.99%	433	83.77%	530	83.87%	657	88.13%	514	85.10%	2134	11.06%	92.49%	15011	23.08%
		Urgent	95.58%	769	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	84.69%	98	83.33%	72	95.65%	69	86.00%	300	1.55%	93.30%	4777	7.35%
		Normal	98.33%	3045	98.69%	3130	97.20%	3285	97.52%	3146	95.16%	4610	95.67%	4296	97.94%	4377	97.87%	4183	99.38%	4661	93.16%	3232	91.80%	3685	95.17%	3606	95.69%	3275	93.93%	13798	71.48%	97.65%	45238	69.57%
	DLO Neighbourhood Total	96.39%	4905	96.97%	4754	95.73%	5154	95.19%	5471	94.21%	6299	95.06%	6029	97.13%	6101	96.74%	5456	98.46%	5915	92.00%	3726	90.66%	4313	93.26%	4335	94.69%	3858	92.62%	16232		96.14%	65026		
Non-DLO (Not Direct Labour Organisation i.e. External Contractors)	Priority	Emergency	90.78%	293	89.47%	228	94.19%	310	95.95%	296	94.80%	250	97.08%	240	95.59%	204	97.65%	170	98.39%	124	89.62%	183	89.94%	169	91.01%	189	90.24%	123	90.21%	664	3.44%	93.20%	3338	26.18%
		Urgent	79.41%	136	71.69%	166	74.53%	161	92.92%	113	91.30%	115	94.26%	122	82.00%	150	90.23%	133	95.52%	67	77.78%	36	66.67%	27	74.29%	35	90.91%	55	79.74%	153	0.79%	83.72%	1339	10.50%
		Normal	92.90%	690	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	91.00%	589	92.80%	639	94.58%	498	93.39%	2254	11.68%	93.37%	8071	63.31%
	Non-DLO Neighbourhood Total	90.71%	1119	89.65%	1072	87.39%	1197	94.56%	1304	95.77%	1370	97.75%	934	92.99%	756	96.36%	742	98.39%	682	93.31%	747	89.94%	785	91.66%	863	93.49%	676	92.02%	3071		92.31%	12748		
Hackney Homes Total (excl. TMO)		95.34%	6024	95.62%	5826	94.16%	6351	95.07%	6775	94.48%	7669	95.42%	6963	96.67%	6857	96.69%	6198	98.45%	6597	92.22%	4473	90.55%	5098	93.00%	5198	94.51%	4534	92.52%	19303		95.51%	77774		

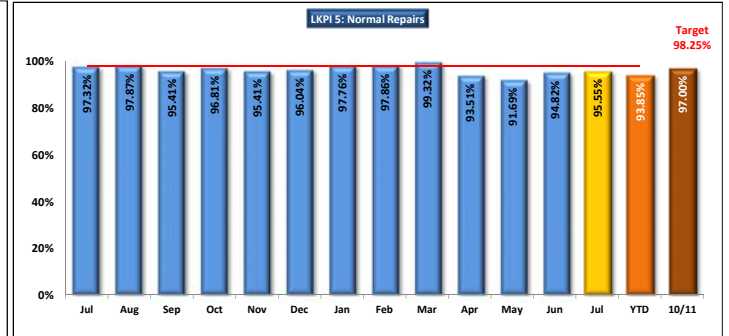
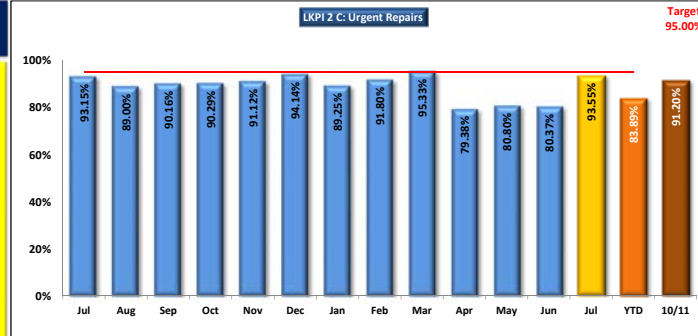
LKPI 139 HH Performance Overall Total by Priority:

LKPI 2B Emergency	91.40%	1384	92.72%	1291	93.09%	1476	93.66%	1797	92.17%	1660	93.96%	1839	94.94%	1799	93.54%	1332	95.37%	1231	86.36%	616	85.26%	699	85.46%	846	88.54%	637	86.31%	2798	14.50%	92.62%	18349	23.59%	
	LKPI 2C Urgent	93.15%	905	89.00%	727	90.16%	864	90.29%	937	91.12%	394	94.14%	256	89.25%	279	91.80%	244	95.33%	214	79.38%	97	80.80%	125	80.37%	107	93.55%	124	83.89%	453	2.35%	91.20%	6116	7.86%
	LKPI 5 Normal	97.32%	3735	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%	3760	91.69%	4274	94.82%	4245	95.55%	3773	93.85%	16052	83.16%	97.00%	53309	68.54%
Hackney Homes Total (excl. TMO)		95.34%	6024	95.62%	5826	94.16%	6351	95.07%	6775	94.48%	7669	95.42%	6963	96.67%	6857	96.69%	6198	98.45%	6597	92.22%	4473	90.55%	5098	93.00%	5198	94.51%	4534	92.52%	19303		95.51%	77774	
TMO Total		95.32%	555	91.22%	592	89.05%	639	94.36%	763	92.83%	809	94.31%	809	91.26%	744	96.03%	705	98.19%	608	91.36%	382	88.10%	437	89.59%	509	95.48%	354	90.84%	1682		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 minimise 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

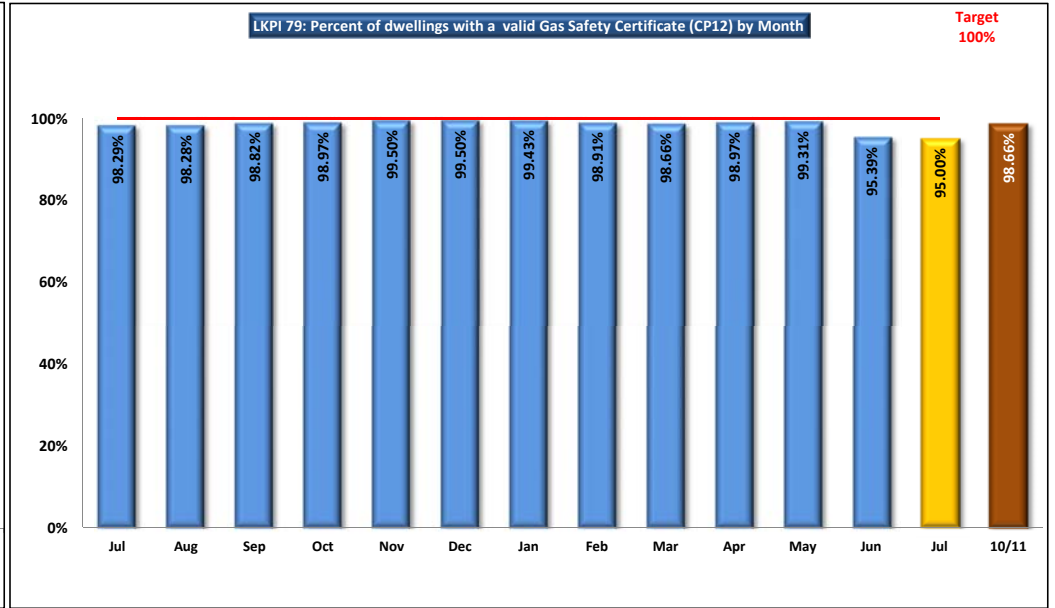
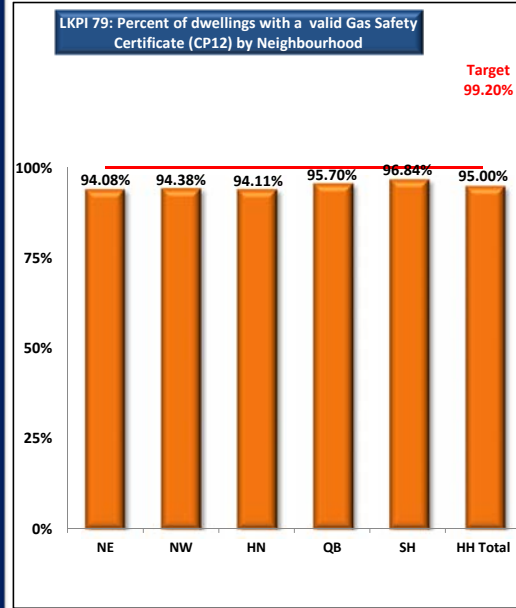
Targets: Owned & Set by Property Services

LKPI 79: Percentage of dwellings with a valid Gas Safety Certificate (CP 12's)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Number of CP12's overdue	Average time overdue in weeks	Target 2011/12	Outturn 2010/11
North East	98.39%	98.21%	98.60%	98.85%	99.29%	99.38%	99.19%	98.62%	98.49%	99.04%	99.15%	94.74%	94.08%	259	11.03	100.00%	98.49%
North West	98.00%	97.78%	98.98%	99.20%	99.60%	99.57%	99.53%	99.20%	99.20%	98.32%	99.23%	94.74%	94.38%	156	8.73	100.00%	99.20%
Homerton	98.23%	98.59%	98.69%	98.72%	99.54%	99.54%	99.57%	99.18%	98.99%	99.23%	99.33%	94.74%	94.11%	216	8.84	100.00%	98.99%
Queensbridge and DB	98.32%	98.33%	98.77%	98.93%	99.60%	99.56%	99.76%	99.04%	98.61%	99.04%	99.44%	95.42%	95.70%	108	9.62	100.00%	98.61%
Shoreditch	98.48%	98.44%	99.28%	99.36%	99.62%	99.54%	99.20%	98.57%	97.89%	98.56%	99.02%	96.80%	96.84%	75	10.06	100.00%	97.89%
Hackney Homes Total	98.29%	98.28%	98.82%	98.97%	99.50%	99.50%	99.43%	98.91%	98.66%	98.97%	99.31%	95.39%	95.00%	923	9.52	100.00%	98.66%
TMO / Others	98.57%	98.51%	99.05%	99.42%	99.74%	99.67%	99.53%	99.23%	99.23%	99.45%	99.74%	96.70%	96.05%	109	7.99	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.

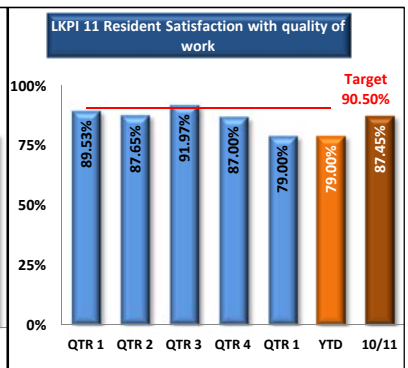
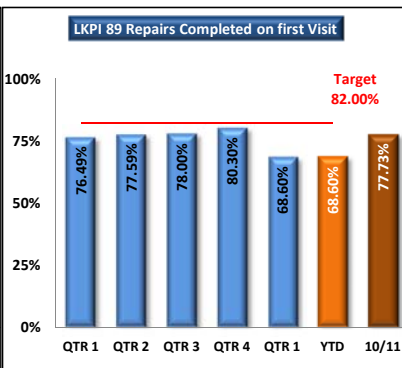
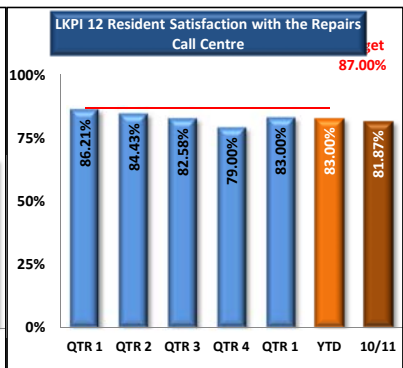
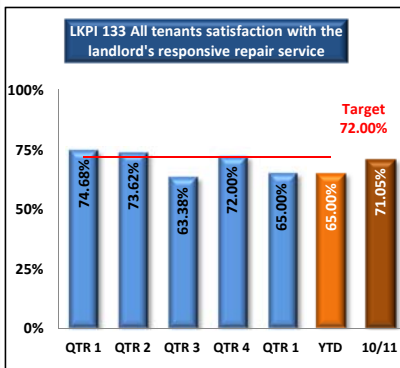
N/A - Not applicable

Data source: Property Services Repair Call Log System

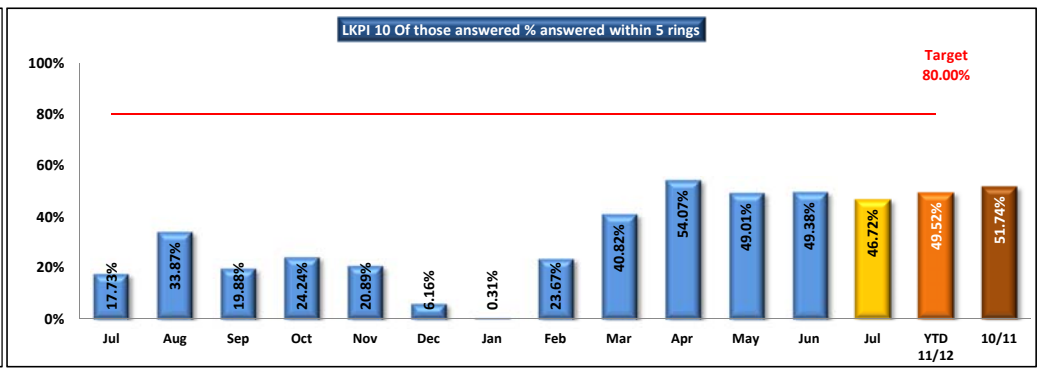
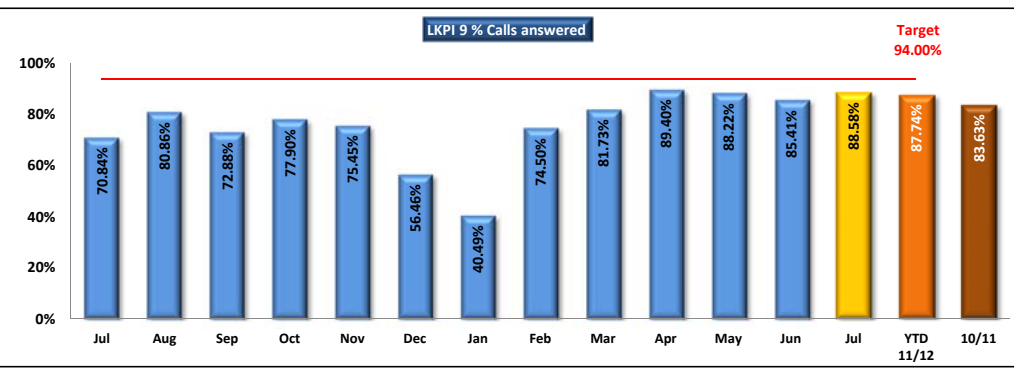
Data provider: Property Services

Quarterly Satisfaction Repairs Call Centre (RCC) & Quality of Work	QTR 1 10/11	QTR 2 10/11	QTR 3 10/11	QTR 4 10/11	QTR 1 10/11	YTD 2011/12	Target 2011/12	Outturn 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	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Total Volume of calls	15,979	15,135	17,387	19,040	17,160	23,262	22,992	16,774	15,766	8,818	12,922	13,053	11,547	46,340	N/A	188,092
LKPI 9 % Calls answered	70.84%	80.86%	72.88%	77.90%	75.45%	56.46%	40.49%	74.50%	81.73%	89.40%	88.22%	85.41%	88.58%	87.74%	94.00%	83.63%
LKPI 10 Of those answered % answered within 5 rings	17.73%	33.87%	19.88%	24.24%	20.89%	6.16%	0.31%	23.67%	40.82%	54.07%	49.01%	49.38%	46.72%	49.52%	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-sitting 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.

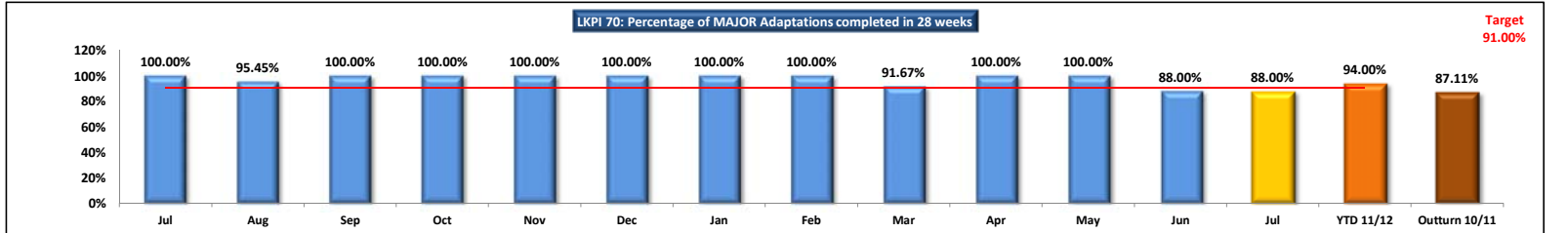
LKPI 136 Average End to End Time taken for all adaptations completed: This indicator has been introduced as a comparator and to be consistent with the House Mark quarterly PI tracking system to compare. This PI measures the overall time taken for all adaptations to be completed.

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)

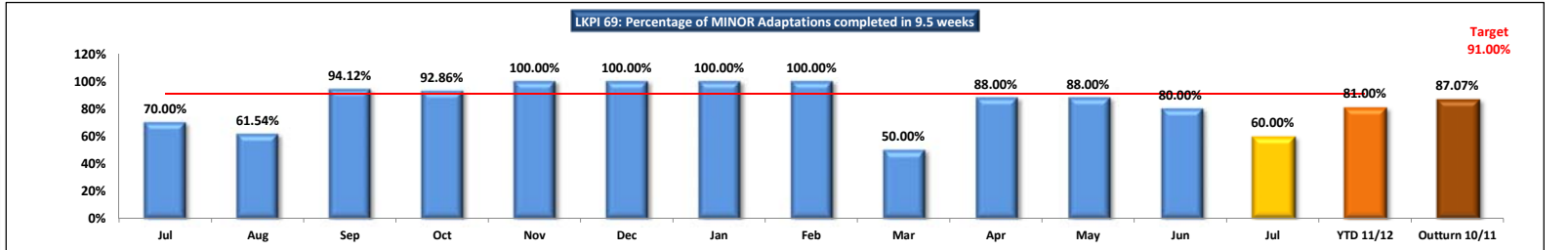
Note from the Performance Team:

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

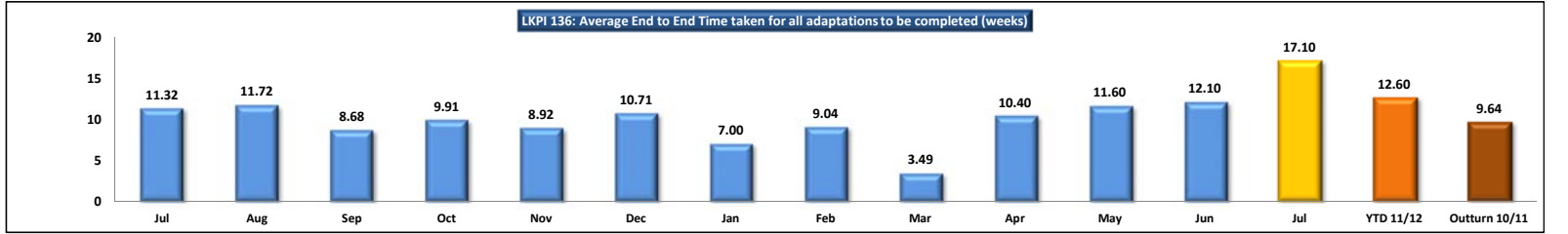
Major Adaptations	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Total Number of Work Completions in the period	23	22	23	28	27	23	22	14	12	9	9	8	8	34	N/A	225
LKPI 70: Percentage of MAJOR Adaptations completed in 28 weeks	100.00%	95.45%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	100.00%	88.00%	88.00%	94.00%	91% in 28 Weeks	87.11%



Minor Adaptations	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Total Number of Work Completions in the period	10	13	17	14	12	9	24	2	6	8	8	5	5	26	N/A	148
LKPI 69: Percentage of MINOR Adaptations completed in 9.5 weeks	70.00%	61.54%	94.12%	92.86%	100.00%	100.00%	100.00%	100.00%	50.00%	88.00%	88.00%	80.00%	60.00%	81.00%	91% in 9.5 Weeks	87.07%



Average Time taken for adaptation to complete and customer satisfactions	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-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)	11.32	11.72	8.68	9.91	8.92	10.71	7.00	9.04	3.49	10.40	11.60	12.10	17.10	12.60	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	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	88.00%	85.27%



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)

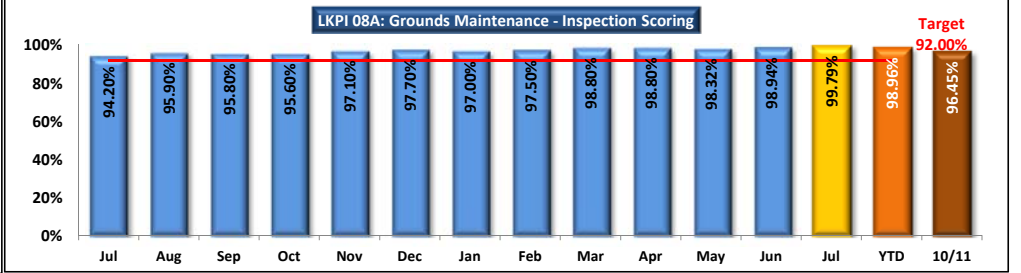
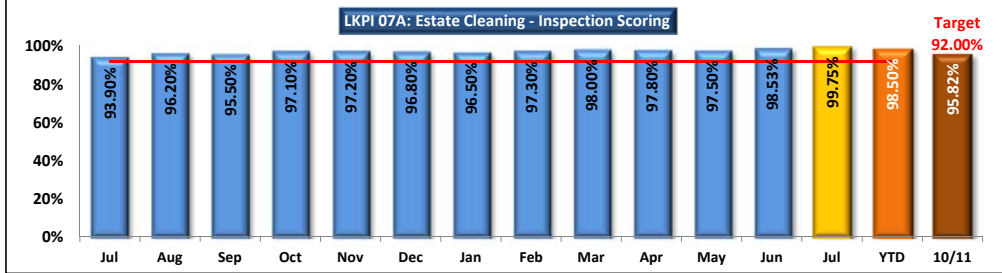
Targets where relevant are owned and set by Estate Services Dept

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	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11	Within the month			
																	A's	B's	C's	D's
North East	86.80%	95.10%	93.20%	97.30%	95.40%	95.40%	96.30%	96.70%	97.60%	92.60%	93.50%	94.34%	99.09%	95.46%	92.00%	92.20%	53.31%	45.77%	0.91%	0.00%
North West	95.00%	94.20%	95.10%	96.40%	97.20%	95.90%	96.20%	95.60%	97.30%	98.20%	97.10%	97.94%	99.87%	98.10%	92.00%	95.84%	25.45%	74.41%	0.13%	0.00%
Homerton	98.30%	98.90%	98.80%	98.40%	98.60%	98.90%	98.40%	98.90%	98.90%	98.50%	99.10%	99.90%	99.79%	99.38%	92.00%	98.62%	15.11%	84.68%	0.21%	0.00%
Queensbridge and DB	89.30%	91.40%	90.00%	92.30%	92.90%	94.80%	91.60%	95.80%	96.30%	96.20%	95.70%	0.00%	99.92%	97.69%	92.00%	92.67%	52.06%	47.86%	0.08%	0.00%
Shoreditch	98.60%	98.40%	98.40%	98.40%	98.30%	98.30%	98.30%	98.60%	99.90%	100.00%	100.00%	100.00%	99.95%	99.98%	92.00%	98.57%	10.74%	89.21%	0.05%	0.00%
Number of tasks inspected	17468	17972	18191	14753	14588	16965	19321	19306	15657	14516	14663	13772	18937	61888	N/A	205562	4859	14031	47	0
Hackney Homes % Passed	93.90%	96.20%	95.50%	97.10%	97.20%	96.80%	96.50%	97.30%	98.00%	97.80%	97.50%	98.53%	99.75%	98.50%	92.00%	95.82%	25.66%	74.09%	0.25%	0.00%
LKPI 7 (b) Satisfaction (reporting frequency; Q1 and Q3 intermediate, Q4 external)	N/A	N/A	64.87%	N/A	N/A	61.64%	N/A	N/A	54.00%	N/A	N/A	79.53%	N/A	58.00%	70.00%	60.72%				



LKPI 08A: Grounds Maintenance - Inspection Scoring	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11	Within the month			
																	A's	B's	C's	D's
North East	97.10%	98.60%	98.90%	100.00%	100.00%	99.00%	99.10%	99.00%	99.10%	98.40%	100.00%	100.00%	99.45%	99.52%	92.00%	99.19%	29.83%	69.61%	0.55%	0.00%
North West	93.90%	95.60%	95.40%	95.90%	97.20%	97.40%	97.90%	98.60%	99.50%	98.00%	99.30%	97.86%	100.00%	98.53%	92.00%	96.18%	26.25%	73.75%	0.00%	0.00%
Homerton	97.90%	99.00%	99.40%	99.10%	99.40%	99.40%	98.80%	98.90%	99.10%	99.60%	96.40%	99.44%	100.00%	99.07%	92.00%	99.04%	4.34%	95.66%	0.00%	0.00%
Queensbridge and DB	83.20%	85.30%	82.90%	83.60%	91.70%	91.70%	90.70%	89.90%	96.70%	97.70%	97.10%	99.33%	100.00%	98.69%	92.00%	88.72%	69.81%	30.19%	0.00%	0.00%
Shoreditch	95.20%	94.60%	99.40%	95.70%	95.40%	98.40%	95.20%	98.40%	100.00%	100.00%	100.00%	98.75%	99.67%	92.00%	95.67%	1.25%	97.50%	1.25%	0.00%	
Number of tasks inspected	2875	2969	2949	2479	2367	2665	3189	3164	2683	2542	2374	2444	2397	9757	N/A	33810	440	1952	5	0
Hackney Homes Total	94.20%	95.90%	95.80%	95.60%	97.10%	97.70%	97.00%	97.50%	98.80%	98.80%	98.32%	98.94%	99.79%	98.96%	92.00%	96.45%	18.36%	81.44%	0.21%	0.00%
LKPI 8 (b) Satisfaction (reporting frequency; Q1 and Q3 intermediate, Q4 external)	N/A	N/A	65.06%	N/A	N/A	65.77%	N/A	N/A	59.60%	N/A	N/A	73.00%	N/A	73.00%	70.00%	63.89%				

Offensive Graffiti removal	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Number of cases	3	2	5	2	2	0	0	1	0	2	1	3	1	7	N/A	25
LKPI 156: Avg Time to remove (mins)	01:35	02:45	01:18	01:00	01:15	00:00	00:00	01:06	00:00	01:00	00:40	01:10	01:00	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.

LI 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. LI 7
The information presented here provides a monthly profile of leaseholders' major works, invoicing, collections and arrears positions.

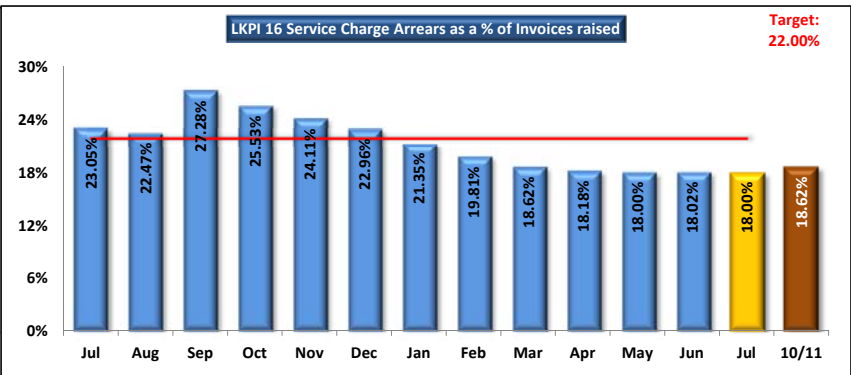
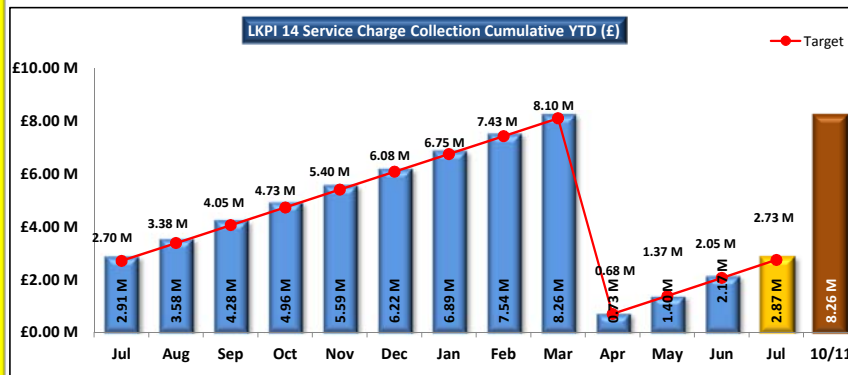
Also provided is data on Section 20 invoices (Notifications to leaseholders of pending recharge on major works).

Data source: LRTBS own data set.

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

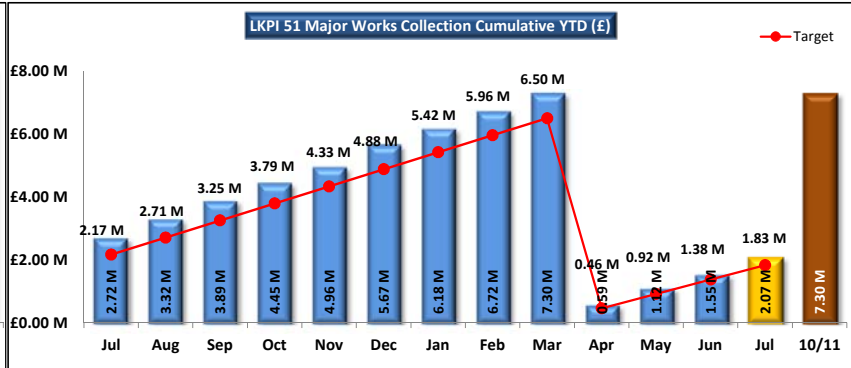
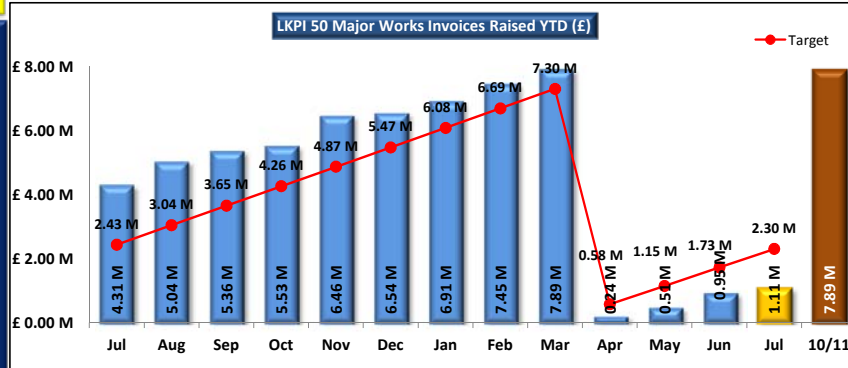
Service Charge Performance data	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Target 2011/12	Outturn 2010/11
LKPI 14 Service Charge Collection Cumulative YTD (£)	2.91 M	3.58 M	4.28 M	4.96 M	5.59 M	6.22 M	6.89 M	7.54 M	8.26 M	0.73 M	1.40 M	2.17 M	2.87 M	8.20 M	8.26 M
LKPI 15 Service Charge Collection Rate	107.76%	107.05%	106.66%	105.97%	103.61%	102.39%	102.12%	101.60%	104.00%	108.98%	103.00%	105.70%	105.00%	103.00%	104.00%
LKPI 16 Service Charge Arrears as a % of Invoices raised	23.05%	22.47%	27.28%	25.53%	24.11%	22.96%	21.35%	19.81%	18.62%	18.18%	18.00%	18.02%	18.00%	22.00%	18.62%
LKPI 17 Service Charge Arrears Cumulative YTD (£)	1.83 M	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	1.20 M	1.42 M

LI 8 RTB and Income (count)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	2011/12 YTD	Outturn 2010/11
Applications Received	8	7	16	8	12	8	7	15	16	13	12	9	8	42	120
Offers Made Over The Year (S125 notices)	11	4	9	1	6	11	12	9	14	4	12	6	18	40	97
Number of Sales	2	1	2	0	1	1	0	1	0	2	3	0	1	6	14
Annual Sales (£)	0.34 M	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	1.06 M	2.54 M



Major Works Performance data	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Target 2011/12	Outturn 2010/11
LKPI 50 Major Works Invoices Raised YTD (£)	4.31 M	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	6.90 M	7.89 M
LKPI 51 Major Works Collection Cumulative YTD (£)	2.72 M	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	5.50 M	7.30 M
LKPI 107: Leaseholder major works charges collected as a percentage of invoices raised	63.01%	65.83%	72.55%	80.57%	76.80%	86.63%	89.47%	90.23%	92.45%	248.48%	219.00%	162.00%	186.11%	80.00%	92.45%
LKPI 53 Major Works Arrears Cumulative YTD (£)	5.42 M	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	5.00 M	5.48 M

LI 7 - Section 20s	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	2011/12 YTD	Outturn 2010/11
Total number of Section 20s served with leaseholder charges	621	415	414	249	31	0	127	194	264	278	97	330	294	999	3263
Total value of Section 20s served (£)	0.43 M	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	0.88 M	0.29 M	1.16 M	2.76 M



TELEPHONE ANSWERING

Performance Indicator(s) Information	LKPI 18 - Monthly % of Calls Answered	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD	Target	Outturn
	Departments / Divisions														2011/12	2011/12	2010/11
LKPI 18 - % of Calls Answered LKPI 19 - of Calls Answered, % of those within 5 Rings	Chief Executive's Offices	84.97%	87.57%	85.73%	5.20%	87.74%	84.46%	87.01%	86.36%	85.71%	87.76%	N/A	N/A	N/A	87.76%	88.00%	82.21%
	Estate Environment	Merged with Property Services effective April 2011														88.00%	N/A
	Finance and Resources	80.79%	83.49%	81.32%	51.16%	80.92%	79.30%	81.48%	78.15%	77.45%	80.00%	78.80%	80.42%	80.16%	79.83%	88.00%	80.17%
	Tenancy and Leasehold Services	82.17%	80.83%	82.81%	43.63%	81.55%	75.65%	82.08%	78.11%	80.35%	81.85%	77.96%	73.25%	76.06%	76.23%	88.00%	78.54%
	Property Services	70.89%	70.40%	68.21%	23.08%	66.71%	58.76%	67.97%	67.00%	65.42%	Merged with Tenancy & Leasehold Services (eff. April 2011).				72.55%	88.00%	68.47%
	NorthEast NHD	78.22%	80.77%	78.95%	38.46%	79.01%	81.30%	79.78%	78.90%	77.01%					76.47%	88.00%	79.56%
	NorthWest NHD	84.28%	83.33%	85.09%	7.69%	82.67%	81.27%	79.57%	79.45%	80.61%					79.37%	88.00%	83.13%
	Homerton NHD	75.70%	78.56%	79.10%	77.31%	78.28%	79.53%	78.56%	80.76%	81.01%					78.75%	88.00%	78.56%
	Queensbridge & DB	75.35%	74.98%	75.42%	77.69%	76.98%	79.85%	78.99%	77.13%	76.06%					75.69%	88.00%	77.07%
	Shoreditch NHD	80.85%	80.02%	81.91%	80.41%	79.32%	80.42%	80.36%	80.49%	77.21%					77.54%	88.00%	80.18%
	TMO / Others	72.53%	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	77.19%	77.70%	77.41%	75.70%	76.15%	72.47%	76.69%	75.22%	75.09%	77.09%	76.05%	72.74%	75.15%	75.21%	88.00%	76.43%

Data source:
Telecommunication (Hackney Council)

Tragets are corporate and set by HH ICT in association with Hackney Homes service managers

Note from the Performance Team

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

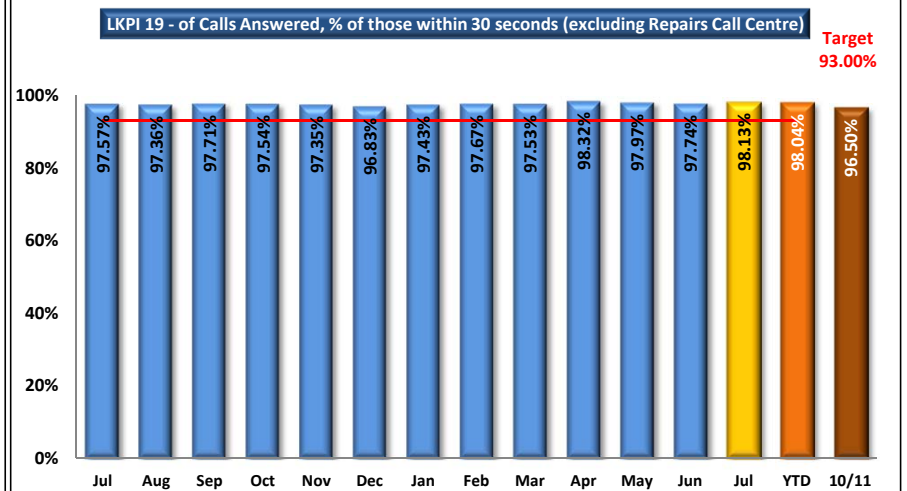
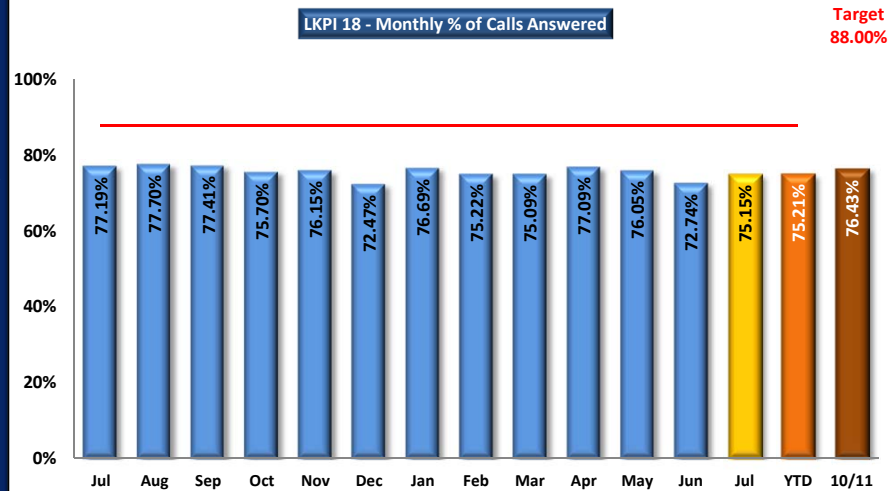
- The Estate Environment services is a separate division eff. April 2011. Previously Estate Environment was reported as a sub-division of Residents Services.

- 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.

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

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

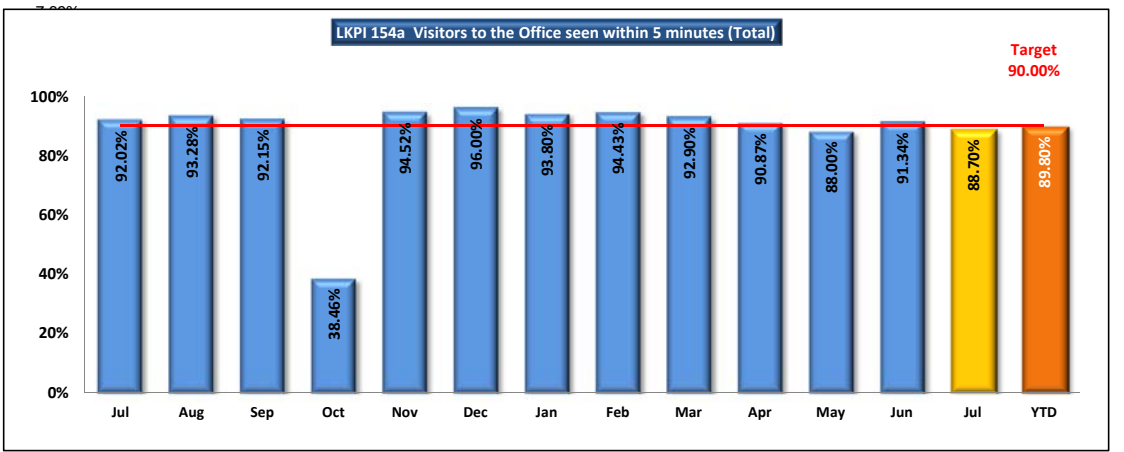
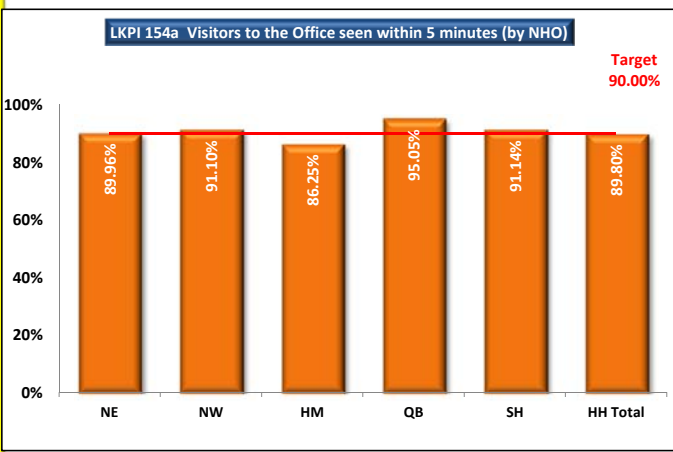
Performance Indicator(s) Information	LKPI 19 - of Calls Answered, % of those within 30 seconds (excluding Repairs Call Centre)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD	Target	Outturn
	Departments / Divisions														2011/12	2011/12	2010/11
LKPI 19 - of Calls Answered, % of those within 30 seconds (excluding Repairs Call Centre)	Chief Executive's Offices	99.66%	100.00%	99.92%	99.73%	100.00%	99.73%	99.92%	99.81%	99.66%	99.06%	N/A	N/A	N/A	99.06%	93.00%	99.43%
	Estate Environment	Merged with Property Services effective April 2011														93.00%	N/A
	Finance and Resources	99.15%	99.20%	99.22%	99.58%	99.59%	99.64%	99.53%	99.18%	98.94%	99.71%	99.70%	99.77%	99.78%	99.74%	93.00%	98.87%
	Tenancy and Leasehold Services	99.85%	99.86%	99.81%	99.80%	99.83%	99.71%	99.89%	99.79%	99.91%	99.81%	98.88%	98.46%	98.62%	98.75%	93.00%	98.74%
	Property Services	94.16%	93.63%	94.48%	93.10%	92.40%	90.33%	92.69%	93.76%	93.07%	96.51%	96.74%	96.60%	96.89%	96.79%	93.00%	92.05%
	NorthEast NHD	98.60%	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	99.76%	99.82%	99.84%	99.77%	99.79%	99.76%	99.64%	99.62%	99.85%					99.54%	93.00%	99.33%
	Homerton NHD	95.61%	94.49%	95.43%	97.14%	97.16%	97.78%	96.94%	98.88%	98.87%					97.86%	93.00%	93.83%
	Queensbridge & DB	98.74%	97.92%	97.17%	98.11%	98.86%	98.52%	98.39%	98.52%	97.75%					97.99%	93.00%	97.17%
	Shoreditch NHD	99.11%	98.88%	98.69%	99.10%	99.15%	99.34%	99.13%	99.50%	98.60%					98.55%	93.00%	98.37%
	TMO / Others	97.33%	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	97.57%	97.36%	97.71%	97.54%	97.35%	96.83%	97.43%	97.67%	97.53%	98.32%	97.97%	97.74%	98.13%	98.04%	93.00%	96.50%



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	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	11/12 YTD Volume		YTD	Target	Outturn
															Total visitors	seen in 5 mins	2011/12	2011/12
North East	88.21%	91.60%	92.98%	5.20%	95.90%	96.38%	94.02%	94.56%	91.64%	-	-	90.74%	89.11%	2510	2258	89.96%	90.00%	93.43%
North West	98.11%	96.63%	98.59%	55.16%	98.69%	97.50%	95.04%	94.35%	-	92.85%	91.13%	91.04%	89.17%	3394	3092	91.10%	90.00%	97.30%
Homerton	91.70%	94.64%	90.47%	51.16%	95.09%	96.94%	94.00%	93.83%	91.88%	88.11%	81.91%	89.59%	85.31%	6001	5176	86.25%	90.00%	91.90%
Queensbridge and DB	88.27%	88.52%	89.36%	43.63%	92.84%	94.88%	93.43%	93.84%	95.75%	96.28%	96.96%	96.60%	91.13%	2846	2705	95.05%	90.00%	91.79%
Shoreditch	94.27%	95.42%	90.60%	23.08%	87.42%	92.81%	92.06%	96.59%	93.74%	-	-	90.10%	92.06%	1117	1018	91.14%	90.00%	93.00%
Hackney Homes Total	92.02%	93.28%	92.15%	38.46%	94.52%	96.00%	93.80%	94.43%	92.90%	90.87%	88.00%	91.34%	88.70%	15868	14249	89.80%	90.00%	93.18%

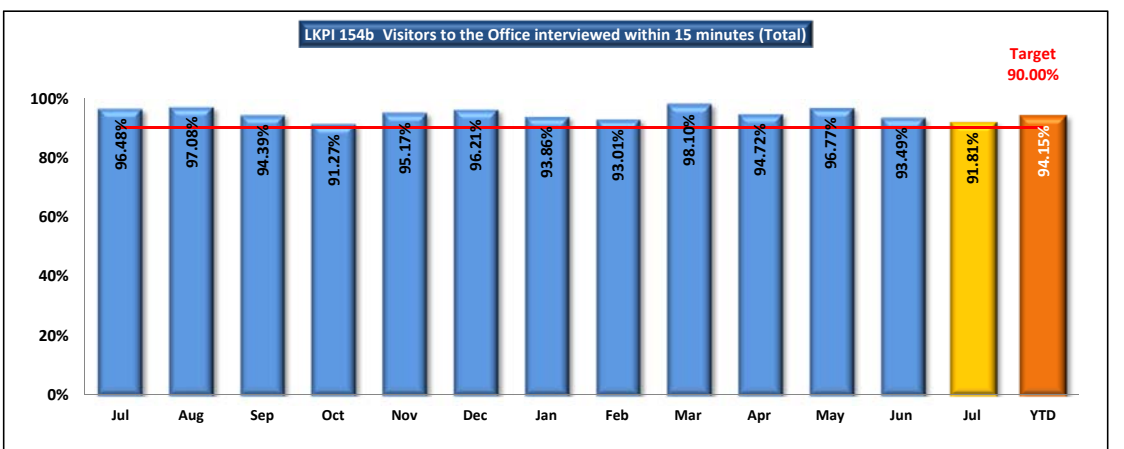
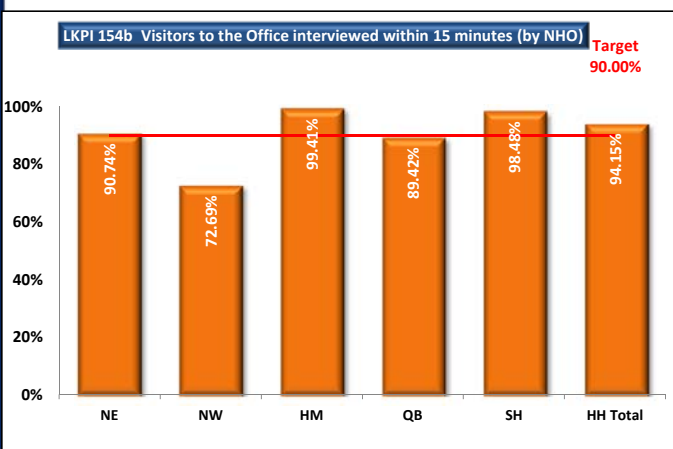
LKPI 154b Visitors to the Office interviewed within 15 minutes.
 This PI measures the percentage of Visitors to Neighbourhood Offices requiring an interview being seen within 15 minutes.



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	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	11/12 YTD Volume		YTD	Target	Outturn
															Total visitors	seen in 15 mins	2011/12	2011/12
North East	89.29%	96.00%	90.00%	90.48%	95.12%	90.70%	52.00%	85.29%	90.32%	-	-	82.35%	94.59%	54	49	90.74%	90.00%	90.61%
North West	87.67%	82.26%	81.55%	73.17%	91.90%	88.50%	79.37%	73.39%	-	78.57%	66.67%	69.33%	71.62%	260	189	72.69%	90.00%	82.68%
Homerton	100.00%	99.67%	99.56%	99.52%	99.47%	100.00%	100.00%	100.00%	100.00%	100.00%	99.78%	99.68%	97.11%	1195	1188	99.41%	90.00%	99.82%
Queensbridge and DB	90.91%	96.15%	94.87%	92.50%	88.14%	90.32%	95.35%	91.67%	94.48%	95.45%	60.00%	90.74%	88.89%	293	262	89.42%	90.00%	92.97%
Shoreditch	98.80%	100.00%	98.51%	98.51%	100.00%	98.77%	99.36%	99.45%	99.48%	-	-	98.89%	98.15%	198	195	98.48%	90.00%	98.81%
Hackney Homes Total	96.48%	97.08%	94.39%	91.27%	95.17%	96.21%	93.86%	93.01%	98.10%	94.72%	96.77%	93.49%	91.81%	2000	1883	94.15%	90.00%	95.96%

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 1complaints, **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

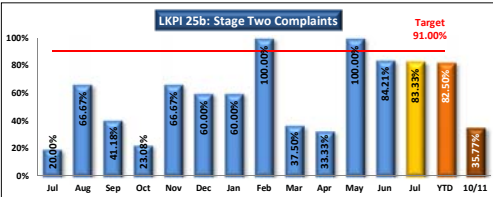
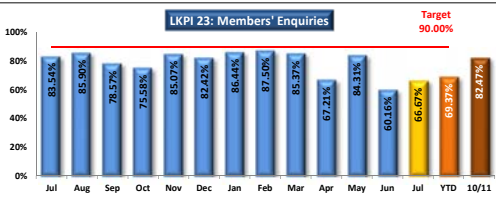
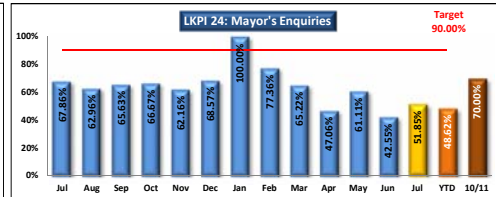
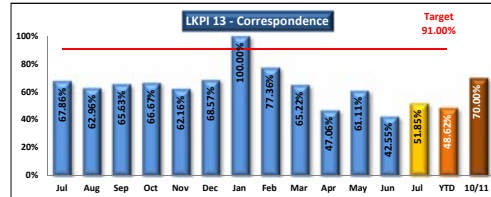
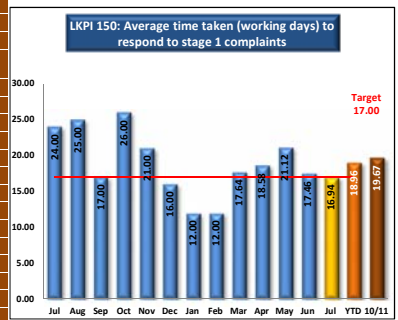
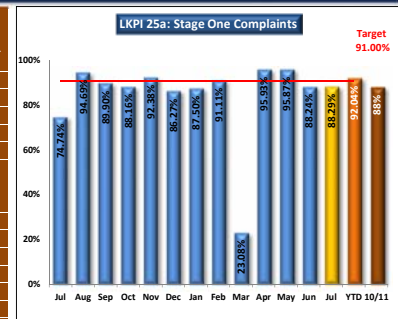
LKPI 23 % of Members enquiries completed within target time - (within 10 days),
LKPI 25 b % of stage 2 complaints completed within target time (within 15 days)
LKPI 72: Number of Ombudsman enquiries
LKPI 111: % of formal complaint (Stage 1 & 2) responses completed within target time (15 working days)

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 Cirs, 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	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Month Volume			YTD	YTD Volume			Target	Outturn
		Total received in Jul-11	Total due in Jul-11	Answered in Time in Jul-11	2011/12	Total received YTD	Total due in YTD 11/12	Answered in TimeYTD 11/12	2011/12	2010/11													
Tenancy & Leasehold Services														34	38	34	89.60%	130	125	112	91.00%	91%	
Estate Environment Services		27.27%	85.71%	100.00%	100.00%	100.00%	100.00%	100.00%	75.00%	55.16%	83.33%	100.00%	100.00%	6	4	3	90.91%	22	22	20	91.00%	65%	
Property Services		80.00%	93.15%	89.04%	91.84%	89.06%	80.00%	84.81%	90.65%	51.16%	96.74%	98.90%	91.76%	52	64	59	95.18%	292	332	316	91.00%	89%	
Finance & Resources		100.00%	100.00%	0.00%	100.00%	66.67%	100.00%	0.00%	0.00%	43.63%	100.00%	0.00%	40.00%	4	5	2	27.27%	13	11	3	91.00%	63%	
Total		74.74%	94.69%	89.90%	88.16%	92.38%	86.27%	87.50%	91.11%	23.08%	95.93%	95.87%	88.24%	96	111	98	92.04%	457	490	451	91.00%	88%	
LKPI 150: Average time taken to respond to stage 1 complaints (working days)		24.00	25.00	17.00	26.00	21.00	16.00	12.00	12.00	17.64	18.58	21.12	17.46	16.94				18.96				17.00	19.67
LKPI 25b: Stage Two Complaints	Tenancy & Leasehold Services										50.00%	100.00%	75.00%	75.00%	3	8	6	76.92%	18	13	10	91.00%	26.19%
Estate Environment Services		0.00%	100.00%	20.00%	40.00%	60.00%	50.00%	0.00%	100.00%	0.00%	N/A	N/A	100.00%	100.00%	0	1	1	100.00%	2	1	1	91.00%	50.00%
Property Services		16.67%	66.67%	50.00%	16.67%	57.14%	60.00%	100.00%	40.00%	25.00%	100.00%	90.00%	88.89%	9	9	8	84.62%	37	26	22	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	N/A	N/A	N/A	N/A	N/A	N/A	91.00%	62.50%	
Total		20.00%	66.67%	41.18%	23.08%	66.67%	60.00%	100.00%	37.50%	33.33%	100.00%	84.21%	83.33%	12	18	15	82.50%	57	40	33	91.00%	35.77%	
LKPI 59: Stage Twos Upheld		80.00%	65.00%	40.00%	25.00%	33.33%	75.00%	72.73%	57.14%	33.33%	75.00%	81.25%	54.55%	85.71%				73.68%				5.00%	58.62%
LKPI 109 % Stage 2 complaints (within 12 mth of St1)		10.20%	6.09%	16.67%	16.25%	5.66%	9.71%	5.71%	5.88%	6.50%	4.88%	9.84%	13.48%	3.39%				8.44%				9.00%	10.97%
LKPI 31: FOI Requests		61.54%	78.57%	54.55%	88.89%	73.33%	58.82%	71.43%	60.00%	50.00%	55.56%	66.67%	81.82%	97.56%	8	41	40	90.51%	4	137	124	75.00%	65.08%
LKPI 27: % Ombudsman in target		100.00%	66.67%	0.00%	0.00%	50.00%	71.43%	0.00%	40.00%	100.00%	100.00%	100.00%	0.00%	100.00%	3	3	3	85.71%	8	7	6	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%	60.53%	31	38	23	68.79%	146	157	108	90.00%	84.18%
Estate Environment Services		78.13%	82.76%	80.95%	78.95%	75.00%	86.67%	89.47%	85.00%	96.00%	0.00%	100.00%	45.45%	100.00%	3	2	2	62.50%	17	16	10	90.00%	65.38%
Property Services		90.24%	91.67%	83.78%	76.92%	88.64%	77.36%	85.29%	86.96%	81.25%	62.07%	82.14%	65.15%	69.64%	40	56	39	70.53%	206	207	146	90.00%	84.16%
Finance & Resources		0.00%	0.00%	0.00%	50.00%	0.00%	100.00%	100.00%	0.00%	N/A	0.00%	100.00%	0.00%	0.00%	0	0	0	50.00%	2	2	1	90.00%	63.16%
Total		83.54%	85.90%	78.57%	75.58%	85.07%	82.42%	86.44%	87.50%	85.37%	67.21%	84.31%	60.16%	66.67%	74	96	64	69.37%	371	382	265	90.00%	82.47%
LKPI 24: Mayor's Enquiries	Tenancy & Leasehold Services										50.00%	66.67%	44.00%	88.89%	8	9	8	57.89%	54	57	33	90.00%	70.19%
Estate Environment Services		45.45%	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	0	0	0.00%	1	1	0	90.00%	98.22%
Property Services		100.00%	55.56%	83.33%	68.75%	50.00%	70.59%	100.00%	88.89%	57.14%	44.44%	33.33%	42.86%	35.29%	16	17	6	40.00%	47	50	20	90.00%	77.05%
Finance & Resources		50.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	25.00%	N/A	0.00%	0.00%	N/A	0.00%	1	1	0	0.00%	1	1	0	90.00%	28.57%
Total		67.86%	62.96%	65.63%	66.67%	62.16%	68.57%	100.00%	77.36%	65.22%	47.06%	61.11%	42.55%	51.85%	25	27	14	48.62%	103	109	53	90.00%	70.00%
LKPI 13 - Correspondence	Tenancy & Leasehold Services										53.37%	46.80%	48.75%	54.69%	823	960	525	51.00%	873	3712	1893	91.00%	72.55%
Estate Environment Services		97.47%	99.30%	97.83%	98.73%	98.52%	99.34%	97.20%	99.39%	97.83%	100.00%	100.00%	100.00%	100.00%	3	3	3	100.00%	13	12	12	91.00%	84.10%
Property Services		80.49%	96.77%	92.59%	79.17%	90.48%	81.25%	87.10%	89.58%	94.20%	87.88%	96.88%	94.74%	88.89%	29	27	24	91.89%	100	111	102	91.00%	87.73%
Finance & Resources		100.00%	100.00%	0.00%	100.00%	0.00%	75.00%	100.00%	50.00%	N/A	100.00%	100.00%	0.00%	100.00%	3	1	1	75.00%	6	4	3	91.00%	72.73%
Total		92.28%	98.88%	93.71%	92.76%	89.18%	97.70%	95.72%	98.39%	94.08%	54.73%	48.83%	49.75%	55.80%	858	991	553	52.36%	992	3839	2010	91.00%	94.73%



HUMAN RESOURCES (SICKNESS ABSENCE)

Human Resources	QTR1 10/11	QTR2 10/11	QTR3 10/11	QTR4 10/11	QTR1 11/12	Target 2011/12	Outturn 2010/11
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%
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

Performance Indicator(s) Information

Ex-BVPI 12 - Average days Sickness, data is shown for 12 months rolling and year to date for current year.
 Ex-BVPI 16a - Proportion of staff with a disability
 LI 29 - Proportion of staff without a disability
 LI 30 - Proportion not declaring disability status
 LKPI 80 - Proportion of top earners (women)
 LKPI 81 - Proportion of top earners (BME)
 LKPI 82 - Proportion of top earners (disabled)
 EX -BV17a - Proportion of staff from BME communities

Data source: Sickness data - HR database, Staff profiling data -Resources link
Data provider: Human Resources and Performance Team
 Targets are corporate and set by HH HR Dept. in association with Hackney Homes service managers.

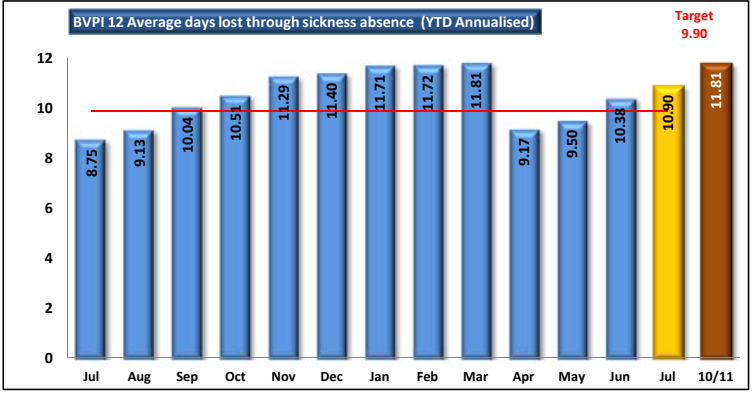
Note from the Performance Team

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.

LII 47: 12 month rolling Average Working Days lost due to Sickness	Aug-09 to Jul-	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-11	Aug-10 to Jul-11	Target 2011/12	Outturn 2010/11
Chief Executive	1.33	1.04	1.02	1.00	1.00	1.00	1.75	2.75	2.28	2.43	3.24	3.24	3.24	N/A	2.43
Asset Management	7.81	7.37	7.49	6.88	6.37	6.37	6.45	6.13	5.69	5.86	5.04	4.91	4.88	N/A	N/A
Finance and Resources	5.71	5.59	5.18	4.70	4.11	4.11	3.82	3.32	3.05	2.75	2.56	2.58	2.60	N/A	3.09
Tenancy & Leasehold Services	6.13	6.03	5.15	4.69	3.47	3.47	2.61	2.32	2.50	2.20	2.74	3.56	5.02	N/A	2.45
Leasehold & RTB	4.79	4.17	3.86	4.52	6.84	6.84	7.95	8.18	10.34	12.09	13.28	13.45	13.61	N/A	N/A
Property Services	10.93	10.86	10.84	10.77	11.45	11.45	11.58	11.97	12.60	12.52	12.86	13.21	13.33	N/A	11.59
Estate Services	15.44	15.85	16.34	16.42	16.93	16.93	17.35	17.29	17.41	17.49	17.79	18.22	18.57	N/A	17.49
Hackney Homes Total	10.95	10.96	10.98	10.90	11.32	11.32	11.46	11.53	11.90	11.40	11.62	11.90	12.30	N/A	11.81

LKPI 113 (Ex BV12): Annualised YTD Avg Working Days lost due to Sickness	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Target 2011/12	Outturn 2010/11	
Chief Executive	0.00	0.00	0.00	0.00	0.00	0.00	0.90	2.45	2.43	0.00	5.29	3.53	2.65	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	N/A	N/A
Finance and Resources	3.28	3.20	3.18	3.24	2.99	3.09	3.31	3.15	3.09	0.94	1.27	1.75	1.74	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	N/A	2.45
Leasehold & RTB	1.67	1.76	2.41	4.13	5.58	7.23	8.18	8.39	10.36	23.14	19.94	14.21	11.64	N/A	N/A	
Property Services	8.85	8.99	9.64	10.00	10.86	10.88	11.29	11.58	11.59	7.23	8.93	10.90	11.22	N/A	11.59	
Estate Services	13.00	14.19	16.15	16.83	17.48	17.85	18.03	17.58	17.49	14.31	14.06	15.05	16.01	N/A	17.49	
Hackney Homes Total	8.75	9.13	10.04	10.51	11.29	11.40	11.71	11.72	11.81	9.17	9.50	10.38	10.90	9.90	11.81	

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	0	0	1	Return to Work
	Days of sickness	3	0	0	3	New
Asset Management	No of Employees	12	0	0	12	Return to Work
	Days of sickness	37	0	0	37	New
Finance and Resources	No of Employees	18	0	0	18	Return to Work
	Days of sickness	44	0	0	44	New
Tenancy & Leasehold Services	No of Employees	65	5	3	73	Return to Work
	Days of sickness	193	95	165	453	New
Leasehold & RTB	No of Employees	12	4	1	17	Return to Work
	Days of sickness	24	90	37	151	New
Property Services	No of Employees	79	15	11	105	Return to Work
	Days of sickness	274	291	638	1203	New
Estate Services	No of Employees	49	9	13	71	Return to Work
	Days of sickness	198	156	904	1257	New
Total No of Employees took sick leave		236	33	28	297	Return to Work
Total Days of sickness		773	631	1744	3148	New



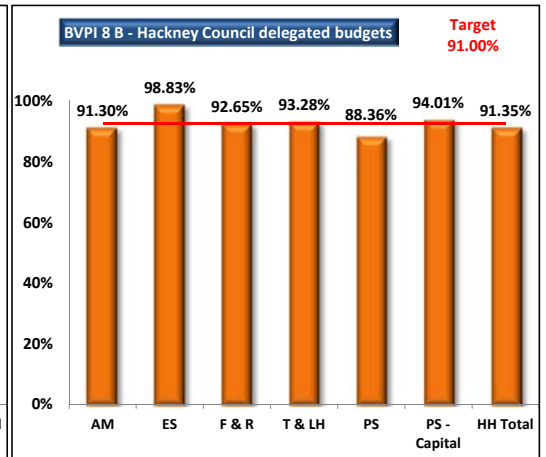
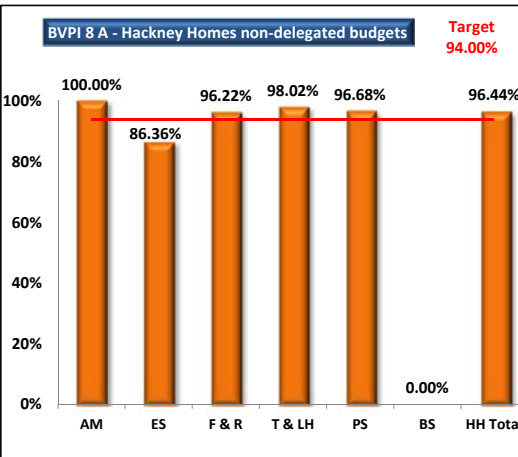
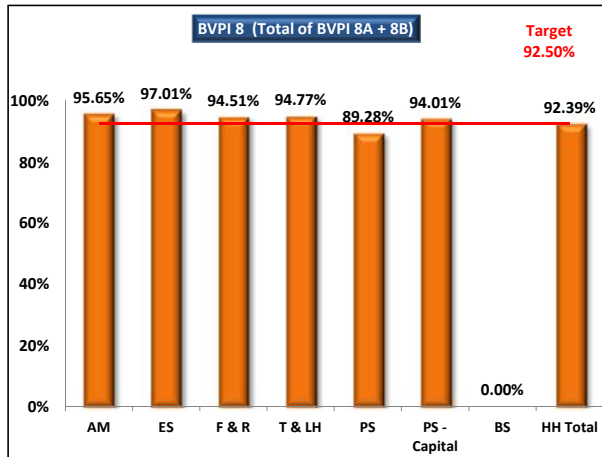
Performance Indicator(s) Information
Ex-BVPI 08, Ex-BVPI 08a (non-delegated) & Ex-BVPI 08b (delegated). This PI measures the % of undisputed invoices paid on time (30 days).
 The *numerator* is total invoices paid within 30 days. The *denominator* is total invoices paid this month.
 Targets are corporate 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
 Property Services : PS Property Services (Capital) : PS - 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

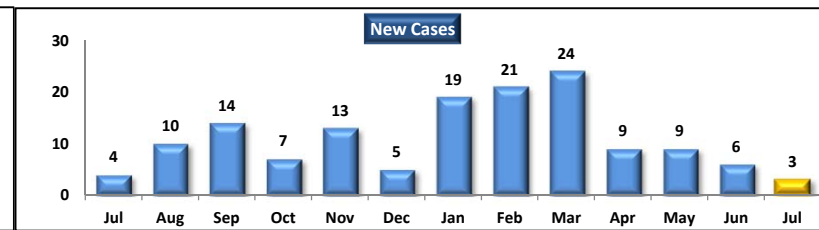
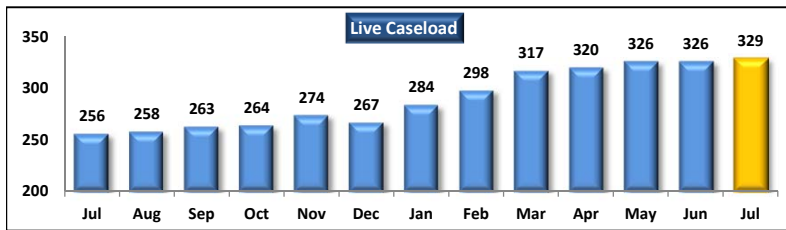
LKPI 112 (Ex-BVPI 8) - Monthly percentage of undisputed invoices paid on time (30 days)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Asset Management	-	-	-	5.20%	-	-	-	-	-	93.33%	100.00%	68.42%	100.00%	95.65%	92.50%	
Estate Services	-	-	-	55.16%	-	-	-	-	-	100.00%	97.30%	98.27%	100.00%	97.01%	92.50%	
Finance & Resources	96.40%	94.79%	86.78%	51.16%	92.76%	90.43%	93.67%	98.18%	95.72%	96.11%	91.00%	88.76%	97.16%	94.51%	92.50%	94.47%
Tenancy and Leasehold Services	80.05%	86.25%	81.20%	43.63%	95.04%	91.81%	91.19%	97.40%	97.76%	97.62%	92.71%	96.05%	92.17%	94.77%	92.50%	89.02%
Property Services	85.26%	93.25%	93.25%	23.08%	91.92%	96.30%	85.87%	95.47%	95.02%	93.87%	83.02%	93.47%	85.98%	89.28%	92.50%	88.31%
Property Services (Capital)	96.26%	97.06%	94.08%	38.46%	91.67%	95.28%	64.00%	96.99%	94.17%	85.03%	94.85%	98.04%	99.32%	94.01%	92.50%	91.75%
Balance Sheets	-	-	-	7.69%	-	-	-	-	-	-	-	-	-	-	92.50%	-
Hackney Homes Total	86.64%	92.02%	88.91%	94.63%	92.81%	93.94%	85.57%	96.60%	95.81%	93.58%	88.88%	94.65%	91.93%	92.39%	92.50%	89.87%

LKPI 112 (Ex-BVPI 8a) - Monthly percentage of undisputed invoices paid on time (30 days)(Hackney Homes non-delegated budgets)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Asset Management	-	-	-	-	-	-	-	-	-	100.00%	100.00%	100.00%	100.00%	100.00%	94.00%	95.32%
Estate Services	-	-	-	-	-	-	-	-	-	100.00%	90.91%	64.29%	100.00%	86.36%	94.00%	93.46%
Finance and Resources	96.15%	92.92%	92.31%	95.41%	94.78%	97.22%	92.65%	100.00%	94.97%	97.85%	88.16%	99.01%	98.00%	96.22%	94.00%	95.32%
Tenancy and Leasehold Services	83.93%	94.62%	95.71%	89.19%	96.55%	98.65%	97.30%	96.92%	98.94%	100.00%	98.28%	94.44%	97.06%	98.02%	94.00%	93.46%
Property Services	100.00%	98.78%	94.67%	100.00%	98.53%	98.39%	98.53%	92.86%	100.00%	100.00%	96.61%	96.77%	95.59%	96.68%	94.00%	97.40%
Balance Sheets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	94.00%	-
Hackney Homes Total	92.39%	95.14%	93.98%	94.78%	96.30%	98.08%	96.19%	97.06%	97.26%	99.08%	93.87%	95.37%	97.24%	96.44%	94.00%	95.34%

LKPI 112 (Ex-BVPI 8b) - Monthly percentage of undisputed invoices paid on time (30 days)(Hackney Council delegated budgets)	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Asset Management	-	-	-	-	-	-	-	-	-	87.50%	100.00%	80.00%	100.00%	91.30%	91.00%	95.32%
Estate Services	-	-	-	-	-	-	-	-	-	100.00%	98.41%	97.22%	100.00%	98.83%	91.00%	93.46%
Finance and Resources	96.61%	96.94%	82.11%	99.11%	90.57%	86.21%	94.44%	96.34%	96.80%	94.25%	92.74%	84.91%	96.05%	92.65%	91.00%	93.60%
Tenancy and Leasehold Services	78.35%	83.20%	77.58%	89.38%	94.53%	90.00%	89.34%	97.53%	97.49%	96.15%	90.30%	96.95%	89.93%	93.28%	91.00%	87.75%
Property Services	83.10%	92.40%	93.01%	94.55%	91.17%	96.03%	84.07%	95.80%	94.34%	93.15%	80.86%	93.08%	84.39%	88.36%	91.00%	87.03%
Property Services (Capital)	96.26%	97.06%	94.08%	98.78%	91.67%	95.28%	64.00%	96.99%	94.17%	85.03%	94.85%	98.04%	99.32%	94.01%	91.00%	91.75%
Hackney Homes Total	84.94%	91.13%	87.68%	94.59%	91.95%	93.06%	83.25%	96.50%	95.43%	92.15%	87.55%	94.50%	90.36%	91.35%	91.00%	88.53%



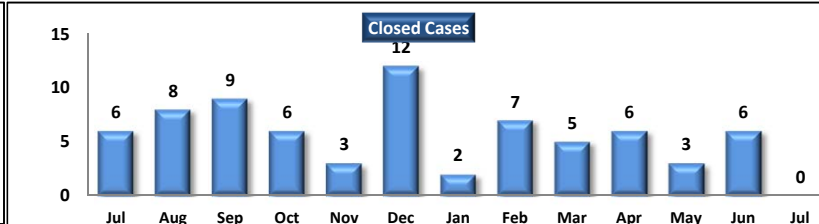
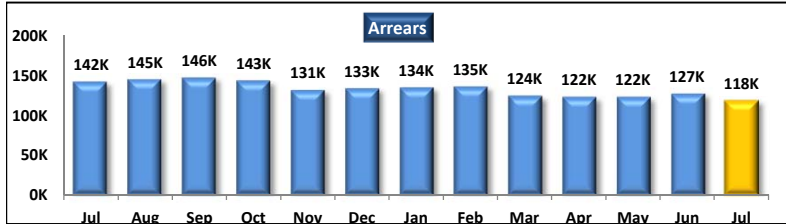
Total Monthly Housing Disrepair Caseload	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
New cases	4	10	14	7	13	5	19	21	24	9	9	6	3
Counterclaims received	2	2	1	0	1	0	3	1	6	1	0	0	0
No. where proceedings issued	0	0	0	0	0	0	0	0	0	1	0	0	0
Insurance claims	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Live caseload	256	258	263	264	274	267	284	298	317	320	326	326	329



Arrears	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
Total Neighbourhood Arrears	£125.76 K	£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
Total TMO arrears	£15.80 K	£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
Grand Total Disrepair Arrears	£141.56 K	£144.59 K	£146.28 K	£142.61 K	£131.10 K	£133.10 K	£134.22 K	£135.33 K	£123.74 K	£122.38 K	£122.35 K	£126.68 K	£117.64 K

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
LII 48 Disrepair claims as a Percentage of live tenancies	1.18%	1.14%	1.12%	1.18%	1.29%	1.27%	1.40%	1.40%	1.47%	1.48%	1.53%	1.53%	1.49%
LII 12 Percentage of claims with legal proceedings issued	15.02%	15.14%	15.48%	16.00%	15.60%	14.76%	14.05%	14.05%	15.14%	14.91%	14.86%	14.59%	14.46%

Closed Cases	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
Number of cases closed	6	8	9	6	3	12	2	7	5	6	3	6	0
Percentage of closed cases where:													
Only damages were paid	66.67%	25.00%	44.44%	0.00%	50.00%	58.33%	-	50.00%	42.86%	100.00%	100.00%	33.00%	N/A
Damages & costs paid	33.33%	12.50%	44.44%	-	-	33.33%	-	0.00%	20.00%	66.67%	33.33%	0.00%	N/A
Works undertaken	83.33%	75.00%	66.67%	50.00%	66.67%	0.00%	0.00%	28.57%	20.00%	83.33%	33.33%	83.33%	N/A
Av cost of damages (all closed)	£4,087	£7,250	£4,364	-	£40,448	£3,643	-	£2,400	£3,126	£2,363	£8,349	£381	N/A



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

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
54.11%	231
0.00%	8
52.30%	239

Performance Indicator(s) Information	LII 40 (a): Boroughwide stock breakdown & movements - Rentable	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Outturn 2010/11
LII 40a Boroughwide Stock Breakdown All rentable stock (including re-let table) by neighbourhood including TMO.	North East	5,294	5,297	5,297	0	5,302	5,308	5,310	5,386	5,388	5,391	5,391	5,391	5,394	5,388
	North West	3,141	3,141	3,141	1	3,141	3,140	3,141	3,141	3,141	3,140	3,138	3,138	3,140	3,141
	Homerton	4,604	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
	DBQ	2,999	2,999	2,999	0	2,998	2,998	2,998	2,999	2,998	2,999	2,999	2,999	2,999	2,998
	Shoreditch	2,917	2,917	2,917	0	2,897	2,897	2,898	2,898	2,939	2,939	2,939	2,939	2,938	2,939
LII 40b Boroughwide Stock Breakdown All leasehold dwellings by neighbourhood, including TMO, TMC and Co-op.	Clapton Park TMO	793	793	793	0	793	793	793	793	793	793	793	793	793	793
	Cranston TMO	160	160	160	0	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	185	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	1,059	1,058	1,058	1,058	1,058	1,058	1,058	1,058
	Housing Assoc Leased	138	138	138	139	138	138	137	137	137	131	131	131	131	137
	TOTAL	22,756	22,759	22,757	22,738	22,740	22,745	22,748	22,824	22,866	22,865	22,862	22,862	22,865	22,866

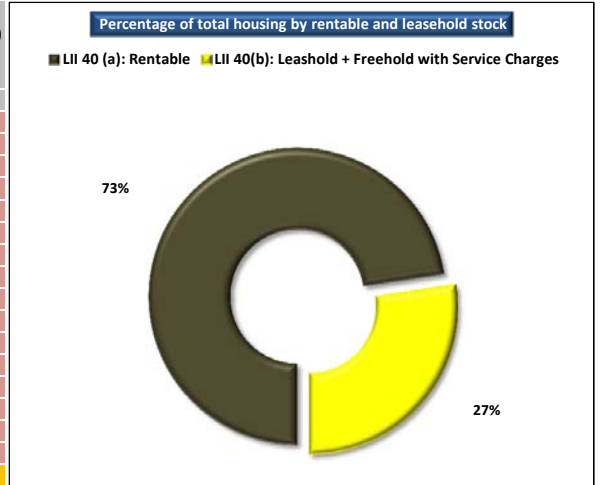
Performance Indicator(s) Information	LII 40(b): Boroughwide stock breakdown & movements - Leasehold + Freehold with Service	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Outturn 2010/11
	North East	1,962	1,959	1,959	1,952	1,949	1,943	1,944	1,926	1,924	1,924	1,923	1,923	1,918	1,924
	North West	1,427	1,427	1,427	1,427	1,427	1,428	1,427	1,427	1,427	1,426	1,426	1,426	1,424	1,427
	Homerton	1,735	1,735	1,736	1,736	1,736	1,736	1,736	1,736	1,736	1,736	1,737	1,737	1,738	1,736
	DBQ	1,124	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
	Shoreditch	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,057	1,056
	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	77	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	418	419	419	419	419	419	419	419
	Shared Ownership	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	TOTAL	8,658	8,655	8,657	8,651	8,648	8,643	8,643	8,625	8,624	8,623	8,623	8,623	8,618	8,624

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	0	0	0	5	3	0	0	0
North West	0	2	0	0	2	0	0	0
Homerton	0	0	1	0	0	1	0	0
DBQ	0	0	0	0	0	0	0	0
Shoreditch	0	0	1	0	0	1	0	0
Clapton Park TMO	0	0	0	0	0	0	0	0
Cranston TMO	0	0	0	0	0	0	0	0
Downs TMO	0	0	0	0	0	0	0	0
Lordship TMO	0	0	0	0	0	0	0	0
Suffolk	0	0	0	0	0	0	0	0
Tower TMO	0	0	0	0	0	0	0	0
Wick TMO	0	0	0	0	0	0	0	0
Wyke TMC	0	0	0	0	0	0	0	0
Arden TMO	0	0	0	0	0	0	0	0
Wenlock Barn TMO	0	0	0	0	0	0	0	0
Housing Assoc Leased	0	0	0	0	0	0	0	0
TOTAL		2	2	5	5	2	0	0



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 (ie 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	Boroughwide	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)