




**HackneyHomes**

In partnership with  **Hackney** Council

**PERFORMANCE**

**REPORT**

**May 2011**

**REPORT No: 2**

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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](mailto:housing.performance@hackneyhomes.org.uk)

Key:			
Are we meeting the targets?		Comparing 2009-10 and 2010-11	
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	2009/10	2010/11	Targets 2010/11	Better or Worse	Meeting target	Target 2011/12
We aim to obtain 80% of tenants' ethnicity information	81.56%	78.20%	80.00%			80.00%
We aim to have a significant % of tenants satisfied with the handling of their complaint	N/A	50.00%	N/A	N/A	N/A	75.00%
We aim to respond to stage 1 complaints within 12 days	19.67	19.75	12.00			15 dys

Home	2009/10	2010/11	Targets 2010/11	Better or Worse	Meeting target	Target
We aim to keep to 96% of repairs appointments	96.16%	97.20%	96.00%			96.00%
We aim to have 95% of all repairs completed within target time	93.70%	95.00%	95.00%			95.00%
We aim to complete 85% of repairs on the first visit	72.45%	77.19%	85.00%			76.00%
We aim for 90% of residents to be satisfied with the quality of the repairs work	82.77%	89.06%	90.00%			90.00%
We aim to have less than 28% of dwellings not meeting the Decent Homes Standard by 31 March 2011	34.80%	31.96%	28.00%			28.00%
We aim to complete all adaptations within an average time of 11 weeks	17.65	10.61	N/A		N/A	11 wks

Tenancy	2009/10	2010/11	Targets 2010/11	Better or Worse	Meeting target	Target
We aim to let empty homes within 29 days	34.00%	29 days	29.00%			33 days

Neighbourhood and Community	2009/10	2010/11	Targets 2010/11	Better or Worse	Meeting target	Target
We aim to have 55% of tenants satisfied with our handling of anti-social behaviour cases	52.21%	50.83%	55.00%			55.00%
We aim to have 46% of tenants satisfied with the result of anti-social behaviour complaints	47.06%	47.10%	46.00%			46.00%
We aim for 96% of estate cleaning inspections to be graded as 'good' or 'acceptable'	94.31%	95.33%	96.00%			96.00%
We aim for 96% of grounds maintenance inspections to be graded as 'good' or 'acceptable'.	96.26%	95.98%	96.00%			96.00%

Value for Money	2009/10	2010/11		Better or Worse	Meeting target	Target
We aim to collect 98.85% of all rent and arrears	99.24%	99.33%	98.85%			98.85%
We look to evict up to 0.40% of tenants who owe rent and did not adhere to arrears reduction agreements	0.61%	0.32%	0.40%			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 March 2010 and March 2011	
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	2009/10	2010/11	Targets 2010/11	Better or Worse	Meeting target	Target 2011/12
<b>Repairs, Maintenance &amp; Empty Properties</b>							
We aim to keep to 96% of repairs appointments (by date performance)	Hackney Homes Offer/ Hackney Offer	96.16%	97.20%	96.00%			96.00%
We aim to complete 85% of repairs on the first visit	Hackney Homes Offer/ Hackney Offer	72.45%	77.73%	85.00%			76.00%
We aim to completed 95% of all repairs within target time	Hackney Offer	93.70%	95.51%	95.00%			96.50%
We aim for 90% of residents to be satisfied with the quality of the repairs work	Hackney Homes Offer	82.77%	87.45%	90.00%			90.00%
Our aim is to ensure 76% of new tenants are satisfied the property met the standard	Hackney Homes Offer	61.50%	61.54%	76.00%			76.00%
<b>Anti-Social Behaviour</b>							
We aim to have 55% of tenants satisfied with our handling of anti-social behaviour cases	Hackney Homes Offer/ Hackney Offer	52.21%	47.24%	55.00%			55.00%
We aim to have 46% tenants satisfied with the outcome of ASB	Hackney Offer	47.06%	44.47%	46.00%			47.50%
<b>Estate Cleaning &amp; Grounds Maintenance</b>							
We aim for 96% of estate cleaning inspections to be graded as 'good' or 'acceptable'	Hackney Homes Offer	94.31%	95.82%	96.00%			96.00%
We aim for 96% of grounds maintenance inspections to be graded as 'good' or 'acceptable'.	Hackney Homes Offer	96.26%	96.45%	96.00%			96.00%
We aim to have 70% of tenants satisfied with estate cleaning	Hackney Offer	N/A	60.72%	70.00%	N/A		70.00%
We aim to have 70% of tenants satisfied with grounds maintenance	Hackney Offer	N/A	63.89%	70.00%	N/A		70.00%
We aim to have 70% of tenants satisfied with overall estate services provision	Hackney Homes Offer	N/A	57.86%	70.00%	N/A		70.00%

## REPORTING PERIOD: 1st April 2010 - 31st Mar 2011

**General Position**

Focusing on the key business critical indicators would suggest we currently have a total of 26 indicators to report on this month. Based on this set 85% of the indicators are either within or marginally off target and only 19% are considered to be significantly off target. As this is a monthly position a number of indicators are not reported until the next quarter. Additionally a number are also annual indicators for which data will be available for the first time for 2010/11, however the annual position will not be known until the current year end.

**Tenancy & Leasehold Services**

For this service area currently there are total of 9 indicators to report, off these 89% are within acceptable tolerances. Only one measure is currently outside tolerance. All remaining PI's are not reported in the current period.

**Estate Environment Services**

Currently two KPI's are linked to this division. Both are within accepted tolerances. All remaining PI's are not reported in the current period.

**Property Services**

Currently 8 measures are reported. 3 measures are within tolerances and 4 are just outside. Only 1 indicator is significantly outside tolerance.

**Finance & Resources**

Currently there are a total of 9 measures to report, of these 6 are within tolerance and 3 are outside .

For further details of all performance data and information please refer to the relevant sections of this report .

Key:			May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-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	99.26%	99.81%	99.56%	99.53%	99.66%	99.65%	99.77%	99.70%	99.75%	99.85%	100.15%	96.20%	97.77%	97.77%	100.00%		100.15%	
LKPI 47d YTD Rent arrears as % of Rent Debit	Monthly	Minimise	3.71%	3.62%	3.70%	3.73%	3.70%	3.70%	3.64%	3.69%	3.64%	3.56%	2.94%	3.26%	3.29%	3.29%	3.35%		2.94%	
LKPI 48 Total Value of Rent Arrears (YTD - EM)	Monthly	Minimise	£3.93 M	£3.83 M	£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	£3.70 M	£3.48 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	99.25%	N/A	N/A	99.25%	N/A	N/A	99.33%	N/A	N/A	99.42%	N/A	N/A	N/A	99.00%		99.42%	
LKPI 134 Former tenant arrears as a % of rent roll	Quarterly	Minimise	N/A	2.74%	N/A	N/A	2.89%	N/A	N/A	2.08%	N/A	N/A	2.15%	N/A	N/A	N/A	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	0.13%	N/A	N/A	0.20%	N/A	N/A	0.32%	N/A	N/A	0.46%	N/A	N/A	N/A	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	37	31	36	33	28	21	18	27	28	23	25	27	26	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	1.28%	1.17%	1.03%	1.30%	1.05%	0.84%	0.96%	0.96%	0.61%	0.66%	1.12%	N/A	N/A	N/A	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	60.00%	N/A	N/A	47.06%	N/A	N/A	52.00%	N/A	N/A	35.00%	N/A	N/A	N/A	55.00%		47.24%	
LKPI 61b Satisfaction with outcome of ASB complaint	Annual (Intermediate) Q1,Q2,Q4	Maximise	N/A	50.00%	N/A	N/A	45.16%	N/A	N/A	49.33%	N/A	N/A	35.00%	N/A	N/A	N/A	47.50%		44.47%	
ESTATE ENVIRONMENT SERVICES																				
LKPI 7A Total % of inspections (% Pass)	Monthly	Maximise	94.60%	93.10%	93.90%	96.20%	95.50%	97.10%	97.20%	96.80%	96.50%	97.30%	98.00%	97.80%	97.50%	97.67%	92.00%		95.82%	
LKPI 8A Total % of inspections (% Pass)	Monthly	Maximise	95.30%	95.20%	94.20%	95.90%	95.80%	95.60%	97.10%	97.70%	97.00%	97.50%	98.80%	98.80%	98.32%	98.58%	92.00%		96.45%	
LEASEHOLDER SERVICES																				
LKPI 15 % of annual service charges collected from leaseholders (including arrears from previous years)	Monthly	Maximise	108.84%	107.77%	107.76%	107.05%	106.66%	105.97%	103.61%	102.39%	102.12%	101.60%	104.00%	108.98%	103.00%	103.00%	103.00%		104.00%	
LKPI 16 Service Charge arrears as % invoices raised	Monthly	Minimise	23.90%	23.48%	23.05%	22.47%	27.28%	25.53%	24.11%	22.96%	21.35%	19.81%	18.62%	18.18%	18.00%	18.00%	22.00%		18.62%	
LKPI 107 Leaseholder major works charges collected as a percentage of invoices raised	Monthly	Maximise	43.03%	60.26%	63.01%	65.83%	72.55%	80.57%	76.80%	86.63%	89.47%	90.23%	92.45%	248.48%	219.00%	219.00%	68.00%		92.45%	

Key:			May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-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	TBC		TBC	
LKPI 77 No of HRA rented homes made decent during the year	Quarterly	Maximise	N/A	129	N/A	N/A	347	N/A	N/A	170	N/A	N/A	631	N/A	N/A	N/A	TBC		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	34.43%	N/A	N/A	32.70%	N/A	N/A	31.96%	N/A	N/A	29.19%	N/A	N/A	N/A	TBC		29.19%	
LKPI 67 % of all new tenants stating they were satisfied with the condition of the property	Quarterly	Maximise	N/A	56.34%	N/A	N/A	53.49%	N/A	N/A	39.51%	N/A	N/A	52.38%	N/A	N/A	N/A	79.00%		49.61%	
LKPI 79 (HIP BPSA E7) % of dwellings with a valid Gas Safety Certificate (CP 12's Excluding carcasses)	Monthly	Maximise	99.34%	98.21%	98.29%	98.28%	98.82%	98.97%	99.50%	99.50%	99.43%	98.91%	98.66%	98.88%	99.23%	99.23%	100.00%		98.66%	
LKPI 06 % of Responsive Repairs Appointments Kept (excluding TMOs)	Monthly	Maximise	97.88%	97.63%	98.15%	98.70%	97.73%	97.18%	98.82%	98.82%	98.75%	97.71%	97.67%	97.70%	98.33%	98.02%	98.00%		97.20%	
LKPI 2B % of Emergency Repairs jobs completed within target (24 hours)	Monthly	Maximise	91.33%	92.21%	90.83%	87.95%	88.46%	91.03%	92.37%	94.16%	95.97%	93.59%	95.37%	N/A	N/A	N/A	94.50%		92.62%	
LKPI 139 % of all repairs completed within target	Monthly	Maximise	94.87%	95.14%	95.34%	95.62%	94.16%	95.07%	94.48%	95.42%	96.67%	96.69%	98.45%	N/A	N/A	N/A	96.50%		95.51%	
LKPI 140 Average End to End Repair Time (in days)	Monthly	Minimise	5.72	5.45	6.23	3.93	4.64	6.75	7.00	7.12	6.10	5.91	6.06	N/A	N/A	N/A	6.00		5.95	
LKPI 161 (HIP BPSA D28) Proportion of emergency and urgent repairs (RTR) as a % of all jobs raised	Monthly	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		TBC	
LKPI 162 (HIP BPSA D29) Proportion of non urgent repairs (non RTR) as a % of all jobs raised	Monthly	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		TBC	
LKPI 03 Ex BV 72, (HIP BPSA E5) % of urgent repairs completed within Gov't time limits	Monthly	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		TBC	
LKPI 04(Ex BV 73, HIP BPSA E6) Average time taken to complete non-urgent repairs (in calendar days)	Monthly	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		TBC	
LKPI 89 % of repairs completed on first visit (based on tenant satisfaction)	Quarterly	Maximise	N/A	76.49%	N/A	N/A	77.59%	N/A	N/A	78.00%	N/A	N/A	80.30%	N/A	N/A	N/A	82.00%		77.73%	
LKPI 11 Resident Satisfaction with quality of work	Quarterly	Maximise	N/A	89.47%	N/A	N/A	87.65%	N/A	N/A	91.97%	N/A	N/A	87.00%	N/A	N/A	N/A	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		TBC	
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		TBC	
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%		TBC	
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%		TBC	
LKPI 09 % of calls to Repairs Contact Centre (RCC) answered	Monthly	Maximise	95.67%	71.42%	70.84%	80.86%	72.88%	77.90%	75.45%	56.46%	40.49%	74.50%	81.73%	89.40%	88.22%	88.70%	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	74.68%	N/A	N/A	73.62%	N/A	N/A	63.38%	N/A	N/A	72.00%	N/A	N/A	N/A	72.00%		71.05%	
LKPI 143 Satisfaction of leaseholders with the communal repairs and maintenance service	Monthly	Maximise													N/A	N/A	N/A			
LKPI 144 % of tenants satisfied with disabled adaptations to their home	Annual (Intermediate) Q2 & Q4	Maximise	N/A	80.00%	N/A	N/A	91.66%	N/A	N/A	83.33%	N/A	N/A	N/A	N/A	N/A	N/A	88.00%		85.27%	
LKPI 69 % of minor adaptations completed with time scales (9.5 weeks)	Monthly	Maximise	70.59%	92.86%	70.00%	61.54%	94.12%	92.86%	100.00%	100.00%	100.00%	100.00%	50.00%	88.00%	83.00%	86.00%	91.00%		87.07%	
LKPI 70 % of major adaptations completed with time scales (28 weeks)	Monthly	Maximise	100.00%	100.00%	100.00%	95.45%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	100.00%	100.00%	91.00%		87.11%	

Key:																YTD	Target	R.A.G	Outturn	
THE VARIANCE FOR THIS PI IS BETWEEN 0% AND <5% OF TARGET				May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	2011/12	2011/12	Rating	2010/11
THE VARIANCE FOR THIS PI IS BETWEEN 5% AND <10% OF TARGET																				
THE VARIANCE FOR THIS PI IS GREATER >= 10% OF TARGET																				
PI Reference & Description	Frequency	Polarity	HACKNEY HOMES CORPORATE SERVICES																	
LKPI 135A % of tenants on whom the landlord has diversity information : Age	Quarterly	Maximise	N/A	70.90%	N/A	N/A	71.21%	N/A	N/A	77.42%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75.00%		Qualified
LKPI 135B % of tenants on whom the landlord has diversity information : Gender	Quarterly	Maximise	N/A	92.54%	N/A	N/A	91.86%	N/A	N/A	51.80%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	95.00%		Qualified
LKPI 135C % of tenants on whom the landlord has diversity information : Ethnicity	Quarterly	Maximise	N/A	81.47%	N/A	N/A	82.49%	N/A	N/A	78.20%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	85.00%		Qualified
LKPI 135D % of tenants on whom the landlord has diversity information : Disability	Quarterly	Maximise	N/A	22.94%	N/A	N/A	22.72%	N/A	N/A	10.17%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30.00%		Qualified
LKPI 135E % of tenants on whom the landlord has diversity information : Sexuality	Quarterly	Maximise	N/A	21.79%	N/A	N/A	21.59%	N/A	N/A	9.45%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	25.00%		Qualified
LKPI 135F % of tenants on whom the landlord has diversity information : Religion of Belief	Quarterly	Maximise	N/A	30.18%	N/A	N/A	29.81%	N/A	N/A	15.61%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	33.00%		Qualified
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	N/A	10.00%		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	N/A	£7.74		TBC
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	147.50%		TBC
LKPI 112 (EX-BVPI 08) % of undisputed invoices paid on time (on Hackney Homes Management Fee & delegated budgets)	Monthly	Maximise	84.83%	86.21%	86.64%	92.02%	88.91%	94.63%	92.81%	93.94%	85.57%	96.60%	95.81%	93.58%	88.88%	91.29%	92.50%		89.87%	
LKPI 19 % of telephone calls answered within 30 seconds (excluding Repairs Call Centre)	Monthly	Maximise	93.25%	94.62%	97.64%	97.39%	97.73%	97.55%	97.34%	96.91%	97.41%	97.67%	97.67%	98.32%	97.98%	98.15%	93.00%		96.50%	
LKPI 25a % of Formal Stages 1 Complaint Responses completed within target time	Monthly	Maximise	82.35%	81.40%	76.84%	94.69%	89.90%	88.16%	92.38%	85.29%	87.50%	91.11%	93.50%	95.93%	96.64%	96.28%	91.00%		87.94%	
LKPI 111 % of formal complaint (Stage 1 & 2) responses completed within target time (15 working days)	Monthly	Maximise	74.56%	71.57%	71.57%	93.33%	81.36%	78.65%	90.99%	83.04%	85.45%	91.55%	90.08%	93.02%	96.95%	95.00%	92.00%		82.77%	
LKPI 59 Stage 2 complaints upheld	Monthly	Minimise	50.00%	66.67%	80.00%	63.16%	40.00%	25.00%	33.33%	75.00%	72.73%	57.14%	33.33%	75.00%	81.25%	80.00%	5.00%		58.62%	
LKPI 150 Average time taken to respond to stage 1 complaints (working days)	Monthly	Minimise	16.00	21.00	24.00	25.00	17.00	26.00	21.00	16.00	12.00	12.00	19.00	18.17	21.12	19.83	17.00		19.67	
LKPI 109 Stage 1 complaints progressing to stage 2 complaints (within a 12 month period)	Monthly	Minimise	11.32%	20.45%	10.20%	6.09%	16.67%	16.25%	5.66%	9.71%	5.71%	5.88%	6.50%	4.88%	5.74%	2.86%	9.00%		10.97%	
LKPI 23 % of Members' enquiries responded to within target time (10 working days)	Monthly	Maximise	86.09%	63.75%	83.54%	85.90%	78.57%	75.58%	85.07%	82.42%	86.44%	87.50%	85.37%	67.21%	84.62%	78.66%	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	33.33%	84.14%	27.78%	27.27%	27.59%	22.22%	20.41%	20.41%	21.57%	22.81%	23.64%	0.00%			2.00%		23.64%	
LKPI 113 (EX-BVPI 12) No of working days lost in a year due to sickness per employee	Monthly	Minimise	8.03	8.41	8.75	9.13	10.04	10.51	11.29	11.40	11.71	11.72	11.81	9.17	9.50	9.50	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 - Safron | Data provider - Hackney Homes Finance**

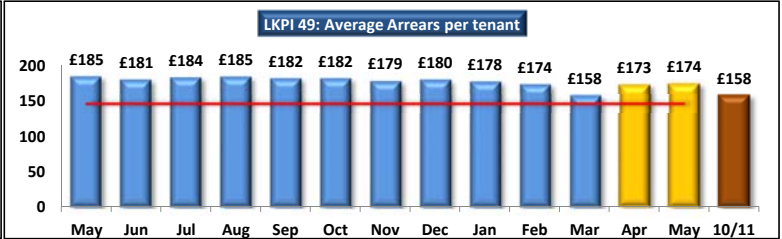
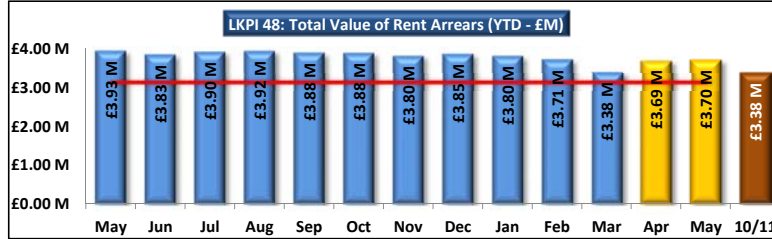
**Note from the Performance Team**  
 Please note that the following neighbourhoods include the stated TMO figures, due to the fact that the particular neighbourhood manages the rent function for that TMO(s).  
**North West** comprises; Stoke Newington & Lordship TMO  
**Queensbridge DB** comprises; QDB & Tower TMO  
**Shoreditch** comprises; Shoreditch & Arden TMO  
 Also note that Targets, have therefore been adjusted to reflect this.

**Comments Supplied by Clive Taber, Ruth Clapham, David Saxon - Tenancy and Leasehold Services:**

**Value of Rent Arrears :**  
 The rent arrears rose slightly in May and this mirrors previous years where following a rent increase arrears rise in the short term as a substantial number of tenants do not amend their payment levels straight away to reflect the new rent charges. However, we are concerned at how long it is taking to redress this situation and action is being taken by our Rents Teams to address this situation. This will include increased telephone contact with tenants in arrears and an increase in the number of Notices of Seeking Possession served. In addition discussions are taking place with TMO's about measures they will be adopting to reduce rent arrears.

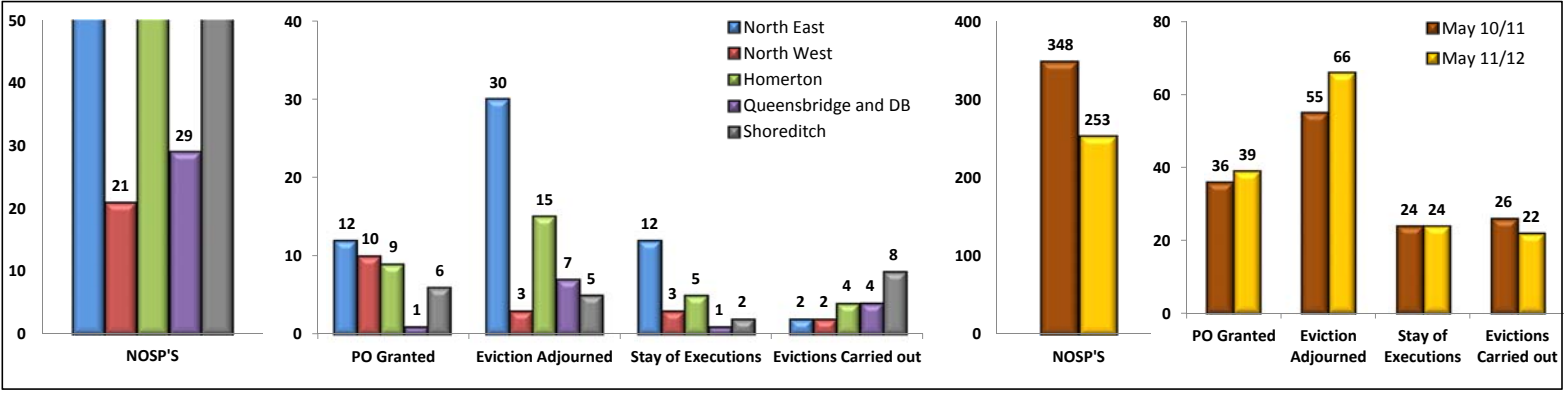
**Rent Arrears Actions :**  
 The number of Notices of Seeking Possession served is significantly below the level at the same time last year and we are taking action to increase this number. Possession Orders and evictions carried out were similar to the same time last year. At this stage it is likely we will exceed the Delivery Plan target for the number of evictions and we will be endeavouring to reduce the number of evictions carried in the remainder of the year.

LKPI 48: Total Value of Rent Arrears (YTD - £M)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Target	Outturn
	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	2011/12	2010/11
North East	1.12 M	1.09 M	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	0.91 M	0.98 M
North West	0.71 M	0.70 M	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	0.53 M	0.58 M
Homerton	0.71 M	0.67 M	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	0.54 M	0.59 M
Queensbridge and DB	0.40 M	0.39 M	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	0.30 M	0.33 M
Shoreditch	0.48 M	0.48 M	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	0.39 M	0.42 M
TMO / Others	0.51 M	0.50 M	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	0.45 M	0.49 M
<b>Hackney Homes Total</b>	<b>£3.93 M</b>	<b>£3.83 M</b>	<b>£3.90 M</b>	<b>£3.92 M</b>	<b>£3.88 M</b>	<b>£3.88 M</b>	<b>£3.80 M</b>	<b>£3.85 M</b>	<b>£3.80 M</b>	<b>£3.71 M</b>	<b>£3.38 M</b>	<b>£3.69 M</b>	<b>£3.70 M</b>	<b>£3.13 M</b>	<b>£3.38 M</b>



LKPI 49: Average Arrears per tenant (£)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Target	Outturn
	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	2011/12	2010/11
North East	£228	£222	£225	£226	£223	£225	£220	£224	£220	£216	£200	£217	£215	£185	£200
North West	£222	£221	£220	£224	£218	£216	£214	£212	£206	£204	£179	£193	£198	£166	£179
Homerton	£159	£150	£154	£153	£151	£150	£146	£149	£145	£141	£130	£146	£146	£120	£130
Queensbridge and DB	£132	£127	£132	£128	£126	£126	£121	£121	£121	£117	£106	£120	£126	£98	£106
Shoreditch	£144	£141	£147	£151	£150	£145	£143	£144	£144	£140	£126	£139	£138	£117	£126
TMO / Others	£226	£223	£227	£230	£233	£237	£235	£237	£240	£230	£216	£230	£229	£200	£216
<b>Hackney Homes Total</b>	<b>£185</b>	<b>£181</b>	<b>£184</b>	<b>£185</b>	<b>£182</b>	<b>£182</b>	<b>£179</b>	<b>£180</b>	<b>£178</b>	<b>£174</b>	<b>£158</b>	<b>£173</b>	<b>£174</b>	<b>£147</b>	<b>£158</b>

LII 13 - Arrears Action Summary for previous year	NOSP'S			PO Granted			Eviction Adjourned			Stay of Executions			Evictions Carried out		
	End 10/11	May 10/11	May 11/12	End 10/11	May 10/11	May 11/12	End 10/11	May 10/11	May 11/12	End 10/11	May 10/11	May 11/12	End 10/11	May 10/11	May 11/12
North East	446	69	59	70	11	12	120	23	30	58	13	12	24	6	2
North West	373	24	21	31	10	10	53	5	3	32	2	3	17	3	2
Homerton	540	120	66	51	7	9	112	14	15	36	6	5	31	9	4
Queensbridge and DB	413	44	29	14	1	1	49	4	7	10	1	1	9	1	4
Shoreditch	458	75	73	53	6	6	59	6	5	23	2	2	10	1	8
TMO / Others	286	16	5	16	1	1	20	3	6	1	0	1	10	6	2
<b>Hackney Homes Total</b>	<b>2516</b>	<b>348</b>	<b>253</b>	<b>235</b>	<b>36</b>	<b>39</b>	<b>413</b>	<b>55</b>	<b>66</b>	<b>160</b>	<b>24</b>	<b>24</b>	<b>101</b>	<b>26</b>	<b>22</b>



**Performance Indicator(s) Information**

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

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

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

**Polarity: Higher Collection is considered to be better**

**Data Source - Safron**

**Data Provider - Hackney Homes Finance**

**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.

**Comments Supplied by Clive Taber, Ruth Clapham, David Saxon - Tenancy and Leasehold Services:**

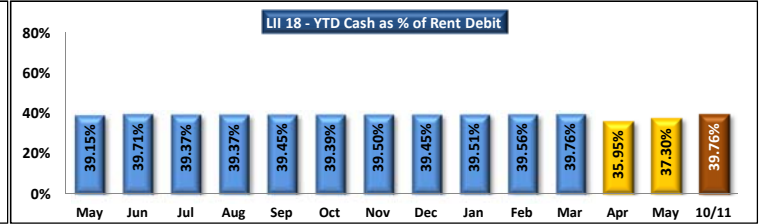
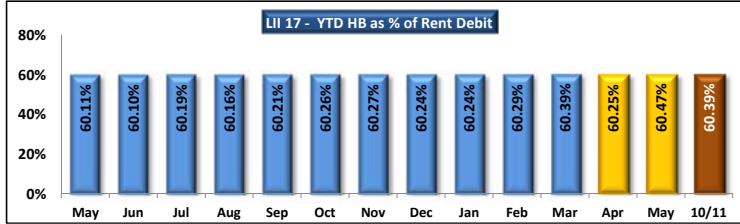
**Total Collection Rate :**

The TCR improved by 1.57 percentage points since last month but is currently 2.2 percentage points below 100% reflecting the rise in arrears for the reasons explained in the comments on the 'Value of rent Arrears'. We are taking action to address this as outlined in the comments on the 'Value of rent Arrears'.

**Rent Arrears as % of Rent Debit:**

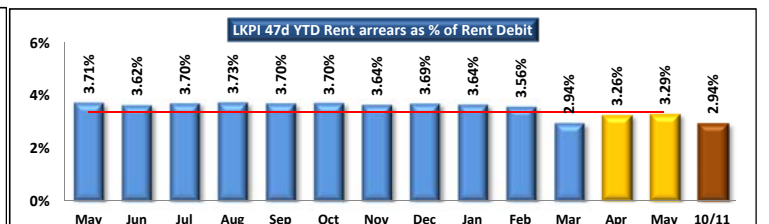
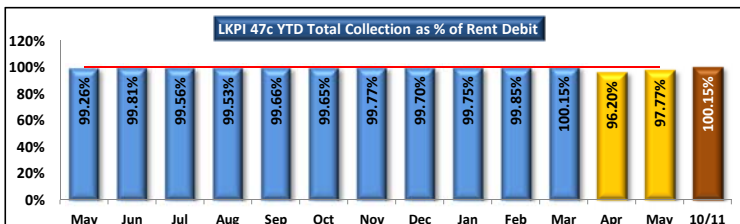
The rent arrears as percentage of debit rose slightly in May reflecting the rise in arrears for the reasons explained in the comments on the 'Value of rent Arrears' along with actions to rectify the situation.

LII 17 - YTD HB as % of Rent Debit (Former LKPI 47a)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Target	Outturn
	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	2011/12	2010/11
North East	60.35%	60.56%	60.75%	60.49%	60.58%	60.62%	60.67%	60.58%	60.57%	60.65%	60.81%	60.39%	61.08%	N/A	60.81%
North West	62.61%	62.26%	62.35%	62.28%	62.34%	62.47%	62.45%	62.45%	62.46%	62.48%	62.64%	62.64%	63.01%	N/A	62.64%
Homerton	59.91%	59.95%	59.97%	60.08%	60.22%	60.34%	60.36%	60.34%	60.31%	60.35%	60.34%	60.06%	60.03%	N/A	60.34%
Queensbridge and DB	60.48%	60.10%	60.24%	60.33%	60.37%	60.41%	60.39%	60.47%	60.46%	60.52%	60.49%	60.23%	60.12%	N/A	60.49%
Shoreditch	58.93%	59.22%	59.12%	59.08%	58.98%	58.95%	58.93%	58.84%	58.83%	58.86%	59.02%	59.18%	59.14%	N/A	59.02%
TMO / Others	57.69%	57.73%	57.96%	57.99%	57.98%	57.96%	57.96%	57.98%	58.00%	58.13%	58.31%	58.52%	58.88%	N/A	58.31%
<b>Hackney Homes Total</b>	<b>60.11%</b>	<b>60.10%</b>	<b>60.19%</b>	<b>60.16%</b>	<b>60.21%</b>	<b>60.26%</b>	<b>60.27%</b>	<b>60.24%</b>	<b>60.24%</b>	<b>60.24%</b>	<b>60.29%</b>	<b>60.39%</b>	<b>60.47%</b>	<b>N/A</b>	<b>60.39%</b>



LII 18 - YTD Cash as % of Rent Debit (Former LKPI 47b)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Target	Outturn
	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	2011/12	2010/11
North East	39.05%	39.49%	39.11%	39.21%	39.24%	39.12%	39.21%	39.15%	39.20%	39.22%	39.39%	35.29%	36.93%	N/A	39.39%
North West	36.91%	37.51%	37.14%	37.06%	37.33%	37.19%	37.27%	37.28%	37.38%	37.37%	37.65%	33.88%	34.60%	N/A	37.65%
Homerton	39.34%	40.00%	39.67%	39.62%	39.61%	39.45%	39.49%	39.38%	39.49%	39.54%	39.78%	36.06%	37.65%	N/A	39.78%
Queensbridge and DB	38.27%	39.32%	39.02%	39.14%	39.19%	39.17%	39.38%	39.31%	39.35%	39.41%	39.65%	36.23%	37.12%	N/A	39.65%
Shoreditch	40.58%	40.65%	40.40%	40.35%	40.50%	40.69%	40.80%	40.82%	40.86%	40.94%	41.08%	37.25%	38.83%	N/A	41.08%
TMO / Others	41.28%	41.83%	41.43%	41.38%	41.38%	41.33%	41.51%	41.49%	41.45%	41.55%	41.66%	37.80%	39.19%	N/A	41.66%
<b>Hackney Homes Total</b>	<b>39.15%</b>	<b>39.71%</b>	<b>39.37%</b>	<b>39.37%</b>	<b>39.45%</b>	<b>39.39%</b>	<b>39.50%</b>	<b>39.45%</b>	<b>39.51%</b>	<b>39.56%</b>	<b>39.76%</b>	<b>35.95%</b>	<b>37.30%</b>	<b>N/A</b>	<b>39.76%</b>

LKPI 47c YTD Total Collection as % of Rent Debit	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Target	Outturn
	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	2011/12	2010/11
North East	99.40%	100.04%	99.86%	99.70%	99.82%	99.74%	99.88%	99.73%	99.77%	99.87%	100.21%	95.68%	98.01%	TBC	100.21%
North West	99.52%	99.77%	99.49%	99.34%	99.67%	99.65%	99.72%	99.73%	99.85%	99.85%	100.29%	96.52%	97.61%	TBC	100.29%
Homerton	99.25%	99.95%	99.64%	99.70%	99.82%	99.78%	99.85%	99.71%	99.81%	99.85%	100.11%	96.12%	97.68%	TBC	100.11%
Queensbridge and DB	98.75%	99.42%	99.26%	99.47%	99.56%	99.58%	99.77%	99.78%	99.81%	99.93%	100.14%	96.47%	97.24%	TBC	100.14%
Shoreditch	99.51%	99.87%	99.52%	99.42%	99.49%	99.63%	99.73%	99.66%	99.69%	99.79%	100.10%	96.43%	97.98%	TBC	100.10%
TMO / Others	98.97%	99.56%	99.39%	99.37%	99.36%	99.29%	99.47%	99.47%	99.45%	99.68%	99.97%	96.32%	98.07%	TBC	99.97%
<b>Hackney Homes Total</b>	<b>99.26%</b>	<b>99.81%</b>	<b>99.56%</b>	<b>99.53%</b>	<b>99.66%</b>	<b>99.65%</b>	<b>99.77%</b>	<b>99.70%</b>	<b>99.75%</b>	<b>99.85%</b>	<b>100.15%</b>	<b>96.20%</b>	<b>97.77%</b>	<b>100.00%</b>	<b>100.15%</b>



LKPI 47d YTD Rent arrears as % of Rent Debit	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Target	Outturn
	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	2011/12	2010/11
North East	4.61%	4.51%	4.57%	4.59%	4.56%	4.60%	4.52%	4.63%	4.56%	4.48%	3.76%	4.11%	4.09%	TBC	3.76%
North West	4.44%	4.42%	4.42%	4.52%	4.40%	4.39%	4.35%	4.33%	4.23%	4.19%	3.33%	3.62%	3.72%	TBC	3.33%
Homerton	3.21%	3.05%	3.14%	3.13%	3.09%	3.09%	3.02%	3.08%	3.01%	2.91%	2.44%	2.76%	2.77%	TBC	2.44%
Queensbridge and DB	2.58%	2.47%	2.57%	2.49%	2.46%	2.48%	2.38%	2.39%	2.38%	2.32%	1.90%	2.20%	2.31%	TBC	1.90%
Shoreditch	2.94%	2.89%	3.02%	3.10%	3.10%	3.01%	2.97%	3.00%	3.01%	2.94%	2.39%	2.66%	2.65%	TBC	2.39%
TMO / Others	4.45%	4.39%	4.47%	4.53%	4.61%	4.70%	4.67%	4.72%	4.77%	4.60%	3.91%	4.25%	4.25%	TBC	3.91%
<b>Hackney Homes Total</b>	<b>3.71%</b>	<b>3.62%</b>	<b>3.70%</b>	<b>3.73%</b>	<b>3.70%</b>	<b>3.70%</b>	<b>3.64%</b>	<b>3.69%</b>	<b>3.64%</b>	<b>3.56%</b>	<b>2.94%</b>	<b>3.26%</b>	<b>3.29%</b>	<b>3.35%</b>	<b>2.94%</b>

**Performance Indicator(s) Information**  
**LKPI 44 - Tenancy Audit Completions**  
**Note: This excludes all re-development/re-generation dwellings**  
**Verified** - This may include case allocated in previous months which have been verified after investigation.  
**Properties Repossessed**  
 1) Accounts terminated where an MPA is then created.  
 2) Evictions for Rent Arrears, where that process was near to completion when abandonment of illegal occupiers were found.  
 3) Abandoned Properties  
 4) Occupant has voluntarily terminated the property  
**LII 41** - shows the number of properties occupied by unauthorised occupants with Mesne Profit Account at month end.  
**LII 42b** - shows the number of properties occupied by squatters at month end.  
**LKPI 153** - shows the percentage of initial visits to new tenancies complied in each month. Lordship TMOs is reported under North West, 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

**Note from the Performance Team**  
 Data for all areas except tenancy audits are sourced directly from

**Comments Supplied by Malcolm Brewer Head of Business Development & Projects:**

**LII 44:**  
 There has been a positive start to this years Tenancy Management Audits programme. The list of properties that has been selected, are based upon factors, such as where we have had difficulties in gaining access, for various reasons; or where information has been received from government agencies; or where information has been provided by anonymous 3rd parties. We aim to complete 10% of the total rental stock, each year. Within a maximum 10 year period, more than a 100% audit check will have been completed. It should be noted, that over a 10 year period, at least 10,000 tenanted properties would have been voided and subsequently re-let.

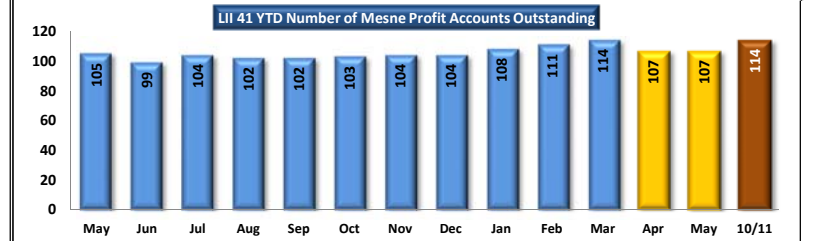
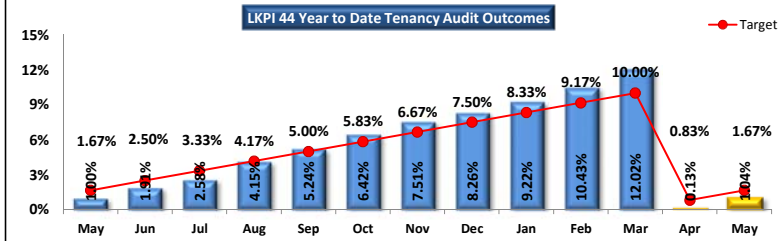
**LII 41:**  
 The total number of MPA Accounts remains static this month, with the total number of new cases, matching the total number of existing cases successfully closed.  
 MPA cases are where through either cases identified through the Tenancy Management Audit Programme, applications for a succession of tenancy or where information has been provided by anonymous 3rd parties. Each case is thoroughly investigated and any recommendations can only be approved by senior management.

**LII 42b:**  
 There has been a small increase in the number of properties, compared to the last 2 months, but those 2 months had historically low figures.

**LKPI 153:**  
 This months overall performance has declined, compared to last month excellent outturn. All individual NHO's & TMO's performances declined. The 5 public holidays in April & May, could well be a factor, for the decline in performance. The target is 20 working days, but the IT system does not take into account, public holidays.

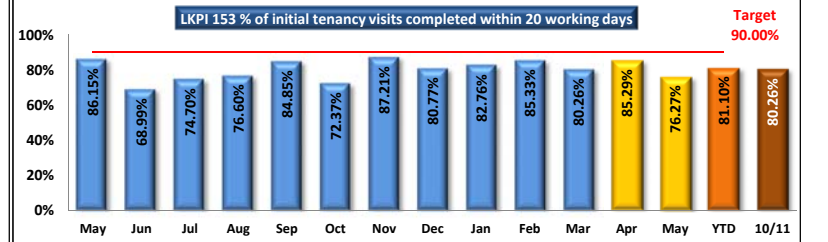
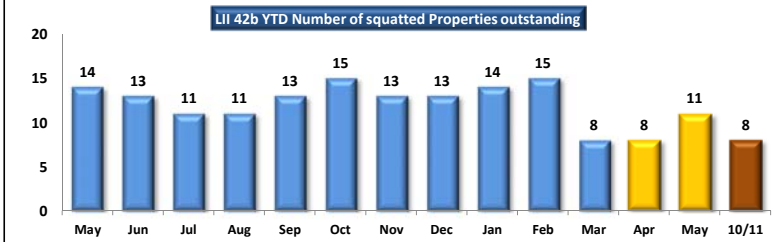
LKPI 44 Year to Date Tenancy Audit Outcomes	Tota number of Audits Allocated	Verified	Properties Repossessed / Terminated	% Verified against stock	% Completed (Inc Terms against stock)
North East	40	30	0	0.56%	0.56%
North West	30	27	0	0.85%	0.85%
Homerton	143	91	0	1.97%	1.97%
Queensbridge and DB	20	27	0	0.90%	0.90%
Shoreditch	51	30	0	0.87%	0.87%
<b>Hackney Homes Total</b>	<b>284</b>	<b>205</b>	<b>0</b>	<b>1.04%</b>	<b>1.04%</b>

**Comments Supplied by Malcolm Brewer Head of Business Development & Projects:**



LII 41 YTD Number of Mesne Profit Accounts Outstanding	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	New in Month	Closed in month	Target 2011/12	Outturn 2010/11
North East	25	24	27	27	26	26	24	24	26	27	25	24	23	0	1	N/A	25
North West	13	12	15	16	14	15	15	15	19	19	18	20	18	0	2	N/A	18
Homerton	27	24	24	22	21	20	24	24	21	22	22	20	18	1	3	N/A	22
Queensbridge and DB	18	17	16	17	17	18	17	17	17	15	15	16	21	5	0	N/A	15
Shoreditch	12	12	12	12	13	14	14	14	15	17	22	18	18	1	1	N/A	22
TMO / Others	10	10	10	8	11	10	10	10	10	11	12	9	9	0	0	N/A	12
<b>Hackney Homes Total</b>	<b>105</b>	<b>99</b>	<b>104</b>	<b>102</b>	<b>102</b>	<b>103</b>	<b>104</b>	<b>104</b>	<b>108</b>	<b>111</b>	<b>114</b>	<b>107</b>	<b>107</b>	<b>7</b>	<b>7</b>	<b>N/A</b>	<b>114</b>

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



LKPI 153 % of initial tenancy visits completed within 20 working days (as a proportion of those due in the month)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
North East	90.00%	100.00%	100.00%	88.89%	89.47%	100.00%	100.00%	96.00%	100.00%	100.00%	100.00%	100.00%	93.33%	96.00%	N/A	100.00%
North West	90.91%	63.16%	71.43%	92.86%	100.00%	100.00%	80.00%	76.47%	100.00%	87.50%	87.50%	93.33%	90.00%	92.00%	N/A	87.50%
Homerton	100.00%	62.96%	100.00%	96.15%	86.36%	94.44%	89.47%	86.36%	95.65%	100.00%	92.86%	83.33%	75.00%	80.00%	N/A	92.86%
Queensbridge and DB	88.89%	83.33%	10.00%	60.00%	100.00%	11.11%	92.86%	87.50%	100.00%	87.50%	87.50%	71.43%	66.67%	70.00%	N/A	87.50%
Shoreditch	85.71%	95.24%	93.33%	83.33%	100.00%	100.00%	100.00%	87.50%	81.25%	100.00%	90.91%	90.91%	71.43%	83.33%	N/A	90.91%
TMO / Others	16.67%	13.64%	25.00%	14.29%	10.00%	14.29%	0.00%	0.00%	0.00%	0.00%	16.67%	66.67%	53.85%	57.89%	N/A	16.67%
<b>Hackney Homes Total</b>	<b>86.15%</b>	<b>68.99%</b>	<b>74.70%</b>	<b>76.60%</b>	<b>84.85%</b>	<b>72.37%</b>	<b>87.21%</b>	<b>80.77%</b>	<b>82.76%</b>	<b>85.33%</b>	<b>80.26%</b>	<b>85.29%</b>	<b>76.27%</b>	<b>81.10%</b>	<b>90.00%</b>	<b>80.26%</b>

**Performance Indicator(s) Information**

**LKPI 33** - This PI tracks the rent lost due to void each quarter.  
**LI135** - This PI reports the number of major work voids at the end of each quarter, the figures include regeneration voids  
**LI136** - This PI reports the major work voids at the end of each quarter as percentage of stock at beginning of year.  
**LI137** - This PI reports the number of letting for true void in each quarter, the figure excludes lettings by Mutual Exchange, succession, assignments, Mesne Profit Account, or decant due to regeneration properties.  
**LI138** - This PI reports the number of voids intended for relet as at end of each quarter.  
**LI139** - This PI reports the percentage of all voids at end of each quarter.  
**LKPI 123 (Ex-BVPI 212)** This PI measures the average re-let time for local authority dwellings. Expressed in whole calendar days.  
**LKPI 34 YTD** relettable voids (empty property) as a percentage of the stock data

**Targets:** Owned and set by Tenancy & Leasehold Services  
**Data source:** Saffron (reconciled monthly by neighbourhoods and TMO's).  
**Data provider:** Saffron/Performance Team

**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

**Comments Supplied by Malcolm Brewer Head of Business Development & Projects:**

**Overall:**

There has been a small decline in the monthly performance, with the overall turnaround time increasing by 2 days to 27 days, but the key YTD figure, is only 26 days, which is well within the annual target.

The affect of 5 public holidays, occurring within a 2 month period, will have had a negative affect, upon performance. Over the coming summer months, those initial affects, will have been smoothed out.

**Neighbourhoods:**

There are the usual NHO performance differences; one NHO improves, whereas another NHO has the opposite situation. North West & Homerton maintained steady results.

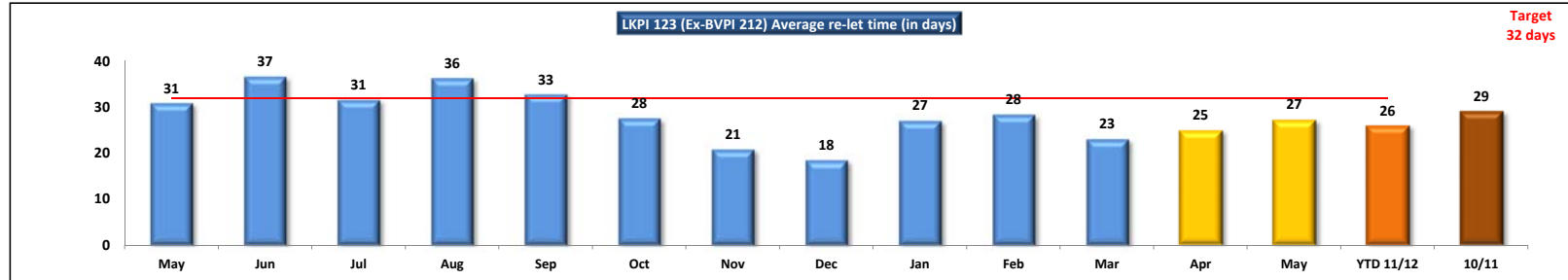
**TMO's:**

The first 2 months overall TMO's performance, has remained steady and the results are within the annual target. The HH Client Team, are working very closely with this aspect of TMO's performance and are positive that they can help maintain this improved performance momentum.

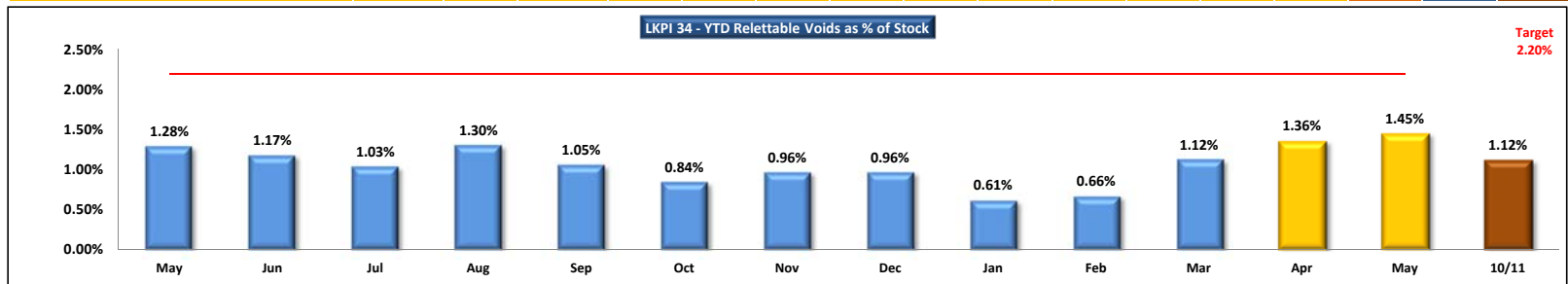
Housemark Void LKPI's (YTD) Hackney Homes Total	QTR 4 09/10	QTR 1 10/11	QTR 2 10/11	QTR 3 10/11	QTR 4 10/11	YTD 2010/11	Target 2011/12	Outturn 2010/11
LKPI 33 - % of rent lost through voids	0.48%	0.74%	0.72%	0.68%	0.65%	2.81%	1.52%	2.81%
LI1 35 - No. of major works voids	409	448	428	418	436	436	N/A	436
LI1 36 - % Major Works Voids	1.80%	1.98%	1.89%	1.84%	1.96%	1.91%	N/A	1.91%
LI1 37 - No. of Lettings	214	312	323	281	213	1129	N/A	1129
LI1 38 - No. of relettable voids at end of qtr	260	265	239	218	257	257	N/A	257
LI1 39 - % of voids at end of qtr	2.94%	3.15%	2.94%	2.81%	3.03%	3.03%	N/A	3.03%

**Comments Supplied by Malcolm Brewer, Head of Business Development & Projects:**  
 Hackney Homes are in the process of taking possession of the new build properties on Colville Estate, Rendelsham House and Ottoway Court and therefore, those properties are being added to the re-lettable voids figures, and this will temporarily increase those relettable voids figures, until they are let.

LKPI 123 (Ex-BVPI 212) Average re-let time (in days)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
North East	22	25	24	28	35	20	21	14	17	27	25	18	24	21	N/A	24
North West	28	31	19	30	25	26	21	20	27	26	24	17	17	16	N/A	25
Homerton	33	34	28	22	34	31	17	18	29	32	23	27	25	26	N/A	30
Queensbridge and DB	31	42	34	46	31	31	11	21	19	26	21	18	37	29	N/A	31
Shoreditch	20	26	28	31	26	18	28	21	32	23	19	46	37	41	N/A	26
<b>Neighbourhood Total</b>	<b>28</b>	<b>32</b>	<b>26</b>	<b>31</b>	<b>31</b>	<b>26</b>	<b>21</b>	<b>18</b>	<b>26</b>	<b>27</b>	<b>23</b>	<b>24</b>	<b>27</b>	<b>25</b>	<b>N/A</b>	<b>27</b>
TMO / Others	42	57	61	61	40	47	21	19	36	35	24	28	28	28	N/A	42
<b>Hackney Homes Total</b>	<b>31</b>	<b>37</b>	<b>31</b>	<b>36</b>	<b>33</b>	<b>28</b>	<b>21</b>	<b>18</b>	<b>27</b>	<b>28</b>	<b>23</b>	<b>25</b>	<b>27</b>	<b>26</b>	<b>32</b>	<b>29</b>



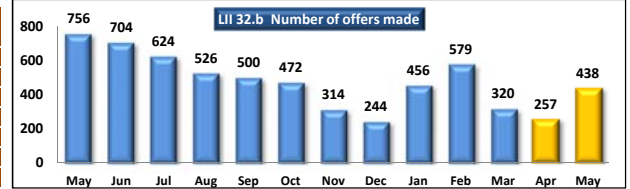
LKPI 34 - YTD Relettable Voids as % of Stock	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
North East	1.11%	1.25%	1.06%	1.23%	1.15%	0.91%	0.94%	0.89%	0.77%	0.82%	2.05%	2.19%	2.15%	2.15%	N/A	2.05%
North West	0.85%	0.32%	0.73%	1.93%	1.01%	0.41%	0.95%	0.98%	1.17%	0.66%	0.63%	0.66%	0.82%	0.82%	N/A	0.63%
Homerton	1.51%	1.51%	0.95%	0.84%	0.82%	0.69%	0.73%	0.82%	0.63%	0.30%	0.39%	0.78%	0.62%	0.62%	N/A	0.39%
Queensbridge and DB	1.03%	1.09%	0.93%	1.23%	0.93%	0.46%	0.66%	0.70%	0.43%	0.60%	0.33%	0.80%	0.76%	0.76%	N/A	0.33%
Shoreditch	1.83%	1.83%	1.66%	1.97%	2.17%	2.28%	1.79%	1.79%	0.31%	1.13%	2.57%	2.90%	2.86%	2.86%	N/A	2.57%
TMO / Others	1.20%	0.90%	0.95%	0.95%	0.46%	0.49%	0.85%	0.79%	0.27%	0.52%	0.60%	0.74%	0.66%	0.66%	N/A	0.60%
<b>Hackney Homes Total</b>	<b>1.28%</b>	<b>1.17%</b>	<b>1.03%</b>	<b>1.30%</b>	<b>1.05%</b>	<b>0.84%</b>	<b>0.96%</b>	<b>0.96%</b>	<b>0.61%</b>	<b>0.66%</b>	<b>1.12%</b>	<b>1.36%</b>	<b>1.45%</b>	<b>1.45%</b>	<b>2.20%</b>	<b>1.12%</b>



LII 32.a Number of Properties offered for viewing	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Outturn 2010/11
North East	21	30	39	33	26	23	24	12	15	23	10	11	15	26	223
North West	22	20	21	14	26	40	17	15	20	12	10	9	13	22	176
Homerton	39	43	37	33	31	30	18	20	21	12	13	15	18	33	247
Queensbridge and DB	19	27	23	29	13	16	6	7	11	14	10	8	10	18	134
Shoreditch	21	24	25	17	26	21	16	12	12	19	9	7	11	18	158
TMO / Others	34	28	20	21	15	6	10	13	13	14	9	13	16	28	167
<b>Hackney Homes Total</b>	<b>156</b>	<b>172</b>	<b>165</b>	<b>147</b>	<b>137</b>	<b>136</b>	<b>91</b>	<b>79</b>	<b>92</b>	<b>94</b>	<b>61</b>	<b>63</b>	<b>83</b>	<b>145</b>	<b>1105</b>



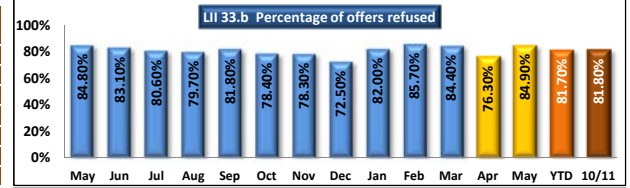
LII 32.b Number of offers made	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Outturn 2010/11
North East	62	110	145	140	107	72	95	58	52	134	50	48	83	131	1123
North West	173	124	101	85	115	147	86	37	109	76	66	50	95	145	1200
Homerton	198	189	142	100	97	138	51	82	85	81	73	75	77	152	1343
Queensbridge and DB	91	102	67	124	55	37	11	22	53	100	40	36	34	70	764
Shoreditch	105	59	96	46	94	68	48	20	82	138	36	12	83	95	836
TMO / Others	127	120	73	31	32	10	23	25	75	50	55	36	66	102	680
<b>Hackney Homes Total</b>	<b>756</b>	<b>704</b>	<b>624</b>	<b>526</b>	<b>500</b>	<b>472</b>	<b>314</b>	<b>244</b>	<b>456</b>	<b>579</b>	<b>320</b>	<b>257</b>	<b>438</b>	<b>695</b>	<b>5946</b>



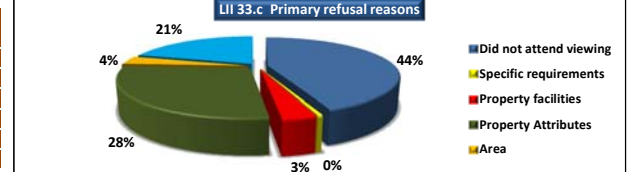
LII 33.a Number of offered properties refused	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Outturn 2010/11
North East	11	20	27	19	19	14	13	7	9	11	8	9	14	23	150
North West	18	16	16	12	24	28	14	5	19	9	7	9	13	22	153
Homerton	26	28	28	24	20	22	8	14	13	12	11	11	17	28	185
Queensbridge and DB	13	19	18	21	11	8	2	5	8	10	7	6	7	13	108
Shoreditch	11	12	14	8	17	11	7	5	9	10	4	1	10	11	90
TMO / Others	14	12	7	5	4	1	5	5	8	6	7	3	10	13	73
<b>Hackney Homes Total</b>	<b>93</b>	<b>107</b>	<b>110</b>	<b>89</b>	<b>95</b>	<b>84</b>	<b>49</b>	<b>41</b>	<b>66</b>	<b>58</b>	<b>44</b>	<b>39</b>	<b>71</b>	<b>110</b>	<b>759</b>



LII 33.b Percentage of offers refused	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Outturn 2010/11
North East	74.20%	80.90%	78.60%	83.60%	82.20%	73.60%	81.10%	79.30%	75.00%	82.80%	84.00%	79.20%	86.70%	84.00%	80.20%
North West	91.30%	88.70%	83.20%	89.40%	89.60%	81.60%	86.00%	59.50%	82.60%	82.90%	84.80%	82.00%	90.50%	87.60%	85.80%
Homerton	85.40%	82.50%	84.50%	78.00%	76.30%	83.30%	76.50%	80.50%	76.50%	87.70%	84.90%	81.30%	80.50%	80.90%	81.80%
Queensbridge and DB	85.70%	84.30%	80.60%	82.30%	87.30%	67.60%	45.50%	81.80%	79.20%	88.00%	77.50%	77.80%	79.40%	78.60%	82.70%
Shoreditch	85.70%	74.60%	80.20%	73.90%	81.90%	77.90%	75.00%	50.00%	91.50%	90.60%	83.30%	41.70%	89.20%	83.20%	81.70%
TMO / Others	78.70%	83.30%	74.00%	38.70%	59.40%	40.00%	65.20%	60.00%	84.00%	76.00%	89.10%	63.90%	77.30%	72.50%	76.20%
<b>Hackney Homes Total</b>	<b>84.80%</b>	<b>83.10%</b>	<b>80.60%</b>	<b>79.70%</b>	<b>81.80%</b>	<b>78.40%</b>	<b>78.30%</b>	<b>72.50%</b>	<b>82.00%</b>	<b>85.70%</b>	<b>84.40%</b>	<b>76.30%</b>	<b>84.90%</b>	<b>81.70%</b>	<b>81.80%</b>



LII 33.c Primary refusal reasons	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Outturn 2010/11
Did not attend viewing	42.60%	47.70%	50.70%	48.90%	46.70%	43.50%	50.40%	48.00%	47.30%	42.30%	55.60%	44.90%	43.80%	44.20%	47.00%
Specific requirements	0.30%	0.00%	1.20%	0.00%	0.20%	0.30%	0.00%	1.10%	0.00%	1.20%	2.60%	1.00%	0.30%	0.50%	0.60%
Property facilities	2.80%	3.10%	1.80%	1.20%	0.50%	1.10%	3.70%	0.60%	1.90%	1.60%	0.70%	0.50%	4.80%	3.30%	2.00%
Property Attributes	27.30%	27.90%	18.70%	23.90%	24.40%	21.60%	21.50%	20.90%	28.90%	34.10%	22.20%	29.60%	26.90%	27.80%	25.10%
Area	5.80%	6.30%	6.20%	7.40%	3.40%	4.30%	4.50%	4.00%	4.50%	3.60%	3.00%	2.60%	4.00%	3.50%	5.10%
Others	21.20%	15.00%	21.50%	18.60%	24.70%	29.20%	19.90%	25.40%	17.40%	17.10%	15.90%	21.40%	20.20%	20.60%	20.30%



LII 34 Number of offered Properties accepted	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Outturn 2010/11
North East	13	16	24	21	19	15	27	13	3	22	16	16	8	24	212
North West	17	11	15	15	9	27	16	14	16	11	13	10	8	18	172
Homerton	35	32	20	17	25	23	15	18	19	10	8	10	17	27	246
Queensbridge and DB	19	8	15	20	10	10	8	4	7	16	5	5	7	12	130
Shoreditch	10	16	11	14	15	19	13	14	8	16	10	6	8	14	155
TMO / Others	25	18	17	23	14	7	7	11	8	17	5	14	14	28	162
<b>Hackney Homes Total</b>	<b>119</b>	<b>101</b>	<b>102</b>	<b>110</b>	<b>92</b>	<b>101</b>	<b>86</b>	<b>74</b>	<b>61</b>	<b>92</b>	<b>57</b>	<b>61</b>	<b>62</b>	<b>123</b>	<b>1077</b>



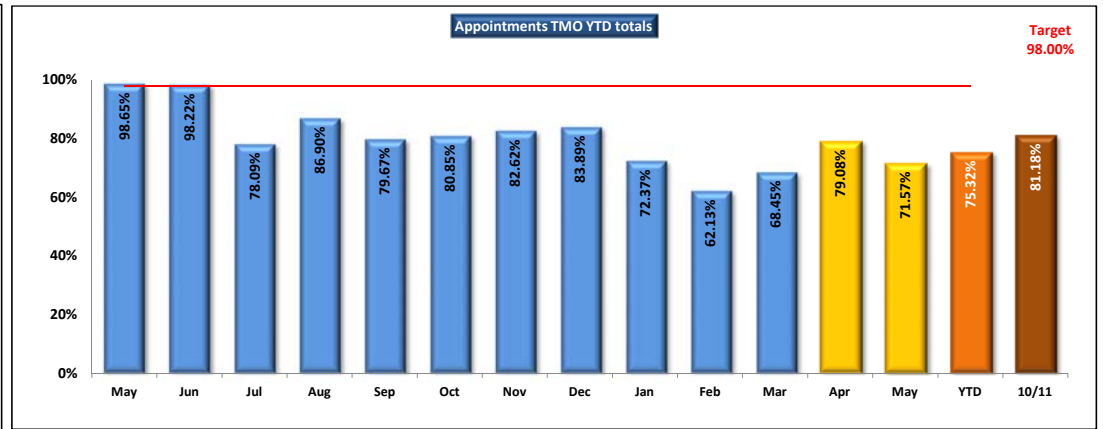
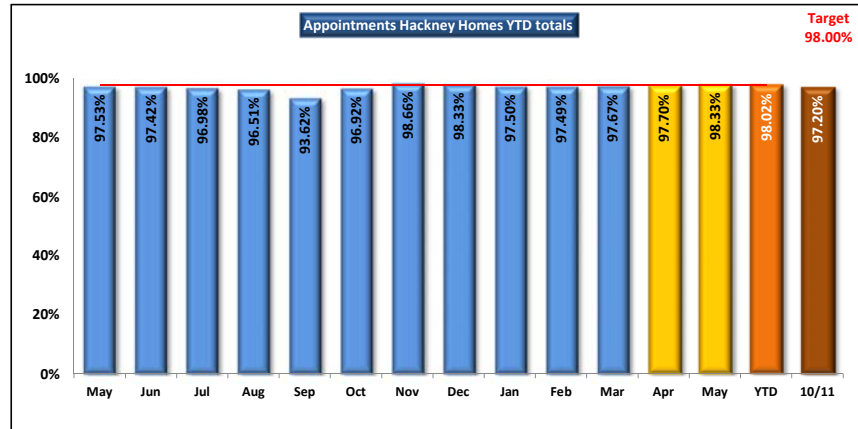
**Performance Indicator(s) Information**  
**LII 32a, 32b, 33a, 33b, 33c & 34**  
 The above indicators track the number of properties offered, refused, and re-offered (following previous refusals), the percentage of offers refused (with refusal reasons) and the number of properties finally accepted. Figures are shown over a 13 month period, for comparison purposes (with graphs).

**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

**Comments Supplied by Malcolm Brewer Head of Business Development & Projects:**  
 The number of properties offered for viewing this month, increased by 32%, compared to April (April had 5 days public holidays). The number of offers made to CBL applicants also increased, by 70%.  
 There was a significant increase in the percentage of offers refused, the highest monthly figure for over 12 months. The key YTD figure is already equal, to the final outturn figure, for last year.  
 The number of offered properties accepted, was the same as last month, which is disappointing, as 32% more properties had been offered for viewing this month, compared to last month. The high level of refusals this month, will clearly have a negative impact, upon next months performance outturn.

LKPI 6 (Ex BVPI 185): Monthly Percentage of responsive repairs appointments made and kept	May-10		Jun-10		Jul-10		Aug-10		Sep-10		Oct-10		Nov-10		Dec-10		Jan-11		Feb-11		Mar-11		Apr-11		May-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	96.55%	638	98.09%	786	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	97.92%	576	98.93%	561	98.42%	1137	97.36%	10277
North West	98.04%	409	97.59%	498	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	97.72%	395	99.20%	375	98.44%	770	97.39%	6446
Homerton	97.00%	600	96.97%	760	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	97.52%	525	98.37%	553	97.96%	1078	96.81%	9242
Queensbridge and DB	98.49%	398	97.87%	470	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	98.04%	358	97.72%	351	97.88%	709	97.51%	5812
Shoreditch	98.35%	424	96.48%	511	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	97.25%	364	97.11%	381	97.18%	745	97.01%	5917
Hackney Homes Total	97.53%	2469	97.42%	3025	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	97.70%	2218	98.33%	2221	98.02%	4439	97.20%	37694
TMO / Others	98.65%	223	98.22%	225	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	71.57%	197	75.32%	393	81.18%	3427



**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 .

**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)

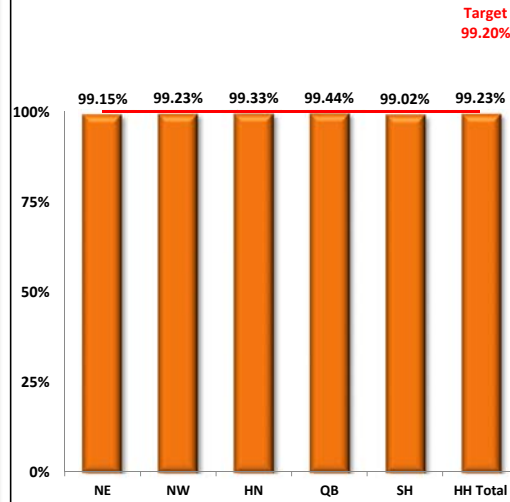
**Data source:** Universal Housing, Servitor, Opti-time  
**Data provider:** Performance Team  
**Targets:** Owned & Set by Property Services

LKPI 79: Percentage of dwellings with a valid Gas Safety Certificate (CP 12's)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Number of CP12's overdue	Average time overdue in weeks	Target 2011/12	Outturn 2010/11
North East	99.12%	97.90%	98.39%	98.21%	98.60%	98.85%	99.29%	99.38%	99.19%	98.62%	98.49%	99.04%	99.15%	36	15.86	100.00%	98.49%
North West	99.56%	98.80%	98.00%	97.78%	98.98%	99.20%	99.60%	99.57%	99.53%	99.20%	99.20%	98.32%	99.23%	21	15.86	100.00%	99.20%
Homerton	99.36%	97.62%	98.23%	98.59%	98.69%	98.72%	99.54%	99.54%	99.57%	99.18%	98.99%	99.23%	99.33%	24	15.53	100.00%	98.99%
Queensbridge and DB	99.24%	98.04%	98.32%	98.33%	98.77%	98.93%	99.60%	99.56%	99.76%	99.04%	98.61%	99.04%	99.44%	14	12.65	100.00%	98.61%
Shoreditch	99.38%	98.40%	98.48%	98.44%	99.28%	99.36%	99.62%	99.54%	99.20%	98.57%	97.89%	98.56%	99.02%	23	16.02	100.00%	97.89%
<b>Hackney Homes Total</b>	<b>99.34%</b>	<b>98.21%</b>	<b>98.29%</b>	<b>98.28%</b>	<b>98.82%</b>	<b>98.97%</b>	<b>99.50%</b>	<b>99.50%</b>	<b>99.43%</b>	<b>98.91%</b>	<b>98.66%</b>	<b>98.88%</b>	<b>99.23%</b>	<b>118</b>	<b>15.44</b>	<b>100.00%</b>	<b>98.66%</b>
TMO / Others	99.60%	98.52%	98.57%	98.51%	99.05%	99.42%	99.74%	99.67%	99.53%	99.23%	99.23%	99.45%	99.74%	7	11.39	100.00%	99.23%

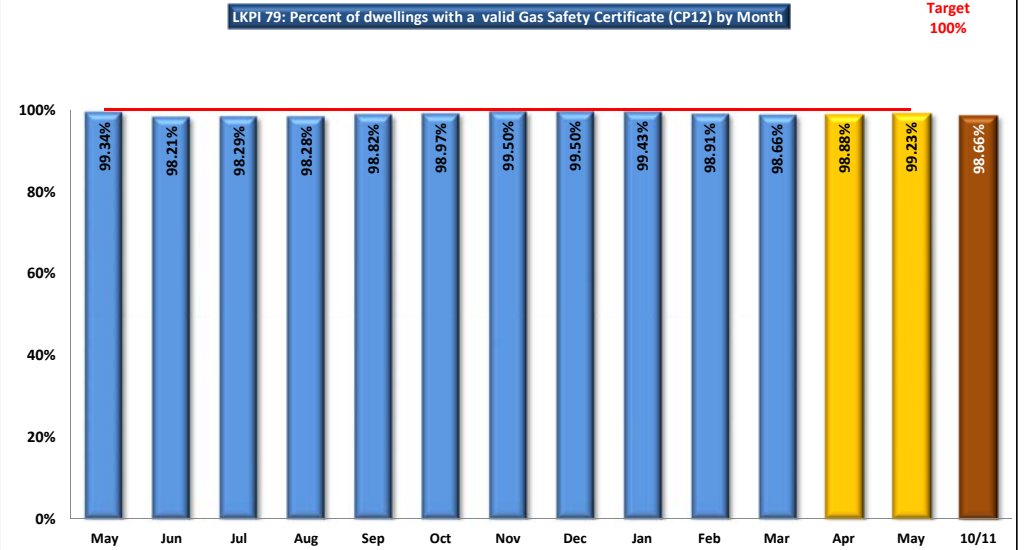
**Note from the Performance Team**

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 .

**LKPI 79: Percent of dwellings with a valid Gas Safety Certificate (CP12) by Neighbourhood**



**LKPI 79: Percent of dwellings with a valid Gas Safety Certificate (CP12) by Month**



**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 Pls 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

**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.

**Humara Quyyum Repairs Call Center Manager:**

Performance in LKPI 9 is 6 percentage point short from the target, and in LKPI 10 is by a greater margin.

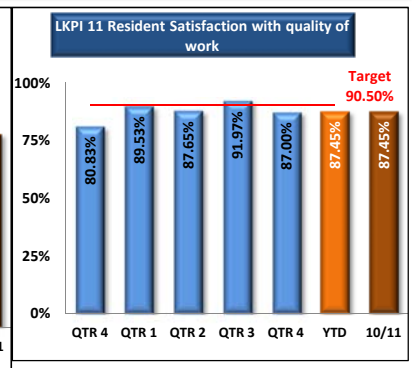
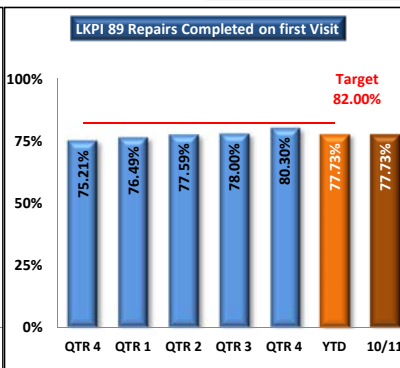
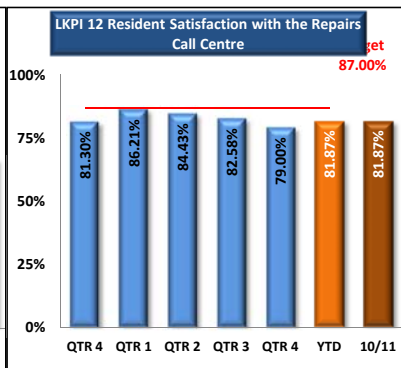
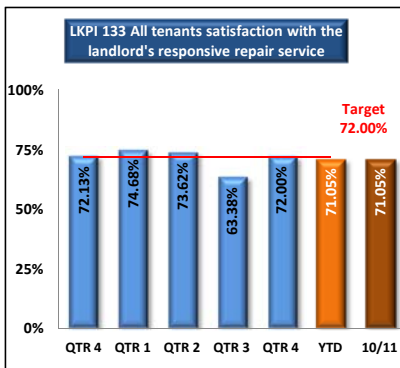
Continuous problems with Solidus and Project Excellence is to be addressed by Project Excellence Phase 3. Workflow process changes will be implemented when Phase 3 is completed.

There are on-going meetings with ICT to find solutions to improve handling time.

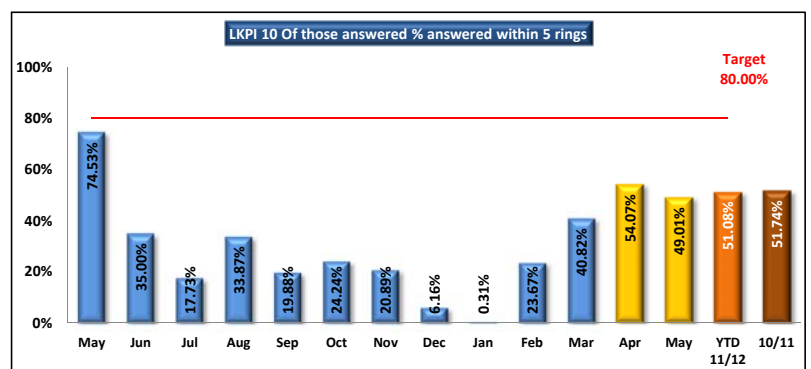
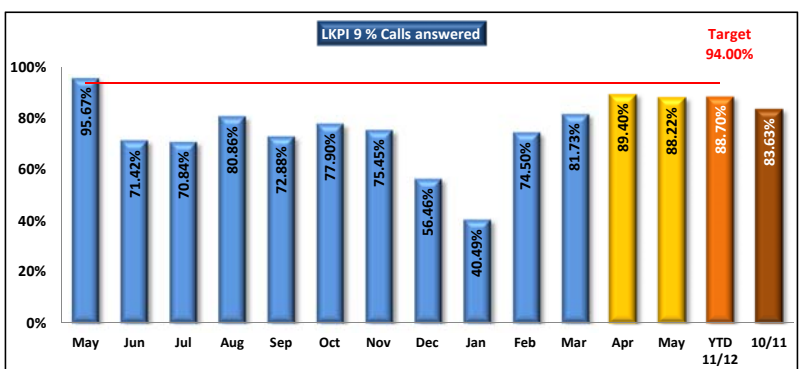
Quarterly Satisfaction Repairs Call Centre (RCC) & Quality of Work	QTR 4 09/10	QTR 1 10/11	QTR 2 10/11	QTR 3 10/11	QTR 4 10/11	YTD 2010/11	Target 2011/12	Outturn 2010/11
LKPI 133 All tenants satisfaction with the landlord's responsive repair service (Non-STATUS call back survey)	72.13%	74.68%	73.62%	63.38%	72.00%	71.05%	72.00%	71.05%
LKPI 12 Resident Satisfaction with the Repairs Call Centre	81.30%	86.21%	84.43%	82.58%	79.00%	81.87%	87.00%	81.87%
LKPI 89 Repairs Completed on first Visit	75.21%	76.49%	77.59%	78.00%	80.30%	77.73%	82.00%	77.73%
LKPI 11 Resident Satisfaction with quality of work	80.83%	89.53%	87.65%	91.97%	87.00%	87.45%	90.50%	87.45%

Comments Supplied by Vijay Pillai - Performance Team

Repairs Call Centre Customer Satisfaction data is compiled on a quarterly basis, hence the data provided here relates the last quarter for 2010/11. The next update will be reported for Q1 - June 2011.



Monthly Repairs Call Centre Telephone Answering	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Total Volume of calls	12,924	15,568	15,979	15,135	17,387	19,040	17,160	23,262	22,992	16,774	15,766	8,818	12,922	21,740	N/A	188,092
LKPI 9 % Calls answered	95.67%	71.42%	70.84%	80.86%	72.88%	77.90%	75.45%	56.46%	40.49%	74.50%	81.73%	89.40%	88.22%	88.70%	94.00%	83.63%
LKPI 10 Of those answered % answered within 5 rings	74.53%	35.00%	17.73%	33.87%	19.88%	24.24%	20.89%	6.16%	0.31%	23.67%	40.82%	54.07%	49.01%	51.08%	80.00%	51.74%



**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 toiletting 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)

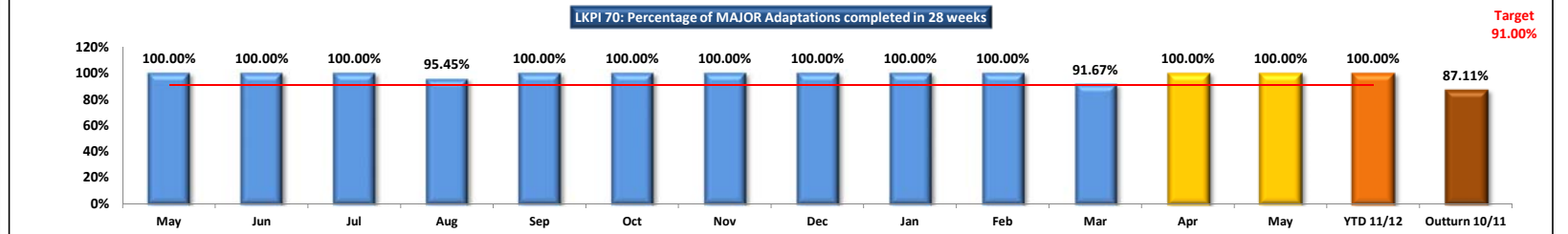
**Note from the Performance Team:** The polarity here is to maximise satisfaction levels and increase the percentage of major & minor adaptations completed.

**Carlo Gizzarelli - Community Services/LBH & Martin Weaver - Property Services/HH**

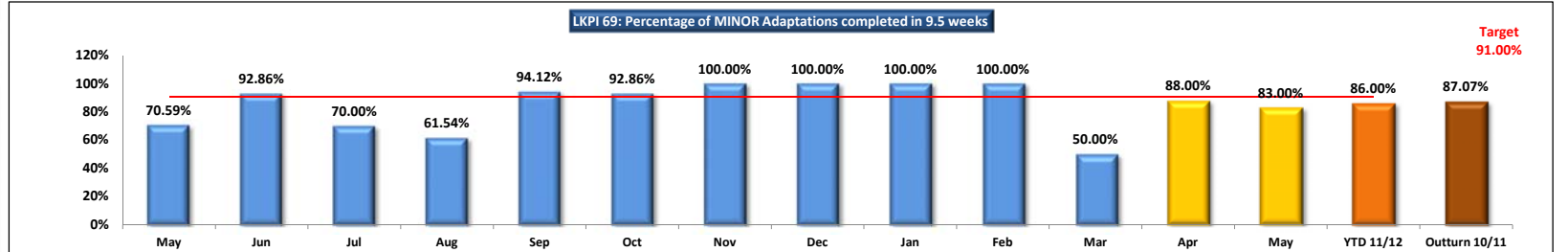
The number of adaptations installed this month again represents a comparative reduction in the number of disabled works completed during this period last year. Further investigation has confirmed referral rates have not reduced into the Occupational Therapy Service however specialist equipment has been provided in the majority of cases to efficiently address difficulties with bathing and stair climbing. As a result major adaptations have not been required.

As was the case during the previous month the failed minor adaptation was a result of outstanding casework being returned to the service from a previously outsourced arrangement. This relationship no longer exists.

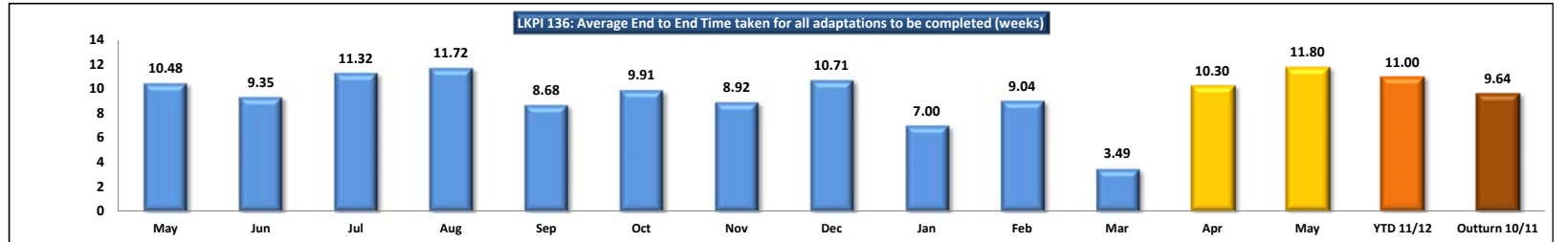
Major Adaptations	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Total Number of Work Completions in the period	21	26	23	22	23	28	27	23	22	14	12	8	6	14	N/A	225
LKPI 70: Percentage of MAJOR Adaptations completed in 28 weeks	100.00%	100.00%	100.00%	95.45%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	91.67%	100.00%	100.00%	100.00%	91% in 28 Weeks	87.11%



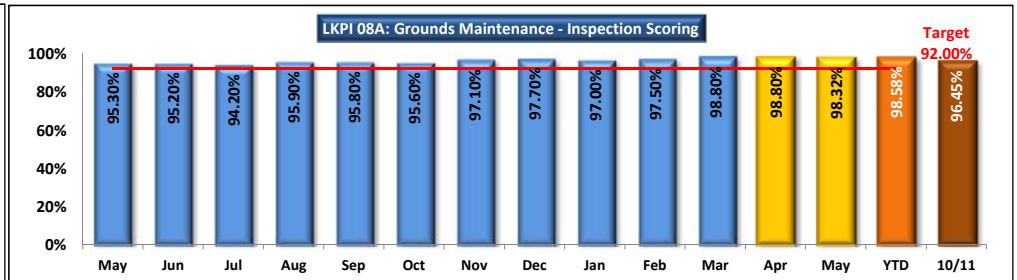
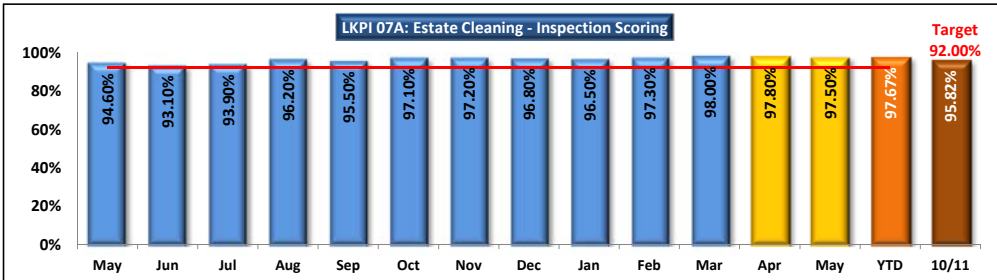
Minor Adaptations	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Total Number of Work Completions in the period	17	14	10	13	17	14	12	9	24	2	6	14	6	14	N/A	148
LKPI 69: Percentage of MINOR Adaptations completed in 9.5 weeks	70.59%	92.86%	70.00%	61.54%	94.12%	92.86%	100.00%	100.00%	100.00%	100.00%	50.00%	88.00%	83.00%	86.00%	91% in 9.5 Weeks	87.07%



Average Time taken for adaptation to complete and customer satisfactions	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-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)	10.48	9.35	11.32	11.72	8.68	9.91	8.92	10.71	7.00	9.04	3.49	10.30	11.80	11.00	TBC	9.64
LKPI 144: Percentage of tenants satisfied with disabled adaptations to their home (nb: this is reported in Quarters 2 & 4)	N/A	80.00%	N/A	N/A	91.66%	N/A	N/A	83.33%	N/A	N/A	N/A	N/A	N/A	N/A	88.00%	85.27%



LKPI 07A: Estate Cleaning - Inspection Scoring	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11	Within the month			
															A's	B's	C's	D's		
North East	88.70%	83.60%	86.80%	95.10%	93.20%	97.30%	95.40%	95.40%	96.30%	96.70%	97.60%	92.60%	93.50%	93.07%	92.00%	92.20%	93.40%	0.10%	6.60%	0.00%
North West	95.40%	96.00%	95.00%	94.20%	95.10%	96.40%	97.20%	95.90%	96.20%	95.60%	97.30%	98.20%	97.10%	97.68%	92.00%	95.84%	60.30%	36.80%	2.80%	0.00%
Homerton	98.40%	98.10%	98.30%	98.90%	98.80%	98.40%	98.60%	98.90%	98.40%	98.90%	98.90%	98.50%	99.10%	98.81%	92.00%	98.62%	2.10%	97.00%	0.90%	0.00%
Queensbridge and DB	95.80%	91.80%	89.30%	91.40%	90.00%	92.30%	92.90%	94.80%	91.60%	95.80%	96.30%	96.20%	95.70%	95.91%	92.00%	92.67%	12.80%	82.90%	4.40%	0.00%
Shoreditch	99.40%	98.20%	98.60%	98.40%	98.40%	98.40%	98.30%	98.30%	98.30%	98.60%	99.90%	100.00%	100.00%	100.00%	92.00%	98.57%	46.20%	53.80%	0.00%	0.00%
Number of tasks inspected	16541	15509	17468	17972	18191	14753	14588	16965	19321	19306	15657	14516	14663	29179	N/A	205562	5572	8724	367	0
Hackney Homes % Passed	94.60%	93.10%	93.90%	96.20%	95.50%	97.10%	97.20%	96.80%	96.50%	97.30%	98.00%	97.80%	97.50%	97.67%	92.00%	95.82%	38.00%	59.00%	3.00%	0.00%
LKPI 7 (b) Satisfaction (reporting frequency; Q2 and Q3 intermediate, Q4 external)	N/A	N/A	N/A	N/A	64.87%	N/A	N/A	61.64%	N/A	N/A	54.00%	N/A	N/A	60.72%	70.00%	60.72%	-	-	-	-



LKPI 08A: Grounds Maintenance - Inspection Scoring	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11	Within the month			
															A's	B's	C's	D's		
North East	100.00%	100.00%	97.10%	98.60%	98.90%	100.00%	100.00%	99.00%	99.10%	99.00%	99.10%	98.40%	100.00%	99.38%	92.00%	99.19%	98.50%	1.50%	0.00%	0.00%
North West	91.70%	93.10%	93.90%	95.60%	95.40%	95.90%	97.20%	97.40%	97.90%	98.60%	99.50%	98.00%	99.30%	98.65%	92.00%	96.18%	66.20%	33.10%	0.70%	0.00%
Homerton	98.10%	99.30%	97.90%	99.00%	99.40%	99.10%	99.40%	99.40%	98.80%	98.90%	99.10%	99.60%	96.40%	98.16%	92.00%	99.04%	2.90%	93.50%	3.60%	0.00%
Queensbridge and DB	93.30%	87.60%	83.20%	85.30%	82.90%	83.60%	91.70%	91.70%	90.70%	89.90%	96.70%	97.10%	97.10%	97.46%	92.00%	98.72%	16.20%	80.90%	2.90%	0.00%
Shoreditch	92.80%	94.30%	95.20%	94.60%	99.40%	95.70%	95.40%	98.40%	95.20%	98.40%	98.40%	100.00%	100.00%	100.00%	92.00%	95.67%	66.70%	33.30%	0.00%	0.00%
Number of tasks inspected	2765	2663	2875	2969	2949	2479	2367	2665	3189	3164	2683	2542	2374	4916	N/A	33810	1040	1294	40	0
Hackney Homes Total	95.30%	95.20%	94.20%	95.90%	95.80%	95.60%	97.10%	97.70%	97.00%	97.50%	98.80%	98.80%	98.32%	98.58%	92.00%	96.45%	43.81%	54.51%	1.68%	0.00%
LKPI 8 (b) Satisfaction (reporting frequency; Q2 and Q3 intermediate, Q4 external)	N/A	N/A	N/A	N/A	65.06%	N/A	N/A	65.77%	N/A	N/A	59.60%	N/A	N/A	63.89%	70.00%	63.89%	-	-	-	-

Offensive Graffiti removal	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Number of cases	5	2	3	2	5	2	2	0	0	1	0	2	1	3	N/A	25
LKPI 156: Avg Time to remove ( mins)	01:24	01:20	01:35	02:45	01:18	01:00	01:15	00:00	00:00	01:06	00:00	01:00	00:40	00:53	03:00	01:23

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)

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

Comments Supplied by Mick Miller, Quality Manager:

Both services are continuing to maintain the high standards achieved during the previous months.

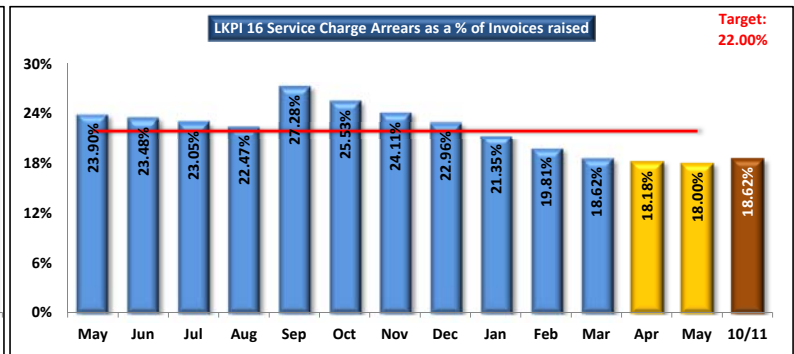
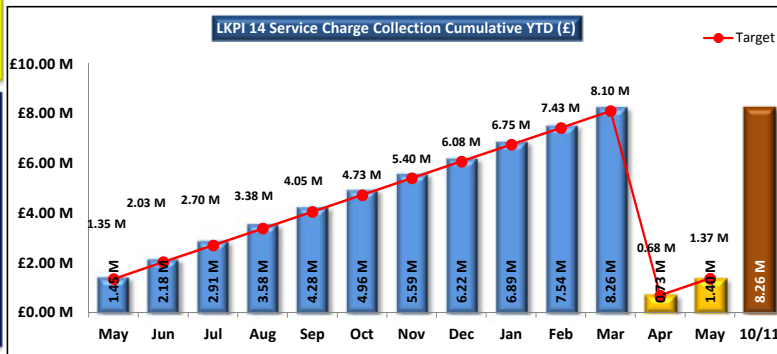
**Performance Indicator(s) Information**  
**LKPIs 14, 15, 16 & 17. LII8**  
 This data displays key statistics of the Leasehold & Right to Buy Services.  
 LKPI 15 shows the % collection rate for standard service charges.  
 LKPI 16 shows the service charge arrears as a % of invoices raised.  
 LII 8 displays the number of RTB applications and income generated through disposals. The monthly figures are reconciled on a quarterly basis to account for late notification of sales.  
**Targets: Note: Service Charge billing occurs in April for current financial year (2009/10 estimates) and in September for previous year (2008/09 actuals)**  
**LKPIs 50, 51, 107, 53 & 54. LII 7**  
 The information presented here provides a monthly profile of leaseholders' major works, invoicing, collections and arrears positions. Also provided is data on Section 20 invoices (Notifications to leaseholders of pending recharge on major works).  
 Data source: LRTBS own data set.

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

**Comments Supplied by Judith Morrison, Head of Leasehold & RTB:**  
**SERVICE CHARGE**  
 LKPI14: Although monthly collection is 10k below profiled target. Collection to date is 30k above the profiled year to date target.  
 LKPI15: The cash collection rate to date is in line with the annual cash collection rate target.  
 LKPI16: Service charge arrears as a percentage of invoices raised is above the target by 4%.  
 LKPI17: Service charge arrears are £200k is below the annual target of £1.2M. This is expected to improve later in the year.  
**RIGHT TO BUY**  
 Right to Buy received 25 applications for this period with a 100% processed within statutory timescale.  
 A total of 16 offer notices were issued during this period. 5 sales were completed with a total value of £920k. This is a good start comparing with previous two years.

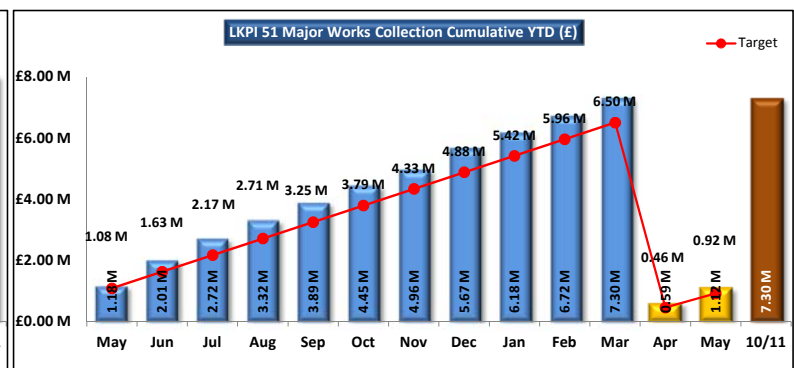
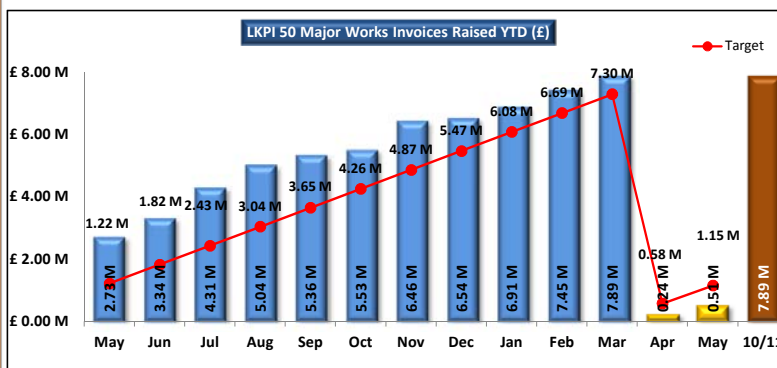
Service Charge Performance data	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Target 2011/12	Outturn 2010/11
LKPI 14 Service Charge Collection Cumulative YTD (£)	1.45 M	2.18 M	2.91 M	3.58 M	4.28 M	4.96 M	5.59 M	6.22 M	6.89 M	7.54 M	8.26 M	0.73 M	1.40 M	8.20 M	8.26 M
LKPI 15 Service Charge Collection Rate	108.84%	107.77%	107.76%	107.05%	106.66%	105.97%	103.61%	102.39%	102.12%	101.60%	104.00%	108.98%	103.00%	103.00%	104.00%
LKPI 16 Service Charge Arrears as a % of Invoices raised	23.90%	23.48%	23.05%	22.47%	27.28%	25.53%	24.11%	22.96%	21.35%	19.81%	18.62%	18.18%	18.00%	22.00%	18.62%
LKPI 17 Service Charge Arrears Cumulative YTD (£)	1.89 M	1.86 M	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	1.20 M	1.42 M

LII 8 RTB and Income (count)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	2011/12 YTD	Outturn 2010/11
Applications Received	7	9	8	7	16	8	12	8	7	15	16	13	12	25	120
Offers Made Over The Year (S125 notices)	5	6	11	4	9	1	6	11	12	9	14	4	12	16	97
Number of Sales	2	4	2	1	2	0	1	1	0	1	0	2	3	5	14
Annual Sales (£)	0.30 M	0.85 M	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	0.92 M	2.54 M



Major Works Performance data	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Target 2011/12	Outturn 2010/11
LKPI 50 Major Works Invoices Raised YTD (£)	2.73 M	3.34 M	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	6.90 M	7.89 M
LKPI 51 Major Works Collection Cumulative YTD (£)	1.18 M	2.01 M	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	5.50 M	7.30 M
LKPI 107: Leaseholder major works charges collected as a percentage of invoices raised	43.03%	60.26%	63.01%	65.83%	72.55%	80.57%	76.80%	86.63%	89.47%	90.23%	92.45%	248.48%	219.00%	68.00%	92.45%
LKPI 53 Major Works Arrears Cumulative YTD (£)	4.37 M	4.96 M	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	5.00 M	5.48 M

LII 7 - Section 20s	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	2011/12 YTD	Outturn 2010/11
Total number of Section 20s served with leaseholder charges	212	421	621	415	414	249	31	0	127	194	264	278	97	375	3263
Total value of Section 20s served (£)	0.35 M	0.28 M	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	0.28 M	2.76 M



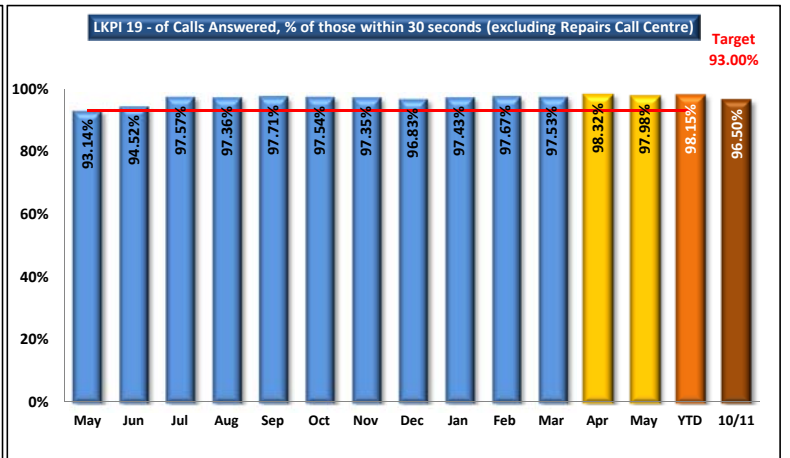
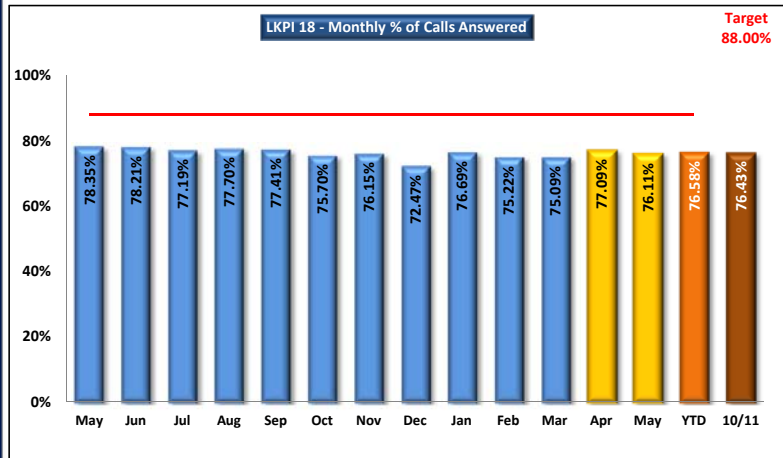
**TELEPHONE ANSWERING**

**Performance Indicator(s) Information**  
**LKPI 18** - % of Calls Answered  
**LKPI 19** - of Calls Answered, % of those within 5 Rings  
**Data source:** Telecommunication (Hackney Council)  
 Tragetars are corporate and set by HH ICT in association with Hackney Homes service managers

LKPI 18 - Monthly % of Calls Answered	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD	Target	Outturn
Departments / Divisions														2011/12	2011/12	2010/11
<b>Chief Executive's Offices</b>	80.71%	83.00%	84.97%	87.57%	85.73%	83.47%	87.74%	84.46%	87.01%	86.36%	85.71%	87.76%	N/A	N/A	88.00%	82.21%
<b>Estate Environment</b>														79.89%	N/A	N/A
<b>Finance and Resources</b>	81.95%	79.48%	80.79%	83.49%	81.32%	80.64%	80.92%	79.30%	81.48%	78.15%	77.45%	80.00%	N/A	N/A	88.00%	80.17%
<b>Tenancy and Leasehold Services</b>	81.04%	82.41%	82.17%	80.83%	82.81%	81.70%	81.55%	75.65%	82.08%	78.11%	80.35%	81.85%	N/A	N/A	88.00%	78.54%
<b>Property Services</b>	72.02%	72.18%	70.89%	70.40%	68.21%	64.81%	66.71%	58.76%	67.97%	67.00%	65.42%	72.40%	N/A	N/A	88.00%	68.47%
<b>NorthEast NHD</b>	81.01%	80.89%	78.22%	80.77%	78.95%	79.18%	79.01%	81.30%	79.78%	78.90%	77.01%	76.47%	N/A	N/A	88.00%	79.56%
<b>NorthWest NHD</b>	85.81%	85.72%	84.28%	83.33%	85.09%	83.03%	82.67%	81.27%	79.57%	79.45%	80.61%	79.37%	N/A	N/A	88.00%	83.13%
<b>Homerton NHD</b>	78.88%	77.92%	75.70%	78.56%	79.10%	77.31%	78.28%	79.53%	78.56%	80.76%	81.01%	78.75%	N/A	N/A	88.00%	78.56%
<b>Queensbridge &amp; DB</b>	77.72%	78.03%	75.35%	74.98%	75.42%	77.69%	76.98%	79.85%	78.99%	77.13%	76.06%	75.69%	N/A	N/A	88.00%	77.07%
<b>Shoreditch NHD</b>	83.06%	81.36%	80.85%	80.02%	81.91%	80.41%	79.32%	80.42%	80.36%	80.49%	77.21%	77.54%	N/A	N/A	88.00%	80.18%
<b>TMO / Others</b>	75.67%	74.84%	72.53%	77.77%	76.64%	77.21%	78.84%	78.01%	77.35%	80.30%	79.33%	77.43%	N/A	N/A	88.00%	75.67%
<b>Hackney Homes Total</b>	<b>78.35%</b>	<b>78.21%</b>	<b>77.19%</b>	<b>77.70%</b>	<b>77.41%</b>	<b>75.70%</b>	<b>76.15%</b>	<b>72.47%</b>	<b>76.69%</b>	<b>75.22%</b>	<b>75.09%</b>	<b>77.09%</b>	<b>76.11%</b>	<b>76.58%</b>	88.00%	76.43%

**Note from the Performance Team**  
 - 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).  
 Polarity: Maximise calls answered and those answered in 30 secs.

LKPI 19 - of Calls Answered, % of those within 30 seconds (excluding Repairs Call Centre)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD	Target	Outturn
Departments / Divisions														2011/12	2011/12	2010/11
<b>Chief Executive's Offices</b>	99.08%	98.91%	99.66%	100.00%	99.92%	99.73%	100.00%	99.73%	99.92%	99.81%	99.66%	99.06%	N/A	N/A	93.00%	99.43%
<b>Estate Environment</b>														100.00%	N/A	N/A
<b>Finance and Resources</b>	96.44%	97.56%	99.15%	99.20%	99.22%	99.58%	99.59%	99.64%	99.53%	99.18%	98.94%	99.71%	N/A	N/A	93.00%	98.87%
<b>Tenancy and Leasehold Services</b>	98.09%	98.75%	99.85%	99.86%	99.81%	99.80%	99.83%	99.71%	99.89%	99.79%	99.91%	99.81%	N/A	N/A	93.00%	98.74%
<b>Property Services</b>	88.11%	90.53%	94.16%	93.63%	94.48%	93.10%	92.40%	90.33%	92.69%	93.76%	93.07%	96.51%	N/A	N/A	93.00%	92.05%
<b>NorthEast NHD</b>	96.04%	96.62%	98.60%	98.86%	98.73%	98.55%	98.94%	99.25%	99.32%	98.70%	98.29%	98.36%	N/A	N/A	93.00%	98.17%
<b>NorthWest NHD</b>	98.21%	99.23%	99.76%	99.82%	99.84%	99.77%	99.79%	99.76%	99.64%	99.62%	99.85%	99.54%	N/A	N/A	93.00%	99.33%
<b>Homerton NHD</b>	83.61%	86.19%	95.61%	94.49%	95.43%	97.14%	97.16%	97.78%	96.94%	98.88%	98.87%	97.86%	N/A	N/A	93.00%	93.83%
<b>Queensbridge &amp; DB</b>	92.42%	94.76%	98.74%	97.92%	97.17%	98.11%	98.86%	98.52%	98.39%	98.52%	97.75%	97.99%	N/A	N/A	93.00%	97.17%
<b>Shoreditch NHD</b>	97.05%	96.84%	99.11%	98.88%	98.69%	99.10%	99.15%	99.34%	99.13%	99.50%	98.60%	98.55%	N/A	N/A	93.00%	98.37%
<b>TMO / Others</b>	92.50%	92.22%	97.33%	98.64%	98.28%	98.24%	98.15%	98.45%	98.31%	98.59%	97.97%	98.77%	N/A	N/A	93.00%	97.31%
<b>Hackney Homes Total</b>	<b>93.14%</b>	<b>94.52%</b>	<b>97.57%</b>	<b>97.36%</b>	<b>97.71%</b>	<b>97.54%</b>	<b>97.35%</b>	<b>96.83%</b>	<b>97.43%</b>	<b>97.67%</b>	<b>97.53%</b>	<b>98.32%</b>	<b>97.98%</b>	<b>98.15%</b>	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 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

**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.

**Comments Supplied by Malcolm Brewer, Head of Business Development & Projects:**

**LKPI 154a:**

The overall outturn figures for this month, have once again, been affected by on-going IT difficulties at the North East & Shoreditch NHO's and as a result we have no figures for these neighbourhoods in May.

The remaining NHO's monthly performance has remained high, except for Homerton which has seen a drop to 82% with the year to date figure dropping to 85% which is below the target.

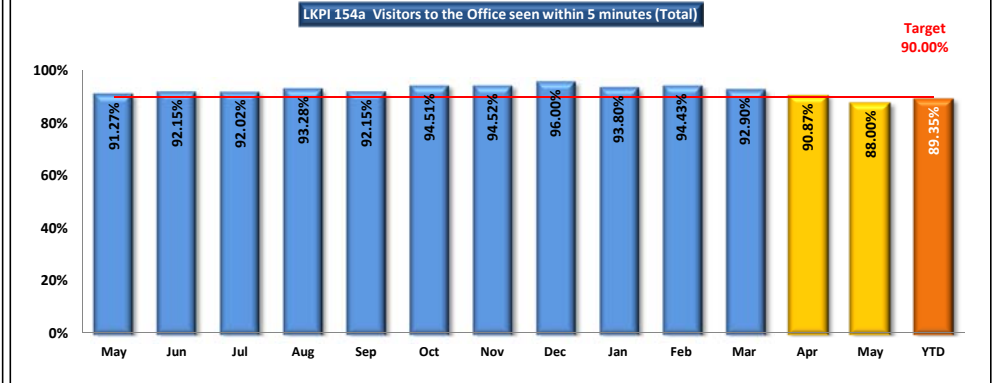
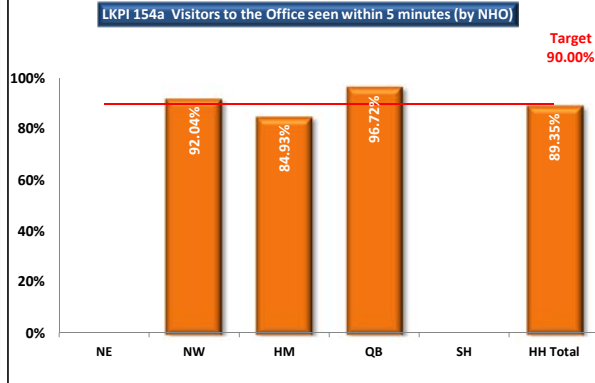
**LKPI 154b:**

The overall outturn figures for this month, have once again, been affected, by on-going IT difficulties at North East & Shoreditch NHO's.

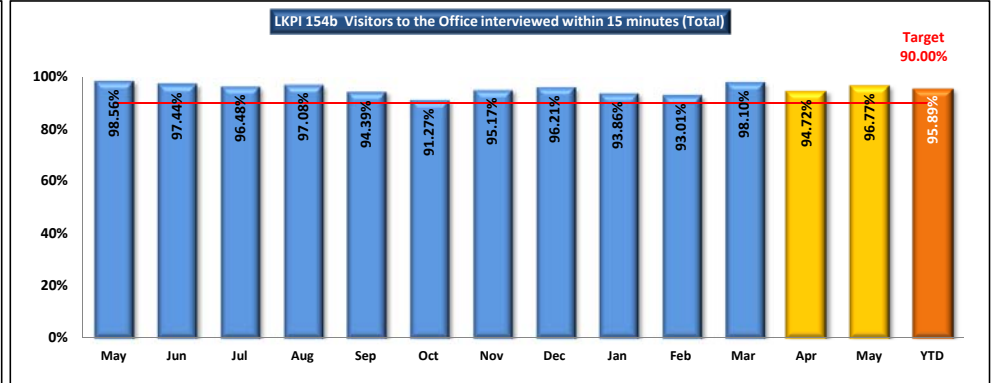
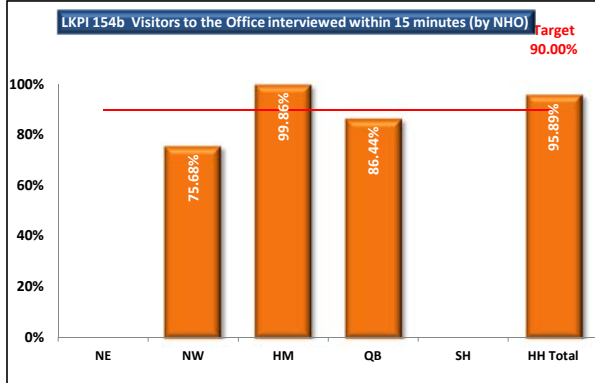
The remaining NHO's monthly performance has been variable, except for Homerton, who have maintained an excellent performance for 5 consecutive months.

North West and DBQ have had poor performances this month, dropping down to 66.7% and 60% respectively. These are the individual NHO's worst performances for more than 12 months and the reasons for this are being looked into. We will be looking to improve the figures over the forthcoming months.

LKPI 154a Visitors to the Office seen within 5 minutes	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	11/12 YTD Volume		YTD	Target	Outturn
															Total visitors	seen in 5 mins	2011/12	2011/12
North East	90.65%	94.25%	88.21%	91.60%	92.98%	96.15%	95.90%	96.38%	94.02%	94.56%	91.64%	-	-	-	-	-	90.00%	93.43%
North West	98.26%	97.51%	98.11%	96.63%	98.59%	97.31%	98.69%	97.50%	95.04%	94.35%	-	92.85%	91.13%	1709	1573	92.04%	90.00%	97.30%
Homerton	86.68%	89.32%	91.70%	94.64%	90.47%	91.92%	95.09%	96.94%	94.00%	93.83%	91.88%	88.11%	81.91%	2973	2525	84.93%	90.00%	91.90%
Queensbridge and DB	91.38%	87.42%	88.27%	88.52%	89.36%	94.66%	92.84%	94.88%	93.43%	93.84%	95.75%	96.28%	96.96%	1160	1122	96.72%	90.00%	91.79%
Shoreditch	94.07%	94.23%	94.27%	95.42%	90.60%	94.65%	87.42%	92.81%	92.06%	96.59%	93.74%	-	-	-	-	-	90.00%	93.00%
<b>Hackney Homes Total</b>	<b>91.27%</b>	<b>92.15%</b>	<b>92.02%</b>	<b>93.28%</b>	<b>92.15%</b>	<b>94.51%</b>	<b>94.52%</b>	<b>96.00%</b>	<b>93.80%</b>	<b>94.43%</b>	<b>92.90%</b>	<b>90.87%</b>	<b>88.00%</b>	<b>5842</b>	<b>5220</b>	<b>89.35%</b>	<b>90.00%</b>	<b>93.18%</b>

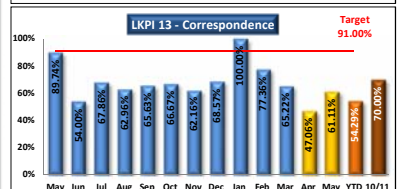
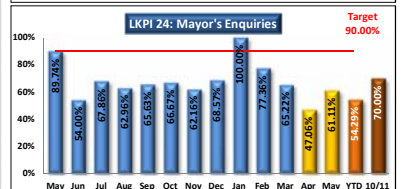
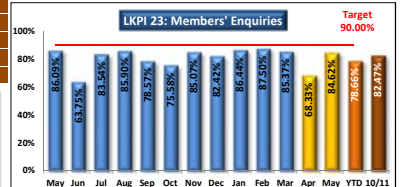
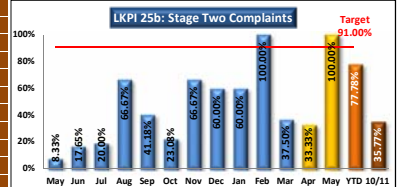
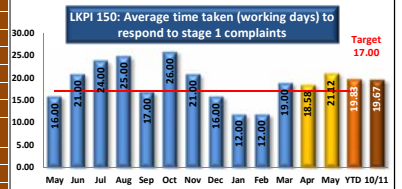
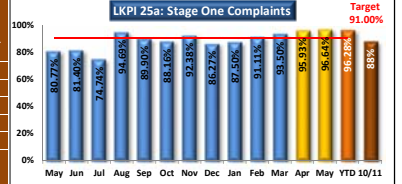


LKPI 154b Visitors to the Office interviewed within 15 minutes	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	11/12 YTD Volume		YTD	Target	Outturn
															Total visitors	seen in 5 mins	2011/12	2011/12
North East	100.00%	94.74%	89.29%	96.00%	90.00%	90.48%	95.12%	90.70%	52.00%	85.29%	90.32%	-	-	-	-	-	90.00%	90.61%
North West	87.72%	78.21%	87.67%	82.26%	81.55%	73.17%	91.90%	88.50%	79.37%	73.39%	-	78.57%	66.67%	111	84	75.68%	90.00%	82.68%
Homerton	99.66%	100.00%	100.00%	99.67%	99.56%	99.52%	99.47%	100.00%	100.00%	100.00%	100.00%	100.00%	99.78%	705	704	99.86%	90.00%	99.82%
Queensbridge and DB	93.98%	87.27%	90.91%	96.15%	94.87%	92.50%	88.14%	90.32%	95.35%	91.67%	94.48%	95.45%	60.00%	59	51	86.44%	90.00%	92.97%
Shoreditch	98.31%	100.00%	98.80%	100.00%	98.51%	98.51%	100.00%	98.77%	99.36%	99.45%	99.48%	-	-	-	-	-	90.00%	98.81%
<b>Hackney Homes Total</b>	<b>98.56%</b>	<b>97.44%</b>	<b>96.48%</b>	<b>97.08%</b>	<b>94.39%</b>	<b>91.27%</b>	<b>95.17%</b>	<b>96.21%</b>	<b>93.86%</b>	<b>93.01%</b>	<b>98.10%</b>	<b>94.72%</b>	<b>96.77%</b>	<b>875</b>	<b>839</b>	<b>95.89%</b>	<b>90.00%</b>	<b>95.96%</b>



RESPONSES TO COMPLAINTS & ALL OTHER TYPES OF WRITTEN COMMUNICATION

KPI	Divisions	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Month Volume			YTD			YTD Volume			Target	Outturn
															Total received in May-11	Total due in May-11	Answered in Time in May-11	2011/12	Total received YTD	Total due in YTD	Answered in Time YTD	2011/12	2010/11		
LKPI 25a: Stage One Complaints	Tenancy & Leasehold Services														95.83%	88.00%	31	25	22	91.84%	52	49	45	91.00%	91%
	Estate Environment Services	28.57%	0.00%	27.27%	85.71%	100.00%	100.00%	100.00%	100.00%	100.00%	75.00%	100.00%	83.33%	100.00%	6	4	4	90.00%	9	10	9	91.00%	65%		
	Property Services	91.43%	88.00%	80.00%	93.15%	89.04%	91.84%	89.06%	80.00%	84.81%	90.65%	92.13%	96.74%	98.89%	63	90	89	97.80%	145	182	178	91.00%	89%		
	Finance & Resources	0.00%	33.33%	100.00%	100.00%	0.00%	100.00%	66.67%	100.00%	0.00%	0.00%	N/A	100.00%	N/A	3	N/A	N/A	100.00%	3	1	1	91.00%	63%		
	<b>Total</b>	<b>80.77%</b>	<b>81.40%</b>	<b>74.74%</b>	<b>94.69%</b>	<b>89.90%</b>	<b>88.16%</b>	<b>92.38%</b>	<b>86.27%</b>	<b>87.50%</b>	<b>91.11%</b>	<b>93.50%</b>	<b>95.93%</b>	<b>96.64%</b>	<b>103</b>	<b>119</b>	<b>115</b>	<b>96.28%</b>	<b>209</b>	<b>242</b>	<b>233</b>	<b>91.00%</b>	<b>88%</b>		
LKPI 150: Average time taken to respond to stage 1 complaints (working days)	16.00	21.00	24.00	25.00	17.00	26.00	21.00	16.00	12.00	12.00	19.00	18.58	21.12				19.83						17.00	19.67	
LKPI 25b: Stage Two Complaints	Tenancy & Leasehold Services														50.00%	100.00%	8	3	3	80.00%	13	5	4	91.00%	26.19%
	Estate Environment Services	0.00%	0.00%	0.00%	100.00%	20.00%	40.00%	60.00%	50.00%	0.00%	100.00%	0.00%	N/A	N/A	2	N/A	N/A	N/A	2	N/A	N/A	91.00%	50.00%		
	Property Services	14.29%	27.27%	16.67%	66.67%	50.00%	16.67%	100.00%	57.14%	60.00%	100.00%	40.00%	25.00%	100.00%	15	9	9	76.92%	22	13	10	91.00%	39.29%		
	Finance & Resources	0.00%	N/A	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	91.00%	62.50%		
	<b>Total</b>	<b>8.33%</b>	<b>17.65%</b>	<b>20.00%</b>	<b>66.67%</b>	<b>41.18%</b>	<b>23.08%</b>	<b>66.67%</b>	<b>60.00%</b>	<b>60.00%</b>	<b>100.00%</b>	<b>37.50%</b>	<b>33.33%</b>	<b>100.00%</b>	<b>25</b>	<b>12</b>	<b>12</b>	<b>77.78%</b>	<b>37</b>	<b>18</b>	<b>14</b>	<b>91.00%</b>	<b>35.77%</b>		
LKPI 59: Stage Twos Upheld	25.00%	66.67%	80.00%	65.00%	40.00%	25.00%	33.33%	75.00%	72.73%	57.14%	33.33%	75.00%	81.25%				80.00%						5.00%	58.62%	
LKPI 109 % Stage 2 complaints (within 12 mth of St1)	11.32%	20.45%	10.20%	6.09%	16.67%	16.25%	5.66%	9.71%	5.71%	5.88%	6.50%	N/A	5.74%				2.86%						9.00%	10.97%	
LKPI 31: FOI Requests	N/A	75.00%	61.54%	78.57%	54.55%	88.89%	73.33%	58.82%	71.43%	60.00%	50.00%	55.56%	66.67%	7	6	4	60.00%	12	15	9	75.00%	65.08%			
LKPI 27: % Ombudsman in target	66.67%	100.00%	100.00%	66.67%	0.00%	0.00%	50.00%	71.43%	0.00%	40.00%	100.00%	100.00%	100.00%	0	1	1	100.00%	1	3	3	80.00%	75.86%			
LKPI 110: % of Ombudsman with local settlement																	25.00%						2.00%	23.64%	
LKPI 23: Members' Enquiries	Tenancy & Leasehold Services														71.43%	86.05%	44	43	37	79.49%	84	78	62	90.00%	84.18%
	Estate Environment Services	87.50%	80.00%	78.13%	82.76%	80.95%	78.95%	75.00%	86.67%	89.47%	85.00%	96.00%	N/A	100.00%	6	3	3	100.00%	9	3	3	90.00%	65.38%		
	Property Services	91.36%	54.76%	90.24%	91.67%	83.78%	76.92%	88.64%	77.36%	85.29%	86.96%	81.25%	64.00%	82.46%	61	57	47	76.83%	103	82	63	90.00%	84.16%		
	Finance & Resources	66.67%	75.00%	0.00%	0.00%	50.00%	0.00%	100.00%	100.00%	0.00%	N/A	N/A	100.00%	0	1	1	100.00%	1	1	1	90.00%	63.16%			
	<b>Total</b>	<b>86.09%</b>	<b>63.75%</b>	<b>83.54%</b>	<b>85.90%</b>	<b>75.58%</b>	<b>85.07%</b>	<b>82.42%</b>	<b>86.44%</b>	<b>87.50%</b>	<b>85.37%</b>	<b>68.33%</b>	<b>84.62%</b>	<b>111</b>	<b>104</b>	<b>88</b>	<b>78.66%</b>	<b>197</b>	<b>164</b>	<b>129</b>	<b>90.00%</b>	<b>82.47%</b>			
LKPI 24: Mayor's Enquiries	Tenancy & Leasehold Services														50.00%	66.67%	13	15	10	60.87%	21	23	14	90.00%	70.19%
	Estate Environment Services	92.31%	53.85%	45.45%	64.29%	52.63%	73.33%	80.00%	64.71%	100.00%	72.73%	73.33%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	90.00%	98.22%		
	Property Services	95.83%	60.00%	100.00%	55.56%	83.33%	68.75%	50.00%	70.59%	100.00%	88.89%	57.14%	44.44%	33.33%	6	3	1	41.67%	13	12	5	90.00%	77.05%		
	Finance & Resources	0.00%	N/A	50.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	25.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	90.00%	28.57%		
	<b>Total</b>	<b>89.74%</b>	<b>54.00%</b>	<b>67.86%</b>	<b>62.96%</b>	<b>65.63%</b>	<b>66.67%</b>	<b>62.16%</b>	<b>68.57%</b>	<b>100.00%</b>	<b>77.36%</b>	<b>65.22%</b>	<b>47.06%</b>	<b>61.11%</b>	<b>19</b>	<b>18</b>	<b>11</b>	<b>54.29%</b>	<b>34</b>	<b>35</b>	<b>19</b>	<b>90.00%</b>	<b>70.00%</b>		
LKPI 13 - Correspondence	Tenancy & Leasehold Services														53.37%	46.86%	845	860	403	50.25%	1761	1795	902	91.00%	72.55%
	Estate Environment Services	97.65%	97.91%	97.47%	99.30%	97.83%	98.73%	98.52%	99.34%	97.20%	99.39%	97.83%	100.00%	100.00%	2	3	3	100.00%	6	6	6	91.00%	94.10%		
	Property Services	78.26%	79.49%	80.49%	96.77%	92.59%	79.17%	90.48%	81.25%	87.10%	89.58%	94.20%	87.88%	93.75%	25	32	30	90.77%	51	65	59	91.00%	87.73%		
	Finance & Resources	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	0.00%	75.00%	100.00%	50.00%	N/A	100.00%	100.00%	0	1	1	100.00%	2	2	2	91.00%	72.73%		
	<b>Total</b>	<b>98.19%</b>	<b>96.09%</b>	<b>92.28%</b>	<b>98.88%</b>	<b>93.71%</b>	<b>92.76%</b>	<b>89.18%</b>	<b>97.70%</b>	<b>95.72%</b>	<b>98.39%</b>	<b>94.08%</b>	<b>54.73%</b>	<b>48.77%</b>	<b>872</b>	<b>896</b>	<b>437</b>	<b>51.87%</b>	<b>1820</b>	<b>1868</b>	<b>969</b>	<b>91.00%</b>	<b>94.73%</b>		



**Performance Indicator(s) Information**

LKPI 13 % of letters, faxes and emails responded to within target time (10 working days)  
 LKPI 22 % of Board Member enquiries [ME] completed within target time - (within 15 days)  
 LKPI 23 % of Members enquiries completed within target time - (within 10 days)  
 LKPI 24 % of Mayor enquiries completed within target time - (within 10 days)  
 LKPI 25 a % of stage 1 complaints completed within target time (within 15 days)  
 LKPI 25 b % of stage 2 complaints completed within target time (within 15 days)  
 LKPI 31 % of FOI Requests actioned in target time (within 20 days)  
 LKPI 59 % of stage twos upheld  
 LKPI 72: Number of Ombudsman enquiries  
 LKPI 109: Stage 2 complaints (within 12 months of Stage 1 complaint response) as % of Stage 1 complaints,  
 LKPI 110: % of Ombudsman investigations & enquiries culminating in local settlement  
 LKPI 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 CIs, MP's, MEP's, and the Mayors enquiries. The main objective is to maximise responses and reduce average time taken to respond.

**HUMAN RESOURCES (SICKNESS ABSENCE)**

**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  
**LII 29** - Proportion of staff without a disability  
**LII 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.

Human Resources	QTR4 09/10	QTR1 10/11	QTR2 10/11	QTR3 10/11	QTR4 10/11	Target 2011/12	Outturn 2010/11
LKPI 157 (Ex -BVPI 16a) Proportion of staff with a disability	4.66%	4.65%	4.77%	4.74%	4.73%	4.66%	4.73%
LKPI 158 (Ex - BVPI 17a) Proportion of staff from BME communities	49.87%	50.19%	50.06%	49.75%	50.00%	50.00%	50.00%
LKPI 159 Proportion of staff without a disability	43.45%	43.27%	43.41%	44.26%	45.02%	43.50%	45.02%
LKPI 160 Proportion not declaring disability status	51.89%	52.08%	51.82%	51.00%	50.25%	52.00%	50.25%
LKPI 80 Proportion of top earners (women)	19.05%	21.74%	21.74%	25.00%	25.93%	19.05%	25.93%
LKPI 81 Proportion of top earners (BME)	28.57%	30.43%	34.78%	33.33%	37.04%	28.57%	37.04%
LKPI 82 Proportion of top earners (disabled)	9.52%	8.70%	8.70%	8.33%	7.41%	9.52%	7.41%
Staff Turnover	N/A	N/A	N/A	N/A	N/A	N/A	N/A

**Comments Supplied by Vijay Pillai, Performance Team:**

Staff profiling data is compiled on a quarterly basis, hence the data provided here relates to the last quarter for 2010/11. The next update will be reported for Quarter 1 in June 2011.

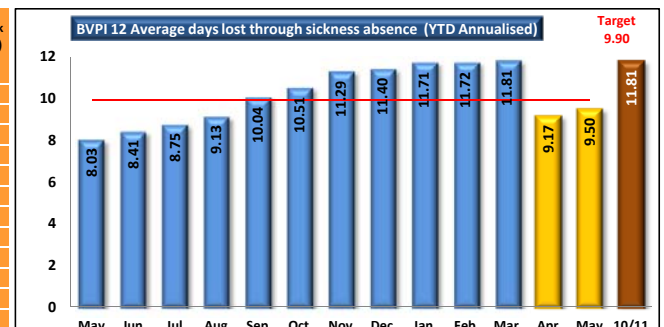
**Note from the Performance Team**

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	Jun-09 to May-10	Jul-09 to Jun-10	Aug-09 to Jul-10	Sep-09 to Aug-10	Oct-09 to Sep-10	Nov-09 to Oct-10	Dec-09 to Nov-10	Jan-10 to Dec-10	Feb-10 to Jan-11	Mar-10 to Feb-11	Apr-10 to Mar-11	May-10 to Apr-11	Jun-10 to May-11	Target 2011/12	Outturn 2010/11	
Chief Executive	1.43	1.43	1.43	1.14	1.14	1.00	1.00	1.00	1.75	2.75	2.43	2.43	3.24	N/A	2.43	
Estate Services	15.48	15.45	15.36	15.70	16.19	16.19	16.55	16.88	17.44	17.34	17.49	17.49	17.79	N/A	17.49	
Finance and Resources	5.63	5.71	5.55	5.45	5.08	4.62	4.28	4.10	4.04	3.33	3.09	2.75	2.56	N/A	3.09	
Property Services	11.71	11.40	10.62	10.48	10.38	10.27	10.78	10.91	10.97	11.19	11.59	11.82	11.98	N/A	11.59	
Tenancy & Leasehold Services	New structure as from April 2011, previous year data not applicable												4.99	5.61	N/A	2.45
<b>Hackney Homes Total</b>	<b>11.63</b>	<b>11.67</b>	<b>10.91</b>	<b>10.89</b>	<b>10.85</b>	<b>10.75</b>	<b>11.25</b>	<b>11.25</b>	<b>11.47</b>	<b>11.45</b>	<b>11.81</b>	<b>11.40</b>	<b>11.62</b>	<b>N/A</b>	<b>11.81</b>	

LKPI 113 (Ex BV12): Annualised YTD Avg Working Days lost due to Sickness	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Target 2011/12	Outturn 2010/11
Chief Executive	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.90	2.45	2.43	0.00	5.29	N/A	2.43
Estate Services	12.16	12.40	13.00	14.19	16.15	16.83	17.48	17.85	18.03	17.58	17.49	14.31	14.06	N/A	17.49
Finance and Resources	4.66	3.93	3.28	3.20	3.18	3.24	2.99	3.09	3.31	3.15	3.09	0.93	1.27	N/A	3.09
Property Services	7.46	8.24	8.85	8.99	9.64	10.00	10.86	10.88	11.29	11.58	11.59	6.58	8.10	N/A	11.59
Tenancy & Leasehold Services	4.46	3.84	3.03	2.60	2.32	2.33	2.70	2.53	2.47	2.33	2.45	11.11	9.78	N/A	2.45
<b>Hackney Homes Total</b>	<b>8.03</b>	<b>8.41</b>	<b>8.75</b>	<b>9.13</b>	<b>10.04</b>	<b>10.51</b>	<b>11.29</b>	<b>11.40</b>	<b>11.71</b>	<b>11.72</b>	<b>11.81</b>	<b>9.17</b>	<b>9.50</b>	<b>9.90</b>	<b>11.81</b>

YTD profile of sickness:	Data	1 to 13 days	14 to 27 days	over 28 days	Grand Total	Long Term Sick (Over 28 days) Movement
Chief Executive Office	No of Employees	1	0	0	1	N/A
	Days of sickness	3	0	0	3	N/A
Estate Services	No of Employees	35	2	10	47	1
	Days of sickness	145	33	379	556	0
Finance and Resources	No of Employees	11	0	0	11	N/A
	Days of sickness	16	0	0	16	N/A
Property Services	No of Employees	42	6	6	54	3
	Days of sickness	133	124	226	483	0
Tenancy & Leasehold Services	No of Employees	43	7	2	52	2
	Days of sickness	111	143	75	329	1
<b>Total No of Employees took sick leave</b>		<b>132</b>	<b>15</b>	<b>18</b>	<b>165</b>	<b>6</b>
<b>Total Days of sickness</b>		<b>408</b>	<b>300</b>	<b>680</b>	<b>1387</b>	<b>1</b>



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

Targets are corporate and set by HH Finance Team in association with Hackney Homes service managers

Data source: Cedar, and Congo's Reports  
 Data provider: Hackney Homes Finance

LKPI 112 (Ex-BVPI 8) - Monthly percentage of undisputed invoices paid on time (30 days)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Asset Management	-	-	-	-	-	-	-	-	-	-	-	93.33%	100.00%	96.55%	92.50%	
Estate Services	-	-	-	-	-	-	-	-	-	-	-	100.00%	97.30%	98.41%	92.50%	
Finance & Resources	95.86%	97.69%	96.40%	94.79%	86.78%	97.29%	92.76%	90.43%	93.67%	98.18%	95.72%	96.11%	91.00%	93.42%	92.50%	94.47%
Tenancy and Leasehold Services	88.18%	79.25%	80.05%	86.25%	81.20%	89.33%	95.04%	91.81%	91.19%	97.40%	97.76%	97.62%	92.71%	95.00%	92.50%	89.02%
Property Services	78.67%	85.44%	85.26%	93.28%	93.25%	95.29%	91.92%	96.30%	85.87%	95.47%	95.02%	93.87%	83.02%	88.61%	92.50%	88.31%
Property Services (Capital)	92.50%	91.28%	96.26%	97.06%	94.08%	98.78%	91.67%	95.28%	64.00%	96.99%	94.17%	85.03%	94.85%	88.38%	92.50%	91.75%
Balance Sheets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92.50%	-
<b>Hackney Homes Total</b>	<b>84.83%</b>	<b>86.21%</b>	<b>86.64%</b>	<b>92.02%</b>	<b>88.91%</b>	<b>94.63%</b>	<b>92.81%</b>	<b>93.94%</b>	<b>85.57%</b>	<b>96.60%</b>	<b>95.81%</b>	<b>93.58%</b>	<b>88.88%</b>	<b>91.29%</b>	<b>92.50%</b>	<b>89.87%</b>

**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 aim is to maximise the performance.

LKPI 112 (Ex-BVPI 8a) - Monthly percentage of undisputed invoices paid on time (30 days)(Hackney Homes non-delegated budgets)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Asset Management	-	-	-	-	-	-	-	-	-	-	-	100.00%	100.00%	100.00%	94.00%	95.32%
Estate Services	-	-	-	-	-	-	-	-	-	-	-	100.00%	90.91%	94.12%	94.00%	93.46%
Finance and Resources	94.57%	97.44%	96.15%	92.92%	92.31%	95.41%	94.78%	97.22%	92.65%	100.00%	94.97%	97.85%	88.16%	93.49%	94.00%	95.32%
Tenancy and Leasehold Services	93.48%	85.54%	83.93%	94.62%	95.71%	89.19%	96.55%	98.65%	97.30%	96.92%	98.94%	100.00%	98.28%	99.18%	94.00%	93.46%
Property Services	95.35%	96.67%	100.00%	98.78%	94.67%	100.00%	98.53%	98.39%	98.53%	92.86%	100.00%	100.00%	96.61%	98.13%	94.00%	97.40%
Balance Sheets	-	-	-	-	-	-	-	-	-	-	-	-	-	-	94.00%	-
<b>Hackney Homes Total</b>	<b>94.64%</b>	<b>93.79%</b>	<b>92.39%</b>	<b>95.14%</b>	<b>93.98%</b>	<b>94.78%</b>	<b>96.30%</b>	<b>98.08%</b>	<b>96.19%</b>	<b>97.06%</b>	<b>97.26%</b>	<b>99.08%</b>	<b>93.87%</b>	<b>96.51%</b>	<b>94.00%</b>	<b>95.34%</b>

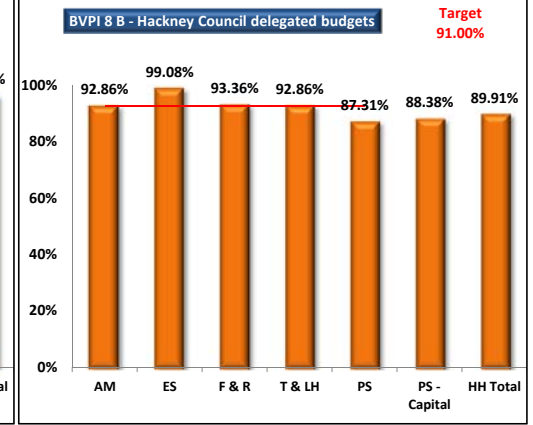
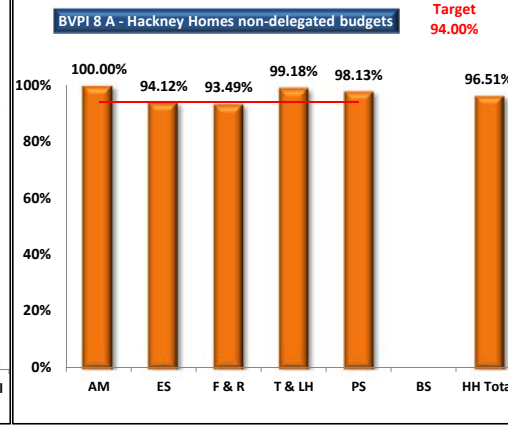
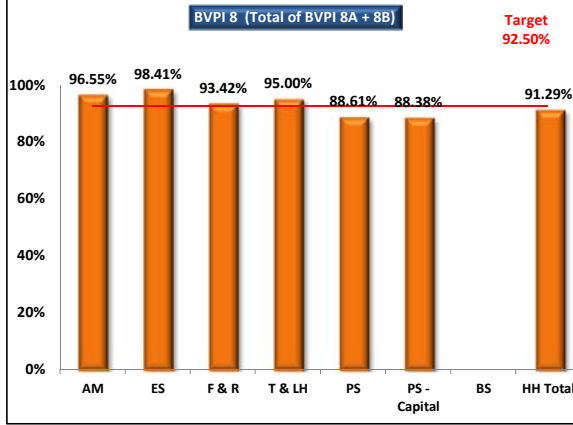
**Comments Supplied by Dawn Bromfield - Finance and Administration Manager:**

The Hackney Homes delegated budget for the month of May 2011 has shown a slight decrease to 87.55%, the Year to Date outturns is at 89.91%. Hackney Home's will endeavour to ensure consistency on a monthly basis so as the corporate target for 2011/12 is met.

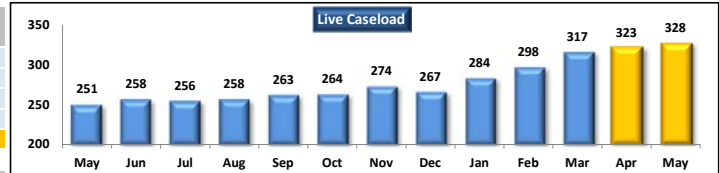
The Hackney Homes non-delegated budget for the month of May 2011 is at 93.87%, Year to Date is at 96.51%, Hackney Homes continues to meet the corporate target of 94% on this PI..

Year to Date overall performance is 91.29 % against target of 92.5%.

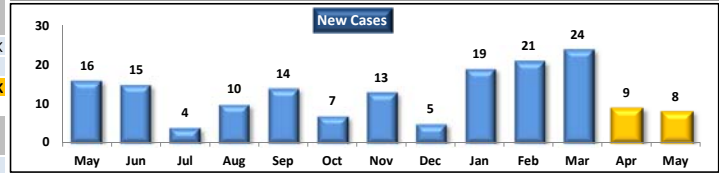
LKPI 112 (Ex-BVPI 8b) - Monthly percentage of undisputed invoices paid on time (30 days)(Hackney Council delegated budgets)	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD 2011/12	Target 2011/12	Outturn 2010/11
Asset Management	-	-	-	-	-	-	-	-	-	-	-	87.50%	100.00%	92.86%	91.00%	95.32%
Estate Services	-	-	-	-	-	-	-	-	-	-	-	100.00%	98.41%	99.08%	91.00%	93.46%
Finance and Resources	97.40%	97.98%	96.61%	96.94%	82.11%	99.11%	90.57%	86.21%	94.44%	96.34%	96.80%	94.25%	92.74%	93.36%	91.00%	93.60%
Tenancy and Leasehold Services	87.27%	77.71%	78.35%	83.20%	77.58%	89.38%	94.53%	90.00%	89.34%	97.53%	97.49%	96.15%	90.30%	92.86%	91.00%	87.75%
Property Services	75.72%	83.70%	83.10%	92.40%	93.01%	94.55%	91.17%	96.03%	84.07%	95.80%	94.34%	93.15%	80.86%	87.31%	91.00%	87.03%
Property Services (Capital)	92.50%	91.28%	96.26%	97.06%	94.08%	98.78%	91.67%	95.28%	64.00%	96.99%	94.17%	85.03%	94.85%	88.38%	91.00%	91.75%
<b>Hackney Homes Total</b>	<b>82.42%</b>	<b>84.40%</b>	<b>84.94%</b>	<b>91.13%</b>	<b>87.68%</b>	<b>94.59%</b>	<b>91.95%</b>	<b>93.06%</b>	<b>83.25%</b>	<b>96.50%</b>	<b>95.43%</b>	<b>92.15%</b>	<b>87.55%</b>	<b>89.91%</b>	<b>91.00%</b>	<b>88.53%</b>



Total Monthly Housing Disrepair Caseload	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11
New cases	16	15	4	10	14	7	13	5	19	21	24	9	8
Counterclaims received	1	3	2	2	1	0	1	0	3	1	6	1	1
No. where proceedings issued	0	0	0	0	0	0	0	0	0	0	0	0	0
Insurance claims	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Live caseload</b>	<b>251</b>	<b>258</b>	<b>256</b>	<b>258</b>	<b>263</b>	<b>264</b>	<b>274</b>	<b>267</b>	<b>284</b>	<b>298</b>	<b>317</b>	<b>323</b>	<b>328</b>



Arrears	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11
Total Neighbourhood Arrears	£137.04 K	£135.27 K	£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
Total TMO arrears	£15.64 K	£15.79 K	£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
<b>Grand Total Disrepair Arrears</b>	<b>£152.68 K</b>	<b>£151.06 K</b>	<b>£141.56 K</b>	<b>£144.59 K</b>	<b>£146.28 K</b>	<b>£142.61 K</b>	<b>£131.10 K</b>	<b>£133.10 K</b>	<b>£134.22 K</b>	<b>£135.33 K</b>	<b>£123.74 K</b>	<b>£122.38 K</b>	<b>£122.35 K</b>



LII 33.a Number of offered properties refused	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11
LII 48 Disrepair claims as a Percentage of live tenancies	1.14%	1.18%	1.18%	1.14%	1.12%	1.18%	1.29%	1.27%	1.40%	1.40%	1.47%	1.48%	1.54%
LII 12 Percentage of claims with legal proceedings issued	13.94%	13.28%	15.02%	15.14%	15.48%	16.00%	15.60%	14.76%	14.05%	14.05%	15.14%	14.91%	14.86%



Closed Cases	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11
Number of cases closed	1	8	6	8	9	6	3	12	2	7	5	6	3
Percentage of closed cases where:													
Only damages were paid	100.00%	22.22%	66.67%	25.00%	44.44%	0.00%	50.00%	58.33%	-	50.00%	42.86%	100.00%	100.00%
Damages & costs paid	100.00%	22.22%	33.33%	12.50%	44.44%	-	-	33.33%	-	0.00%	20.00%	66.67%	33.33%
Works undertaken	0.00%	75.00%	83.33%	75.00%	66.67%	50.00%	66.67%	0.00%	0.00%	28.57%	20.00%	83.33%	33.33%
Av cost of damages (all closed)	£3,000	£7,500	£4,087	£7,250	£4,364	-	£40,448	£3,643	-	£2,400	£3,126	£2,363	£8,349



Repairs Performance by Priority	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	YTD	
														Pass %	Total Orders
Legal Disrepair						100.00%	87.50%	95.12%	76.92%	75.00%	68.00%	35.29%	42.86%	38.46%	104
Normal Repairs						22.22%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	7
<b>Overall Performance</b>	<b>96.49%</b>	<b>87.88%</b>	<b>100.00%</b>	<b>86.49%</b>	<b>94.12%</b>	<b>87.50%</b>	<b>79.25%</b>	<b>90.91%</b>	<b>71.43%</b>	<b>68.18%</b>	<b>62.96%</b>	<b>34.29%</b>	<b>37.50%</b>	<b>36.04%</b>	<b>111</b>

**Performance Indicator(s) Information**

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

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

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

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

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

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

**Note from the Performance Team**

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

**Comments Supplied by Donald Campbell - Principal Disrepair Manager:**

The total number of live cases have increased to 328 cases, an increase of 5 cases since April: This in part reflects 8 new cases, and a closure of 3 cases for the month of May. In a bid to reduce the total number of cases, a new management strategy targeting case closure will be implemented during June and July.

The rent arrears total has fallen by £300.00 to 122.35; this represents in part a reduction of £3800 by the neighbourhoods, combined with an increase of £3400 by the TMO's.

Cases with legal proceedings issued have fallen slightly by .05% to 14.86%.

100% damages were paid in all cases closed for the May. Costs and damages were only paid in one third of cases (33.33%), the average cost of damages for all cases in May is £8,349.

The overall repairs performance within timescale increased slightly by 3.21% to 37.50%: In part due to the increase in legal disrepair performance by 7.57%. An agreed strategy to increase the repairs performance is now in place and marked improvement in the future is anticipated.

**Performance Indicator(s) Information**

**LII 40a**  
**Boroughwide Stock Breakdown**  
 All rentable stock (including re-let table) by neighbourhood including TMO.

**LII 40b**  
**Boroughwide Stock Breakdown**  
 All leasehold dwellings by neighbourhood, including TMO, TMC and Co-op.

**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.

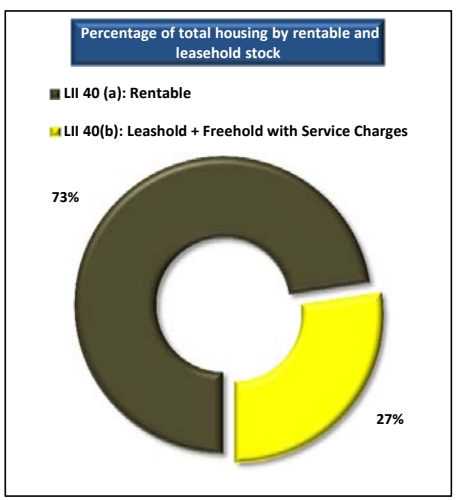
**Comments Supplied by Vincent Lam, Senior Database Manager**

This month we have the following three movements ; 2 x dwellings sold in North West and 1 X right to buy moving from rentable to Leasehold.

LII 40 (a): Boroughwide stock breakdown & movements - Rentable	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Outturn 2010/11
North East	5,290	5,291	5,294	5,297	5,297	5,299	5,302	5,308	5,310	5,386	5,388	5,391	5,391	5,388
North West	3,141	3,141	3,141	3,141	3,141	3,140	3,141	3,140	3,141	3,141	3,141	3,140	3,138	3,141
Homerton	4,605	4,605	4,604	4,604	4,603	4,603	4,602	4,602	4,602	4,602	4,602	4,604	4,603	4,602
DBQ	3,000	2,999	2,999	2,999	2,999	2,998	2,998	2,998	2,998	2,999	2,998	2,999	2,999	2,998
Shoreditch	2,917	2,917	2,917	2,917	2,917	2,897	2,897	2,898	2,898	2,898	2,939	2,939	2,939	2,939
Clapton Park TMO	794	793	793	793	793	793	793	793	793	793	793	793	793	793
Cranston TMO	160	160	160	160	160	160	160	160	160	160	160	160	160	160
Downs TMO	170	170	170	170	170	170	170	170	170	170	170	170	170	170
Lordship TMO	185	185	185	185	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	333	333	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	1,061	1,059	1,059	1,059	1,059	1,059	1,059	1,059	1,059	1,058	1,058	1,058	1,058	1,058
Housing Assoc Leased	139	138	138	138	138	139	138	138	137	137	137	131	131	137
<b>TOTAL</b>	<b>22,759</b>	<b>22,755</b>	<b>22,756</b>	<b>22,759</b>	<b>22,757</b>	<b>22,738</b>	<b>22,740</b>	<b>22,745</b>	<b>22,748</b>	<b>22,824</b>	<b>22,866</b>	<b>22,865</b>	<b>22,862</b>	<b>22,866</b>

LII 40(b): Boroughwide stock breakdown & movements - Leasehold + Freehold with Service	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Outturn 2010/11
North East	1,972	1,965	1,962	1,959	1,959	1,952	1,949	1,943	1,944	1,926	1,924	1,924	1,923	1,924
North West	1,427	1,426	1,427	1,427	1,427	1,427	1,427	1,428	1,427	1,427	1,427	1,426	1,426	1,427
Homerton	1,734	1,734	1,735	1,735	1,736	1,736	1,736	1,736	1,736	1,736	1,736	1,736	1,737	1,736
DBQ	1,123	1,124	1,124	1,124	1,124	1,125	1,125	1,125	1,125	1,124	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	1,056	1,056
Clapton Park TMO	373	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	77	77	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	84	84	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	416	418	418	418	418	418	418	418	418	419	419	419	419	419
Housing Assoc Leased	1	1	1	1	1	1	1	1	1	1	1	1	1	1
<b>TOTAL</b>	<b>8,662</b>	<b>8,658</b>	<b>8,658</b>	<b>8,655</b>	<b>8,657</b>	<b>8,651</b>	<b>8,648</b>	<b>8,643</b>	<b>8,643</b>	<b>8,625</b>	<b>8,625</b>	<b>8,623</b>	<b>8,623</b>	<b>8,625</b>

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	0	0	0	0	0
North West	0	0	0	0	0	2	0	0
Homerton	0	0	1	0	0	1	0	0
DBQ	0	0	0	0	0	0	0	0
Shoreditch	0	0	0	0	0	0	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
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>



Term	Explanation	Term	Explanation
ABC	Anti-Social Behaviour Contracts	Nil	Nothing to report.
AC	Audit Commission	Non-decent	Homes that fail to meet the Decent Homes Standard
ANO	Area Neighbourhood Office	Non-DLO	Not Direct Labour Organisation (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)