

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

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

Key:			
Are we meeting the targets?		Comparing 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 15 days	19.67	19.75	12.00			15 dys

Home	2009/10	2010/11	Targets 2010/11	Better or Worse	Meeting target	Target 2011/12
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 2011/12
We aim to let empty homes within 29 days	34 days	29 days	29 days			33 days

Neighbourhood and Community	2009/10	2010/11	Targets 2010/11	Better or Worse	Meeting target	Target 2011/12
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	Targets 2010/11	Better or Worse	Meeting target	Target 2011/12
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	
We are very happy with our performance in this area because we are meeting our target.		Better	
We are satisfied with our performance in this area because we are close to meeting our target.		No Change	
We are disappointed with our performance in this area as we are not meeting our target, however, we are looking at ways to improve our performance.		Worse	


Local Offer PIs	Offer Status	2009/10	2010/11	Targets 2010/11	Better or Worse	Meeting target	Target 2011/12
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	Repairs, Maintenance & Empty Properties						
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We aim to keep to 96% of repairs appointments (year to date performance)	Hackney Homes Offer/ Hackney Offer	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%

	Anti-Social Behaviour						
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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%

	Estate Cleaning & Grounds Maintenance						
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We aim for 96% of estate cleaning inspections to be graded as 'good' or 'acceptable'	Hackney Homes Offer	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%