



PERFORMANCE REPORT December 2010

Tenants Management Organization

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HACKNEY HOMES TENANT MANAGEMENT ORGANIZATION PERFORMANCE REPORT

REPORTING PERIOD: 1st April 2010 - 31st December 2010

KEY MESSAGES

There has been improvement in the average performance of TMOs in the key areas of Repairs, Estate Inspections and Empty Property Management. Rent Arrears Performance and Complaints Handling continue to be a concern; however some individual TMOs are performing well in those areas.

Clive Taber ▶▶▶ N'Hood Housing Contract Manager

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Produced by [Hackney Homes Performance Monitoring Team](#)

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Definition:

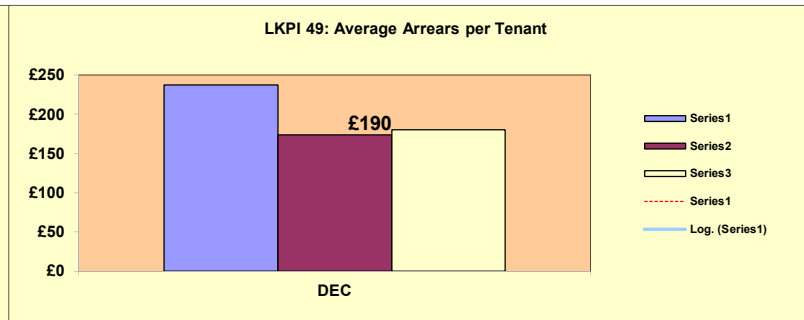
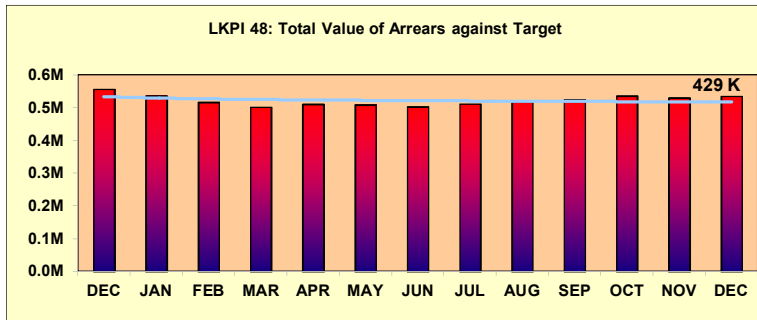
LKPI 48 This PI provides data for the total value of current council tenants' rent arrears.
LKPI 49 This PI shows data for the average rent arrears per tenant.

Suffolk & Wyke TMO are responsible for managing Rent Arrears and Collection in accordance with the TMO Modular Management Agreement.

Data Source: Saffron
 Data provider: HH Finance

LKPI 48: Total Value of Rent Arrears (YTD - £M)	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Targets (10/11)	2009/10 Outturn
	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39		
Clapton Park	171 K	169 K	164 K	165 K	165 K	165 K	158 K	166 K	166 K	164 K	168 K	167 K	171 K	141 K	165 K
Cranston	63 K	62 K	61 K	63 K	63 K	61 K	58 K	61 K	63 K	64 K	64 K	63 K	63 K	54 K	63 K
Downs	47 K	46 K	39 K	36 K	37 K	38 K	38 K	41 K	39 K	39 K	40 K	38 K	34 K	31 K	36 K
Wenlock Barn Estate	246 K	232 K	225 K	211 K	217 K	219 K	222 K	225 K	230 K	236 K	243 K	240 K	244 K	180 K	211 K
Wick Village	30 K	29 K	29 K	28 K	30 K	27 K	26 K	20 K	21 K	23 K	22 K	23 K	24 K	24 K	28 K
TMO Total	557 K	537 K	518 K	502 K	512 K	510 K	503 K	513 K	519 K	526 K	536 K	531 K	535 K	429 K	502 K
NHD Total	3.83 M	3.83 M	3.58 M	3.39 M	3.48 M	3.42 M	3.33 M	3.39 M	3.40 M	3.35 M	3.34 M	3.27 M	3.31 M	2.89 M	3.39 M
Hackney Homes Total	£4.39 M	£4.28 M	£4.10 M	£3.89 M	£3.99 M	£3.93 M	£3.83 M	£3.90 M	£3.92 M	£3.88 M	£3.88 M	£3.80 M	£3.85 M	£3.32 M	£3.89 M
Suffolk	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K		0 K
Wyke	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K		0 K
Total	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K		0 K

LKPI 49: Average Arrears per tenant	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Targets (10/11)	2009/10 Outturn
	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39		
Clapton Park	£219	£216	£209	£209	£211	£210	£201	£210	£212	£209	£214	£213	£217	£178	£209
Cranston	£402	£393	£385	£399	£402	£390	£373	£386	£399	£408	£406	£400	£399	£341	£399
Downs	£281	£277	£245	£227	£231	£237	£240	£255	£242	£233	£237	£222	£201	£194	£227
Wenlock Barn Estate	£234	£220	£214	£200	£207	£208	£211	£214	£218	£224	£231	£229	£233	£171	£200
Wick Village	£303	£289	£291	£280	£298	£270	£264	£203	£208	£233	£224	£238	£245	£239	£280
TMO Total	£247	£238	£230	£223	£228	£226	£223	£227	£230	£233	£237	£235	£237	£190	£223
NHD Total	£201	£196	£188	£178	£183	£180	£175	£179	£179	£176	£176	£172	£174	£152	£178
Hackney Homes Total	£201	£196	£188	£179	£188	£185	£181	£184	£185	£182	£182	£179	£180	£156	£179
Suffolk	£0	£0	£0	£1	£0	£0	£198	£198	£198	0 K	0 K	0 K	0 K		£1
Wyke	£0	£0	£0	£1	£0	£0	£267	£267	£267	0 K	0 K	0 K	0 K		£1
Total	£0	£0	£0	£1	£0	£0	£466	£466	£466	0 K	0 K	0 K	0 K		£1



Comments:

There has been an improvement with some TMOs in terms of overall arrears reduction. Downs TMO has reduced their arrears from £46k as at January 2010 to 34k as at December 2010, which is over £10k reduction. Wick Village has also showed a steady reduction over the past 12 months and are currently on course to meet their target. There are concerns regarding Clapton Park, Wenlock Barn and Cranston TMOs, as they still appear to be showing inconsistencies, with regards to collection of their rent arrears.

LII 17, LII 18
 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.
Note:
Suffolk & Wyke TMO are responsible for managing Rent Arrears and Collection in accordance with the TMO Modular Management Agreement.

LII 17 - YTD HB as % of Rent Debit (Data source: Saffron) (Formerly LKPI 47a)

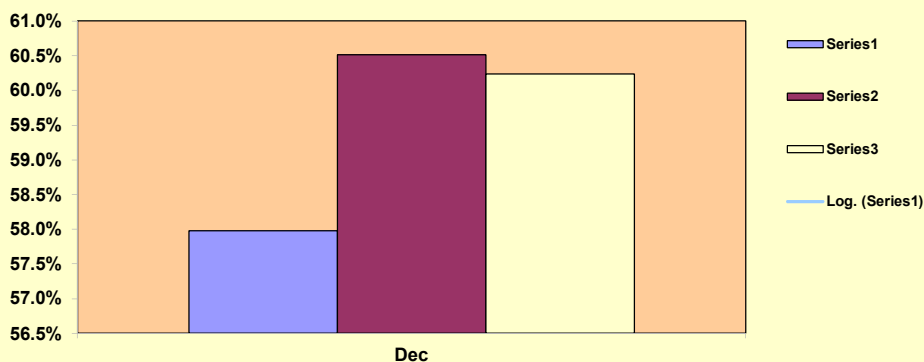
TMO	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Targets (10/11)	2009/10 Outturn
	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39		
Clapton Park	60.99%	61.05%	61.18%	61.19%	60.52%	60.58%	61.18%	61.20%	61.28%	61.45%	61.40%	61.48%	61.49%	N/A	61.19%
Cranston	50.36%	50.52%	50.50%	50.48%	52.66%	52.78%	53.11%	52.77%	52.56%	52.42%	52.29%	51.96%	52.03%	N/A	50.48%
Downs	51.98%	52.02%	52.94%	53.46%	54.50%	53.74%	54.05%	53.55%	54.16%	55.10%	55.21%	56.07%	56.43%	N/A	53.46%
Wenlock Barn Estate	55.71%	55.79%	55.89%	55.80%	57.11%	56.80%	56.41%	56.65%	56.68%	56.41%	56.47%	56.38%	56.42%	N/A	55.80%
Wick Village	53.70%	53.55%	53.31%	53.56%	56.46%	57.42%	56.02%	60.16%	59.39%	59.28%	58.98%	58.48%	57.91%	N/A	53.56%
TMO Total	56.86%	56.93%	57.08%	57.09%	57.58%	57.69%	57.73%	57.96%	57.99%	57.98%	57.96%	57.96%	57.98%	N/A	57.09%
HH NHD Total	59.95%	59.96%	59.99%	60.07%	59.62%	60.40%	60.39%	60.47%	60.42%	60.48%	60.54%	60.55%	60.52%	N/A	60.07%
Hackney Homes Total	59.51%	59.53%	59.56%	59.65%	59.85%	60.11%	60.10%	60.19%	60.16%	60.21%	60.26%	60.27%	60.24%	N/A	59.65%
Suffolk	56.93%	56.41%	55.70%	55.77%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	55.77%
Wyke	54.46%	54.44%	54.58%	55.02%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	55.02%
Total	55.41%	55.20%	55.01%	55.31%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	55.31%

Comments
 LII17 – Majority of tenants are receiving some form of Housing benefit, and this continues to be high and has increased for most of the TMOs as most of their rental income, comes from Housing benefit.
 LII18 – There has been a slight reduction in cash collection for majority of the TMO's. This is due to majority of our tenants relying on some form of benefit and this might increase over a period of time due to the current economic climate.

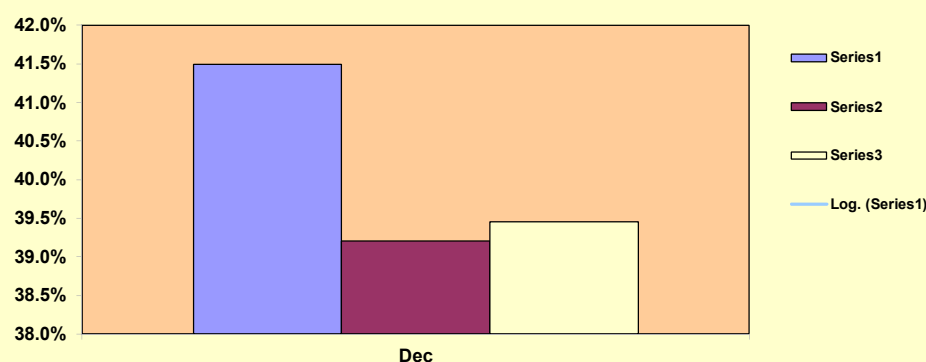
LII 18 - YTD Cash as % of Rent Debit (Data source: Saffron) (LKPI 47b)

TMO	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Targets (10/11)	2009/10 Outturn
	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39		
Clapton Park	39.09%	39.07%	39.07%	39.02%	38.75%	39.13%	39.30%	38.62%	38.53%	38.49%	38.42%	38.39%	38.25%	N/A	39.02%
Cranston	48.92%	49.02%	49.22%	49.07%	46.41%	45.45%	46.81%	46.34%	46.17%	46.31%	46.59%	47.20%	47.27%	N/A	49.07%
Downs	46.97%	46.79%	46.83%	46.76%	43.67%	44.45%	44.68%	44.38%	44.71%	44.18%	43.92%	43.61%	43.91%	N/A	46.76%
Wenlock Barn Estate	43.56%	43.89%	43.96%	44.24%	39.39%	41.65%	42.32%	42.18%	42.14%	42.36%	42.24%	42.61%	42.59%	N/A	44.24%
Wick Village	46.67%	47.14%	47.24%	47.10%	37.39%	43.16%	44.84%	44.09%	43.81%	42.34%	42.74%	42.78%	42.94%	N/A	47.10%
TMO Total	42.73%	42.88%	42.93%	43.01%	40.78%	41.28%	41.83%	41.43%	41.38%	41.38%	41.33%	41.51%	41.49%	N/A	43.01%
HH NHD Total	39.89%	40.00%	40.12%	40.20%	38.06%	38.89%	39.45%	39.12%	39.13%	39.21%	39.15%	39.25%	39.21%	N/A	40.20%
Hackney Homes Total	40.30%	40.41%	40.53%	40.61%	38.77%	39.15%	39.71%	39.37%	39.37%	39.45%	39.39%	39.50%	39.45%	N/A	40.61%
Suffolk	43.07%	43.58%	44.30%	44.21%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	44.21%
Wyke	45.54%	45.56%	45.42%	44.96%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	44.96%
Total	44.59%	44.80%	44.99%	44.67%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	44.67%

LII 17: Monthly profile of HB as % Rent Debit



LII 18: Monthly profile of Cash as % Rent Debit



LKPI 47c YTD Total Collec

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.

Note:
Suffolk & Wyke TMO are responsible for managing Rent Arrears and Collection in accordance with the TMO Modular Management Agreement.

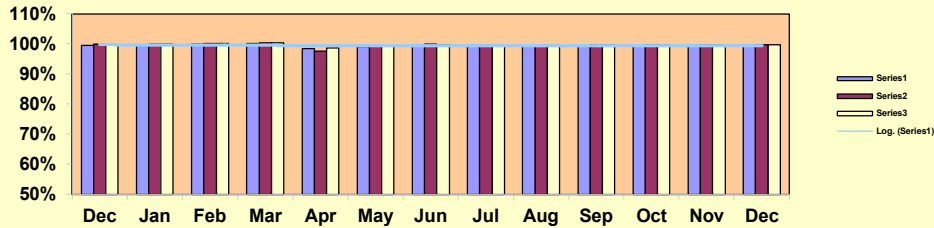
TMO	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Targets (10/11)	2009/10 Outturn
	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39		
Clapton Park	100.08%	100.12%	100.25%	100.21%	99.26%	99.70%	100.49%	99.82%	99.81%	99.94%	99.82%	99.87%	99.74%	100.30%	100.21%
Cranston	99.28%	99.54%	99.72%	99.55%	99.07%	98.22%	99.93%	99.11%	98.73%	98.73%	98.88%	99.16%	99.30%	100.30%	99.55%
Downs	98.95%	98.80%	99.77%	100.22%	98.18%	98.19%	98.73%	97.93%	98.86%	99.28%	99.13%	99.68%	100.35%	100.30%	100.22%
Wenlock Barn Estate	99.27%	99.67%	99.86%	100.04%	96.50%	98.45%	98.73%	98.82%	98.82%	98.77%	98.70%	98.99%	99.01%	100.30%	100.04%
Wick Village	100.37%	100.68%	100.54%	100.66%	93.85%	100.59%	100.86%	104.25%	103.20%	101.62%	101.71%	101.26%	100.85%	100.30%	100.66%
TMO Total	99.59%	99.81%	100.01%	100.10%	98.36%	98.97%	99.56%	99.39%	99.37%	99.36%	99.29%	99.47%	99.47%	100.30%	100.10%
NHD Total	99.84%	99.96%	100.11%	100.28%	97.68%	99.30%	99.84%	99.59%	99.55%	99.69%	99.69%	99.80%	99.72%	100.30%	100.28%
HH Total	99.81%	99.94%	100.09%	100.25%	98.61%	99.26%	99.81%	99.56%	99.53%	99.66%	99.65%	99.77%	99.70%	100.30%	100.25%
Suffolk	100.00%	99.99%	100.00%	99.98%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.30%	99.98%
Wyke	100.00%	100.00%	100.00%	99.98%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.30%	99.98%
Total	100.00%	100.00%	100.00%	99.98%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.30%	99.98%

LKPI 47d YTD Rent arrears as % of Rent Debit (Data source: Saffron)

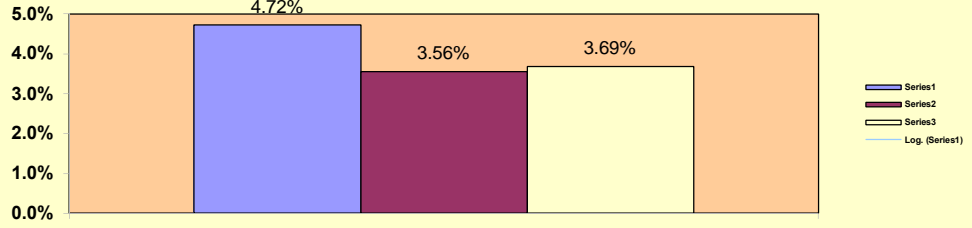
Data source: Saffron
 Data provider: HH Finance

TMO	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Targets (10/11)	2009/10 Outturn
	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39		
Clapton Park	4.19%	4.15%	4.03%	4.05%	5.23%	3.93%	3.76%	3.93%	3.96%	3.94%	4.03%	4.02%	4.13%	N/A	4.05%
Cranston	7.09%	6.92%	6.78%	7.02%	9.22%	6.73%	6.48%	6.73%	6.93%	7.05%	7.05%	6.95%	6.92%	N/A	7.02%
Downs	6.12%	6.06%	5.34%	4.93%	6.42%	4.97%	5.05%	5.46%	5.20%	5.08%	5.18%	4.86%	4.35%	N/A	4.93%
Wenlock Barn Estate	5.00%	4.71%	4.57%	4.30%	5.68%	4.31%	4.37%	4.42%	4.52%	4.66%	4.79%	4.76%	4.85%	N/A	4.30%
Wick Village	6.01%	5.72%	5.80%	5.62%	7.74%	5.27%	5.14%	3.96%	4.06%	4.54%	4.36%	4.62%	4.79%	N/A	5.62%
TMO Total	4.99%	4.82%	4.66%	4.53%	4.45%	4.45%	4.39%	4.47%	4.53%	4.61%	4.70%	4.67%	4.72%	N/A	4.53%
NHD Total	4.15%	4.05%	3.90%	3.70%	4.90%	3.63%	3.53%	3.61%	3.63%	3.58%	3.58%	3.51%	3.56%	N/A	3.70%
HH Total	4.14%	4.04%	3.88%	3.70%	3.73%	3.71%	3.62%	3.70%	3.73%	3.70%	3.70%	3.64%	3.69%	3.23%	3.70%
Suffolk	0.00%	0.01%	0.00%	0.02%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.02%
Wyke	0.00%	0.00%	0.00%	0.02%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.02%
Total	0.00%	0.00%	0.00%	0.02%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.02%

LKPI 47C Monthly profile of Total Collection as % of Rent Debit



LKPI 47D Monthly Profile of Rent Arrears as a % of Rent Roll



Comments:
 The overall collection rate is 99.47%, which is significantly below where we would expect them to be as the collection rate as at this time last year was 99.59%. However on an individual basis, the following TMO's have improved their collection rates: Wick Village aside from week 4 has maintained collection rate of over 100% aside from week 4 which has been quite good. Downs TMO has shown a steady improvement from 98.25% collection rate as at December 2009 to 100.35% as at December 2010, and they are currently on course to make their target. Clapton Park as at December 2009 was showing a 100.08% collection rate, but this went down to 99.26% as at April 2010 and so far, they have not been able to achieve a collection rate of 100% since that time. Wenlock Barn & Cranston TMO are similar in that they have not been able to achieve 100% collection rate since December which is worrying. However the TMO monitoring team are meeting with the TMOs individually to discuss their arrears performance as so far Cranston, Clapton Park & Wenlock Barn are currently not on course to meet their targets.

BVPI RENT COLLECTION INDICATORS

Ex-BVPI 66a - shows collection of tenants' rent as a % of the monthly debit for this financial year, and also includes arrears bought forward from previous years.
Ex-BVPI 66b - shows the percentage of tenants owing more than seven weeks rent at the end of each quarter.
Ex-BVPI 66c - shows the percentage of tenants in arrears who have been served with a NOSP at the end of the quarter.
Ex-BVPI 66d - shows the percentage of tenants evicted as a result of rent arrears at the end of the quarter.
 Data source: Saffron Data provider: Hackney Homes Finance and Performance Team

BVPI RENT COLLECTION:

LKPI 114 (ex-BVPI 66A)	09/10 QTR	10/11 QTR	10/11 QTR	10/11 QTR	Targets (09/10)	2009/10 Outturn
	4	1	2	3		
	Week 52	Week 13	Week 26	Week 39		
Clapton Park	99.03%	99.16%	99.13%	99.27%	N/A	99.03%
Cranston	99.87%	99.79%	99.40%	99.49%	N/A	99.87%
Downs	98.09%	98.12%	98.30%	98.94%	N/A	98.09%
Wenlock Barn Estate	99.31%	99.32%	99.10%	99.04%	N/A	99.31%
Wick Village	96.73%	97.06%	98.16%	98.25%	N/A	96.73%
TMO Total	99.03%	99.26%	99.03%	99.27%	N/A	99.03%
HH Neighbourhood Total	99.25%	99.25%	99.25%	99.25%	N/A	99.25%
Hackney Homes Total	99.24%	99.25%	99.25%	99.33%	98.85%	99.24%
Suffolk	99.98%	100.00%	100.00%	100.00%	N/A	99.98%
Wyke	99.98%	100.00%	100.00%	100.00%	N/A	99.98%
Total	99.98%	100.00%	100.00%	100.00%	N/A	99.98%
LKPI 115 (ex-BVPI 66B) TMO Total	5.26%	4.57%	3.77%	1.34%	N/A	5.49%
LKPI 116 (ex-BVPI 66C) TMO Total	6.72%	1.46%	2.03%	9.13%	N/A	11.72%
LKPI 117 (ex-BVPI 66D) TMO Total	0.62%	0.19%	0.11%	0.32%	0.40%	0.61%

Comments:

LKPI 114 (Ex-BVPI 66A)

Performance on this indicator remains strong and we expect the end of year target to be achieved.

LKPI 115 (Ex-BVPI 66B):

There has been a 50% drop in the number of accounts owing more than 7 weeks rent. The reason for the significant change relates to the removal of service charges from the accounts and also a correction relating to the smoothing of the figures which were used in the old calculation.

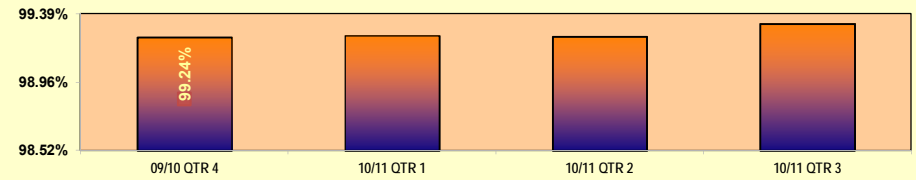
LKPI 116 (Ex-BVPI 66C):

The level of Notices of Seeking Possession is in line with the same point last year. However, we are expecting an increase in Notices served in the final quarter of the year given current arrears levels.

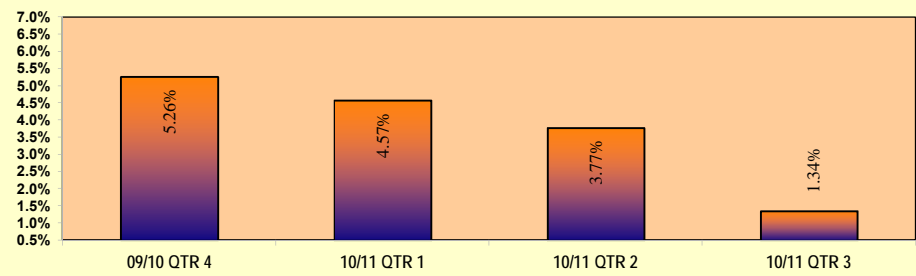
LKPI 117 (Ex-BVPI 66D):

The level of evictions is significantly lower than last year and reflects our policy of using eviction as a last resort. We expect the end of year target (which is also a Delivery Plan target) to be met.

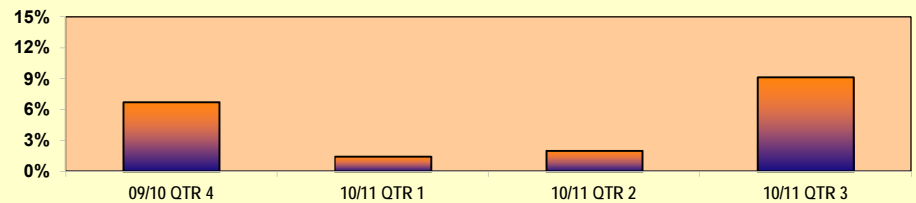
LKPI 114 (ex-BVPI 66A)



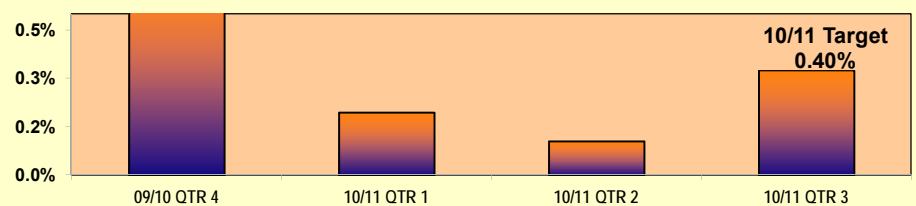
LKPI 115 (ex-BVPI 66B)



LKPI 116 (ex-BVPI 66C)



LKPI117 (ex-BVPI 66D)



LKPI 45 YTD Number of Mesne Profit Accounts Outstanding excluding Unauthorized Occupants (data source: Saffron)

Neighbourhoods	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	2010/11 Target	Outturn 2009/10
	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39		
Arden	4	3	3	3	3	3	3	3	3	3	3	3	3	N/A	3
Clapton Park	2	1	1	2	2	2	2	2	1	1	1	1	1	N/A	2
Cranston	1	1	1	1	1	1	1	1	1	1	1	1	1	N/A	1
Downs	2	2	1	1	1	0	0	0	0	0	0	0	0	N/A	0
Lordship South	2	1	1	1	1	1	1	0	0	1	1	1	1	N/A	1
Suffolk	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Tower	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wenlock Barn	3	3	3	3	3	3	3	4	3	5	4	3	3	N/A	3
Wick Village	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wyke	0	0	0	0	0	0	0	0	0	0		1	1	N/A	0
TMO Total	14	11	10	11	11	10	10	10	8	11	10	10	10	N/A	10
NHD Total	88	95	89	90	92	95	89	94	94	91	93	94	94	N/A	89
HH Total	102	106	99	101	103	105	99	104	102	102	103	104	104		99

This report covers the following Pls:
 LKPI 45: Volume of Mesne Profit Accounts (correlated trespasser)
 LKPI 46b: Volume of squatters currently registered

Comments:

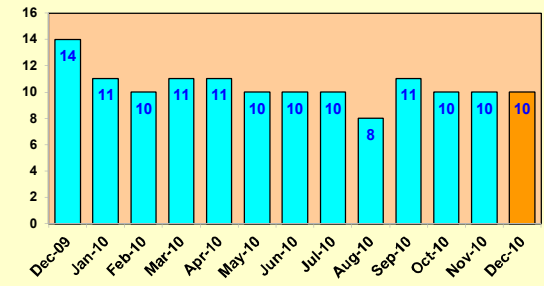
The number of squatted units has largely remained the same for the last three months, although it has improved since quarter 2. The only TMO's showing a reduction from last quarter is Wenlock Barn, which has managed to reduce squats from 5 to 3. On the whole the TMO's do appear to be doing rather better than the NHO's in terms of squatter management.

The proportion of relettable units for TMO managed units is showing a decline since quarter 1. This is in the sense there are now more units in the pool awaiting to be relet; consequently impacting on relet times and income collection etc. The situation is however much better than last year (March - 1.15%) and that compared with the NHO's.

LKPI 46b YTD Number of squatted Properties outstanding (data source: Saffron)

Neighbourhoods	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	2010/11 Target	Outturn 2009/10
	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39		
Arden	1	1	1	0	0	0	0	0	0	0	0	0	0	N/A	0
Clapton Park	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Cranston	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Downs	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Lordship South	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Suffolk	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Tower	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wenlock Barn	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wick Village	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wyke	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
TMO Total	1	1	1	0	0	0	0	0	0	0	0	0	0	N/A	0
NHD Total	10	11	12	10	14	14	13	11	11	13	13	13	13	N/A	13
HH Total	11	12	13	10	14	14	13	11	11	13	13	13	13		13

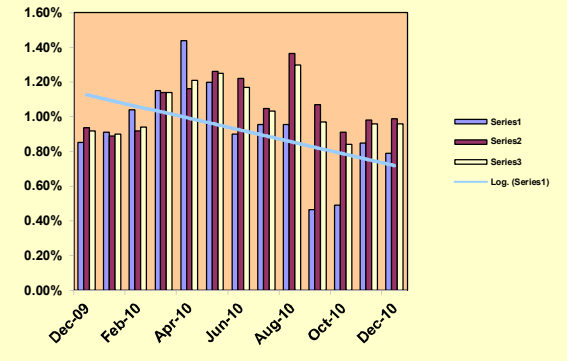
LKPI 45: Mesne Profit Accounts outstanding (YTD) TMO Total



LKPI 34 YTD Relettable Voids as % of Stock (data source: Saffron)

Neighbourhoods	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	2010/11 Target	Outturn 2009/10
	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39		
Arden	0.92%	0.73%	1.65%	1.83%	2.20%	2.02%	1.65%	2.02%	1.28%	0.92%	0.92%	1.28%	1.10%	N/A	1.65%
Clapton Park	1.89%	1.51%	0.63%	0.50%	1.13%	0.63%	0.63%	0.50%	0.88%	0.50%	0.88%	0.63%	0.50%	N/A	0.63%
Cranston	0.00%	0.63%	0.63%	1.25%	1.25%	1.88%	0.63%	0.00%	0.63%	1.25%	0.00%	0.63%	0.00%	N/A	0.63%
Downs	1.18%	1.76%	3.53%	5.29%	5.29%	5.29%	6.47%	5.29%	4.71%	2.35%	0.59%	0.59%	0.59%	N/A	6.47%
Lordship South	1.08%	1.61%	1.61%	1.61%	2.70%	2.70%	2.16%	2.70%	1.62%	0.54%	2.16%	0.00%	0.00%	N/A	2.16%
Suffolk	0.49%	0.98%	2.44%	2.93%	2.44%	1.95%	0.00%	0.98%	1.46%	0.00%	0.00%	1.46%	1.46%	N/A	0.00%
Tower	0.88%	0.88%	0.88%	1.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.88%	0.88%	N/A	0.00%
Wenlock Barn	0.47%	0.66%	0.56%	0.47%	0.47%	0.38%	0.00%	0.19%	0.47%	0.00%	0.09%	0.85%	0.94%	N/A	0.00%
Wick Village	0.00%	0.00%	1.00%	1.00%	3.00%	0.00%	0.90%	0.00%	0.00%	0.00%	0.00%	3.00%	3.00%	N/A	0.90%
Wyke	0.30%	0.30%	0.60%	0.30%	0.90%	0.90%	1.17%	0.60%	0.30%	0.30%	0.00%	0.30%	0.30%	N/A	1.17%
TMO Total	0.85%	0.91%	1.04%	1.15%	1.44%	1.20%	0.90%	0.95%	0.95%	0.46%	0.49%	0.85%	0.79%	N/A	0.90%
NHD Total	0.94%	0.89%	0.92%	1.14%	1.16%	1.26%	1.22%	1.05%	1.36%	1.07%	0.91%	0.98%	0.99%	N/A	1.22%
HH Total	0.92%	0.90%	0.94%	1.14%	1.21%	1.25%	1.17%	1.03%	1.30%	0.97%	0.84%	0.96%	0.96%		1.17%

LKPI 34 YTD Relettable Voids as % of Stock



Definition:

BVPI 212

This PI measures the average re-let time for local authority dwellings. Expressed in whole calendar days.

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

Data provider: Performance Team

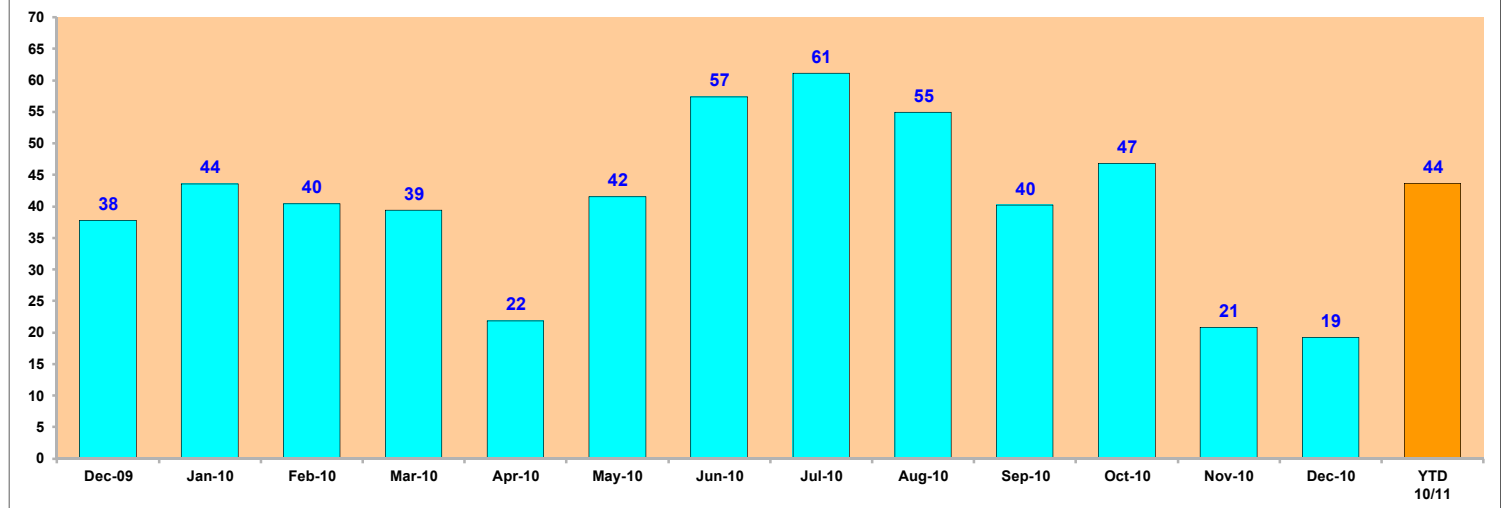
Comments supplied by Alex Heslop:

4 TMOs are currently performing within the corporate target of 33 days: Arden (25.3 days), Clapton Park (22.5 days), Cranston (31 days), Wick Village (21 days). Downs, Lordship South and Suffolk have improved their average turnaround times to 89.2 days, 74 days and 55.9 days respectively; though this still needs significant attention to reach the target. The average TMO performance has improved from 48 days to 43.7 days, following turnaround times of 46.8 days, 20.8 days and 19.2 days for October, November and December respectively. One void from Wyke has had a major impact on the overall performance because it took 260 days to re-let, following completion of major works in the property.

BVPI 212 Average re-let time

TMO	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Target 10/11 (days)	YTD 10/11	2009/10
	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39			
Arden	31	41	40	39	7	39	12		20	56	22	21	14	33	25	
Clapton Park	49	31	29	28	21	15	20	31	42	31	9	14	9	33	23	
Cranston	N/A	33	33	33	N/A	7	35	63		21	-	-	-	33	32	
Downs	N/A	153	153	153	N/A	89	147	128	123	43	26	46	-	33	89	
Lordship South	N/A	58	56	56	N/A	89	67	97	76	63	41	-	-	33	74	
Suffolk	N/A	50	50	50	N/A	75	93	74	47	35	-	28	-	33	56	
Tower	N/A	38	38	38	42	N/A	-	-	-	-	-		35	33	39	
Wenlock Barn	33	28	26	27	15	41	70	28	28	42	-	15	33	33	40	
Wick Village	N/A	74	74	44	35	N/A	-	-	-	-	-	7	-	33	21	
Wyke	N/A	44	40	42		32	4	25	21	-	260	-	18	33	42	
TMO Total	38	44	40	39	22	42	57	61	55	40	47	21	19	33	44	
NHD Total	21	33	33	33	31	28	32	26	30	25	26	21	18	33	27	
HH Total	24	35	34	34	30	31	37	31	35	28	28	21	19	33	29	

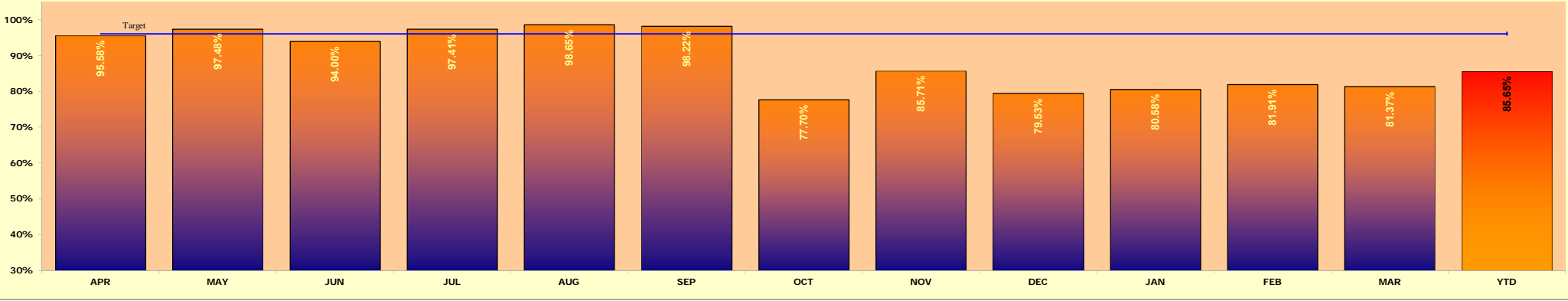
BVPI 212, TMO Average re-let time (calendar days) monthly Performance



REPAIRS APPOINTMENTS (Responsibility of Property Services)

LKPI 6: Monthly Percentage of responsive repairs appointments made and kept		JAN		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC		YEAR TO DATE		
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	
DLO <small>(Direct Labour Organisation ie Hackney Building Maintenance)</small>	Arden	97.01%	67	97.56%	82	91.76%	85	98.57%	70	100.00%	81	98.67%	75	100.00%	64	96.00%	75	96.34%	82	100.00%	63	96.30%	54	94.74%	38	98.01%	602	
	Clapton Park	95.42%	131	97.35%	113	95.60%	91	97.06%	102	99.07%	108	96.91%	97	69.23%	104	72.97%	74	54.55%	88	58.91%	129	59.29%	113	53.06%	98	73.27%	913	
	Cranston	-	-	-	-	-	-	50.00%	2	-	-	-	-	100.00%	1	100.00%	1	-	-	100.00%	4	100.00%	6	100.00%	2	93.75%	16	
	Downs	80.00%	5	100.00%	3	100.00%	2	100.00%	1	100.00%	1	100.00%	3	100.00%	4	75.00%	8	88.89%	9	71.43%	7	100.00%	12	100.00%	9	90.74%	54	
	Lordship South	100.00%	8	100.00%	11	100.00%	5	100.00%	6	83.33%	6	100.00%	7	60.00%	25	81.58%	38	95.83%	24	83.87%	31	92.86%	14	100.00%	14	84.85%	165	
	Suffolk	90.00%	10	100.00%	3	100.00%	1	-	-	100.00%	6	100.00%	10	60.00%	10	66.67%	12	85.00%	20	100.00%	17	84.62%	13	100.00%	14	87.25%	102	
	Tower	100.00%	18	100.00%	17	92.31%	13	100.00%	10	92.31%	13	100.00%	14	100.00%	6	100.00%	13	100.00%	11	100.00%	17	100.00%	12	100.00%	12	99.07%	108	
	Wenlock Barn	-	-	-	-	-	-	-	-	-	-	-	100.00%	15	71.93%	57	91.07%	56	78.69%	61	89.06%	64	98.25%	57	100.00%	64	88.77%	374
	Wyke	90.00%	10	88.89%	9	100.00%	3	100.00%	2	100.00%	8	100.00%	3	100.00%	4	100.00%	10	100.00%	3	100.00%	13	91.67%	12	91.67%	12	97.01%	67	
	Wick Village	-	-	-	-	-	-	-	-	-	-	-	100.00%	1	100.00%	3	-	-	-	-	-	-	-	-	-	-	100.0%	4
	Overall TMO Total	95.58%	249	97.48%	238	94.00%	200	97.41%	193	98.65%	223	98.22%	225	77.70%	278	85.71%	287	79.53%	298	80.58%	345	81.91%	293	81.37%	263	85.65%	2405	
HH Neighbourhood Total	96.76%	3424	96.77%	3406	95.90%	2973	97.57%	2672	97.53%	2469	97.42%	3025	96.32%	3340	96.50%	3375	93.57%	3094	97.23%	3397	98.82%	3570	98.82%	3298	97.10%	28240		

Appointments TMO YTD totals



LKPI 06 (Formerly BVPI 185)

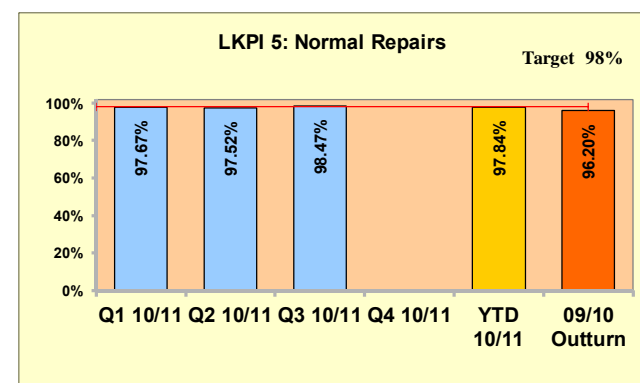
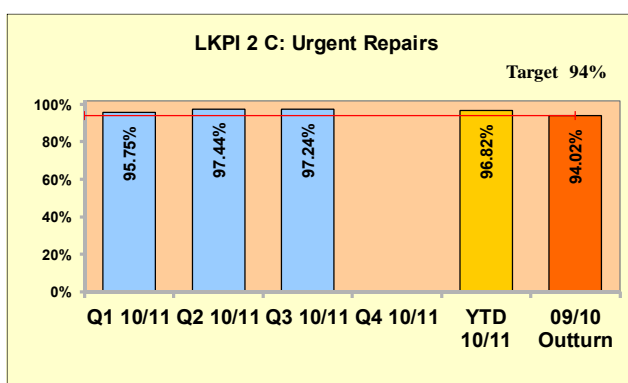
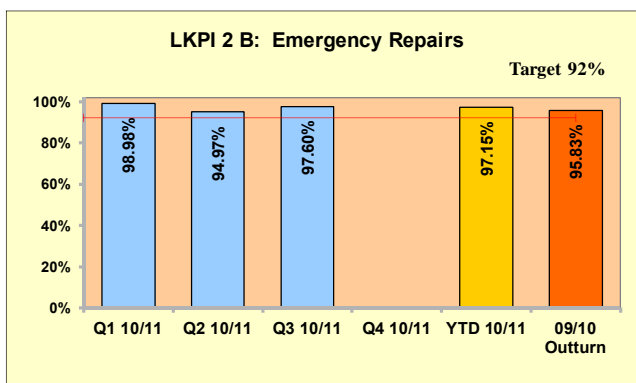
This PI measures the percentage of jobs where an appointment was given and kept. The appointment is defined as an arrangement to carry out the repair on a specific date, expressed as a percentage of all responsive repairs ordered where access was required. This excludes from both the numerator & the denominator the number of urgent and emergency priority jobs where a response is usually required within 24hrs.

Data source: Saffron
Data provider: Performance Team

Comments (Provided by the Performance Team):

The performance information presented here on repairs appointments relate to those reported and managed by Property Services.
The general direction of performance shows that only 86% of appointments made for TMO tenants are being kept compared with 97% for the NHO's and is also below the departmental target of 95%. There are also variations in performance standards between TMO's, with Clapton Park (the largest TMO) having the lowest level of appointments made and kept compared with Arden and Tower who have one of the highest.
Clearly more effort is needed to investigate the route causes of this and to remedy the situation.

LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time		Qtr 1 (10/11)		Qtr 2 (10/11)		Qtr 3 (10/11)		Qtr 4 (10/11)		10/11 YTD		2009/10 Outturn	
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders
Cranston	Emergency	100.00%	14	89.47%	19	100.00%	1			94.12%	34	92.86%	42
	Urgent	97.37%	38	100.00%	34	95.65%	23			97.89%	95	93.30%	209
	Normal	100.00%	7	100.00%	7	85.71%	7			95.24%	21	90.91%	22
	Total	98.31%	59	96.67%	60	93.55%	31			96.67%	150	93.04%	273
Downs	Emergency	100.00%	22	100.00%	34	100.00%	15			100.00%	71	77.22%	79
	Urgent	100.00%	27	100.00%	37	100.00%	40			100.00%	104	70.33%	91
	Normal	100.00%	18	100.00%	14	100.00%	20			100.00%	52	100.00%	23
	Total	100.00%	67	100.00%	85	100.00%	75			100.00%	227	76.68%	193
Lordship	Emergency	90.00%	10	The repairs are being recorded by the call centre as of July 2010. Therefore the performance for Lordship is now reported as part of the TMO call centre performance (see next page).						90.00%	10	83.33%	24
	Urgent	96.55%	29					96.55%	29	89.23%	130		
	Normal	100.00%	19					100.00%	19	94.87%	117		
	Total	96.55%	58					96.55%	58	91.14%	271		
Suffolk	Emergency	100.00%	2	100.00%	1	100.00%	7			100.00%	10	90.63%	32
	Urgent	100.00%	28	97.92%	48	100.00%	38			99.12%	114	92.86%	112
	Normal	100.00%	31	100.00%	34	100.00%	18			100.00%	83	95.24%	126
	Total	100.00%	61	98.80%	83	100.00%	63			99.52%	207	93.70%	270
Wenlock Barn	Emergency	97.73%	44	98.55%	69	90.32%	31			96.53%	144	98.68%	531
	Urgent	96.06%	330	97.34%	376	96.18%	314			96.57%	1020	95.64%	1148
	Normal	98.51%	268	96.68%	211	98.33%	120			97.83%	599	95.73%	585
	Total	97.20%	642	97.26%	656	96.34%	465			96.99%	1763	96.38%	2264
Wick Village	Emergency	100.00%	70	97.30%	37	100.00%	60			99.40%	167	99.10%	111
	Urgent	100.00%	28	100.00%	31	100.00%	22			100.00%	81	98.96%	96
	Normal	100.00%	39	100.00%	37	100.00%	85			100.00%	161	100.00%	152
	Total	100.00%	137	99.05%	105	100.00%	167			99.76%	409	99.44%	359
Wyke	Emergency	97.73%	44	84.62%	39	98.11%	53			94.12%	136	100.00%	44
	Urgent	92.93%	184	96.07%	178	97.90%	143			95.45%	505	97.29%	221
	Normal	78.26%	23	95.00%	20	91.67%	12			87.27%	55	100.00%	2
	Total	92.43%	251	94.09%	237	97.60%	208			94.54%	696	97.75%	267
Overall TMO Score	Emergency	98.98%	196	94.97%	199	97.60%	167			97.15%	562	95.83%	863
	Urgent	95.75%	635	97.44%	704	97.24%	580			96.82%	1919	94.02%	2007
	Normal	97.67%	386	97.52%	323	98.47%	262			97.84%	971	96.20%	1027
	Total	96.88%	1217	97.06%	1226	97.62%	1009			97.16%	3452	95.00%	3897
Neighbourhood Non-DLO		89.16%	3294									86.95%	16633



LKPIs: 2B, 2C & 5 - This displays the percentage of jobs in each priority response band completed per TMO. This does not include the historical figures for repairs that are currently open on the TMO repair system.
Priority banding definitions:
 LKPI 2B (Emergency) - make safe within 24 hrs LKPI 2C (Urgent) - make safe within 5 working days LKPI 5 (Normal) - repair complete within 20 working days.
 Data source: TMO, Data provider: Keron Rhame Shepherd

Comments (supplied by Alex Heslop)

The majority of TMOs have significantly improved their performance since March 2010; the overall percentage of TMO repairs completed on time has increased from 95% in March 2010 to 96.81% in December 2010. The performance of Downs and Wick Village is particularly impressive, as 100% of their emergency, urgent and routine repairs were completed on time. By comparison, 95% of repairs in the neighbourhoods were completed on time.

LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time		Qtr 1 (10/11)		Qtr 2 (10/11)		Qtr 3 (10/11)		Qtr 4 (10/11)		10/11 YTD		2009/10 Outturn	
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders
Arden	Emergency	93.75%	112	91.21%	91	100.00%	81			94.72%	284	91.12%	563
	Urgent	88.89%	18	93.55%	31	69.23%	26			84.00%	75	88.19%	144
	Normal	98.59%	354	99.27%	275	97.24%	254			98.41%	883	94.30%	1508
	Total	97.11%	484	96.98%	397	95.84%	361			96.70%	1242	93.09%	2215
Clapton Park	Emergency	80.00%	90	90.77%	65	93.98%	83			87.82%	238	78.08%	520
	Urgent	100.00%	3	77.78%	27	100.00%	9			84.62%	39	80.43%	46
	Normal	95.90%	586	92.90%	366	87.45%	518			92.18%	1470	91.64%	2621
	Total	93.81%	679	91.70%	458	88.52%	610			91.41%	1747	89.27%	3187
Cranston	Emergency	90.63%	32	80.00%	20	100.00%	22			90.54%	74	87.31%	134
	Urgent	100.00%	2	100.00%	6	50.00%	4			83.33%	12	100.00%	3
	Normal	77.78%	9	100.00%	18	92.86%	28			92.73%	55	91.57%	166
	Total	88.37%	43	90.91%	44	92.59%	54			90.78%	141	89.77%	303
Downs	Emergency	84.62%	13	94.74%	19	100.00%	28			95.00%	60	88.03%	117
	Urgent	91.67%	12	92.31%	13	100.00%	9			94.12%	34	89.58%	48
	Normal	90.91%	44	86.49%	37	95.74%	47			91.41%	128	95.04%	121
	Total	89.86%	69	89.86%	69	97.62%	84			92.79%	222	91.26%	286
Lordship	Emergency	89.47%	19	90.48%	21	87.50%	16			89.29%	56	72.04%	93
	Urgent	100.00%	11	93.75%	48	96.30%	27			95.35%	86	97.40%	77
	Normal	95.35%	43	98.59%	71	100.00%	99			98.59%	213	97.06%	170
	Total	94.52%	73	95.71%	140	97.89%	142			96.34%	355	90.29%	340
Suffolk	Emergency	68.42%	19	91.67%	24	89.66%	29			84.72%	72		
	Urgent	90.91%	11	75.86%	29	76.47%	17			78.95%	57		
	Normal	88.68%	53	89.58%	48	94.44%	72			91.33%	173		
	Total	84.34%	83	86.14%	101	90.68%	118			87.42%	302		
Wenlock Barn	Emergency	88.89%	27	82.61%	23	95.65%	23			89.04%	73	75.97%	129
	Urgent	100.00%	2	0.00%	1	33.33%	3			50.00%	6	91.84%	49
	Normal	89.80%	49	95.65%	46	96.08%	51			93.84%	146	96.92%	227
	Total	89.74%	78	90.00%	70	93.51%	77			91.11%	225	89.63%	405
Tower	Emergency	90.91%	11	84.04%	94	97.37%	114			91.32%	219	72.12%	104
	Urgent	100.00%	8	86.71%	158	94.51%	91			89.88%	257	100.00%	11
	Normal	100.00%	6	92.19%	128	97.23%	289			95.74%	423	94.12%	238
	Total	96.00%	25	87.89%	380	96.76%	494			92.99%	899	87.82%	353
Wick Village	Emergency	100.00%	2	100.00%	2	50.00%	2			83.33%	6	66.67%	6
	Urgent	100.00%	1							100.00%	1	100.00%	1
	Normal	100.00%	1	100.00%	6	100.00%	5			100.00%	12	82.35%	17
	Total	100.00%	4	100.00%	8	85.71%	7			94.74%	19	79.17%	24
Wyke	Emergency	93.18%	44	72.73%	22	89.74%	39			87.62%	105	83.68%	190
	Urgent	100.00%	15	92.31%	13	95.45%	22			96.00%	50	91.57%	83
	Normal	100.00%	48	100.00%	24	100.00%	46			100.00%	118	96.88%	224
	Total	97.20%	107	88.14%	59	95.33%	107			94.51%	273	90.95%	497
TMO Total		94.10%	1645	91.83%	1726	93.57%	2054			93.18%	5425	90.55%	7610
NHO Total		94.73%	18462	95.21%	17706	95.06%	18920			95.00%	55088	93.28%	89949
HH Total		94.68%	20107	94.91%	19432	94.92%	20974			94.84%	60513	93.28%	89949

Priority banding definitions:

LKPI 2B (Emergency) (Target 92%) - make safe within 24 hrs. NB: this also now incorporates the performance for Immediate (makes safe within 2 hours). **LKPI 2C (Urgent) (Target 94%)** - Complete within 5 working days
LKPI 5 (Normal) - (Target 98%) - repair complete within 20 working days. **Data source:** Saffron, Data provider: Performance Team

Comments (supplied by Alex Heslop):

These performance indicators are only really relevant for Arden, Clapton Park and Lordship South TMOs, as the majority of repairs for the other TMOs fall within the retained repair responsibility of Hackney Homes. There has been a slight deterioration in the performance of Arden & Clapton Park TMOs; their year to date performance is currently 96.7% and 91.41% respectively. By contrast, there has been a continuous improvement in the performance of Lordship South; whose year to date performance has increased to 96.34%.

LKPI 79: Percentage of dwellings with a valid Gas Safety Certificate (CP 12's)

Excluding Gas Carcasses (tests where resident only has pipe work and no boiler or appliance)

Data source: Saffron
Data provider: Performance Team

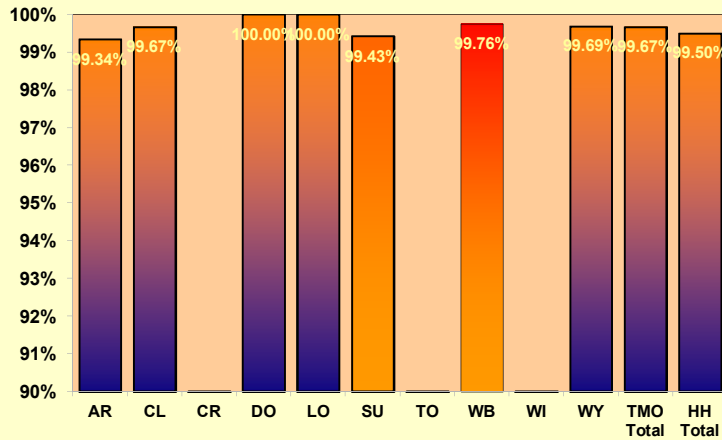
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Number of CP12's overdue	Average time overdue in weeks	Target	
Arden	98.70%	99.48%	99.12%	98.90%	99.78%	97.32%	Data Not Available Following Transfer to UH System		99.56%	99.78%	99.56%	99.34%	3	3.86	99.20%	
Clapton Park	98.24%	97.86%	99.03%	98.69%	99.84%	99.02%			98.86%	99.51%	99.67%	99.67%	2	4.96	99.20%	
Cranston	-	-	-	-	-	-			-	-	-	-	-	-	-	99.20%
Downs	98.09%	88.21%	100.00%	99.36%	-	98.70%			-	100.00%	100.00%	100.00%	100.00%	-	-	99.20%
Lordship South	97.83%	86.82%	99.43%	98.27%	99.42%	97.69%			99.44%	99.44%	100.00%	100.00%	100.00%	-	-	99.20%
Suffolk	99.43%	91.94%	100.00%	-	99.43%	98.86%			98.86%	99.43%	98.86%	99.43%	99.43%	1	8.81	99.20%
Tower	-	-	-	-	-	-			-	-	-	-	-	-	-	99.20%
Wenlock Barn	-	99.48%	98.07%	98.07%	99.28%	99.04%			98.92%	99.28%	100.00%	99.76%	99.76%	2	2.46	99.20%
Wick Village	-	-	-	-	-	-			-	-	-	-	-	-	-	99.20%
Wyke	98.43%	99.01%	99.06%	99.04%	99.68%	98.10%			98.44%	98.75%	99.69%	99.69%	99.69%	1	8.67	99.20%
TMO Total	98.23%	99.77%	98.90%	98.67%	99.60%	98.52%			99.05%	99.42%	99.74%	99.67%	99.67%	9	4.88	99.20%
Hackney Homes Total	98.59%	98.32%	98.97%	98.62%	99.34%	98.21%			98.85%	98.97%	99.50%	99.50%	99.50%	78	8.30	99.20%

Comments

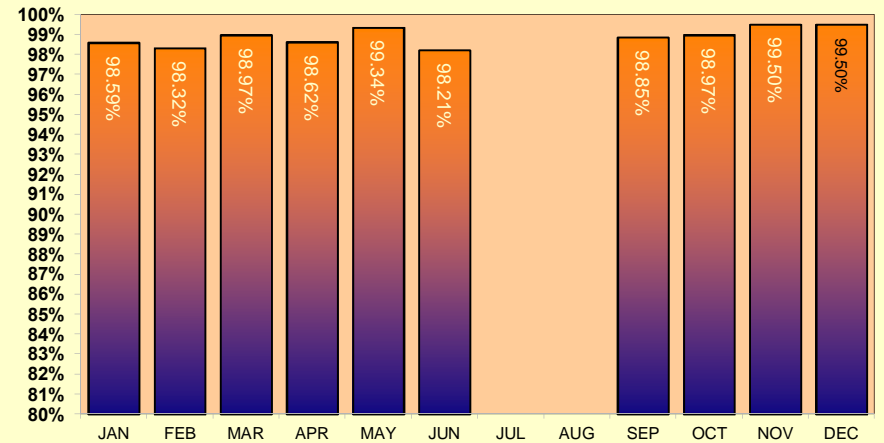
The gas servicing programme shows, it is largely above target with 99.67% of all TMO dwellings requiring a service being completed.

Currently only 9 dwellings now have an outstanding safety certificate.

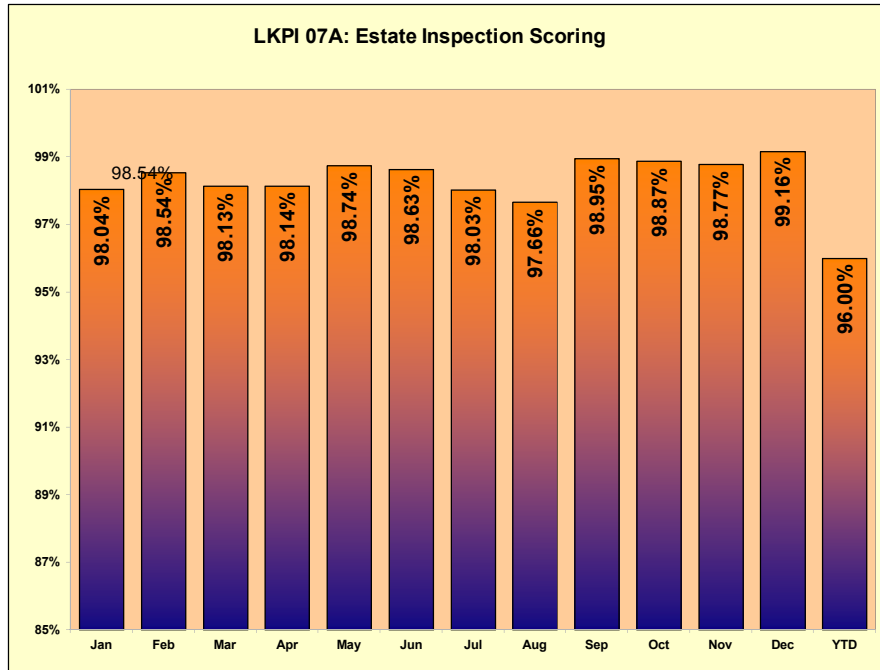
LKPI 79: Percent of dwellings with a valid Gas Safety Certificate (CP12) by Neighbourhood



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



LKPI 07A: Estate Inspection Scoring	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	YTD	Target	09/10 outturn	Within the Quarter (Jul - Sep)			
															A's	B's	C's	D's	
Arden	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.39%	100.00%	100.00%	100.00%	-	99.94%	96.00%	98.76%	91%	9%	0%	0%
Cranston	100.00%	100.00%	100.00%	100.00%	-	-	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	96.00%	100.00%	97%	3%	0%	0%
Clapton Park	95.60%	-	97.26%	97.44%	97.07%	-	97.27%	97.33%	97.17%	100.00%	-	-	97.27%	96.00%	96.30%	86%	14%	0%	0%
Downs	80.95%	76.19%	71.43%	70.00%	86.67%	85.71%	77.27%	81.82%	-	-	90.48%	90.48%	83.10%	96.00%	76.19%	64%	26%	5%	5%
Lordship	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.08%	99.03%	100.00%	97.78%	97.06%	-	98.79%	96.00%	98.90%	21%	76%	3%	0%
Suffolk	85.14%	83.56%	79.55%	80.60%	86.05%	93.48%	94.20%	88.57%	85.42%	90.67%	94.00%	94.67%	89.87%	96.00%	84.59%	93%	0%	6%	2%
Wenlock Barn	98.90%	99.71%	99.48%	98.68%	99.19%	99.36%	98.46%	99.44%	100.00%	98.60%	98.94%	99.61%	99.03%	96.00%	99.05%	35%	64%	1%	0%
Wick Village	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	-	-	-	-	-	100.00%	100.00%	96.00%	88.15%	82%	18%	0%	0%
Wyke Estate	100.00%	100.00%	99.47%	100.00%	100.00%	100.00%	100.00%	-	100.00%	100.00%	100.00%	100.00%	100.00%	96.00%	99.71%	85%	15%	0%	0%
TMO Total	98.04%	98.54%	98.13%	98.14%	98.74%	98.63%	98.03%	97.66%	98.95%	98.87%	98.77%	99.16%	98.54%	96.00%	98.10%	69.99%	28.94%	0.86%	0.21%
HH Neighbourhood Total	95.40%	95.19%	93.46%	93.90%	94.60%	93.10%	93.90%	96.20%	95.50%	97.10%	97.20%	96.80%	95.33%	96.00%	94.31%	37.17%	59.85%	2.92%	0.06%



ESTATE INSPECTION
LKPI 07A This Indicator measures estate cleaning scoring from physical inspections carried out by Neighbourhood staff, Estate Services staff and trained tenant inspectors. The target for these inspections is 96% scoring A or B as a percentage of all inspections carried out.

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

Comments:
 The average performance of the TMOs has improved from 98.39% in September 2010 to 98.54% by the end of December 2010; by comparison the neighbourhoods' year to date performance is 95.33%. Downs and Suffolk TMOs are not currently meeting the target; however their performance has improved during the last quarter.

	Neighbourhood/division													Volume		YTD (10/11)	Target	
		Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total due (10/11)			Answer in Time (10/11)
LKPI 25a: Stage One Complaints	Arden	100.00%	100.00%	100.00%	100.00%	100.00%	-	100.00%	-	-	100.00%	-	-	-	3	3	100.00%	92%
	Clapton Park	-	100.00%	50.00%	-	100.00%	0.00%	100.00%	100.00%	100.00%	0.00%	33.33%	100.00%	100.00%	12	8	66.67%	92%
	Cranston	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	Downs	0.00%	-	100.00%	0.00%	-	-	-	-	-	-	0.00%	-	-	1	0	0.00%	92%
	Lordship South	-	-	-	100.00%	100.00%	-	-	100.00%	100.00%	100.00%	-	-	-	4	4	100.00%	92%
	Suffolk	-	-	0.00%	0.00%	-	0.00%	100.00%	-	-	-	-	-	-	2	1	50.00%	92%
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	Wenlock Barn	80.00%	100.00%	50.00%	50.00%	0.00%	-	100.00%	66.67%	100.00%	100.00%	100.00%	-	-	13	11	84.62%	92%
	Wick Village	-	-	100.00%	-	-	-	-	-	100.00%	-	-	-	-	1	1	-	92%
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	TMO Total	75.00%	100.00%	62.50%	60.00%	75.00%	0.00%	100.00%	85.71%	100.00%	80.00%	50.00%	100.00%	100.00%	36	28	77.78%	92%
	NHD Total	100.00%	93.75%	96.00%	88.89%	95.24%	92.31%	87.50%	78.57%	100.00%	100.00%	100.00%	100.00%	94.12%	160	152	95.00%	92%
	HH Overall Total	84.48%	83.16%	86.67%	88.28%	90.10%	80.77%	81.40%	75.53%	94.69%	89.90%	88.16%	92.38%	85.29%	880	763	86.70%	92%
LKPI 25b: Stage Two Complaints		100.00%	0.00%	0.00%	50.00%	100.00%	0.00%	-	0.00%	-	100.00%	50.00%	-	0.00%	8	3	37.50%	92%
LKPI 59: Stage Twos Upheld (HH Overall Total)		-	-	-	-	100.00%	25.00%	66.67%	80.00%	63.16%	40.00%	25.00%	33.33%	75.00%	-	-	57.45%	30%
LKPI 31: FOI Requests		-	-	-	-	-	-	-	-	100.00%	-	-	-	-	1	1	100.00%	TBC
LKPI 27: % Ombudsman in target		-	-	0.00%	-	-	-	-	-	-	-	-	-	100.00%	1	1	100.00%	TBC
LKPI 72: No. of Ombudsman Items		-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	NA
LKPI 22: Board Member Enquiries		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	TBC
LKPI 23: Members' Enquiries	Arden	100.00%	-	-	-	100.00%	-	-	-	-	-	-	-	-	2	2	100.00%	90%
	Clapton Park	-	-	-	-	-	-	100.00%	0.00%	0.00%	0.00%	100.00%	-	-	5	2	40.00%	90%
	Cranston	-	-	-	100.00%	-	-	-	-	-	-	-	-	-	-	-	-	90%
	Downs	-	-	-	-	100.00%	-	0.00%	-	-	-	-	-	-	2	1	50.00%	90%
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%
	Suffolk	-	-	-	-	-	-	-	-	-	-	-	100.00%	-	1	1	100.00%	90%
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%
	Wenlock Barn	-	-	100.00%	50.00%	100.00%	100.00%	-	-	-	-	-	-	-	2	2	100.00%	90%
	Wick Village	-	-	-	-	-	-	-	-	-	0.00%	-	-	-	1	0	0%	90%
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%
	TMO Total	100.00%	-	100.00%	66.67%	100.00%	100.00%	50.00%	0.00%	0.00%	0.00%	100.00%	-	100.00%	13	8	61.54%	90%
	NHD Total	100.00%	92.31%	84.21%	87.23%	93.48%	94.12%	90.48%	76.47%	82.61%	87.50%	80.00%	78.57%	85.71%	205	177	86.34%	90%
	HH Overall Total	88.52%	87.30%	84.55%	79.74%	86.47%	85.96%	63.75%	83.33%	85.90%	79.10%	75.00%	84.85%	82.02%	826	673	81%	90%
LKPI 24: Mayor's Enquiries	Arden	-	-	100.00%	100.00%	-	-	66.67%	100.00%	100.00%	-	100.00%	-	-	6	5	83%	90%
	Clapton Park	-	-	-	100.00%	-	-	0.00%	-	-	-	-	0.00%	-	2	0	0%	90%
	Cranston	33.33%	0.00%	-	-	-	-	-	-	-	-	0.00%	-	100.00%	3	2	66.67%	90%
	Downs	100.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%
	Suffolk	-	-	-	-	-	-	-	-	0.00%	-	-	-	-	1	0	0%	90%
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%
	Wenlock Barn	-	-	100.00%	-	100.00%	100.00%	-	-	100.00%	75.00%	50.00%	50.00%	0.00%	16	11	68.75%	90%
	Wick Village	-	-	-	-	-	-	-	-	-	0.00%	-	-	-	1	0	0.00%	90%
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%
	TMO Total	50.00%	0.00%	100.00%	100.00%	100.00%	50.00%	100.00%	75.00%	75.00%	40.00%	40.00%	66.67%	24	16	66.67%	90%	
	NHD Total	82.35%	100.00%	100.00%	92.86%	73.33%	88.89%	55.00%	28.57%	62.50%	50.00%	72.73%	90.00%	73.33%	109	72	66.06%	90%
	HH Overall Total	68.89%	70.00%	78.13%	84.38%	67.39%	89.74%	54.00%	65.38%	65.38%	65.63%	67.65%	61.11%	70.59%	323	217	67.18%	90%

LKPI 13: % of letters, faxes and emails responded to within target time
 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)

Comments

The overall performance of the TMOs in responding to stage 1 complaints, member & mayoral enquiries, continues to fall below the performance of the neighbourhoods. From 1st April to 31st December 2010 TMOs responded to 77.78% of complaints, 61.54% of member's enquiries and 66.67% of mayoral enquiries on time. They neighbourhoods, by comparison, achieved response rates of 95%, 86.34% and 66.06% for complaints, member's enquiries & mayoral enquiries.

Some TMOs are performing well. Arden and Lordship South both achieved 100% response rates for stage 1 complaints. Arden, Suffolk and Wenlock Barn also achieved 100% response rates for member's enquiries. There would appear to be a particular issue with the timeliness of responses to mayoral enquiries, because none of the TMOs (with the possible exception of Arden) have performed well in this area.

The TMO Section and the Hackney Homes Complaints Team are aware of the need for TMOs to improve their direction of travel in this area, therefore specific training on Complaints Handling was provided to the TMOs on 18th November 2010. It is hoped that there will be an overall improvement in the last quarter of the financial year.

The purpose of this page is to provide a summary of ASB activity across the neighbourhoods using the Housemark ASB benchmarking club definitions as the basis for reporting new cases and actions taken

AM1/LII 43 - New cases	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	09/10 Outturn
Clapton Park	3	4	5	2	2	6	6	1	4	1	2	2	0	24	
Cranston	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
Wenlock Barn	5	1	3	11	7	5	2	2	1	0	2	1	1	21	
TMO Total	8	5	8	13	9	11	9	3	5	1	4	3	1	46	136
Estate Safety	11	12	44	6	2	16	14	3	0	0	0	0	1	36	262
NH Total	100	81	94	86	82	95	161	122	93	85	78	88	64	868	1243
Total New Cases	119	98	146	105	93	122	184	128	98	86	82	91	66	950	1641

Comments:

This page shows a summary of the numbers and types of antisocial behaviour complaints recorded against TMO's to date on the Universal ASB case management system

As at quarter 2 there were 46 new complaints received and 55 cases closed.

In terms of types of complaints by far the most prevalent type of complaint being recorded relates to noise and pets.

Satisfaction levels show that more than 50% of tenants are satisfied with complaints management, although this is currently just below the target.

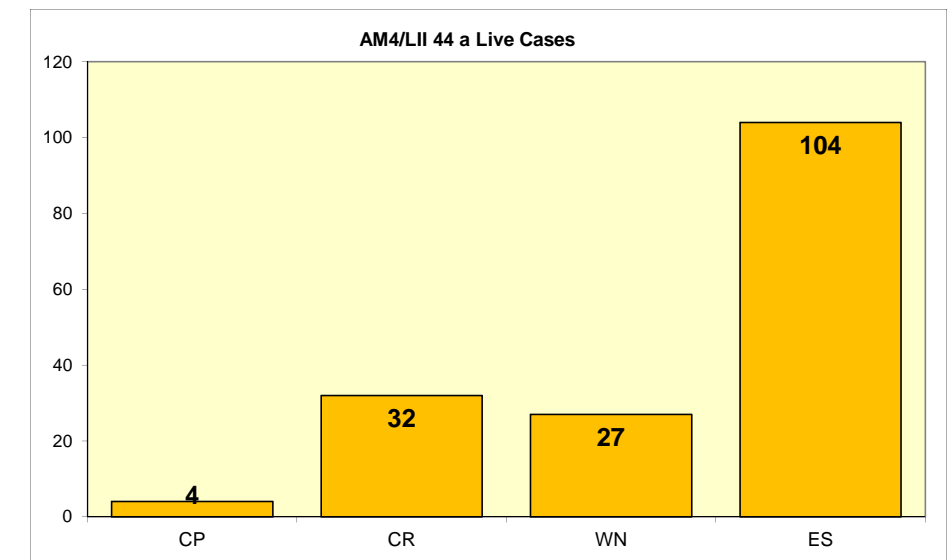
In terms of satisfaction with outcome just under 50% are satisfied with their complaint outcome. This is however above the target.

AM4/LII 44b & LII 44c: Closed Cases	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	09/10 Outturn
Clapton Park	4	4	4	13		1		4	3	0	0	0	8	16	
Cranston	0	0	2	0	0	0	0	0	0	0	0	0	4	0	
Wenlock Barn	3	2	4	4	2	4	2	2	2	4	3	3	13	35	
TMO Total	7	6	10	17	2	5	2	6	5	4	3	3	25	55	125
Estate Safety	25	3	1	44	12	38	27	122	1	0	0	3	0	203	219
NH Total	110	43	97	89	61	65	69	117	133	95	137	69	120	866	1294
LII 49: Total Resolved Cases	123	41	99	140	75	108	98	245	139	99	140	75	145	1124	1363
LII 50 - Number of Closed Not-Resolved	21	14	9	11	7	5	4	9	9	9	9	8	6	66	275
Total closed cases	144	55	108	151	82	113	102	254	148	108	149	83	151	1190	1638

Count of Incident Type (for current live cases)	TMO		Tenant Mgmt Organisations	Estate Safety	NHO Total	Grand Total
	CP	WN				
Alcohol Related					12	12
Allegation						
Begging					1	1
Crackdown					2	2
Domestic Abuse					7	7
Drugs/substance misuse/drug dealing		6	6		27	33
Hate Related Incident					6	6
Litter/Rubbish/Fly-tipping	4		4		16	20
Misuse of Communal Area/public space or loitering	6	1	7	1	19	27
Noise	15	12	27	1	217	245
Nuisance from Vehicles					3	3
Other Criminal behaviour/Crime					3	3
Other Physical Violence					7	7
Pets and Animal Nuisance	3		3		36	39
Pirate Radio Station						
Prostitution/Sexual Acts/Kerb Crawling					3	3
Tenancy Related Issues	1		1		2	3
Vandalism and Damage to Property	1		1		7	8
Verbal Abuse/harassment/threatening behaviour/intimidation	5	2	7		44	51
Grand Total	35	21	56	2	412	470

	Q1	Q2	Q3	YTD	Target	09/10 Outturn
LKPI 61 a: Satisfaction with how complaint was dealt with	60.00%	47.06%	52.05%	50.83%	55.00%	52.21%
LKPI 61 b: Satisfaction with outcome of complaint	50.00%	45.16%	49.33%	47.10%	46.00%	47.06%

AM4/LII 44a - Live cases	Qtr 1	Qtr 2 Current Position	Qtr 3	Qtr 4
Clapton Park		4	27	
Cranston		32	0	
Wenlock Barn		27	13	
TMO Total		63	40	
Estate Safety		104	1	
NH Total		407	332	
Total Live Cases		574	373	



LII 40 (a): Boroughwide stock breakdown & movements - Rentable

Area Breakdown	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Outturn 09/10
North East	5,400	5,402	5,412	5,288	5,290	5,290	5,291	5,294	5,297	5,297	5,299	5,302	5,308	5,288
North West	3,141	3,141	3,142	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,140	3,141	3,140	3,141
Homerton	4,605	4,605	4,607	4,606	4,607	4,605	4,605	4,604	4,604	4,603	4,603	4,602	4,602	4,606
DBQ	2,996	2,996	3,000	3,000	3,000	3,000	2,999	2,999	2,999	2,999	2,998	2,998	2,998	3,000
Shoreditch	2,896	2,896	2,911	2,912	2,917	2,917	2,917	2,917	2,917	2,917	2,897	2,897	2,897	2,912
Clapton Park TMO	794	794	794	794	794	794	793	793	793	793	793	793	793	794
Cranston TMO	159	159	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	186	185	185	185	185	185	185	185	185	184	184	184	184	185
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	333	333	333	333	333	332	332	332	332	332	332	333
Arden TMO	544	544	545	545	545	545	545	545	545	545	545	545	545	545
Wenlock Barn TMO	1,060	1,060	1,062	1,062	1,062	1,061	1,059	1,059	1,059	1,059	1,059	1,059	1,059	1,062
Housing Assoc Leased	N/A	N/A	N/A	N/A	139	139	138	138	138	138	139	138	138	N/A
TOTAL	22,703	22,704	22,740	22,615	22,623	22,759	22,755	22,756	22,759	22,757	22,738	22,740	22,745	22,615

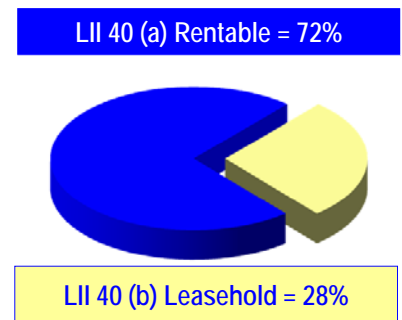
LII 40(b): Boroughwide stock breakdown & movements - Leasehold + Freehold with Service Charges

Area Breakdown	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Outturn 09/10
North East	1,977	1,975	1,974	1,975	1,972	1,972	1,965	1,962	1,959	1,959	1,952	1,949	1,943	1,975
North West	1,425	1,425	1,426	1,427	1,427	1,427	1,426	1,427	1,427	1,427	1,427	1,427	1,428	1,427
Homerton	1,731	1,731	1,731	1,731	1,732	1,734	1,734	1,735	1,735	1,736	1,736	1,736	1,736	1,731
DBQ	1,123	1,123	1,123	1,123	1,123	1,123	1,124	1,124	1,124	1,124	1,125	1,125	1,125	1,123
Shoreditch	1,062	1,062	1,061	1,060	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,060
Clapton Park	373	372	372	372	372	373	374	374	374	374	374	374	374	372
Cranston	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 South	77	77	77	77	77	77	77	77	77	78	78	78	78	77
Suffolk	92	92	92	92	92	92	92	92	92	92	92	92	92	92
Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wick	18	18	18	18	18	18	18	18	18	18	18	18	18	18
Wyke	84	84	84	84	84	84	84	85	85	85	85	85	85	84
Arden	194	194	194	194	194	194	194	194	194	194	194	194	194	194
Wenlock Barns	415	415	415	415	415	416	418	418	418	418	418	418	418	415
Shared Ownership	1	1	1	1	1	1	1	1	1	1	1	1	1	N/A
TOTAL	8,667	8,664	8,663	8,664	8,658	8,662	8,658	8,658	8,655	8,657	8,651	8,648	8,643	8,663

Monthly stock reconciliation & movements

Neighbourhood	Freehold with Service Chg		Leasehold		Rentable		Housing Assoc (HAL) Leased		
	Gains	Losses	Gains	Losses	Gains	Losses	Gains	Losses	
North East	-	-	-	6	6	-	-	-	-
North West/Stoke Newington	1	-	-	-	-	1	-	-	
Homerton	-	-	-	-	-	-	-	-	
Queensbridge & De Beauvoir	-	-	-	-	-	-	-	-	
Shoreditch	-	-	-	-	-	-	-	-	
Clapton Park TMO	-	-	-	-	-	-	-	-	
Cranston TMO	-	-	-	-	-	-	-	-	
Downs TMO	-	-	-	-	-	-	-	-	
Lordship South TMO	-	-	-	-	-	-	-	-	
Suffolk TMO	-	-	-	-	-	-	-	-	
Tower TMO	-	-	-	-	-	-	-	-	
Wick TMO	-	-	-	-	-	-	-	-	
Wyke TMO	-	-	-	-	-	-	-	-	
Arden TMO	-	-	-	-	-	-	-	-	
Wenlock Barn TMO	-	-	-	-	-	-	-	-	
Grand Total	1	-	-	6	6	1	-	-	

Percentage of total housing by rentable and leasehold stock



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.

Comments: (Supplied by Performance Team)

Neighbourhood managed properties are now standing at 31,388 in total, including 22,047 tenanted properties with 571 voids and 7,364 leasehold.

This month, we sold 1 leasehold with service charge and brought back 6 properties, form leasehold. Overall net movement of 5 gains in rentable and 5 loss in Leasehold and freehold with service charge.

Term	Explanation	Term	Explanation
ABC	Anti-Social Behaviour Contracts	Nii	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 quantity with the previous month and displays traffic light indicator
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
LBFF	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)
NTHD	Neighbourhood	YTD	Year to Date (March to end of current period)