



PERFORMANCE REPORT June 2010

Tenants Management Organization

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HACKNEY HOMES TENANT MANAGEMENT ORGANIZATION PERFORMANCE REPORT

REPORTING PERIOD: 1st April 2010 - 30th June 2010

KEY MESSAGES

There has continued to be an improvement in overall TMO performance in rent arrears recovery and repairs. There has also been a slight improvement by TMOs in responding to Stage 1 Complaints, Member's Enquiries and Mayoral Enquiries. Empty Property Management continues to be a significant area of concern as the average turnaround time has got worse; however there has been a reduction in the backlog of hard to let minor voids and four TMOs have met or exceeded the Hackney Homes target of 33 days.

Clive Taber ►►► N'Hood Housing Contract Manager

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

Contact e-mail Address housing.performance@hackneyhomes.org.uk

Definition:

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

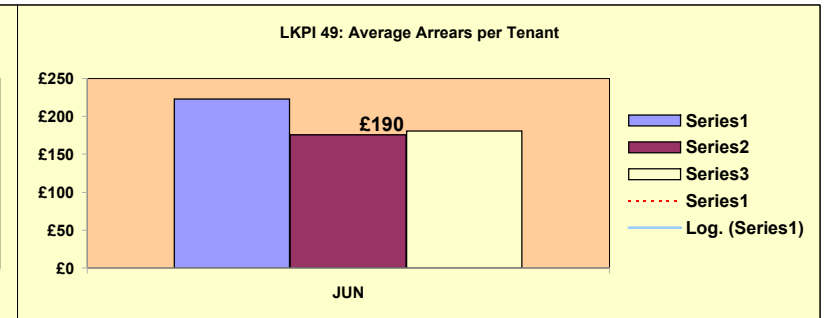
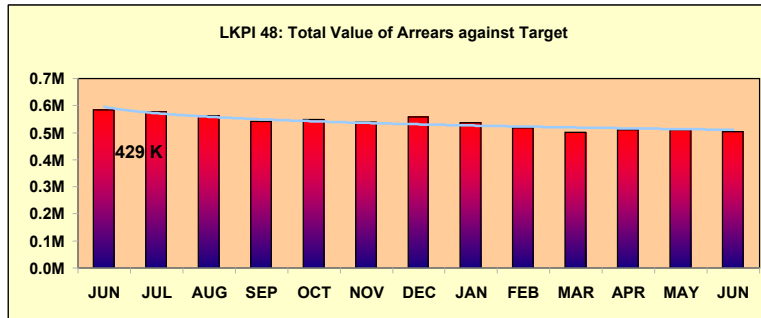
LKPI 49 This PI shows data for the average rent arrears per tenant.

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)	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Targets (10/11)	2009/10 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	191 K	183 K	178 K	168 K	168 K	166 K	171 K	169 K	164 K	165 K	165 K	165 K	158 K	141 K	165 K
Cranston	67 K	68 K	68 K	68 K	66 K	60 K	63 K	62 K	61 K	63 K	63 K	61 K	58 K	54 K	63 K
Downs	40 K	42 K	44 K	42 K	44 K	44 K	47 K	46 K	39 K	36 K	37 K	38 K	38 K	31 K	36 K
Wenlock Barn Estate	255 K	255 K	249 K	242 K	245 K	242 K	246 K	232 K	225 K	211 K	217 K	219 K	222 K	180 K	211 K
Wick Village	30 K	29 K	25 K	23 K	26 K	27 K	30 K	29 K	29 K	28 K	30 K	27 K	26 K	24 K	28 K
TMO Total	583 K	577 K	563 K	542 K	549 K	539 K	557 K	537 K	518 K	502 K	512 K	510 K	503 K	429 K	502 K
NHD Total	3.99 M	4.01 M	3.99 M	3.88 M	3.86 M	3.79 M	3.83 M	3.83 M	3.58 M	3.39 M	3.48 M	3.42 M	3.33 M	2.89 M	3.39 M
Hackney Homes Total	£4.57 M	£4.59 M	£4.56 M	£4.43 M	£4.41 M	£4.33 M	£4.39 M	£4.28 M	£4.10 M	£3.89 M	£3.99 M	£3.93 M	£3.83 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	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	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	0 K

LKPI 49: Average Arrears per tenant	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Targets (10/11)	2009/10 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	£244	£233	£226	£213	£214	£212	£219	£216	£209	£209	£211	£210	£201	£178	£209
Cranston	£428	£435	£435	£427	£419	£380	£402	£393	£385	£399	£402	£390	£373	£341	£399
Downs	£249	£256	£270	£252	£265	£267	£281	£277	£245	£227	£231	£237	£240	£194	£227
Wenlock Barn Estate	£243	£243	£237	£230	£234	£230	£234	£220	£214	£200	£207	£208	£211	£171	£200
Wick Village	£303	£298	£256	£237	£263	£271	£303	£289	£291	£280	£298	£270	£264	£239	£280
TMO Total	£259	£207	£202	£196	£243	£239	£247	£238	£230	£223	£228	£226	£223	£190	£223
NHD Total	£209	£211	£209	£203	£202	£199	£201	£196	£188	£178	£183	£180	£175	£152	£178
Hackney Homes Total	£209	£210	£208	£202	£201	£198	£201	£196	£188	£179	£188	£185	£181	£156	£179
Suffolk	£2	£0	£0	£0	£0	£0	£0	£0	£0	£1	£0	£0	£0	£1	£1
Wyke	£0	£0	£0	£0	£0	£0	£0	£0	£0	£1	£0	£0	£0	£1	£1
Total	£1	£0	£0	£0	£0	£0	£0	£0	£0	£1	£0	£0	£0	£1	£1



Comments:

The performance of the TMO's has improved steadily over the last 12 months. As at week 13 (June '09), the total rent arrears for the TMO's collectively was 583k the total debt this year as at week 13 (June '10) is 503k, which shows a reduction collectively of 80k

With the exception of Cranston Park, the other TMO's are moving in the right direction with steady reductions in arrears. The TMO team will be carrying out audits over the next couple of months to ensure that targets would be met.

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

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

TMO	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Targets (10/11)	2009/10 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	60.79%	61.13%	61.17%	61.03%	61.02%	60.90%	60.99%	61.05%	61.18%	61.19%	60.52%	60.58%	61.18%	N/A	61.19%
Cranston	49.71%	49.15%	49.03%	49.07%	49.76%	50.33%	50.36%	50.52%	50.50%	50.48%	52.66%	52.78%	53.11%	N/A	50.48%
Downs	49.88%	49.72%	50.20%	50.45%	50.71%	51.74%	51.98%	52.02%	52.94%	53.46%	54.50%	53.74%	54.05%	N/A	53.46%
Wenlock Barn Estate	55.47%	55.53%	55.72%	55.79%	55.73%	55.84%	55.71%	55.79%	55.89%	55.80%	57.11%	56.80%	56.41%	N/A	55.80%
Wick Village	52.79%	52.43%	55.20%	53.55%	53.33%	53.62%	53.70%	53.55%	53.31%	53.56%	56.46%	57.42%	56.02%	N/A	53.56%
TMO Total	56.46%	56.47%	56.52%	56.49%	56.75%	56.88%	56.86%	56.93%	57.08%	57.09%	57.58%	57.69%	57.73%	N/A	57.09%
HH NHD Total	59.74%	59.79%	59.75%	59.72%	59.77%	59.87%	59.95%	59.96%	59.99%	60.07%	59.62%	60.40%	60.39%	N/A	60.07%
Hackney Homes Total	59.30%	59.36%	59.33%	59.30%	59.35%	59.45%	59.51%	59.53%	59.56%	59.65%	59.85%	60.11%	60.10%	N/A	59.65%
Suffolk	55.98%	56.88%	56.41%	57.03%	56.62%	57.14%	56.93%	56.41%	55.70%	55.77%	N/A	N/A	N/A	N/A	55.77%
Wyke	55.83%	55.68%	55.20%	54.47%	54.48%	54.58%	54.46%	54.44%	54.58%	55.02%	N/A	N/A	N/A	N/A	55.02%
Total	55.89%	56.14%	55.66%	55.46%	55.30%	55.56%	55.41%	55.20%	55.01%	55.31%	N/A	N/A	N/A	N/A	55.31%

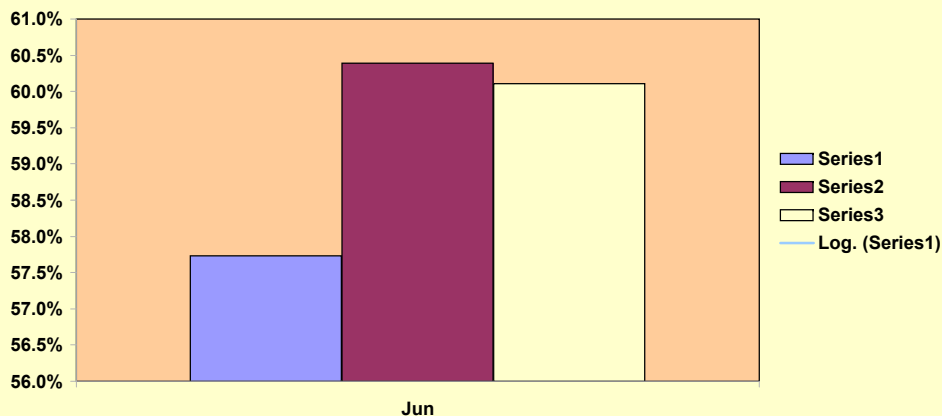
Comments:

LII17 - This represents Housing benefit as a % of the rent debit - this has shown a slight increase from last year as at this time. In June 2009 it was 56.46% collectively but this year it is 57.73% which is a 1.27% increase. LII 18 - YTD cash as a % of rent debit. - This is showing a steady improvement by the TMOs in their efforts to ensure year end individual and collective targets are met.

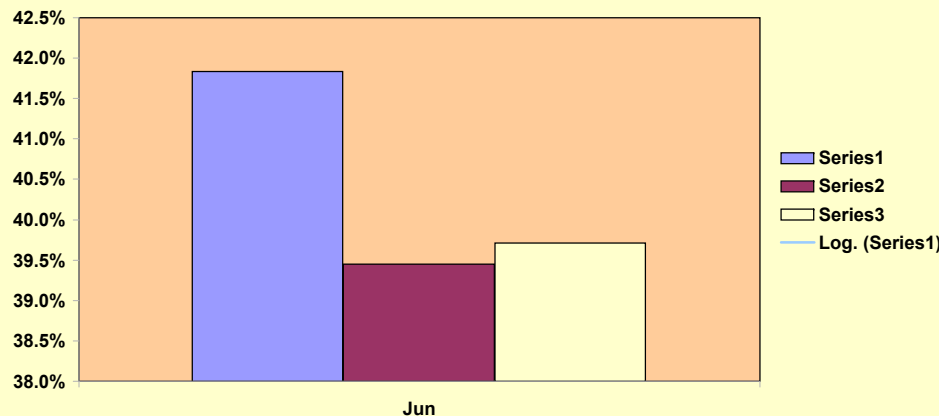
LII 18 - YTD Cash as % of Rent Debit (Data source: Saffron) (LKPI 47b)

TMO	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Targets (10/11)	2009/10 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	38.26%	38.21%	38.61%	39.25%	39.24%	39.40%	39.09%	39.07%	39.07%	39.02%	38.75%	39.13%	39.30%	N/A	39.02%
Cranston	46.85%	47.70%	48.31%	48.95%	48.75%	49.43%	48.92%	49.02%	49.22%	49.07%	46.41%	45.45%	46.81%	N/A	49.07%
Downs	50.30%	49.88%	48.79%	49.30%	48.46%	47.51%	46.97%	46.79%	46.83%	46.76%	43.67%	44.45%	44.68%	N/A	46.76%
Wenlock Barn Estate	43.15%	42.93%	43.31%	43.51%	43.46%	43.47%	43.56%	43.89%	43.96%	44.24%	39.39%	41.65%	42.32%	N/A	44.24%
Wick Village	48.58%	44.32%	49.81%	49.73%	48.54%	47.77%	46.67%	47.14%	47.24%	47.10%	37.39%	43.16%	44.84%	N/A	47.10%
TMO Total	42.38%	42.60%	42.95%	43.32%	42.89%	42.92%	42.73%	42.88%	42.93%	43.01%	40.78%	41.28%	41.83%	N/A	43.01%
HH NHD Total	39.98%	39.80%	39.81%	40.12%	40.08%	40.08%	39.89%	40.00%	40.12%	40.20%	38.06%	38.89%	39.45%	N/A	40.20%
Hackney Homes Total	40.33%	40.17%	40.21%	40.54%	40.49%	40.48%	40.30%	40.41%	40.53%	40.61%	38.77%	39.15%	39.71%	N/A	40.61%
Suffolk	43.89%	43.12%	43.59%	42.97%	43.38%	42.86%	43.07%	43.58%	44.30%	44.21%	N/A	N/A	N/A	N/A	44.21%
Wyke	44.15%	44.32%	44.80%	45.53%	45.52%	45.42%	45.54%	45.56%	45.42%	44.96%	N/A	N/A	N/A	N/A	44.96%
Total	44.05%	43.86%	44.34%	44.54%	44.70%	44.44%	44.59%	44.80%	44.99%	44.67%	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.

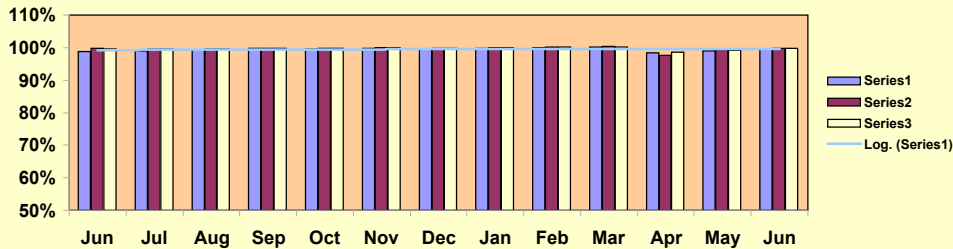
TMO	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Targets (10/11)	2009/10 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	99.05%	99.34%	99.78%	100.28%	100.26%	100.30%	100.08%	100.12%	100.25%	100.21%	99.26%	99.70%	100.49%	100.30%	100.21%
Cranston	96.57%	96.85%	97.33%	98.02%	98.52%	99.76%	99.28%	99.54%	99.72%	99.55%	99.07%	98.22%	99.93%	100.30%	99.55%
Downs	100.19%	99.60%	98.99%	99.75%	99.17%	99.26%	98.95%	98.80%	99.77%	100.22%	98.18%	98.19%	98.73%	100.30%	100.22%
Wenlock Barn Estate	98.62%	98.46%	99.03%	99.30%	99.18%	99.31%	99.27%	99.67%	99.86%	100.04%	96.50%	98.45%	98.73%	100.30%	100.04%
Wick Village	101.37%	101.33%	100.00%	103.28%	101.87%	101.39%	100.37%	100.68%	100.54%	100.66%	93.85%	100.59%	100.86%	100.30%	100.66%
TMO Total	98.84%	99.07%	99.47%	99.81%	99.64%	99.80%	99.59%	99.81%	100.01%	100.10%	98.36%	98.97%	99.56%	100.30%	100.10%
NHD Total	99.72%	99.60%	99.56%	99.84%	99.85%	99.95%	99.84%	99.96%	100.11%	100.28%	97.68%	99.30%	99.84%	100.30%	100.28%
HH Total	99.63%	99.53%	99.55%	99.84%	99.83%	99.94%	99.81%	99.94%	100.09%	100.25%	98.61%	99.26%	99.81%	100.30%	100.25%
Suffolk	99.87%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	99.98%	N/A	N/A	N/A	100.30%	99.98%
Wyke	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%	N/A	N/A	N/A	100.30%	99.98%
Total	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%	N/A	N/A	N/A	100.30%	99.98%

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

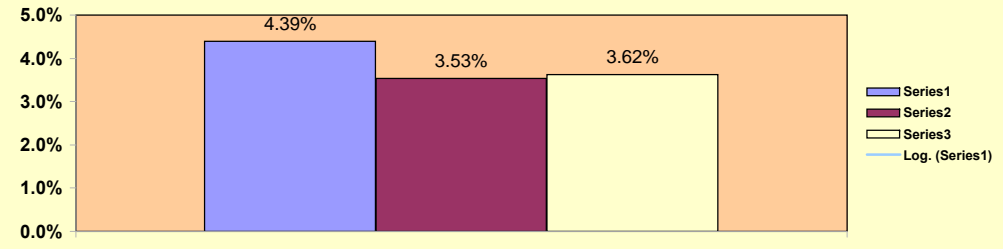
Data source: Saffron
 Data provider: HH Finance

TMO	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Targets (10/11)	2009/10 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	4.61%	4.42%	4.30%	4.07%	4.07%	4.04%	4.19%	4.15%	4.03%	4.05%	5.23%	3.93%	3.76%	N/A	4.05%
Cranston	7.42%	7.58%	7.62%	7.51%	7.44%	6.73%	7.09%	6.92%	6.78%	7.02%	9.22%	6.73%	6.48%	N/A	7.02%
Downs	5.27%	5.44%	5.78%	5.50%	5.82%	5.84%	6.12%	6.06%	5.34%	4.93%	6.42%	4.97%	5.05%	N/A	4.93%
Wenlock Barn Estate	5.07%	5.09%	4.98%	4.87%	4.95%	4.91%	5.00%	4.71%	4.57%	4.30%	5.68%	4.31%	4.37%	N/A	4.30%
Wick Village	5.97%	5.88%	5.05%	4.67%	5.22%	5.38%	6.01%	5.72%	5.80%	5.62%	7.74%	5.27%	5.14%	N/A	5.62%
TMO Total	5.14%	4.16%	4.07%	3.93%	4.90%	4.82%	4.99%	4.82%	4.66%	4.53%	4.45%	4.45%	4.39%	N/A	4.53%
NHD Total	4.27%	4.30%	4.29%	4.18%	4.16%	4.10%	4.15%	4.05%	3.90%	3.70%	4.90%	3.63%	3.53%	N/A	3.70%
HH Total	4.26%	4.29%	4.26%	4.15%	4.14%	4.07%	4.14%	4.04%	3.88%	3.70%	3.73%	3.71%	3.62%	3.23%	3.70%
Suffolk	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.02%	N/A	N/A	N/A	N/A	0.02%
Wyke	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	N/A	N/A	N/A	N/A	0.02%
Total	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	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:

Overall the total collection rate as at week 13 was 99.56%, which is a slight improvement from this time last year by 0.72% but overall moving in the right direction.

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:

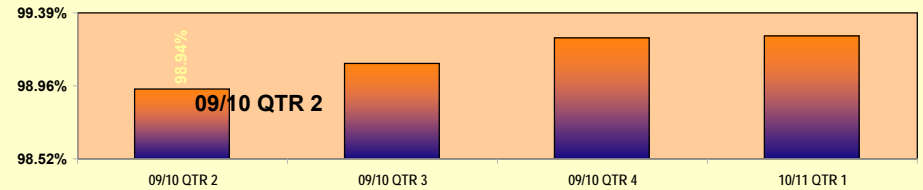
LKPI 114 (ex-BVPI 66A)	09/10 QTR 2	09/10 QTR 3	09/10 QTR 4	10/11 QTR 1	Targets (09/10)	2009/10 Outturn
	Week 26	Week 39	Week 52	Week 13		
Clapton Park	98.71%	98.98%	99.03%	99.16%	N/A	99.03%
Cranston	99.67%	99.84%	99.87%	99.79%	N/A	99.87%
Downs	98.06%	97.73%	98.09%	98.12%	N/A	98.09%
Wenlock Barn Estate	99.04%	99.30%	99.31%	99.32%	N/A	99.31%
Wick Village	96.28%	96.43%	96.73%	97.06%	N/A	96.73%
TMO Total	98.70%	98.96%	99.03%	99.26%	N/A	99.03%
HH Neighbourhood Total	98.95%	99.03%	99.25%	99.25%	N/A	99.25%
Hackney Homes Total	98.94%	99.09%	99.24%	99.25%	98.85%	99.24%
Suffolk	100.00%	100.00%	99.98%	100.00%	N/A	99.98%
Wyke	100.00%	100.00%	99.98%	100.00%	N/A	99.98%
Total	100.00%	100.00%	99.98%	100.00%	N/A	99.98%
LKPI 115 (ex-BVPI 66B) HH Total	5.89%	5.69%	5.49%	3.97%	N/A	5.49%
LKPI 116 (ex-BVPI 66C) HH Total	6.91%	9.26%	11.72%	2.94%	N/A	11.72%
LKPI 117 (ex-BVPI 66D) HH Total	0.27%	0.44%	0.61%	0.13%	0.40%	0.61%

Comments:

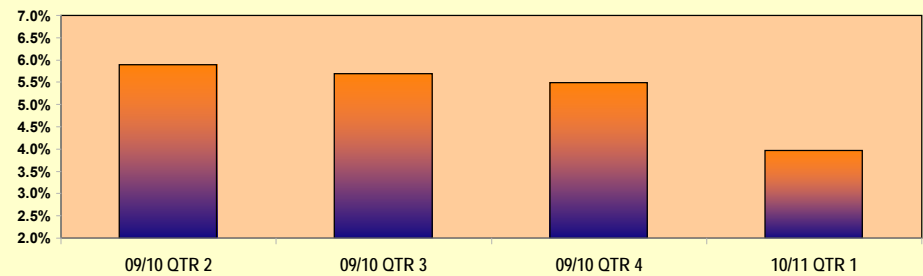
LKPI 114 (ex - BVPI 66A) – overall TMO performance on this indicator is in line with performance of the neighbourhood offices. Also showing a steady improvement through each quarter.

The following indicators 66B, 66C, and 66D relate to total figures for Hackney homes as a whole. Please refer to comments in the main report

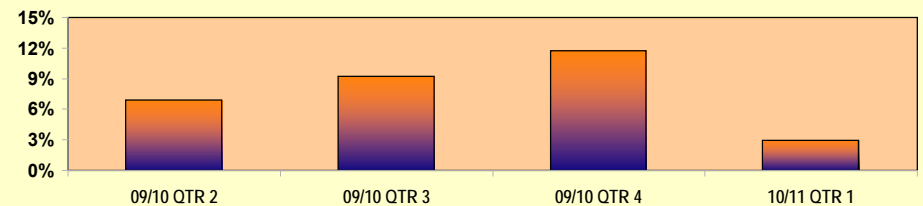
LKPI 114 (ex-BVPI 66A)



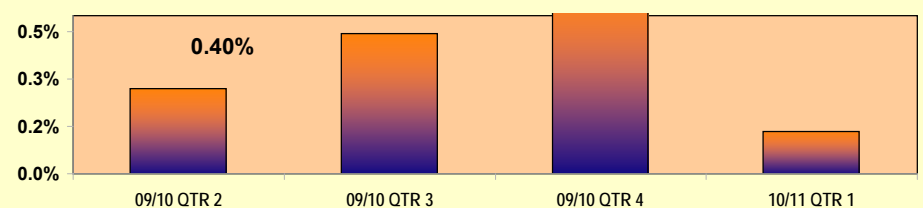
LKPI 115 (ex-BVPI 66B)



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	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	2010/11 Target	YTD 2009/10
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Arden	4	3	3	3	3	4	4	3	3	3	3	3	3	N/A	3
Clapton Park	1	1	2	2	2	1	2	1	1	2	2	2	2	N/A	2
Cranston	1	1	1	1	1	1	1	1	1	1	1	1	1	N/A	1
Downs	2	2	2	2	2	2	2	2	1	1	1	0	0	N/A	0
Lordship South	1	2	2	2	2	2	2	1	1	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	1	2	2	2	2	3	3	3	3	3	3	3	3	N/A	3
Wick Village	1	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	11	11	12	12	12	13	14	11	10	11	11	10	10	N/A	10
NHD Total	87	93	92	93	85	88	88	95	89	90	92	95	89	N/A	89
HH Total	98	104	104	105	97	101	102	106	99	101	103	105	99	N/A	99

This report covers the following PIs:
LKPI 45: Volume of Mesne Profit Accounts (torrolated trespasser)

LKPI 46b: Volume of squatters currently registered

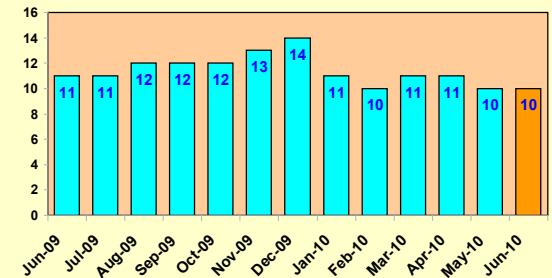
Comments:

LKPI45 – There has been a slight reduction in the number of Mesne profit accounts from 14 in December 2009 to 10 these cases may involve succession rights which may take time to resolve, but this would be brought to the attention of the relevant TMOs with an aim to further reduce this amount before end of financial year.
LKPI 46B – All squatted property cases have been resolved and there are currently no squatted properties in any of the TMOs.

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

Neighbourhoods	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	2010/11 Target	YTD 2009/10
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Arden	0	1	2	3	2	1	1	1	1	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	1	1	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	2	2	3	2	1	1	1	1	0	0	0	0	N/A	0
NHD Total	12	11	11	8	7	10	10	11	12	10	14	14	13	N/A	13
HH Total	13	13	13	11	9	11	11	12	13	10	14	14	13	N/A	13

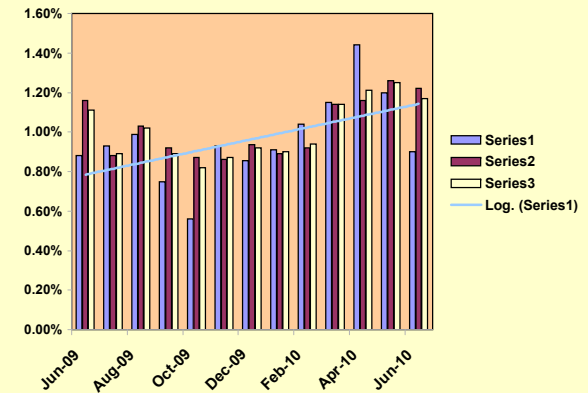
LKPI 45: Mesne Profit Accounts outstanding (YTD) TMO Total



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

Neighbourhoods	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	2010/10 Target	Outturn 2009/10
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Arden	1.28%	1.28%	1.10%	0.55%	1.28%	1.47%	0.92%	0.73%	1.65%	1.83%	2.20%	2.02%	1.65%	N/A	1.65%
Clapton Park	1.01%	0.88%	0.88%	0.38%	0.76%	1.64%	1.89%	1.51%	0.63%	0.50%	1.13%	0.63%	0.63%	N/A	0.63%
Cranston	0.63%	1.25%	0.00%	0.63%	0.63%	0.00%	0.00%	0.63%	0.63%	1.25%	1.25%	1.88%	0.63%	N/A	0.63%
Downs	2.94%	2.35%	1.18%	1.18%	1.18%	1.18%	1.18%	1.76%	3.53%	5.29%	5.29%	5.29%	6.47%	N/A	6.47%
Lordship South	1.08%	1.08%	0.00%	0.00%	0.00%	0.00%	1.08%	1.61%	1.61%	1.61%	2.70%	2.70%	2.16%	N/A	2.16%
Suffolk	0.00%	0.98%	1.95%	1.95%	0.98%	0.98%	0.49%	0.98%	2.44%	2.93%	2.44%	1.95%	0.00%	N/A	0.00%
Tower	0.00%	0.00%	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%	1.75%	0.00%	0.00%	0.00%	N/A	0.00%
Wenlock Barn	0.66%	0.85%	1.32%	0.00%	0.19%	0.85%	0.47%	0.66%	0.56%	0.47%	0.47%	0.38%	0.00%	N/A	0.00%
Wick Village	2.00%	2.00%	2.00%	2.00%	0.00%	0.00%	0.00%	0.00%	1.00%	1.00%	3.00%	0.00%	0.90%	N/A	0.90%
Wyke	0.30%	0.00%	0.30%	1.20%	0.00%	0.00%	0.30%	0.30%	0.60%	0.30%	0.90%	0.90%	1.17%	N/A	1.17%
TMO Total	0.88%	0.93%	0.99%	0.75%	0.56%	0.93%	0.85%	0.91%	1.04%	1.15%	1.44%	1.20%	0.90%	N/A	0.90%
NHD Total	1.16%	0.88%	1.03%	0.92%	0.87%	0.86%	0.94%	0.89%	0.92%	1.14%	1.16%	1.26%	1.22%	N/A	1.22%
HH Total	1.11%	0.89%	1.02%	0.89%	0.82%	0.87%	0.92%	0.90%	0.94%	1.14%	1.21%	1.25%	1.17%	N/A	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

BVPI 212 Average re-let time

TMO	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Target 10/11 (days)	YTD 10/11	2009/10
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13			
Arden	11	N/A	41	20	87	58	31	41	40	39	7	39	9	33	29	39
Clapton Park	34	11	23	36	N/A	37	49	31	29	28	21	15	20	33	18	28
Cranston	N/A	28	35	N/A	N/A	N/A	N/A	33	33	33	N/A	7	35	33	21	33
Downs	N/A	56	220	196	119	N/A	N/A	153	153	153	N/A	89	147	33	103	153
Lordship South	N/A	98	56	N/A	N/A	21	N/A	58	56	56	N/A	89	67	33	78	56
Suffolk	30	35	56	40	49	68	N/A	50	50	50	N/A	75	93	33	87	50
Tower	N/A	84	N/A	N/A	49	28	N/A	38	38	38	42	N/A	N/A	33	42	38
Wenlock Barn	25	20	17	36	17	22	33	28	26	27	15	41	70	33	49	27
Wick Village	N/A	N/A	N/A	N/A	74	N/A	N/A	74	74	44	35	N/A	N/A	33	35	44
Wyke	25	N/A	39	N/A	63	35	N/A	44	40	42		32	42	33	33	42
TMO Total	26	32	63	45	59	36	38	44	40	39	22	42	59	33	44	39
NHD Total	34	44	32	32	39	34	21	33	33	33	31	27	30	33	29	33
HH Total	33	42	39	35	42	35	24	35	34	34	30	30	36	33	32	34

Comments supplied by Alex Heslop:

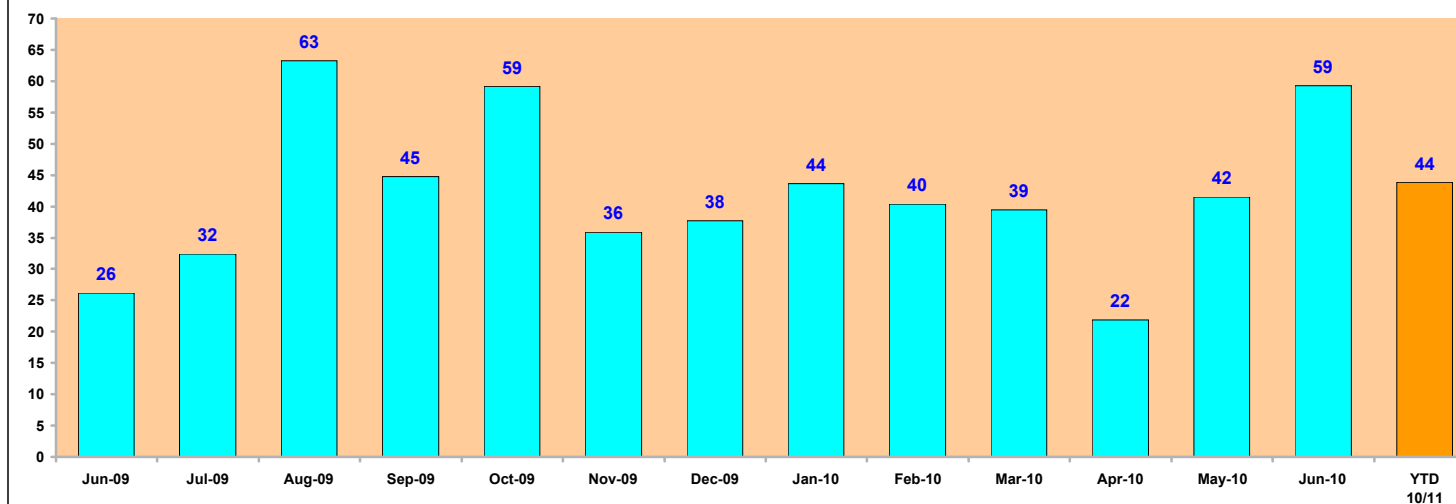
The average turnaround time for the TMOs has increased from 22 days in April to 59 days by the end of June 2010. Whilst the direction of travel is understandably disappointing, there has been a reduction in the backlog of hard to let minor voids; for example, the number of TMO voids of more than 30 days reduced from 31 in May 2010 to 25 by the end June 2010.

There are some areas of good performance because 4 TMOs met or surpassed the Hackney Homes target of 33 days: Clapton Park – 18 days, Cranston – 21 days, Arden – 29 days and Wyke – 33 days.

There are 3 TMOs which will require some more intensive monitoring and support from the TMO Team: Downs – 103 days, Lordship South – 78 days & Suffolk Estate – 87 days.

TMO voids will continue to be a priority area for the TMO Team for the rest of the financial year. The Principal TMO Officer continues to attend monthly voids meetings with the Council and other managers from Hackney Homes. It is hoped that the performance will have improved by the end of September 2010.

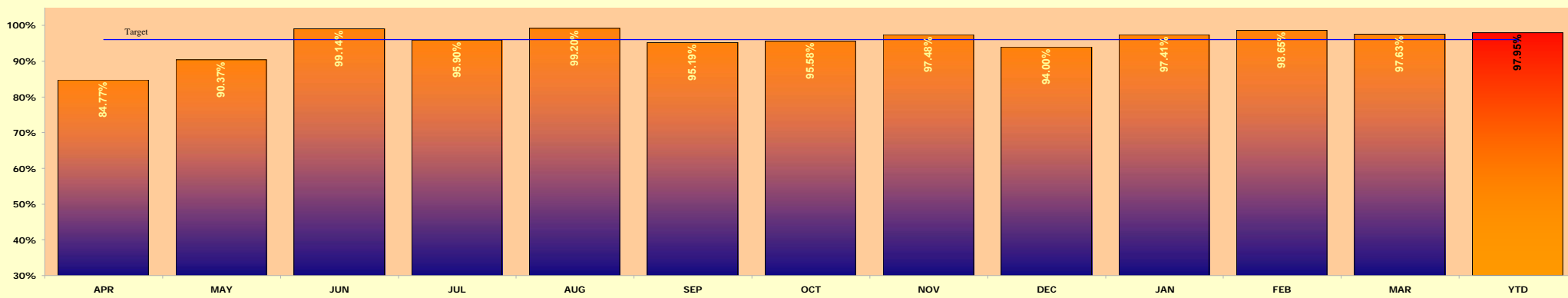
**BVPI 212, Average re-let time
(calendar days) monthly Performance**



REPAIRS APPOINTMENTS (Responsibility of Property Services)

LKPI 6: Monthly Percentage of responsive repairs appointments made and kept		JUL		AUG		SEP		OCT		NOV		DEC		JAN		FEB		MAR		APR		MAY		JUN		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	98.68%	76	93.55%	62	98.75%	80	94.32%	88	97.33%	75	94.37%	71	97.01%	67	97.56%	82	91.76%	85	98.57%	70	100.00%	81	98.21%	56	99.03%	207	
	Clapton Park	77.30%	141	85.86%	99	99.21%	126	98.28%	116	100.00%	124	97.83%	92	95.42%	131	97.35%	113	95.60%	91	97.06%	102	99.07%	108	96.30%	81	97.59%	291	
	Cranston	100.00%	1	100.00%	1	-	-	-	-	100.00%	1	-	-	-	-	-	-	-	-	50.00%	2						50.00%	2
	Downs	33.33%	3	100.00%	2	100.00%	3	100.00%	5	100.00%	1	100.00%	3	80.00%	5	100.00%	3	100.00%	2	100.00%	1	100.00%	1	100.00%	3	100.00%	5	
	Lordship South	100.00%	2	100.00%	5	100.00%	5	83.33%	6	100.00%	11	85.71%	7	100.00%	8	100.00%	11	100.00%	5	100.00%	6	83.33%	6	100.00%	7	94.74%	19	
	Suffolk	100.00%	2	100.00%	3	100.00%	3	100.00%	10	100.00%	1	100.00%	2	90.00%	10	100.00%	3	100.00%	1			100.00%	6	100.00%	6	100.00%	12	
	Tower	100.00%	14	100.00%	11	100.00%	9	92.86%	14	100.00%	28	75.00%	8	100.00%	18	100.00%	17	92.31%	13	100.00%	10	92.31%	13	100.00%	12	97.14%	35	
	Wenlock Barn	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-								
	Wyke	50.00%	4	100.00%	4	100.00%	7	80.00%	5	100.00%	8	100.00%	4	90.00%	10	88.89%	9	100.00%	3	100.00%	2	100.00%	8	100.00%	3	100.00%	13	
	Wick Village	-	-	-	-	-	-	-	-	100.00%	1	-	-	-	-	-	-	-	-	-			100.00%	1	100.0%	1	100.0%	1
	Overall TMO Total	84.77%	243	90.37%	187	99.14%	233	95.90%	244	99.20%	250	95.19%	187	95.58%	249	97.48%	238	94.00%	200	97.41%	193	98.65%	223	97.63%	169	97.95%	585	
	HH Neighbourhood Total	96.00%	3551	95.76%	2973	97.30%	3410	95.75%	3579	96.81%	3349	95.98%	2883	96.76%	3424	96.77%	3406	95.90%	2973	97.53%	2669	97.52%	2458	97.29%	2287	97.45%	7414	

Appointments TMO YTD totals



LKPI 06 (Formerly BVPI 18)

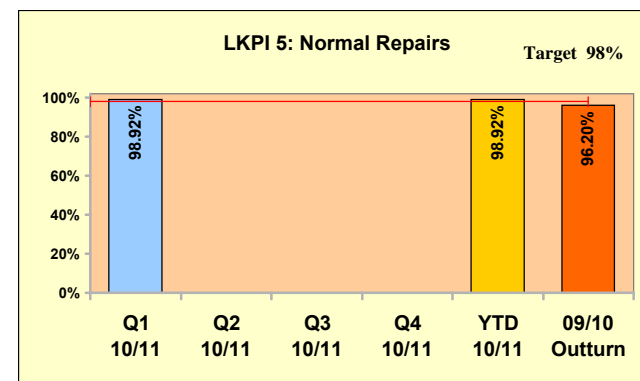
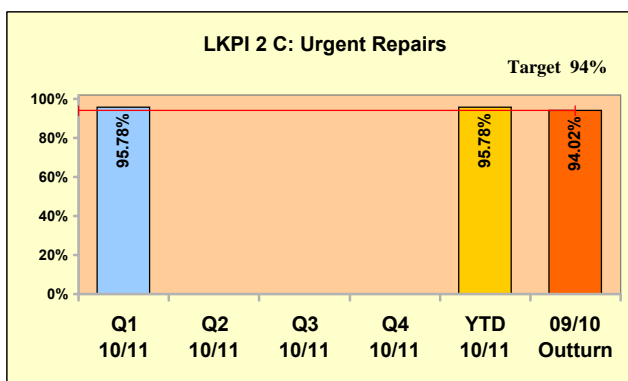
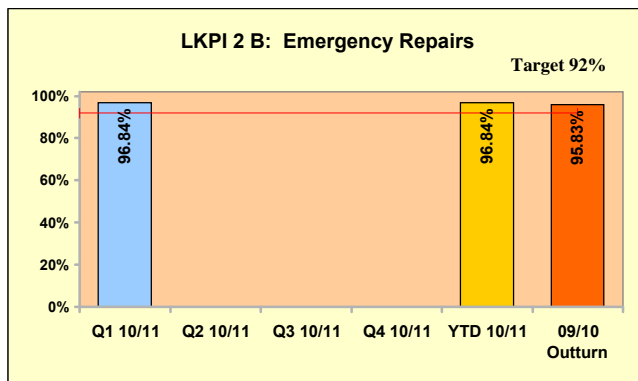
This PI measures the percentage of jobs where an appointment was given and kept. The appointment is defined as an arrangement to carry out the repair on a specific date, expressed as a percentage of all responsive repairs ordered where access was required. This excludes from both the numerator & the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

This performance indicator measures the percentage of appointments made and kept for works undertaken by Hackney Homes Property Services. It is of particular relevance for Arden & Clapton Park TMOs, who continue to use Hackney Homes Property Services as one of their principal contractors. The majority of repairs carried out by Property Services for the other TMOs, are for repairs that are the retained responsibility of Hackney Homes. The performance of Clapton Park has improved considerably from 83.81% of appointments kept in March 2010 to 97.59% by the end of June 2010. The performance for Arden has also improved from 95.99% in March 2010 to 99.03% in June 2010.

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							100.00%	14	92.86%	42
	Urgent	97.22%	36							97.22%	36	93.30%	209
	Normal	100.00%	7							100.00%	7	90.91%	22
	Total	98.25%	57							98.25%	57	93.04%	273
Downs	Emergency	90.91%	22							90.91%	22	77.22%	79
	Urgent	70.37%	27							70.37%	27	70.33%	91
	Normal	83.33%	18							83.33%	18	100.00%	23
	Total	80.60%	67							80.60%	67	76.68%	193
Lordship	Emergency	90.00%	10							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%	2	90.63%	32
	Urgent	100.00%	28							100.00%	28	92.86%	112
	Normal	100.00%	31							100.00%	31	95.24%	126
	Total	100.00%	61							100.00%	61	93.70%	270
Wenlock Barn	Emergency	98.08%	52							98.08%	52	98.68%	531
	Urgent	97.72%	307							97.72%	307	95.64%	1148
	Normal	99.60%	251							99.60%	251	95.73%	585
	Total	98.52%	610							98.52%	610	96.38%	2264
Wick Village	Emergency	100.00%	23							100.00%	23	99.10%	111
	Urgent	100.00%	75							100.00%	75	98.96%	96
	Normal	100.00%	39							100.00%	39	100.00%	152
	Total	100.00%	137							100.00%	137	99.44%	359
Wyke	Emergency	97.14%	35							97.14%	35	100.00%	44
	Urgent	91.11%	90							91.11%	90	97.29%	221
	Normal	100.00%	7							100.00%	7	100.00%	2
	Total	93.18%	132							93.18%	132	97.75%	267
Overall TMO Score	Emergency	96.84%	158							96.84%	158	95.83%	863
	Urgent	95.78%	592							95.78%	592	94.02%	2007
	Normal	98.92%	372							98.92%	372	96.20%	1027
	Total	96.97%	1122							96.97%	1122	95.00%	3897
Neighbourhood Non-DLO		89.16%	3294							89.16%	3294	86.95%	16633



LKPI's: 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 Keron Rhame Shepherd): Suffolk Estate TMO and Wick Village TMO both achieved 100% in every category. Cranston TMO achieved 100% in Emergency and Normal repairs. The lowest achieving TMO for this quarter is Downs TMO. They were having issues with their main contractor and this is now apparently resolved so there should be a significant improvement in their pass rate next quarter. Lordship South experienced a change in management and they failed to achieve the target of 92% by 2%. Again, next quarter should see improvement.

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	94.17%	103					94.17%	103	91.12%	563		
	Urgent	76.92%	13					76.92%	13	88.19%	144		
	Normal	98.52%	338					98.52%	338	94.30%	1508		
	Total	96.92%	454					96.92%	454	93.09%	2215		
Clapton Park	Emergency	81.82%	88					81.82%	88	78.08%	520		
	Urgent	66.67%	3					66.67%	3	80.43%	46		
	Normal	95.20%	562					95.20%	562	91.64%	2621		
	Total	93.26%	653					93.26%	653	89.27%	3187		
Cranston	Emergency	90.63%	32					90.63%	32	87.31%	134		
	Urgent	100.00%	2					100.00%	2	100.00%	3		
	Normal	77.78%	9					77.78%	9	91.57%	166		
	Total	88.37%	43					88.37%	43	89.77%	303		
Downs	Emergency	84.62%	13					84.62%	13	88.03%	117		
	Urgent	91.67%	12					91.67%	12	89.58%	48		
	Normal	89.13%	46					89.13%	46	95.04%	121		
	Total	88.73%	71					88.73%	71	91.26%	286		
Lordship	Emergency	88.89%	18					88.89%	18	72.04%	93		
	Urgent	100.00%	11					100.00%	11	97.40%	77		
	Normal	95.24%	42					95.24%	42	97.06%	170		
	Total	94.37%	71					94.37%	71	90.29%	340		
Suffolk	Emergency	66.67%	18					66.67%	18	75.97%	129		
	Urgent	88.89%	9					88.89%	9	91.84%	49		
	Normal	88.00%	50					88.00%	50	96.92%	227		
	Total	83.12%	77					83.12%	77	89.63%	405		
Tower	Emergency	85.00%	20					85.00%	20	72.12%	104		
	Urgent	100.00%	2					100.00%	2	100.00%	11		
	Normal	91.67%	48					91.67%	48	94.12%	238		
	Total	90.00%	70					90.00%	70	87.82%	353		
Wick Village	Emergency	-	-					-	-	66.67%	6		
	Urgent	100.00%	1					100.00%	1	100.00%	1		
	Normal	100.00%	1					100.00%	1	82.35%	17		
	Total	100.00%	2					100.00%	2	79.17%	24		
Wyke	Emergency	92.86%	42					92.86%	42	83.68%	190		
	Urgent	93.33%	15					93.33%	15	91.57%	83		
	Normal	100.00%	47					100.00%	47	96.88%	224		
	Total	96.15%	104					96.15%	104	90.95%	497		
TMO Total		93.59%	1545					93.59%	1545	90.55%	7610		
NHO Total		94.24%	17190					94.24%	17190	93.28%	89949		
HH Total		94.18%	18735					94.18%	18735	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 (Performance Team):
 This performance indicator measures the percentage of emergency, urgent and normal repairs completed on time for works undertaken by Hackney Homes Property Services. Overall performance for Arden has improved from 93.09% in March 2010 to 96.92% in June 2010. Clapton Park has also improved from 89.27% in March 2010 to 93.26% in June 2010. For emergency repairs, Suffolk TMO has a relative low level of repairs completed within time and for urgent repairs Arden is also relatively low when compared to its performance for emergency and normal repairs.

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

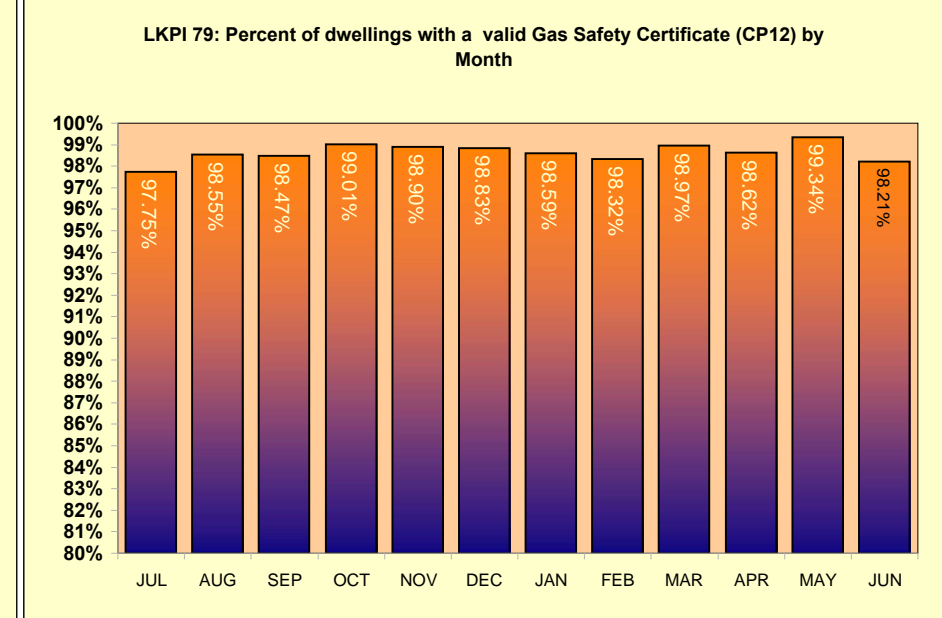
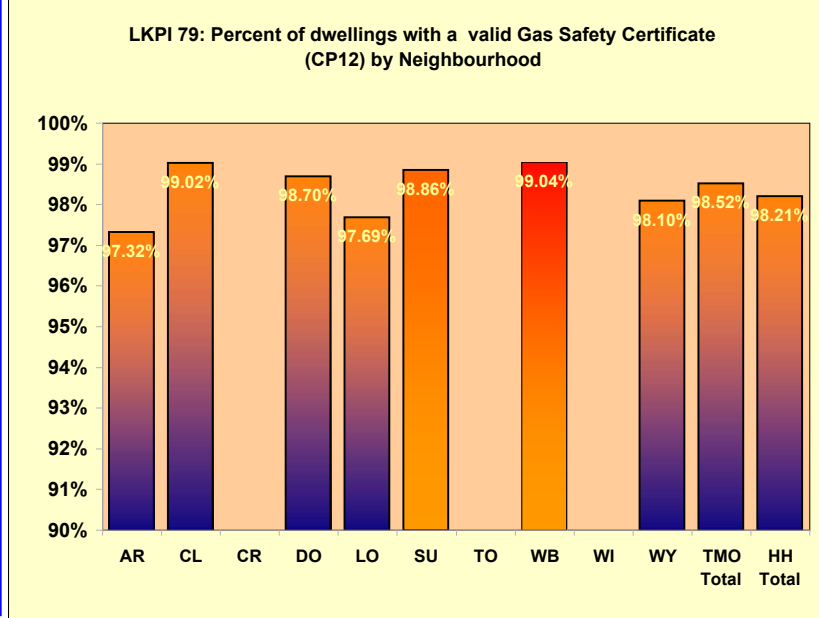
Excluding Gas Carcasses (tests where resident only has pipe work and no boiler or appliance)

Data source: Saffron
Data provider:
Performance Team

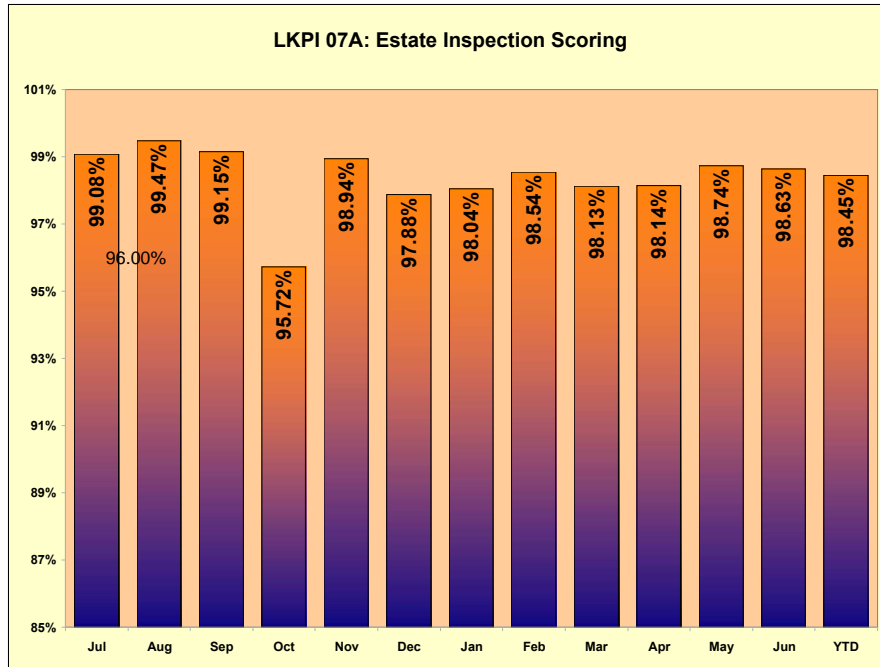
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Number of CP12's overdue	Average time overdue in weeks	Target
Arden	Not Available					99.78%	98.70%	99.48%	99.12%	98.90%	99.78%	97.32%	12	2.26	99.20%
Clapton Park						97.92%	98.24%	97.86%	99.03%	98.69%	99.84%	99.02%	6	2.58	99.20%
Cranston						-	-	-	-	-	-	-	-	-	99.20%
Downs						-	98.09%	88.21%	100.00%	99.36%	-	98.70%	2	6.08	99.20%
Lordship South						98.37%	97.83%	86.82%	99.43%	98.27%	99.42%	97.69%	4	4.73	99.20%
Suffolk						99.43%	99.43%	91.94%	100.00%	-	99.43%	98.86%	2	1.80	99.20%
Tower						-	-	-	-	-	-	-	-	-	99.20%
Wenlock Barn						-	-	99.48%	98.07%	98.07%	99.28%	99.04%	8	3.51	99.20%
Wick Village						-	-	-	-	-	-	-	-	-	99.20%
Wyke						99.06%	98.43%	99.01%	99.06%	99.04%	99.68%	98.10%	6	3.54	99.20%
TMO Total	98.33%	98.83%	98.77%	98.88%	98.66%	98.83%	98.23%	99.77%	98.90%	98.67%	99.60%	98.52%	40	3.17	99.20%
Hackney Homes Total	97.75%	98.55%	98.47%	99.01%	98.90%	98.83%	98.59%	98.32%	98.97%	98.62%	99.34%	98.21%	278	5.11	99.20%

Comments

The only TMOs with responsibility for gas servicing are Clapton Park and Wick Village. Clapton Park uses Hackney Homes Property Services, whereas Wick Village uses an external provider.



LKPI 07A: Estate Inspection Scoring	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Target	YTD 10/11	09/10 outturn	Within the Quarter (Apr - Jun)			
															A's	B's	C's	D's	
Arden	100.00%	100.00%	100.00%	94.93%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	96.00%	100.00%	98.76%	94%	6%	0%	0%
Cranston	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	-	-	96.00%	100.00%	100.00%	97%	3%	0%	0%
Clapton Park	-	-	-	-	-	96.24%	95.60%	-	97.26%	97.44%	97.07%	-	96.00%	97.24%	96.30%	86%	11%	2%	0%
Downs	-	-	-	-	-	-	80.95%	76.19%	71.43%	70.00%	86.67%	85.71%	96.00%	80.36%	76.19%	59%	21%	18%	2%
Lordship	100.00%	100.00%	100.00%	87.65%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	96.00%	100.00%	98.90%	0%	100%	0%	0%
Suffolk	-	-	-	-	-	88.00%	85.14%	83.56%	79.55%	80.60%	86.05%	93.48%	96.00%	85.90%	84.59%	86%	0%	13%	1%
Wenlock Barn	-	-	-	97.63%	99.36%	99.34%	98.90%	99.71%	99.48%	98.68%	99.19%	99.36%	96.00%	98.98%	99.05%	19%	80%	1%	0%
Wick Village	80.00%	96.00%	85.19%	80.00%	80.00%	80.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	96.00%	100.00%	88.15%	87%	13%	0%	0%
Wyke Estate	-	97.85%	-	-	-	99.73%	100.00%	100.00%	99.47%	100.00%	100.00%	100.00%	96.00%	100.00%	99.71%	92%	8%	0%	0%
TMO Total	99.08%	99.47%	99.15%	95.72%	98.94%	97.88%	98.04%	98.54%	98.13%	98.14%	98.74%	98.63%	96.00%	98.45%	98.10%	69.09%	29.36%	1.41%	0.14%
HH Neighbourhood Total	94.00%	92.80%	92.00%	92.90%	96.10%	95.80%	95.40%	95.19%	93.46%	93.90%	94.60%	93.10%	96.00%	93.92%	94.31%	47.77%	46.15%	5.91%	0.18%



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 supplied by Sharene Labonte, TMO Client Team:
 The overall scoring shows that Downs and Suffolk have scored low compare to the other TMOs. Whilst this is considered to be poor, this is a reflection of the current repair restrictions and the difference in quality of accommodation and the level of scoring rated by the TMO.
 However the TMO team are working with the TMOs to identify these issues.

	Neighbourhood/division														Volume		YTD (10/11)	Target	
		Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Total due (10/11)	Answer in Time (10/11)			
LKPI 25a: Stage One Complaints	Arden	100.00%	100.00%	100.00%	-	-	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	-	100.00%	2	2	100.00%	92%	
	Clapton Park	-	66.67%	100.00%	100.00%	0.00%	66.67%	-	100.00%	50.00%	-	100.00%	0.00%	100.00%	3	2	66.67%	92%	
	Cranston	100.00%	-	-	0.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	Downs	-	-	0.00%	-	-	-	0.00%	-	100.00%	0.00%	-	-	-	-	-	-	-	92%
	Lordship South	-	-	-	-	-	-	-	-	-	100.00%	100.00%	-	-	1	1	100.00%	92%	
	Suffolk	-	-	-	-	-	-	-	-	0.00%	0.00%	-	0.00%	100.00%	2	1	50.00%	92%	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	Wenlock Barn	-	100.00%	100.00%	80.00%	100.00%	50.00%	80.00%	100.00%	50.00%	50.00%	0.00%	-	100.00%	2	1	50.00%	92%	
	Wick Village	-	-	-	100.00%	-	-	-	-	100.00%	-	-	-	-	-	-	-	-	92%
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	TMO Total	100.00%	88.89%	85.71%	75.00%	66.67%	50.00%	75.00%	100.00%	62.50%	60.00%	75.00%	0.00%	100.00%	10	7	70.00%	92%	
	NHD Total	96.43%	96.67%	95.45%	95.00%	93.94%	100.00%	100.00%	93.75%	96.00%	88.89%	95.24%	92.31%	77.78%	52	46	88.46%	92%	
Resident Services	86.89%	91.43%	87.50%	93.75%	94.00%	89.87%	80.72%	79.73%	88.30%	91.21%	100.00%	36.84%	58.33%	37	20	54.00%	92%		
TOTAL	90.43%	92.66%	89.61%	92.39%	93.02%	88.07%	84.48%	83.16%	86.67%	88.28%	92.59%	66.67%	80.77%	74	60	81.08%	92%		
LKPI 25b: Stage Two Complaints	-	100.00%	-	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	50.00%	100.00%	0.00%	-	3	1	33.33%	92%		
LKPI 59: Stage Twos Upheld	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	30%	
LKPI 31: FOI Requests	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	TBC	
LKPI 27: % Ombudsman in target	-	-	-	0.00%	-	-	-	-	0.00%	-	-	-	-	-	-	-	-	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%	100.00%	-	-	100.00%	-	-	100.00%	2	2	100.00%	90%	
	Clapton Park	-	-	-	-	-	-	-	-	-	-	-	-	100.00%	1	1	100.00%	90%	
	Cranston	-	-	-	-	-	-	-	-	100.00%	-	-	-	-	-	-	-	90%	
	Downs	-	100.00%	-	-	-	-	-	-	-	100.00%	-	0.00%	2	1	50.00%	90%		
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Suffolk	0.00%	-	-	-	-	100.00%	-	-	-	-	-	-	-	-	-	-	90%	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wenlock Barn	-	-	-	-	100.00%	100.00%	-	-	100.00%	50.00%	100.00%	100.00%	-	2	2	100.00%	90%	
	Wick Village	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	TMO Total	66.67%	100.00%	100.00%	-	100.00%	100.00%	100.00%	-	100.00%	66.67%	100.00%	100.00%	50.00%	7	6	85.71%	90%	
	NHD Total	Jabez	100.00%	92.31%	85.71%	93.94%	100.00%	100.00%	92.31%	84.21%	87.23%	91.49%	94.12%	86.36%	86	78	90.70%	90%	
Resident Services	94.55%	88.24%	78.72%	90.91%	89.71%	97.73%	84.27%	86.00%	83.53%	77.97%	72.73%	60.00%	42.86%	23	14	61%	90%		
TOTAL	93.98%	92.41%	81.97%	88.89%	91.18%	98.21%	88.52%	87.30%	84.55%	79.74%	87.69%	87.50%	77.42%	120	102	85%	90%		
LKPI 24: Mayor's Enquiries	Arden	100.00%	-	-	100.00%	-	-	-	100.00%	100.00%	-	-	-	66.67%	3	2	67%	90%	
	Clapton Park	-	-	-	100.00%	100.00%	-	-	-	100.00%	-	-	-	0.00%	1	0	0%	90%	
	Cranston	-	-	100.00%	-	-	-	33.33%	0.00%	-	-	-	-	-	-	-	-	90%	
	Downs	-	-	-	-	-	-	100.00%	-	-	-	-	-	-	-	-	-	90%	
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Suffolk	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wenlock Barn	-	100.00%	100.00%	50.00%	50.00%	-	-	-	100.00%	-	100.00%	100.00%	-	3	3	100.00%	90%	
	Wick Village	-	-	-	-	0.00%	-	-	-	-	-	-	-	-	-	-	-	-	90%
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%
	TMO Total	100.00%	100.00%	100.00%	80.00%	50.00%	100.00%	50.00%	0.00%	100.00%	100.00%	100.00%	100.00%	50.00%	7	5	71.43%	90%	
	NHD Total	90.91%	91.67%	87.50%	84.62%	100.00%	93.33%	82.35%	100.00%	100.00%	92.86%	73.33%	88.89%	57.89%	43	30	69.77%	90%	
Resident Services	62.50%	78.57%	56.52%	75.00%	87.50%	86.67%	62.50%	61.90%	69.57%	76.47%	33.33%	75.00%	33.33%	13	6	46.15%	90%		
TOTAL	80.00%	85.71%	66.67%	79.41%	87.50%	90.32%	68.89%	70.00%	78.13%	84.38%	77.78%	92.31%	56.00%	56	40	71.43%	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 days)
 LKPI 25 a: % of stage 1 complaints completed within target time (with 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 (Sharene Labonte TMO Client Team:
 The complaints performance for June is 100% for those TMO's with complaints.
 However, performance during the previous two months of the quarter has not been consistently good for Suffolk and Wenlock Barn TMO's. This issue has been investigated by the TMO client team and as a consequence we can see the improve performance during June.
 The TMO client team are continuing to work with TMO's to improve their performance on complaints management.

LKPI 40a
Boroughwide Stock Breakdown
 All rentable stock (including re-lettable) by neighbourhood including TMO.

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

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

Area Breakdown	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Outturn 09/10
North East	5,399	5,399	5,399	5,399	5,399	5,401	5,400	5,400	5,402	5,412	5,290	5,290	5,291	5,412
North West	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,142	3,141	3,141	3,141	3,142
Homerton	4,605	4,605	4,605	4,605	4,605	4,605	4,605	4,605	4,605	4,607	4,607	4,605	4,605	4,607
DBC	2,996	2,996	2,996	2,996	2,996	2,996	2,996	2,996	2,996	3,000	3,000	3,000	2,999	3,000
Shoreditch	2,896	2,896	2,896	2,896	2,896	2,896	2,896	2,896	2,896	2,911	2,917	2,917	2,917	2,911
Clapton Park TMO	794	794	794	794	794	794	794	794	794	794	794	794	793	794
Cranston TMO	159	159	159	159	159	159	159	159	159	160	160	160	160	160
Downs TMO	170	170	170	170	170	170	170	170	170	170	170	170	170	170
Lordship TMO	186	186	186	186	186	186	185	186	185	185	185	185	185	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	333	333	333	333	333	333	333
Arden TMO	544	544	544	544	544	544	544	544	544	545	545	545	545	545
Wenlock Barn TMO	1,060	1,060	1,060	1,060	1,060	1,060	1,060	1,060	1,060	1,062	1,062	1,061	1,059	1,062
Housing Assoc Leased													138	
TOTAL	22,702	22,702	22,702	22,702	22,702	22,704	22,702	22,703	22,704	22,740	22,623	22,620	22,755	22,740

Comments: (supplied by Performance Team)

In order to give an overall balance of stock numbers in the Hackney we have now included the following:

- * Housing Ass Leased
- * Shared ownership

With effect from this month we also have added another table to show the monthly stock movements. This shows a movement of 7 leasehold properties to freehold in Elm House. In addition there was 4 X Right to buy (of which 1 X freehold and 3 X leasehold) sales completed. There was also 1 X Housing Association return, which adds 1 X dwelling back into the rentables figures.

As a result we now have 31, 413 dwellings managed by Hackney Homes with a net reduction of 7 properties from last month.

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

Area Breakdown	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Outturn 09/10
North East	1,980	1,979	1,979	1,979	1,979	1,977	1,977	1,975	1,975	1,974	1,972	1,972	1,965	1,974
North West	1,425	1,425	1,425	1,425	1,425	1,425	1,425	1,425	1,425	1,425	1,427	1,427	1,426	1,425
Homerton	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,732	1,734	1,734	1,731
DBC	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,124	1,123
Shoreditch	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,061	1,056	1,056	1,056	1,061
Clapton Park	373	373	373	373	373	373	373	372	372	372	372	373	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	76	76	76	76	76	76	77	77	77	77	77	77	77	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	84	84	84	84	84	84	84
Arden	194	194	194	194	194	194	194	194	194	194	194	194	194	194
Wenlock Barns	415	415	415	415	415	415	415	415	415	415	415	416	418	415
Shared Ownership													1	
TOTAL	8,670	8,667	8,667	8,667	8,667	8,665	8,666	8,663	8,663	8,661	8,657	8,661	8,658	8,661

Percentage of total housing by rentable and leasehold stock

LKPI 40 (a) Rentable = 72%

LKPI 40 (b) Leasehold = 28%



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
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	Void	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)