



PERFORMANCE REPORT June 2011

Tenants Management Organization

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HACKNEY HOMES TENANT MANAGEMENT ORGANIZATION PERFORMANCE REPORT

REPORTING PERIOD: 1st July 2010 - 30th June 2011

KEY MESSAGES

The TMOs have had a relatively good start to the year: TMO rent collection has increased; empty property management has significantly improved; the good performance in Estate Inspections has been maintained.

By contrast, there has been a reduction in their overall repairs performance, mainly due to the performance of one TMO. There also continues to be poor performance in terms some TMOs responding to complaints and members' enquiries on time. Having said that, some individual TMOs have performed well in these performance indicators.

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.

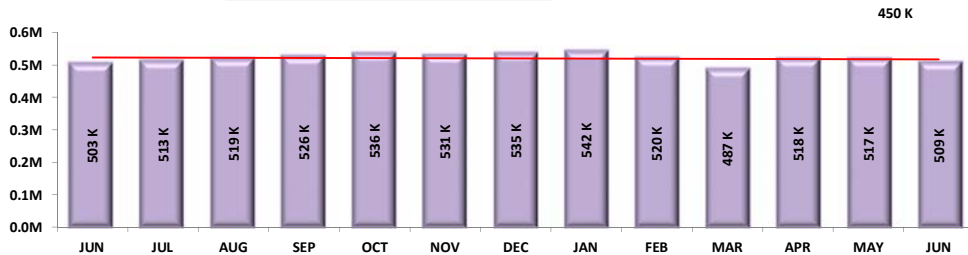
Suffolk & Wyke TMO are responsible for managing Rent Arrears and Collection in accordance with the TMO Modular Management Agreement.

Data Source: Saffron
Data provider: HH Finance

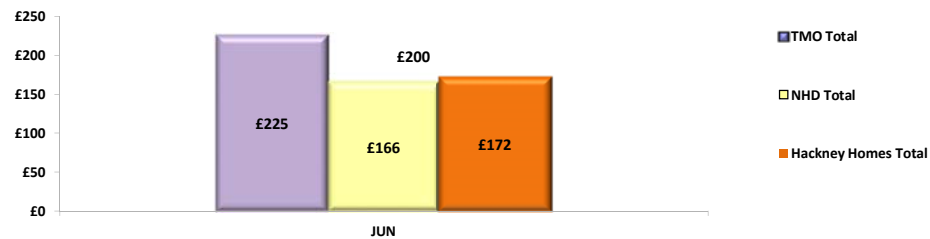
LKPI 48: Total Value of Rent Arrears (YTD - £M)	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Targets (11/12)	2010/11 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13		
Clapton Park	158 K	166 K	166 K	164 K	168 K	167 K	171 K	173 K	162 K	146 K	159 K	158 K	153 K	135 K	146 K
Cranston	58 K	61 K	63 K	64 K	64 K	63 K	63 K	64 K	64 K	63 K	63 K	60 K	54 K	58 K	63 K
Downs	38 K	41 K	39 K	39 K	40 K	38 K	34 K	33 K	32 K	31 K	35 K	35 K	36 K	29 K	31 K
Wenlock Barn Estate	222 K	225 K	230 K	236 K	243 K	240 K	244 K	248 K	240 K	223 K	237 K	240 K	240 K	206 K	223 K
Wick Village	26 K	20 K	21 K	23 K	22 K	23 K	24 K	23 K	22 K	23 K	24 K	24 K	26 K	22 K	23 K
TMO Total	503 K	513 K	519 K	526 K	536 K	531 K	535 K	542 K	520 K	487 K	518 K	517 K	509 K	450 K	487 K
NHD Total	3.33 M	3.39 M	3.40 M	3.35 M	3.34 M	3.27 M	3.31 M	3.26 M	3.19 M	2.89 M	3.17 M	3.19 M	3.15 M	2.68 M	2.89 M
Hackney Homes Total	£3.83 M	£3.90 M	£3.92 M	£3.88 M	£3.88 M	£3.80 M	£3.85 M	£3.80 M	£3.71 M	£3.38 M	£3.69 M	£3.70 M	£3.66 M	£3.13 M	£3.38 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-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Targets (11/12)	2010/11 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13		
Clapton Park	£201	£210	£212	£209	£214	£213	£217	£219	£205	£187	£203	£203	£195	£173	£178
Cranston	£373	£386	£399	£408	£406	£400	£399	£408	£410	£400	£400	£379	£343	£370	£341
Downs	£240	£255	£242	£233	£237	£222	£201	£194	£192	£187	£206	£207	£215	£173	£194
Wenlock Barn Estate	£211	£214	£218	£224	£231	£229	£233	£238	£229	£213	£227	£229	£229	£197	£171
Wick Village	£264	£203	£208	£233	£224	£238	£245	£236	£223	£237	£246	£246	£260	£219	£239
TMO Total	£223	£227	£230	£233	£237	£235	£237	£240	£230	£216	£230	£229	£225	£200	£190
NHD Total	£175	£179	£179	£176	£176	£172	£174	£171	£167	£152	£167	£168	£166	£139	£152
Hackney Homes Total	£181	£184	£185	£182	£182	£179	£180	£178	£174	£158	£173	£174	£172	£147	£156
Suffolk	£198	£198	£198	£198	£198	£198	0 K	0 K	0 K	0 K	0 K	0 K	0 K	£1	£1
Wyke	£267	£267	£267	£267	£198	£198	0 K	0 K	0 K	0 K	0 K	0 K	0 K	£1	£1
Total	£466	£466	£466	£466	£198	£198	0 K	0 K	0 K	0 K	0 K	0 K	0 K	£1	£1

LKPI 48: Total Value of Arrears against Target



LKPI 49: Average Arrears per Tenant



Comments (supplied by Pamela Obodo, TMO officer):

LKPI48 -

The Performance of the TMO's in relation to rent arrears has been varied since the start of the year. Clapton Park TMO, Downs and Cranston has shown slight reduction in their rent arrears. However, Wenlock Barn rent arrears are a cause for concern and plans are underway for an improvement to be made over the next couple of months.

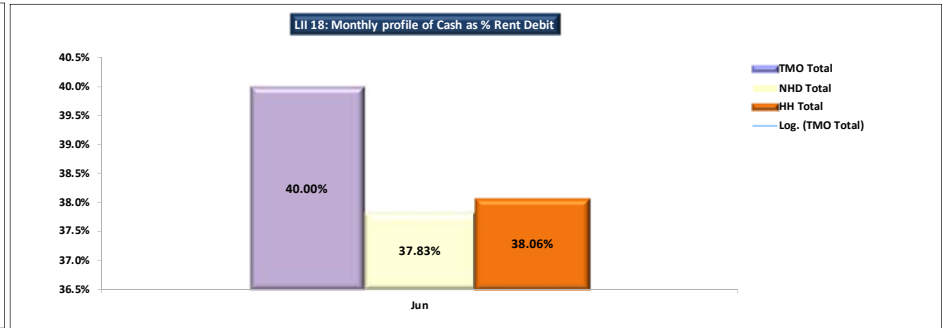
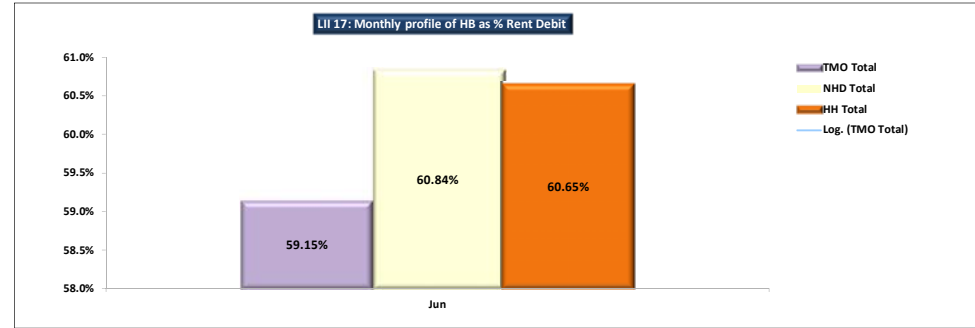
The TMO Monitoring Team have already been in contact with the different TMOs to address this with several audits planned throughout the course of the year.

LKPI49 - Average arrears per tenant - Although the target was not met, there has been a consistent reduction. As at week 4, the average arrears per tenant was showing at £230, but by week 13, this had been reduced to £225.

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.
Data source: Saffron,
Data provider: HH Finance

TMO	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Targets (11/12)	2010/11 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13		
Clapton Park	61.18%	61.20%	61.28%	61.45%	61.40%	61.48%	61.49%	61.49%	61.61%	61.85%	62.55%	62.86%	63.09%	N/A	61.85%
Cranston	53.11%	52.77%	52.56%	52.42%	52.29%	51.96%	52.03%	51.77%	51.81%	51.41%	49.45%	49.05%	49.80%	N/A	51.41%
Downs	54.05%	53.55%	54.16%	55.10%	55.21%	56.07%	56.43%	56.62%	56.54%	56.39%	55.12%	56.05%	55.67%	N/A	56.39%
Wenlock Barn Estate	56.41%	56.65%	56.68%	56.41%	56.47%	56.38%	56.42%	56.50%	56.74%	57.06%	57.84%	58.36%	58.67%	N/A	57.06%
Wick Village	56.02%	60.16%	59.39%	59.28%	58.98%	58.48%	57.91%	57.73%	57.26%	57.18%	54.14%	54.16%	54.33%	N/A	57.18%
TMO Total	57.73%	57.96%	57.99%	57.98%	57.96%	57.96%	57.98%	58.00%	58.13%	58.31%	58.52%	58.88%	59.15%	N/A	58.31%
HH NHD Total	60.39%	60.47%	60.42%	60.48%	60.54%	60.55%	60.52%	60.51%	60.55%	60.64%	60.45%	60.66%	60.84%	N/A	60.64%
Hackney Homes Total	60.10%	60.19%	60.16%	60.21%	60.26%	60.27%	60.24%	58.00%	60.29%	60.39%	60.25%	60.47%	60.65%	N/A	60.39%
Suffolk	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Wyke	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

TMO	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Targets (11/12)	2010/11 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13		
Clapton Park	39.30%	38.62%	38.53%	38.49%	38.42%	38.39%	38.25%	38.21%	38.42%	38.54%	33.77%	35.09%	36.16%	N/A	38.54%
Cranston	46.81%	46.34%	46.17%	46.31%	46.59%	47.20%	47.27%	47.41%	47.40%	48.00%	50.06%	52.89%	53.63%	N/A	48.00%
Downs	44.68%	44.38%	44.71%	44.18%	43.92%	43.61%	43.91%	43.87%	43.95%	44.19%	40.25%	41.28%	42.33%	N/A	44.19%
Wenlock Barn Estate	42.32%	42.18%	42.14%	42.36%	42.24%	42.61%	42.59%	42.47%	42.48%	42.50%	37.89%	39.14%	39.89%	N/A	42.50%
Wick Village	44.84%	44.09%	43.81%	42.34%	42.74%	42.78%	42.94%	43.19%	43.87%	43.57%	43.73%	44.74%	43.95%	N/A	43.57%
TMO Total	41.83%	41.43%	41.38%	41.38%	41.33%	41.51%	41.49%	41.45%	41.55%	41.66%	37.80%	39.19%	40.00%	N/A	41.66%
HH NHD Total	39.45%	39.12%	39.13%	39.21%	39.15%	39.25%	39.21%	39.28%	39.31%	39.53%	35.73%	37.07%	37.83%	N/A	39.53%
Hackney Homes Total	39.71%	39.37%	39.37%	39.45%	39.39%	39.50%	39.45%	39.51%	39.56%	39.76%	35.95%	37.30%	38.06%	N/A	39.76%
Suffolk	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Wyke	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A



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.

Data source: Saffron
Data provider: HH Finance

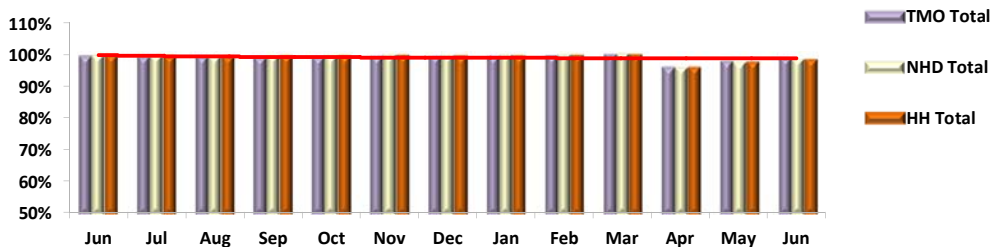
LKPI 47c YTD Total Collection as % of Rent Debit (Data source: Saffron)

TMO	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Targets (11/12)	2010/11 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13		
Clapton Park	100.49%	99.82%	99.81%	99.94%	99.82%	99.87%	99.74%	99.70%	100.02%	100.39%	96.33%	97.94%	99.25%	100.00%	100.39%
Cranston	99.93%	99.11%	98.73%	98.73%	98.88%	99.16%	99.30%	99.18%	99.21%	99.41%	99.51%	101.94%	103.43%	100.00%	99.41%
Downs	98.73%	97.93%	98.86%	99.28%	99.13%	99.68%	100.35%	100.49%	100.50%	100.58%	95.38%	97.33%	98.01%	100.00%	100.58%
Wenlock Barn Estate	98.73%	98.82%	98.82%	98.77%	98.70%	98.99%	99.01%	98.97%	99.22%	99.56%	95.73%	97.51%	98.57%	100.00%	99.56%
Wick Village	100.86%	104.25%	103.20%	101.62%	101.71%	101.26%	100.85%	100.91%	101.12%	100.75%	97.87%	98.90%	98.28%	100.00%	100.75%
TMO Total	99.56%	99.39%	99.37%	99.36%	99.29%	99.47%	99.47%	99.45%	99.68%	99.97%	96.32%	98.07%	99.14%	100.00%	99.97%
NHD Total	99.84%	99.59%	99.55%	99.69%	99.69%	99.80%	99.72%	99.79%	99.87%	100.17%	96.11%	97.66%	98.61%	100.00%	100.17%
HH Total	99.81%	99.56%	99.53%	99.66%	99.65%	99.77%	99.70%	99.75%	99.85%	100.15%	96.20%	97.77%	98.72%	100.00%	100.15%
Suffolk	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	N/A
Wyke	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	N/A

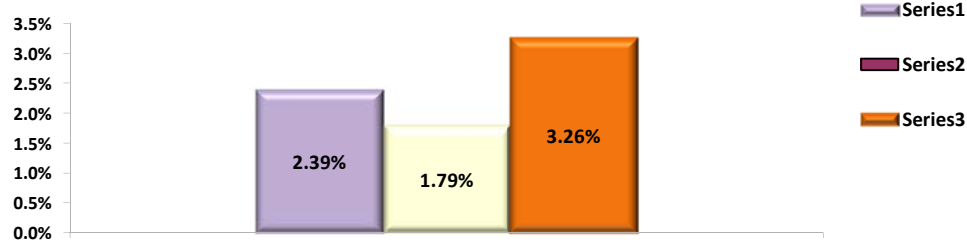
LKPI 47d YTD Rent arrears as % of Rent Debit (Data source: Saffron)

TMO	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Targets (11/12)	2010/11 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13		
Clapton Park	3.76%	3.93%	3.96%	3.94%	4.03%	4.02%	4.13%	4.18%	3.92%	3.23%	3.60%	3.61%	2.00%	3.08%	3.23%
Cranston	6.48%	6.73%	6.93%	7.05%	7.05%	6.95%	6.92%	7.07%	7.10%	6.30%	6.50%	6.16%	3.21%	6.01%	6.30%
Downs	5.05%	5.46%	5.20%	5.08%	5.18%	4.86%	4.35%	4.18%	4.12%	3.62%	3.94%	3.99%	2.37%	3.31%	3.62%
Wenlock Barn Estate	4.37%	4.42%	4.52%	4.66%	4.79%	4.76%	4.85%	4.95%	4.80%	4.05%	4.39%	4.44%	2.54%	3.80%	4.05%
Wick Village	5.14%	3.96%	4.06%	4.54%	4.36%	4.62%	4.79%	4.66%	4.44%	4.24%	4.51%	4.47%	2.72%	3.98%	4.24%
TMO Total	4.39%	4.47%	4.53%	4.61%	4.70%	4.67%	4.72%	4.77%	4.60%	3.91%	4.25%	4.25%	2.39%	3.53%	3.91%
NHD Total	3.53%	3.61%	3.63%	3.58%	3.58%	3.51%	3.56%	3.51%	3.43%	2.83%	3.12%	3.15%	1.79%	2.64%	2.83%
HH Total	3.62%	3.70%	3.73%	3.70%	3.70%	3.64%	3.69%	3.64%	3.56%	2.94%	3.26%	3.29%	3.26%	2.77%	2.94%
Suffolk	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Wyke	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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



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



Comments (supplied by Pamela Obodo, TMO Officer):

LKPI 47c - Overall the total collection rate achieved since the beginning of the year for most of the TMO's has been in the region of 98% with an overall total of 99.14% at week 13, which is slightly better when compared with the neighbourhoods. Cranston TMO have improved from the last financial year and currently have a collection rate of 103.43% as at week 13. Over the next couple of weeks, the collection rate should improve as the Monitoring team are currently in contact to discuss the current arrears situation with each TMO.

LKPI47d - Rent arrears as percentage of the debit has continued to reduce and at week 13 was 2.39%, which was better than 2 years ago when the figure was 5.36%.

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.

BVPI RENT COLLECTION:

LKPI 114 (ex-BVPI 66A)	10/11	10/11	10/11	11/12	Targets (11/12)	2010/11 Outturn
	QTR 2	QTR 3	QTR 4	QTR 1		
	Week 26	Week 39	Week 52	Week 13		
Clapton Park	99.13%	99.27%	99.35%	99.31%	N/A	99.35%
Cranston	99.40%	99.49%	99.63%	99.73%	N/A	99.63%
Downs	98.30%	98.94%	99.18%	99.08%	N/A	99.18%
Wenlock Barn Estate	99.10%	99.04%	99.11%	99.21%	N/A	99.11%
Wick Village	98.16%	98.25%	98.24%	97.96%	N/A	98.24%
TMO Total	99.03%	99.27%	99.34%	100.00%	99.00%	99.34%
HH Neighbourhood Total	99.25%	99.34%	99.45%	99.39%	N/A	99.45%
Hackney Homes Total	99.25%	99.33%	99.42%	99.39%	99.00%	99.42%
Suffolk	100.00%	100.00%	100.00%	100.00%	N/A	100.00%
Wyke	100.00%	100.00%	100.00%	100.00%	N/A	100.00%
Total	100.00%	100.00%	100.00%	100.00%	N/A	100.00%
LKPI 115 (ex-BVPI 66B) TMO Total	3.77%	1.43%	1.33%	1.07%	N/A	1.33%
LKPI 116 (ex-BVPI 66C) TMO Total	2.03%	6.77%	10.25%	0.64%	N/A	10.25%
LKPI 117 (ex-BVPI 66D) TMO Total	0.11%	0.32%	0.36%	0.11%	0.40%	0.36%

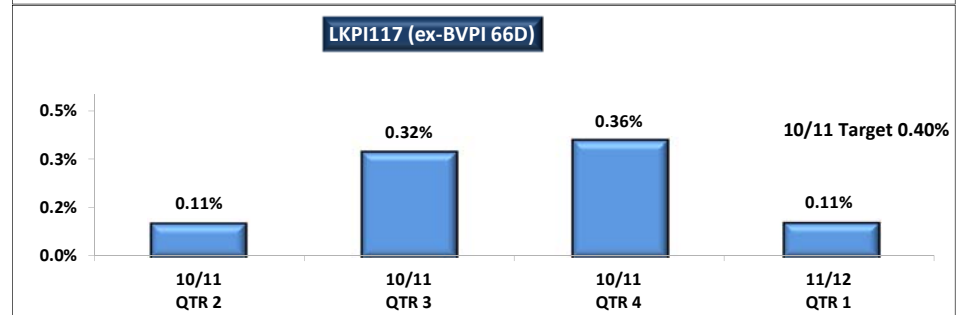
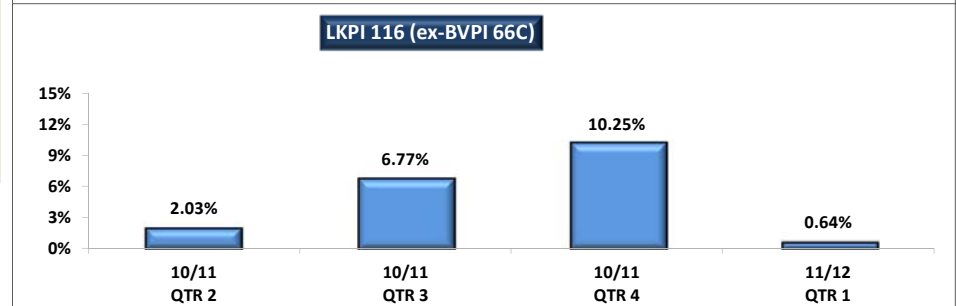
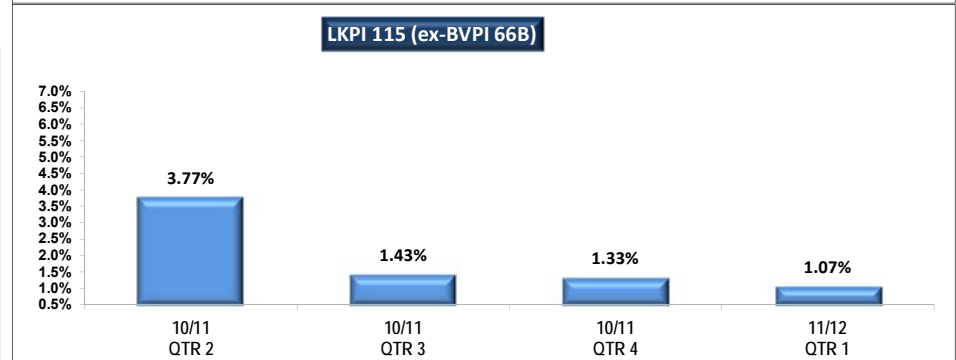
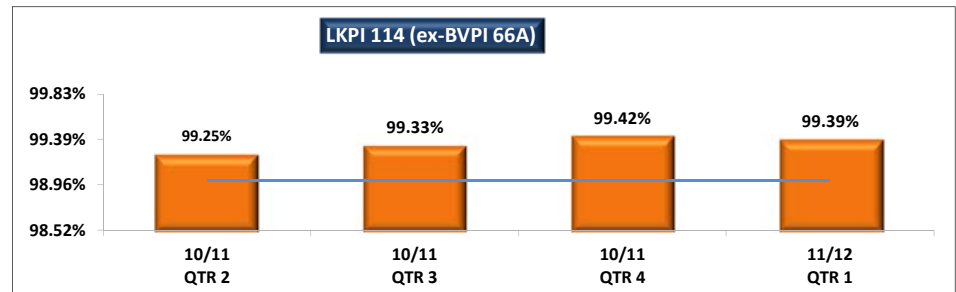
Comments (supplied by Pamela Obodo, TMO Officer):

Suffolk & Wyke TMO are responsible for managing rent arrears and collection in accordance with the TMO Modular Management agreement.

BVPI66B - This has gone down from 1.33% in week 52 to 1.07% in week 13. This is showing trend is in the right direction.

BVPI66c – Given the level of TMO arrears, we would expect the figure to be higher and the TMO Client team will be discussing this with the various TMOs.

66d – The level of evictions are in line with the targets



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

Neighbourhoods	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	2011/12 Target	Outturn 2010/11
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13		
Arden	3	3	3	3	3	3	3	3	3	3	2	2	2	N/A	3
Clapton Park	2	2	1	1	1	1	1	1	2	2	1	1	2	N/A	2
Cranston	1	1	1	1	1	1	1	1	1	1	1	1	1	N/A	1
Downs	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Lordship South	1	0	0	1	1	1	1	1	1	1	1	1	0	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	4	3	5	4	3	3	4	4	4	4	4	3	N/A	4
Wick Village	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wyke	0	0	0	0	0	1	1	0	0	1	0	0	0	N/A	1
TMO Total	10	10	8	11	10	10	10	10	11	12	9	9	8	N/A	12
NHD Total	89	94	94	91	93	94	94	98	100	102	98	98	90	N/A	102
HH Total	99	104	102	102	103	104	104	108	111	114	107	107	98	N/A	114

This report covers the following PIs:

LKPI 45: Volume of Mesne Profit Accounts (correlated trespasser)

LKPI 46b: Volume of squatters currently registered

LKPI 34: Proportion of relettable voids against stock

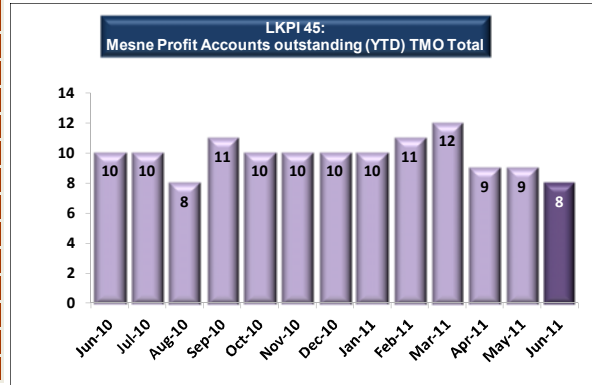
Comments (supplied by Alex Heslop, TMO Officer):

Please note – Arden & Lordship south TMO's tenancy management function is carried out by the Neighbourhood.

LKPI 45 - The number of MPA's remains fairly constant with the TMOs, addressing these cases in a timely manner. Some of these cases involve succession rights which could take a fair bit of time to resolve depending on what investigations are needed. However this will be looked at again in this financial year, once the rent audits have been carried out by the TMO monitoring team.

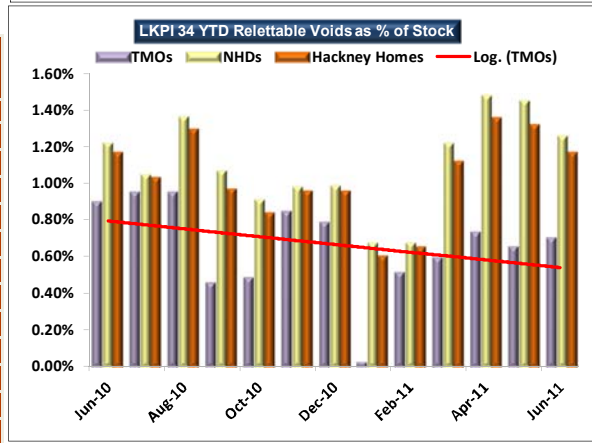
LKPI 46b YTD Number of squatted Properties outstanding (data source: Saffron)

Neighbourhoods	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	2011/12 Target	Outturn 2010/11
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13		
Arden	0	0	0	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	1	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	0	0	0	0	0	0	0	0	1	0	0	0	0	N/A	0
NHD Total	13	11	11	13	13	13	13	14	14	8	8	11	11	N/A	8
HH Total	13	11	11	13	13	13	13	14	15	8	8	11	11	N/A	8



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

Neighbourhoods	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	2011/12 Target	Outturn 2010/11
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13		
Arden	1.65%	2.02%	1.28%	0.92%	0.92%	1.28%	1.10%	1.28%	0.37%	0.37%	0.92%	0.37%	0.55%	TBC	0.37%
Clapton Park	0.63%	0.50%	0.88%	0.50%	0.88%	0.63%	0.50%	0.38%	0.38%	0.50%	1.01%	1.01%	1.13%	TBC	0.50%
Cranston	0.63%	0.00%	0.63%	1.25%	0.00%	0.63%	0.00%	0.00%	1.25%	1.25%	0.63%	0.63%	1.88%	TBC	1.25%
Downs	6.47%	5.29%	4.71%	2.35%	0.59%	0.59%	0.59%	0.00%	0.00%	0.59%	0.59%	0.59%	1.18%	TBC	0.59%
Lordship South	2.16%	2.70%	1.62%	0.54%	2.16%	0.00%	0.00%	0.00%	0.00%	0.00%	0.54%	0.54%	0.54%	TBC	0.00%
Suffolk	0.00%	0.98%	1.46%	0.00%	0.00%	1.46%	1.46%	0.00%	0.00%	0.49%	0.00%	0.98%	0.49%	TBC	0.49%
Tower	0.00%	0.00%	0.00%	0.00%	0.00%	0.88%	0.88%	0.00%	0.88%	0.00%	0.00%	0.00%	0.00%	TBC	0.00%
Wenlock Barn	0.00%	0.19%	0.47%	0.00%	0.09%	0.85%	0.94%	0.00%	0.09%	0.66%	0.76%	0.66%	0.57%	TBC	0.66%
Wick Village	0.90%	0.00%	0.00%	0.00%	0.00%	3.00%	3.00%	0.00%	8.00%	0.00%	1.00%	1.00%	0.00%	TBC	0.00%
Wyke	1.17%	0.60%	0.30%	0.30%	0.00%	0.30%	0.30%	0.00%	0.60%	1.50%	0.60%	0.30%	0.30%	TBC	1.50%
TMO Total	0.90%	0.95%	0.95%	0.46%	0.49%	0.85%	0.79%	0.03%	0.52%	0.60%	0.74%	0.66%	0.71%	TBC	0.60%
NHD Total	1.22%	1.05%	1.36%	1.07%	0.91%	0.98%	0.99%	0.68%	0.68%	1.22%	1.48%	1.45%	1.26%	TBC	1.22%
HH Total	1.17%	1.03%	1.30%	0.97%	0.84%	0.96%	0.96%	0.61%	0.66%	1.12%	1.36%	1.32%	1.17%	TBC	1.12%

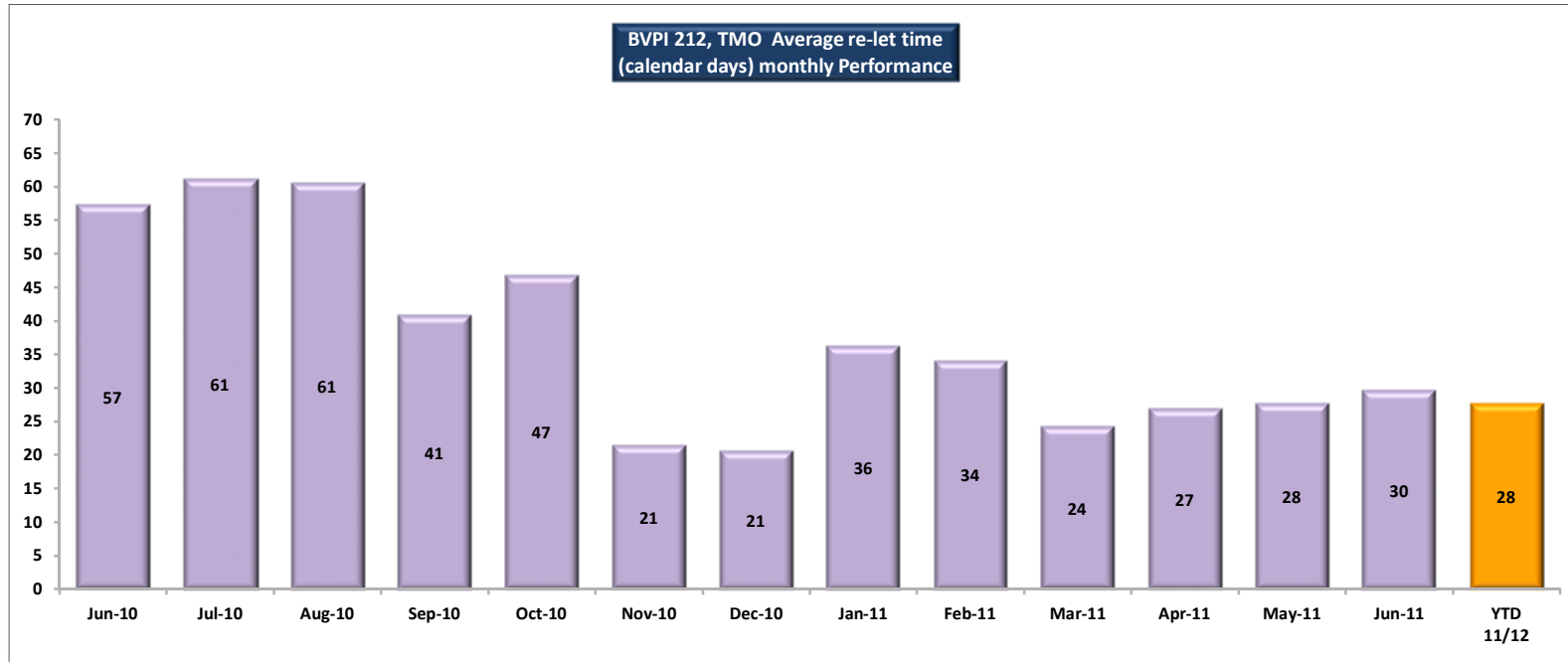


Definition:
BVPI 212
 This PI measures the average re-let time for local authority dwellings. Expressed in whole calendar days.
 Data source: Saffron
 (reconciled monthly by neighbourhoods and TMO's).
 Data provider: Performance Team

BVPI 212 Average re-let time

TMO	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Target 11/12 (days)	YTD 11/12	2010/11 Outturn
	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 4	Week 8	Week 13			
Arden	12	0	22	45	22	23	14	13	33	35	35	46	0	TBC	43	27
Clapton Park	20	31	80	31	9	14	9	26	25	15	9	13	29	TBC	15	23
Cranston	35	63	0	21	0	0	0	0	28	0	42	0	0	TBC	42	31
Downs	147	128	123	48	26	46	0	0	0	0	0	63	0	TBC	63	90
Lordship South	67	97	76	63	41	0	0	0	0	0	0	0	0	TBC		74
Suffolk	93	74	47	35	0	28	0	50	0	0	42	20	0	TBC	31	55
Tower	0	0	0	0	0	0	35	0	7	21	0	0	0	TBC		26
Wenlock Barn	70	28	28	42	0	14	33	49	57	28	29	24	30	TBC	28	41
Wick Village	0	0	0	0	0	7	32	0	0	0	0	28	0	TBC	28	26
Wyke	4	25	21	0	260	0	18	14	7	0	24	43	0	TBC	27	38
TMO Total	57	61	61	41	47	21	21	36	34	24	27	28	30	TBC	28	42
NHD Total	32	26	32	32	26	21	19	26	27	22	24	27	25	TBC	25	27
HH Total	37	32	37	34	28	21	19	27	28	22	25	27	25	TBC	26	29

Comments (supplied by Alex Heslop, TMO Officer):
 The performance of the TMOs in letting empty properties has been affected by a number of issues.
 Firstly there has difficulties in getting applicants details from Choice based lettings with some TMOs having no bidding list for weeks even though a request had been made to Choice Based Lettings .
 There has also been difficulties experience with letting some of these properties like 5 Aske house on the Arden Estate, where a 7th bidding list was sent as no applicants wanted the property. In cases like this, there is not a lot that can be done except to request a new bidding list.
 Lastly, there have also been cases whereby the voids team have not returned the property back on the date given, (even though the properties might have been let already on open date) thereby leading to further delays. However
 There are still some areas in the management of the voids that the TMOs can improve on and this has been discussed with the various TMOs as TMO voids are being monitored on a weekly basis.



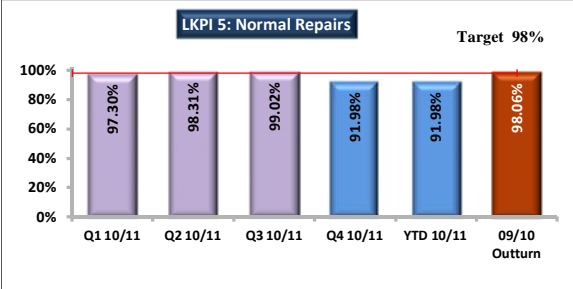
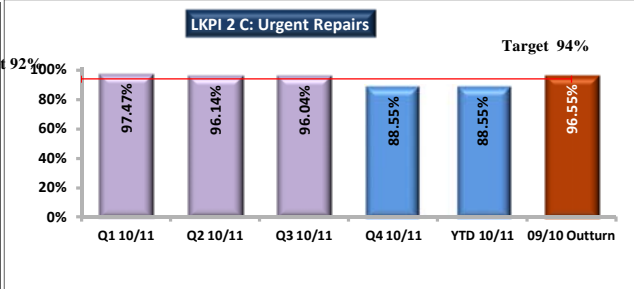
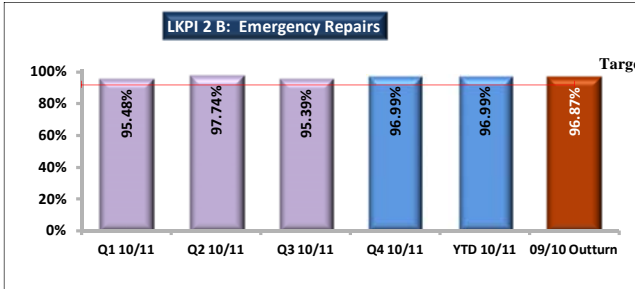
LKPI 6: Monthly Percentage of responsive repairs appointments made and kept		JUL		AUG		SEP		OCT		NOV		DEC		JAN		FEB		MAR		APR		MAY		JUN		YEAR TO DATE		
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	
DLO (Direct Labour Organisation i.e. Hackney Building Maintenance)	Arden	100.00%	63	96.05%	76	96.25%	80	100.00%	66	96.61%	59	96.00%	50	92.86%	42	90.48%	21	91.67%	12	100.00%	17	100.00%	22	100.00%	18	100.00%	57	
	Clapton Park	69.23%	104	73.33%	75	54.02%	87	58.78%	131	59.65%	114	57.02%	114	52.22%	180	33.71%	178	44.76%	105	100.00%	37	100.00%	34	100.00%	40	100.00%	111	
	Cranston	100.00%	1	100.00%	1	100.00%	1	100.00%	6	100.00%	6	100.00%	6	100.00%	3	100.00%	4	N/A	N/A	100.00%	4	100.00%	1	100.00%	5	100.00%	10	
	Downs	100.00%	4	75.00%	8	88.89%	9	71.43%	7	100.00%	13	100.00%	12	90.91%	11	100.00%	6	85.71%	7	100.00%	7	100.00%	4	100.00%	6	100.00%	17	
	Lordship South	60.00%	25	81.58%	38	95.83%	24	83.87%	31	92.86%	14	100.00%	17	87.88%	33	97.44%	39	82.61%	23	100.00%	8	100.00%	2	100.00%	7	100.00%	17	
	Suffolk	55.56%	9	66.67%	12	85.71%	21	100.00%	18	85.71%	14	100.00%	16	93.33%	15	78.57%	14	88.89%	9	100.00%	1	100.00%	7	100.00%	16	100.00%	24	
	Tower	100.00%	6	100.00%	13	100.00%	11	100.00%	16	100.00%	15	93.75%	16	100.00%	16	100.00%	19	100.00%	13	100.00%	7	100.00%	8	100.00%	6	100.00%	21	
	Wenlock Barn	71.93%	57	96.23%	53	78.69%	61	88.89%	63	98.28%	58	100.00%	77	83.93%	56	92.86%	42	100.00%	31	100.00%	38	100.00%	39	100.00%	38	100.00%	115	
	Wyke	100.00%	4	100.00%	10	100.00%	3	100.00%	13	91.67%	12	92.86%	14	95.00%	20	90.91%	11	100.00%	6	100.00%	9	100.00%	12	100.00%	9	100.00%	30	
	Wick Village	100.00%	3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Overall TMO Total	77.54%	276	86.71%	286	79.46%	297	80.63%	351	82.62%	305	83.54%	322	72.07%	376	61.79%	335	68.29%	205	100.00%	128	100.00%	129	100.00%	145	100.00%	402	
	HH Neighbourhood Total	95.46%	485	96.10%	462	94.55%	477	96.92%	520	98.38%	555	98.01%	604	97.09%	549	98.56%	486	97.29%	369	100.00%	2078	100.00%	2180	100.00%	2112	100.00%	6370	

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	
NON DLO (Non - Direct Labour Organisation i.e. Hackney Building Maintenance)	Arden																			0.00%	1	75.00%	4	100.00%	1	66.67%	6	
	Clapton Park																				17.07%	41	18.42%	76	23.53%	85	20.39%	202
	Cranston																				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Downs																				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Lordship South																				100.00%	14	87.50%	8	75.00%	4	92.31%	26
	Suffolk																				0.00%	1	100.00%	1	0.00%	1	33.33%	3
	Tower																				N/A	N/A	100.00%	1	N/A	N/A	100.00%	1
	Wenlock Barn																				40.00%	5	0.00%	1	N/A	N/A	33.33%	6
	Wyke																				33.33%	3	N/A	N/A	N/A	N/A	33.33%	3
	Wick Village																				N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Overall TMO Total																				36.92%	65	28.57%	91	26.37%	91	29.96%	247
HH Neighbourhood Total																				62.50%	144	76.10%	159	77.66%	94	71.54%	397	

Previously Not Reported

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

LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time		Qtr 2 (10/11)		Qtr 3 (10/11)		Qtr 4 (10/11)		Qtr 1 (11/12)		11/12 YTD		2010/11 Outturn							
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders						
Arden	Emergency	Previously Not Reported						N/A	N/A	N/A	N/A	N/A	N/A						
	Urgent							N/A	N/A	N/A	N/A	N/A	N/A						
	Normal							N/A	N/A	N/A	N/A	N/A	N/A						
	Total							N/A	N/A	N/A	N/A	N/A	N/A						
Clapton	Emergency							0.00%	1	0.00%	1	0.00%	1	0.00%	1	N/A	N/A	N/A	N/A
	Urgent							N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Normal							85.79%	373	85.79%	373	85.79%	373	85.79%	373	N/A	N/A	N/A	N/A
	Total							85.56%	374	85.56%	374	85.56%	374	85.56%	374	N/A	N/A	N/A	N/A
Lordship	Emergency							100.00%	3	100.00%	3	100.00%	3	100.00%	3	100.00%	3	N/A	N/A
	Urgent							100.00%	16	100.00%	16	100.00%	16	100.00%	16	100.00%	16	N/A	N/A
	Normal							100.00%	47	100.00%	47	100.00%	47	100.00%	47	100.00%	47	N/A	N/A
	Total							100.00%	66	100.00%	66	100.00%	66	100.00%	66	100.00%	66	N/A	N/A
Cranston	Emergency							89.47%	19	100.00%	1	100.00%	8	100.00%	5	100.00%	5	95.24%	42
	Urgent							100.00%	34	95.65%	23	97.87%	47	100.00%	31	100.00%	31	97.89%	142
	Normal							100.00%	7	100.00%	7	100.00%	12	87.50%	8	87.50%	8	100.00%	33
	Total							96.67%	60	96.77%	31	98.51%	67	97.73%	44	97.73%	44	97.70%	217
Downs	Emergency	100.00%	34	100.00%	15	100.00%	3	100.00%	12	100.00%	12	100.00%	74						
	Urgent	100.00%	37	100.00%	40	100.00%	34	-	-	-	-	100.00%	138						
	Normal	100.00%	14	100.00%	20	100.00%	12	100.00%	33	100.00%	33	100.00%	64						
	Total	100.00%	85	100.00%	75	100.00%	49	100.00%	45	100.00%	45	100.00%	276						
Suffolk	Emergency	100.00%	1	100.00%	7	100.00%	8	100.00%	5	100.00%	5	100.00%	18						
	Urgent	97.92%	48	100.00%	38	100.00%	39	100.00%	34	100.00%	34	99.35%	153						
	Normal	100.00%	34	100.00%	18	96.77%	31	100.00%	30	100.00%	30	99.12%	114						
	Total	98.80%	83	100.00%	63	98.72%	78	100.00%	69	100.00%	69	99.30%	285						
Wenlock Barn	Emergency	98.55%	69	91.89%	37	100.00%	26	96.88%	64	96.88%	64	97.16%	176						
	Urgent	97.38%	381	94.78%	345	95.95%	173	98.33%	240	98.33%	240	96.42%	1229						
	Normal	96.36%	220	98.01%	151	100.00%	146	100.00%	133	100.00%	133	98.09%	785						
	Total	97.16%	670	95.50%	533	97.97%	345	98.63%	437	98.63%	437	97.08%	2190						
Wick Village <small>(Data qualified, No audit trail)</small>	Emergency	100.00%	37	100.00%	60	100.00%	40	100.00%	2	100.00%	2	100.00%	207						
	Urgent	100.00%	31	100.00%	22	100.00%	18	98.28%	58	98.28%	58	100.00%	99						
	Normal	100.00%	37	100.00%	85	100.00%	87	98.11%	53	98.11%	53	100.00%	248						
	Total	100.00%	105	100.00%	167	100.00%	145	98.23%	113	98.23%	113	100.00%	554						
Wyke	Emergency	84.62%	39	98.25%	57	89.55%	67	97.56%	41	97.56%	41	92.75%	207						
	Urgent	96.13%	181	96.75%	154	91.40%	93	42.86%	84	42.86%	84	94.45%	613						
	Normal	95.24%	21	85.71%	14	89.47%	19	100.00%	9	100.00%	9	87.01%	77						
	Total	94.19%	241	96.44%	225	90.50%	179	63.43%	134	63.43%	134	93.42%	897						
Overall TMO Score	Emergency	95.48%	199	97.74%	177	95.39%	152	96.99%	133	96.99%	133	96.87%	734						
	Urgent	97.47%	712	96.14%	622	96.04%	404	88.55%	463	88.55%	463	96.55%	2403						
	Normal	97.30%	333	98.31%	295	99.02%	307	91.98%	686	91.98%	686	98.06%	1340						
	Total	97.11%	1244	96.98%	1094	96.99%	863	91.26%	1282	91.26%	1282	97.05%	4477						
Neighbourhood Non-DLO Total		89.20%	3388	95.84%	3608	95.83%	2180	89.40%	4237	89.40%	4237	92.31%	12748						



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 Rhamie Shepherd

Comments (supplied by Alex Heslop, TMO Officer)

There has been a dip in the overall repairs performance of the TMOs from 97.05% in 2010-2011 to 91.26% in June 2011. The principal reason for this is due to a significant reduction in the percentage of urgent repairs completed on time by Wyke TMO; from 93.42% in March 2011 to 63.43% in June 2011.

3 TMOs completed 100% of their repairs on time: Lordship South, Downs TMO and Suffolk TMO. There were also improvements achieved by Wenlock Barn and Cranston TMO. It has not been possible to collect any data from Arden and Clapton Park TMOs, due to problems with their management systems which will hopefully be rectified by the time of the next performance report.

LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time		Qtr 2 (10/11)		Qtr 3 (10/11)		Qtr 4 (10/11)		Qtr 1 (11/12)		11/12 YTD		2010/11 Outturn	
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders
Arden	Emergency	91.67%	96	98.97%	97	100.00%	70	76.67%	30	76.67%	30	95.73%	375
	Urgent	93.55%	31	70.37%	27	100.00%	23	90.91%	11	90.91%	11	87.88%	99
	Normal	98.93%	280	97.19%	285	94.85%	136	94.44%	108	94.44%	108	97.82%	1055
	Total	96.81%	407	95.84%	409	96.94%	229	90.60%	149	90.60%	149	96.66%	1529
Clapton Park	Emergency	89.86%	69	94.34%	106	97.59%	83	59.46%	37	59.46%	37	90.52%	348
	Urgent	77.78%	27	100.00%	9	88.89%	9	44.44%	9	44.44%	9	85.42%	48
	Normal	92.16%	370	88.46%	572	92.09%	721	85.57%	603	85.57%	603	92.17%	2249
	Total	90.99%	466	89.52%	687	92.62%	813	83.51%	649	83.51%	649	91.83%	2645
Cranston	Emergency	80.00%	20	100.00%	26	90.48%	21	73.33%	15	73.33%	15	90.91%	99
	Urgent	100.00%	6	50.00%	4	100.00%	5	100.00%	1	100.00%	1	88.24%	17
	Normal	100.00%	19	94.44%	36	95.83%	24	83.33%	18	83.33%	18	94.32%	88
	Total	91.11%	45	93.94%	66	94.00%	50	79.41%	34	79.41%	34	92.16%	204
Downs	Emergency	95.24%	21	100.00%	36	100.00%	11	100.00%	2	100.00%	2	96.34%	82
	Urgent	92.31%	13	100.00%	10	100.00%	2	100.00%	1	100.00%	1	94.59%	37
	Normal	86.84%	38	94.12%	68	97.62%	42	100.00%	33	100.00%	33	92.71%	192
	Total	90.28%	72	96.49%	114	98.18%	55	100.00%	36	100.00%	36	93.89%	311
Lordship	Emergency	90.48%	21	90.91%	22	91.30%	23	80.00%	10	80.00%	10	90.59%	85
	Urgent	93.75%	48	96.30%	27	100.00%	47	95.24%	21	95.24%	21	96.99%	133
	Normal	98.59%	71	99.15%	117	97.27%	110	95.56%	90	95.56%	90	97.95%	341
	Total	95.71%	140	97.59%	166	97.22%	180	94.21%	121	94.21%	121	96.60%	559
Suffolk	Emergency	91.67%	24	92.31%	39	88.24%	34	80.00%	15	80.00%	15	87.07%	116
	Urgent	75.86%	29	78.95%	19	100.00%	3	100.00%	2	100.00%	2	80.65%	62
	Normal	88.00%	50	93.90%	82	94.92%	59	90.00%	40	90.00%	40	91.80%	244
	Total	85.44%	103	91.43%	140	92.71%	96	87.72%	57	87.72%	57	88.86%	422
Wenlock	Emergency	84.21%	95	96.38%	138	94.85%	136	81.32%	91	81.32%	91	92.63%	380
	Urgent	86.71%	158	94.68%	94	92.59%	54	60.71%	28	60.71%	28	90.45%	314
	Normal	92.25%	129	97.46%	315	98.65%	222	91.51%	212	91.51%	212	96.88%	672
	Total	87.96%	382	96.71%	547	96.60%	412	86.10%	331	86.10%	331	94.22%	1366
Tower	Emergency	85.19%	27	90.32%	31	94.12%	17	47.37%	19	47.37%	19	89.22%	102
	Urgent	0.00%	1	50.00%	4	100.00%	3	100.00%	4	100.00%	4	70.00%	10
	Normal	96.00%	50	96.77%	62	97.53%	81	96.30%	54	96.30%	54	95.45%	242
	Total	91.03%	78	92.78%	97	97.03%	101	84.42%	77	84.42%	77	92.94%	354
Wick Village	Emergency	100.00%	2	50.00%	2	100.00%	2	100.00%	2	100.00%	2	87.50%	8
	Urgent	0.00%	0	0.00%	0	0.00%	0	-	-	-	-	100.00%	1
	Normal	100.00%	6	100.00%	6	100.00%	2	100.00%	5	100.00%	5	100.00%	15
	Total	100.00%	8	87.50%	8	100.00%	4	100.00%	7	100.00%	7	95.83%	24
Wyke	Emergency	73.91%	23	90.00%	50	97.14%	35	92.31%	13	92.31%	13	90.13%	152
	Urgent	92.31%	13	95.45%	22	85.71%	7	0.00%	1	0.00%	1	94.74%	57
	Normal	100.00%	24	100.00%	53	98.39%	62	77.78%	63	77.78%	63	99.47%	187
	Total	88.33%	60	95.20%	125	97.12%	104	79.22%	77	79.22%	77	95.20%	396
TMO Total		91.65%	1761	93.85%	2359	94.96%	2044	85.96%	1538	85.96%	1538	93.70%	7810
NHO Total		95.02%	18201	94.97%	21407	97.28%	19652	88.02%	18660	88.02%	18660	95.51%	77774
HH Total		94.72%	19962	94.86%	23766	97.06%	21696	87.87%	20198	87.87%	20198	95.35%	85584

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, TMO Officer):

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

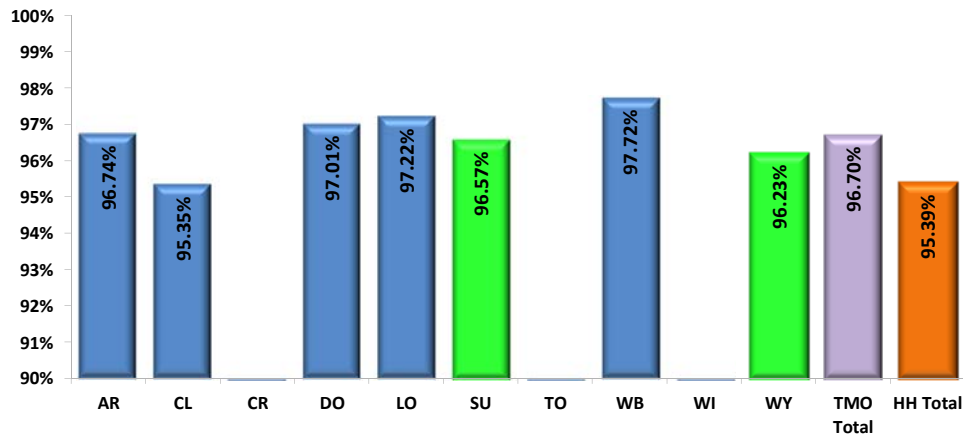
Excluding Gas Carcasses (tests where resident only has pipe work and no boiler or appliance)

Data source: Saffron

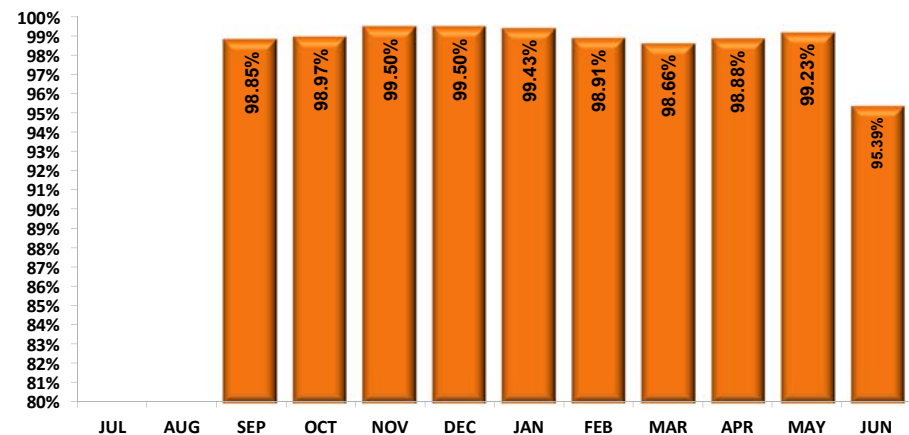
Data provider: Performance Team

LKPI 79: Percentage of dwellings with a valid Gas Safety Certificate (CP 12's)	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Number of CP12's overdue	Average time overdue in weeks	Target		
Arden	Data Not Available Following Transfer to JH System		99.56%	99.78%	99.56%	99.34%	99.12%	98.90%	99.11%	99.78%	99.56%	96.74%	15	5.20	99.20%		
Clapton Park			98.86%	99.51%	99.67%	99.67%	99.51%	99.51%	98.85%	98.67%	99.50%	95.35%	29	4.64	99.20%		
Cranston			-	-	-	-	-	-	-	-	-	-	-	-	-	-	99.20%
Downs			-	100.00%	100.00%	100.00%	-	98.78%	-	100.00%	100.00%	97.01%	5	6.06%	99.20%		
Lordship South			99.44%	99.44%	100.00%	100.00%	-	-	97.77%	99.43%	99.43%	97.22%	5	3.69	99.20%		
Suffolk			98.86%	99.43%	98.86%	99.43%	-	-	-	100.00%	100.00%	96.57%	6	3.43%	99.20%		
Tower			-	-	-	-	-	-	-	-	-	-	-	-	-	-	99.20%
Wenlock Barn			98.92%	99.28%	100.00%	99.76%	98.44%	97.48%	97.47%	99.64%	100.00%	97.72%	19	7.14%	99.20%		
Wick Village			-	-	-	-	-	-	-	-	-	-	-	-	-	-	99.20%
Wyke			98.44%	98.75%	99.69%	99.69%	95.92%	93.38%	93.35%	99.37%	99.68%	96.23%	12	6.39	99.20%		
TMO Total			99.05%	99.42%	99.74%	99.67%	99.53%	99.23%	99.23%	99.45%	99.74%	96.70%	91	10.01	99.20%		
Hackney Homes Total			98.85%	98.97%	99.50%	99.50%	99.43%	98.91%	98.66%	98.88%	99.23%	95.39%	853	8.90	99.20%		

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

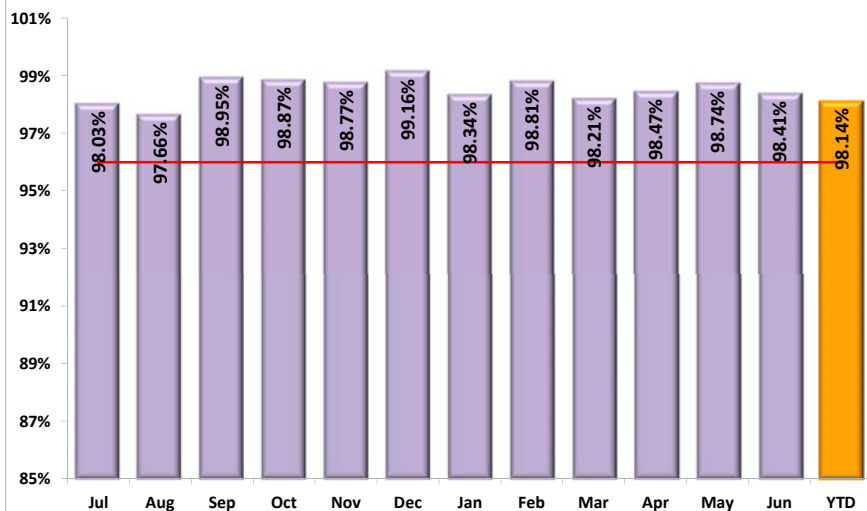


LKPI 79: Percent of dwellings with a valid Gas Safety Certificate (CP12) by Month



LKPI 07A: Estate Inspection Scoring	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	YTD	Target	10/11 outturn	Within the Quarter (Apr - June)			
																A's	B's	C's	D's
Arden	100.00%	99.39%	100.00%	100.00%	100.00%	-	100.00%	100.00%	100.00%	N/A	-	-	-	96.00%	99.96%	-	-	-	-
Cranston	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.11%	99.45%	100.00%	100.00%	-	100.00%	96.00%	99.81%	95.40%	4.60%	0.00%	0.00%
Clapton Park	97.27%	97.33%	97.17%	100.00%	-	-	97.39%	97.48%	97.56%	97.64%	98.11%	97.88%	97.87%	96.00%	97.36%	88.30%	9.57%	1.86%	0.27%
Downs	77.27%	81.82%	-	-	90.48%	90.48%	77.27%	86.36%	68.00%	68.18%	75.00%	75.00%	72.86%	96.00%	79.83%	55.71%	17.14%	4.29%	22.86%
Lordship	98.08%	99.03%	100.00%	97.78%	97.06%	-	100.00%	100.00%	94.12%	97.37%	98.56%	100.00%	98.53%	96.00%	98.76%	52.45%	46.08%	0.98%	0.49%
Suffolk	94.20%	88.57%	85.42%	90.67%	94.00%	94.67%	100.00%	100.00%	99.00%	N/A	95.95%	92.86%	94.44%	96.00%	92.20%	93.75%	0.69%	1.39%	4.17%
Wenlock Barn	98.46%	99.44%	100.00%	98.60%	98.94%	99.61%	100.00%	99.44%	99.44%	99.21%	99.70%	99.44%	99.44%	96.00%	99.19%	36.22%	63.22%	0.56%	0.00%
Wick Village	-	-	-	-	-	100.00%	72.00%	76.00%	76.00%	76.00%	76.00%	76.00%	76.00%	96.00%	87.50%	84.21%	15.79%	0.00%	0.00%
Wyke Estate	100.00%	-	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%	93.44%	6.56%	0.00%	0.00%
TMO Total	98.03%	97.66%	98.95%	98.87%	98.77%	99.16%	98.34%	98.81%	98.21%	98.47%	98.74%	98.41%	98.14%	96.00%	98.48%	73.54%	25.01%	0.83%	0.62%
HH Neighbourhood Total	93.90%	96.20%	95.50%	97.10%	97.20%	96.80%	96.50%	97.30%	98.00%	98.80%	98.32%	98.94%	98.70%	96.00%	95.82%	36.82%	62.11%	1.06%	0.00%

LKPI 07A: Estate Inspection Scoring



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.

Comments (supplied by Alex Heslop, TMO Officer):

The TMOs have generally continued to meet or exceed the target of 96%. The performance of Wick Village and Downs TMO continues to be significantly lower than the other TMOs; this will be formally discussed at their annual review meeting in the autumn. Unfortunately it has not been possible to gather any data for Arden TMO, because the responsibility for estate inspections lies with the neighbourhood office and there are changes to the way in which estate inspections are being managed. It is hoped this will be resolved in time for the next performance report

Comments (supplied by Thomas Miles, Administration & Finance Officer):

An Estate Inspection Team was being put together by Paul Smith for Arden so during the organization process of this team – is the reason the outstanding estate inspections for Arden have been missed).

	Neighbourhood/division	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Volume		YTD (11/12)	Target	
															Total due (11/12)	Answer in Time (11/12)			
LPI 25a: Stage One Complaints	Arden	100.00%	-	-	100.00%	-	-	-	0.00%	100.00%	100.00%	-	-	100.00%	3	3	100.00%	92%	
	Clapton Park	100.00%	100.00%	100.00%	0.00%	33.33%	100.00%	100.00%	-	100.00%	100.00%	-	0.00%	33.33%	4	1	25.00%	92%	
	Cranston	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%	
	Downs	-	-	-	-	0.00%	-	-	-	-	-	100.00%	-	-	-	-	-	92%	
	Lordship South	-	100.00%	100.00%	100.00%	-	-	-	-	-	-	-	-	-	0.00%	1	0	0.00%	92%
	Suffolk	100.00%	-	-	-	-	-	-	-	100.00%	-	-	0.00%	-	-	1	0	0.00%	92%
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%	
	Wenlock Barn	100.00%	66.67%	100.00%	100.00%	100.00%	-	100.00%	-	-	100.00%	100.00%	100.00%	100.00%	50.00%	5	4	80.00%	92%
	Wick Village	-	100.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%	
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%	
TMO Total	100.00%	85.71%	100.00%	80.00%	50.00%	100.00%	100.00%	50.00%	100.00%	100.00%	66.67%	50.00%	55.56%	14	8	57.14%	92%		
NHD Total	87.50%	78.57%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.12%	59	58	98.31%	92%		
HH Overall Total	81.82%	75.51%	94.78%	89.22%	87.50%	92.45%	86.41%	87.62%	91.18%	92.86%	95.93%	96.64%	87.59%	379	353	93.14%	92%		
LKPI 25b: Stage Two Complaints	-	0.00%	-	100.00%	50.00%	-	0.00%	0.00%	-	-	-	-	100.00%	50.00%	3	2	66.67%	92%	
LKPI 59: Stage Two Upheld (HH Overall Total)	66.67%	80.00%	66.00%	40.00%	25.00%	33.33%	75.00%	72.73%	57.14%	33.33%	75.00%	81.25%	54.55%	-	-	-	70.97%	30%	
LKPI 31: FOI Requests	-	-	100.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	TBC	
LKPI 27: % Ombudsman in target	-	-	-	-	-	-	-	100.00%	-	100.00%	100.00%	-	-	0.00%	1	0	0.00%	TBC	
LKPI 72: No. of Ombudsman Items	-	-	-	-	-	-	1	-	1	1	-	-	-	1	-	-	-	NA	
LKPI 22: Board Member Enquiries	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	TBC	
LPI 23: Member Enquiries	Arden	-	-	-	-	-	-	-	-	0.00%	-	-	-	-	-	-	-	90%	
	Clapton Park	100.00%	0.00%	0.00%	0.00%	100.00%	-	-	-	-	100.00%	66.67%	85.71%	50.00%	15	11	73.33%	90%	
	Cranston	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Downs	0.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Suffolk	-	-	-	-	-	-	100.00%	-	-	-	-	-	-	-	-	-	90%	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wenlock Barn	-	-	-	-	-	-	-	-	-	-	0.00%	-	-	1	0	0.00%	90%	
	Wick Village	-	-	-	0.00%	-	-	-	-	-	-	100.00%	-	-	100.00%	1	1	100%	90%
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
TMO Total	50.00%	0.00%	0.00%	0.00%	100.00%	-	100.00%	-	0.00%	100.00%	57.14%	85.71%	66.67%	17	12	70.59%	90%		
NHD Total	90.48%	75.00%	82.61%	88.24%	80.00%	78.57%	85.71%	88.89%	87.50%	94.74%	76.19%	86.21%	65.79%	88	66	75.00%	90%		
HH Overall Total	65.52%	82.35%	84.88%	80.25%	76.40%	83.33%	83.67%	86.67%	88.00%	86.65%	67.21%	84.62%	58.87%	289	202	69.90%	90%		
LPI 24: Mayor's Enquiries	Arden	66.67%	100.00%	100.00%	-	100.00%	-	-	-	-	-	-	-	-	-	-	-	90%	
	Clapton Park	0.00%	-	-	-	-	0.00%	-	-	50.00%	-	-	-	100.00%	1	1	100%	90%	
	Cranston	-	-	-	-	0.00%	-	100.00%	-	-	-	-	-	0.00%	1	0	0.00%	90%	
	Downs	-	-	-	-	-	-	-	-	0.00%	-	-	0.00%	-	1	0	0.00%	90%	
	Lordship South	-	-	-	-	-	-	-	-	100.00%	-	-	-	-	-	-	-	90%	
	Suffolk	-	-	0.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wenlock Barn	-	-	100.00%	75.00%	50.00%	50.00%	0.00%	100.00%	0.00%	-	0.00%	-	-	100.00%	2	1	50.00%	90%
	Wick Village	-	-	-	-	0.00%	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
TMO Total	50.00%	100.00%	75.00%	75.00%	40.00%	40.00%	66.67%	100.00%	42.86%	-	0.00%	50.00%	50.00%	5	2	40.00%	90%		
NHD Total	55.00%	28.57%	66.67%	58.82%	72.73%	90.00%	73.33%	100.00%	75.00%	73.33%	66.67%	70.00%	40.00%	36	19	52.78%	90%		
HH Overall Total	52.73%	62.50%	59.38%	62.86%	62.16%	63.41%	71.79%	100.00%	75.81%	62.07%	47.06%	61.11%	42.55%	82	39	47.56%	90%		

LKPI 13: % of letters, faxes and emails responded to within target time (within 15 days)
 LKPI 22: % of Board Member enquiries (ME) completed within target time - (within 15 days)
 LKPI 23: % of Member enquiries completed within target time - (within 10 days)
 LKPI 24: % of Mayor enquiries completed within target time - (within 30 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 two 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 (supplied by Alex Heslop, TMO Officer):
 The performance of the TMOs in responding to stage 1 complaints and Mayoral enquiries has deteriorated. The percentage of stage 1 complaints responded to on time has decreased from 80.43% in March 2011 to 57.14% in June 2011. Similarly, the percentage of Mayoral enquiries responded to on time has decreased from 59.46% in March 2011 to 40% in June 2011. By contrast, the percentage of member's enquiries responded to on time improved, from 62.5% in March 2011 to 70.59% in June 2011.
 Although some TMOs have performed well, for example, Arden TMO responded to 100% of their stage 1 complaints on time; it is clear that there is a general issue with the overall performance of TMOs in this area. Complaints handling will be discussed with each TMO as part of the annual review process in the autumn.

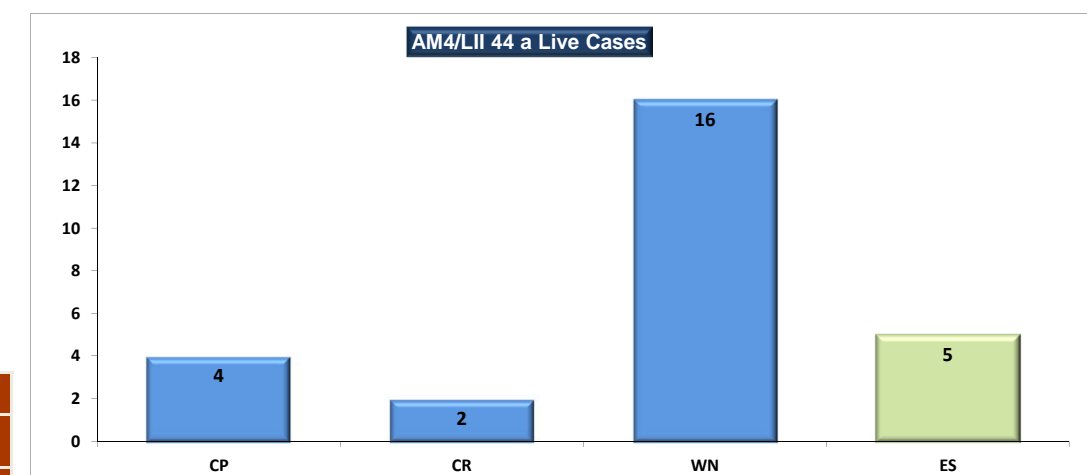
The purpose of this page is to provide a summary of ASB activity across the neighbourhoods using the Housemark ASB benchmarking club definitions as the basis for reporting new cases and actions taken

AM1/LII 43 - New cases	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD	Outturn 2010/11
Cranston	6	1	4	1	2	2	0	1	0	0	0	4	0	4	25
Cranston	1	0	0	0	0	0	0	0	0	0	0	0	2	2	1
Downs											0	0	0		
Lordship South											0	0	0		
Suffolk											0	0	0		
Tower											0	0	0		
Wenlock Barn	2	2	1	0	2	1	1	5	2	5	3	4	9	16	33
Wick Village											0	0	0		
Wyke											0	0	0		
TMO Total	9	3	5	1	4	3	1	6	2	5	3	8	11	22	59
Estate Safety	14	3	0	0	0	0	1	1	0	0	0	0	5	5	37
NH Total	161	122	93	85	78	88	64	127	117	102	77	105	137	319	1214
Total New Cases	184	128	98	86	82	91	66	134	119	107	80	113	153	346	1310

AM4/LII 44b & LII 44c: Closed Cases	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD	Outturn 2010/11
Clapton Park	0	4	3	0	0	0	8	0	1	0	0	0	0	0	17
Cranston	0	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Downs											0	0	0		
Lordship South											0	0	0		
Suffolk											0	0	0		
Tower											0	0	0		
Wenlock Barn	2	2	2	4	3	3	13	1	1	1	0	0	1	1	38
Wick Village											0	0	0		
Wyke											0	0	0		
TMO Total	2	6	5	4	3	3	25	1	2	1	0	0	1	1	59
Estate Safety	27	122	1	0	0	3	0	0	0	0	0	0	1	1	203
NH Total	69	117	133	95	137	69	120	101	56	78	0	15	48	63	1101
LII 49: Total Resolved Cases	98	245	139	99	140	75	145	102	58	79	0	15	50	65	1363
LII 50 - Number of Closed Not-Resolved	4	9	9	9	9	8	6	2	5	1	0	0	0	0	74
Total closed cases	102	254	148	108	149	83	151	104	63	80	0	15	50	65	1437

Count of Incident Type (for current live cases)	TMO		Tenant Mgmt Organisations	Estate Safety	NHO Total	Grand Total
	CP	WN				
Alcohol Related	0	0	0	0	2	2
Allegation	0	0	0	0	0	0
Begging	0	0	0	0	0	0
Crackdown	0	0	0	0	3	3
Domestic Abuse	0	0	0	0	11	11
Drugs/substance misuse/drug dealing	0	2	2	0	17	19
Hate Related Incident	0	0	0	0	5	5
Litter/Rubbish/Fly-tipping	0	1	1	0	0	1
Misuse of Communal Area/public space or loitering	0	2	2	1	29	32
Noise	4	7	11	0	128	139
Nuisance from Vehicles	0	0	0	0	2	2
Other Criminal behaviour/Crime	0	3	3	0	2	5
Other Physical Violence	0	1	1	0	7	8
Pets and Animal Nuisance	0	0	0	0	20	20
Pirate Radio Station	0	0	0	0	0	0
Prostitution/Sexual Acts/Kerb Crawling	0	0	0	0	1	1
Tenancy Related Issues	0	0	0	0	0	0
Vandalism and Damage to Property	0	0	0	0	3	3
Verbal Abuse/harassment/threatening behaviour/intimidation	0	0	0	0	41	41
Grand Total	4	16	20	1	271	292

AM4/LII 44a - Live cases	2010/11 Qtr 2	2010/11 Qtr 3	2010/11 Qtr 4	2011/12 Qtr 1
Clapton Park	4	27	27	4
Cranston	32	0	32	2
Wenlock Barn	27	13	22	16
TMO Total	63	40	49	22
Estate Safety	104	1	2	5
NH Total	407	332	498	319
Total Live Cases	574	373	549	346



	Q2	Q3	Q4	Q1	YTD	Target	10/11 Outturn
LKPI 61 a: Satisfaction with how complaint was dealt with	47.06%	52.05%	35.00%	45.00%	45.00%	55.00%	47.24%
LKPI 61 b: Satisfaction with outcome of complaint	45.16%	49.33%	35.00%	41.00%	41.00%	46.00%	44.47%

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

Area Breakdown	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Outturn 10/11
North East	5,291	5,294	5,297	5,297	5,299	5,302	5,308	5,310	5,386	5,388	5,391	5,391	5,391	5,388
North West	3,141	3,141	3,141	3,141	3,140	3,141	3,140	3,141	3,141	3,141	3,140	3,138	3,138	3,141
Homerton	4,605	4,604	4,604	4,603	4,603	4,602	4,602	4,602	4,602	4,602	4,604	4,603	4,603	4,602
DBQ	2,999	2,999	2,999	2,999	2,998	2,998	2,998	2,998	2,999	2,998	2,999	2,999	2,999	2,998
Shoreditch	2,917	2,917	2,917	2,917	2,897	2,897	2,897	2,898	2,898	2,939	2,939	2,939	2,939	2,939
Clapton Park TMO	793	793	793	793	793	793	793	793	793	793	793	793	793	793
Cranston TMO	160	160	160	160	160	160	160	160	160	160	160	160	160	160
Downs TMO	170	170	170	170	170	170	170	170	170	170	170	170	170	170
Lordship TMO	185	185	185	184	184	184	184	184	184	184	184	184	184	184
Suffolk	205	205	205	205	205	205	205	205	205	205	205	205	205	205
Tower TMO	114	114	114	114	114	114	114	114	114	114	114	114	114	114
Wick TMO	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Wyke TMC	333	332	332	332	332	332	332	332	332	332	332	332	332	332
Arden TMO	545	545	545	545	545	545	545	545	545	545	545	545	545	545
Wenlock Barn TMO	1,059	1,059	1,059	1,059	1,059	1,059	1,059	1,059	1,058	1,058	1,058	1,058	1,058	1,058
Housing Assoc Leased	138	138	138	138	139	138	138	137	137	137	131	131	131	137
TOTAL	22,755	22,756	22,759	22,757	22,738	22,740	22,745	22,748	22,824	22,866	22,865	22,862	22,862	22,866

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

Area Breakdown	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Outturn 10/11
North East	1,965	1,962	1,959	1,959	1,952	1,949	1,943	1,944	1,926	1,924	1,924	1,923	1,923	1,924
North West	1,426	1,427	1,427	1,427	1,427	1,427	1,428	1,427	1,427	1,427	1,426	1,426	1,426	1,427
Homerton	1,734	1,735	1,735	1,736	1,736	1,736	1,736	1,736	1,736	1,736	1,736	1,737	1,737	1,736
DBQ	1,124	1,124	1,124	1,124	1,125	1,125	1,125	1,125	1,124	1,125	1,125	1,125	1,125	1,125
Shoreditch	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056
Clapton Park	374	374	374	374	374	374	374	374	374	374	374	374	374	374
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	78	78	78	78	78	78	78	78	78	78	78
Suffolk	92	92	92	92	92	92	92	92	92	92	92	92	92	92
Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wick	18	18	18	18	18	18	18	18	18	18	18	18	18	18
Wyke	84	85	85	85	85	85	85	85	85	85	85	85	85	85
Arden	194	194	194	194	194	194	194	194	194	194	194	194	194	194
Wenlock Barns	418	418	418	418	418	418	418	418	419	419	419	419	419	419
Shared Ownership	1	1	1	1	1	1	1	1	1	1	1	1	1	1
TOTAL	8,658	8,658	8,655	8,657	8,651	8,648	8,643	8,643	8,625	8,624	8,623	8,623	8,623	8,624

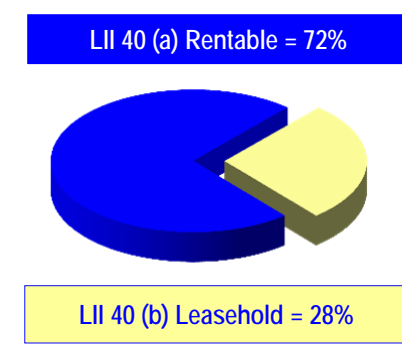
LII 40a
Borough wide Stock Breakdown
 All rentable stock (including re-let table) by neighbourhood including TMO.

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

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				- 3	3			- 3
North West/Stoke Newington				- 1		- 3		
Homerton			1		1			- 2
Queensbridge & De Beauvoir			1		1			- 1
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	-	-	2	- 2	43	- 1	-	- 6

Percentage of total housing by rentable and leasehold stock



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 (i.e. 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	Borough wide	PI	Performance indicator
CBL	Choice-based lettings - system that allows tenants to bid for properties according to how many housing register points they have	PO	Possession Order
CP12	Gas Safety Certificate	PPD	Prompt Payment Discount
Confidence limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range	RCC	Repairs Call Centre - Call centre for tenants and leaseholders to report repairs
CTA	Court Applications	Re-let	When a new tenancy is created at a previously empty property
Data	Information	Mesne Profits	Money received from an occupant who is in residence without a tenancy attached to it.
Debt pool Reduction	The overall reduction in debt since the start of the financial year	Rent roll	The total amount of rental income due
Development voids	Empty properties that require major repairs work, are awaiting funding or are awaiting disposal	Repair Priorities	Target timescales for completing repairs
DHS	Decent Homes Standard - criteria set down by the government to ensure that social housing meets a minimum standard by 2010	Responsive repairs	A term used for day-to-day repairs requested by tenants
DLO	Direct Labour Organisation (i.e. HBM - Hackney Building Maintenance)	RH	Racial Harassment
HGFA	Housing General Fund Account	RTB	Right to Buy
HH	Hackney Homes	RTL	Right to a Loan
HH1	Form completed when an instance of harassment is first reported	SAP	Standard Assessment Procedure (for energy efficiency), used to measure the efficiency rating of buildings to retain heat etc.
HH2	Investigation and recommendation form - contains further details of harassment case and any action taken	Seasonal trend	Variations in performance due to seasonal factors, such as winter and summer periods
HH3	Case conference decision form for harassment	Sheltered	Sheltered accommodation for the elderly and infirm
HLS	Hackney Legal Services	SLA	Service Level Agreement between internal/Council departments
HMIS	Housing Management Information System - Saffron	SLUGS	Short Life User Groups
HMT	Housing Management Team (former - now called SMT: Senior Management Team)	SMT	Senior Management Team
HTS	Housing Trading Services - In house repairs service provider	SPO	Suspended Possession Order
HouseMark	A forum through which housing organisations benchmark performance information	TBA	To Be Agreed
HRA	Housing Revenue Account	TBC	To Be Confirmed
HR	Human Resources	TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
Saffron	Housing management IT system	TMO	Tenant Management Organisation
LA	Local Authority	Top quartile performance	Top quarter performance scores attained during the previous year (used as a benchmark), either on a national or London level
LBBF	London Borough Benchmarking Forum (for example HouseMark)	Turnaround Time	No of days/weeks between a property becoming vacant and being relet to a new tenant
LII	Local Information Indicator	UAO	Unauthorised Occupants
LKPI	Local Key Performance Indicator	Urgent repairs	Repairs to be completed within the H0-H3 priority bandings
LVT	Leasehold Valuation Tribunal	Voids	Properties that are vacant
Margin of error	Statistical term denoting the probability that the figure does or does not lie within the confidence interval (+/-)	WEF	With effect from
MMR	Monthly Monitoring Report	Wgt	Weighting
N/A	Not Applicable	Year End	The final performance at the end of the financial year (end of March)
NTHD	Neighbourhood	YTD	Year to Date (March to end of current period)