



PERFORMANCE REPORT March 2009

Tenants Management Organization

INDEX

Page	Data Content
1	Performance summary - key messages
2 - 5	Rent Collection & Arrears
6	Tenancy Management and audits
7	Empty Property Management
8 - 10	Repairs
11	Complaints
12	Stock Movements
13	Glossary



HACKNEY HOMES TENANT MANAGEMENT ORGANIZATION PERFORMANCE REPORT

REPORTING PERIOD: 1st April 2008 - 31st March 2009

KEY MESSAGES

- General Position** TMO Performance Monitoring has tended to concentrate on 2 key indicators: Rent Arrears and Empty Properties. In terms of rent arrears, extensive support was provided to a number of TMO's by the TMO Team, because they were considered to be a higher risk than other who had maintained consistently good collection rates throughout the financial year. The extra input from the TMO Team led to an increase in the collection rates for these TMO's.
- Empty Properties** TMO Empty Property Management has traditionally been worse than the Neighbourhood Housing Partners, however the overall performance in 2008/2009 was seriously affected by a long term void at the former Wayman Court TMO. Without this distortion the TMO sector performance would have been closer to achieving the target. The final performance was some 4days above target.
- Rent Arrears** The level of rent arrears within the TMO sector has shown a continued improvement since August '08. The rate of improvement has increased sharply between the months of January & March '09 with a reduction of £20k within 8 weeks. The Target for the TMOs is £312k and as at week 52, the current figure is £314k, which means they are £2k off the target? There is continued monitoring by the TMO team and training has been provided by Hackney Homes. There are less evictions and more emphasis on personal contact in line with Hackney Homes Rent Arrears Strategy and current government directives.
- The TMOs performance at week 52 was slightly outside the target, although hackney homes overall performance was within target. It is important to note that performance of the TMOs was high between the months of July and October '08. Re-let of empty properties has also been affected by the slow turnaround of nominations from the re-housing team. This is expected to improve over the next couple of months as this has affected relet of properties borough wide.
- Repairs Service** The Repairs performance data only identifies those repairs that were carried out by Property Services in their capacity as a contractor for the TMOs, or in fulfilling the Council's own repair responsibilities on those TMO estates; it cannot show the performance of any external contractor used by a TMO. The TMO Team is therefore introducing a new monitoring regime in the 2009/2010 financial year. Each TMO will be required to submit quarterly data on the breakdown of the percentage of emergency/urgent/routine repairs completed on time, as well as the percentage of appointments made and kept. The first set of performance indicators will be collated in July 2009.
- Customer Care** The majority of TMOs have their own stand alone telephony systems, therefore it is not possible to accurately capture their performance in picking up telephone calls because they are not on the Council's system. We do have a breakdown of their individual performance, in terms of complaints and members' enquiries. The TMO Team is keen to improve TMOs knowledge and understanding of the ALMOs Complaints Procedure; therefore the Hackney Homes Complaints Manager will be working in partnership with the TMO in planning and delivering some tailor made training for all TMO Managers and if necessary, TMO Board Members who sometimes have to formally respond to complaints.

Alex Jarosy ►► Contract Manager - Performance & Business Services

Produced by **Hackney Homes Performance Monitoring Team**

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

VALUE OF RENT ARREARS & ARREARS ACTIONS

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.

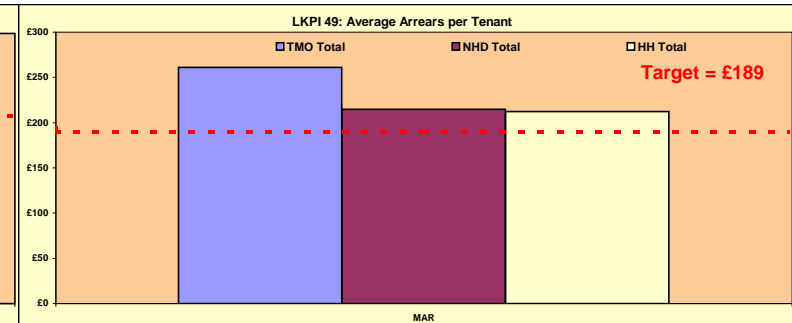
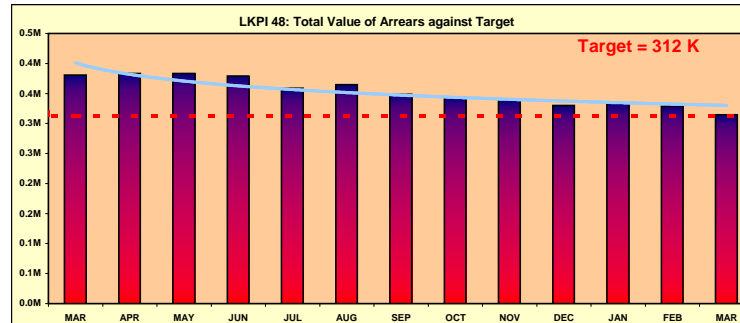
Suffolk & Wyke TMO are responsible for managing Rent Arrears and Collection in accordance with the TMO Modular Management Agreement.

Data Source: Saffron

Data provider: HH Finance

LKPI 48: Total Value of Rent Arrears (YTD - £M)	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Targets (08/09)	2007/08 Outturn
	Week 53	Week 04	Week 08	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	229 K	229 K	234 K	235 K	216 K	216 K	211 K	207 K	204 K	197 K	196 K	191 K	183 K	188 K	229 K
Cranston	81 K	83 K	70 K	64 K	64 K	63 K	59 K	59 K	61 K	62 K	60 K	58 K	59 K	66 K	81 K
Downs	42 K	44 K	49 K	49 K	49 K	54 K	47 K	47 K	42 K	40 K	45 K	46 K	41 K	34 K	42 K
Wick Village	29 K	28 K	30 K	31 K	30 K	32 K	32 K	31 K	32 K	31 K	33 K	33 K	31 K	24 K	29 K
TMO Total	381 K	383 K	383 K	379 K	359 K	365 K	349 K	344 K	340 K	330 K	334 K	329 K	314 K	312 K	381 K
NHD Total	4.91 M	4.92 M	4.99 M	4.96 M	4.78 M	4.87 M	4.61 M	4.65 M	4.58 M	4.59 M	4.59 M	4.53 M	4.32 M	4.03 M	4.91 M
Hackney Homes Total	£5.29 M	£5.30 M	£5.37 M	£5.34 M	£5.14 M	£5.24 M	£4.96 M	£5.00 M	£4.92 M	£4.95 M	£4.92 M	£4.86 M	£4.63 M	£4.34 M	£5.29 M
Suffolk	0 K	0 K	0 K	0 K	0 K	9 K	0 K	0 K	0 K	9 K	0 K	0 K	0 K		0 K
Wyke	0 K	0 K	1 K	0 K	4 K	14 K	0 K	0 K	0 K	14 K	0 K	0 K	0 K		0 K
Total	0 K	0 K	1 K	0 K	4 K	23 K	0 K	0 K	0 K	23 K	0 K	0 K	0 K		0 K

LKPI 49: Average Arrears per tenant	MAR-08	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Targets (08/09)	2007/08 Outturn
	Week 53	Week 04	Week 08	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	£289	£289	£297	£298	£275	£274	£268	£277	£259	£251	£249	£243	£233	£237	£289
Cranston	£522	£524	£448	£415	£411	£401	£371	£280	£393	£395	£383	£370	£376	£428	£522
Downs	£255	£264	£298	£296	£293	£323	£286	£205	£256	£245	£272	£282	£250	£209	£255
Wick Village	£293	£284	£306	£315	£306	£326	£319	£177	£328	£318	£341	£341	£320	£240	£293
TMO Total	£315	£242	£317	£314	£297	£302	£288	£207	£282	£275	£277	£273	£261	£189	£315
NHD Total	£242	£316	£245	£244	£235	£239	£229	£284	£228	£228	£229	£225	£215	£175	£242
Hackney Homes Total	£240	£240	£243	£242	£232	£238	£227	£229	£225	£226	£226	£222	£212	£197	£240
Suffolk	£0	£0	£0	£0	£0	£43	£0	£0	£0	£42	£0	£0	£0		£0
Wyke	£0	£0	£4	£0	£12	£43	£0	£0	£0	£42	£0	£0	£0		£0
Total	£0	£0	£2	£0	£7	£43	£0	£0	£0	£42	£0	£0	£0		£0



Comments:

As at Week 53, the total arrears for the TMO's was 381k. There was a slight increase of 2k for the months of April & May '08, which was due to the increase in rent for all council tenants. There was a reduction of 20k in July '08 but an increase of 6k for the Month of August '08. This is largely due to August being a month where we receive lower the expected volumes of direct debit payments. Also in that month, there was a substantial increase in arrears for Downs TMO largely due to staffing issues, which we had taken up with the TMO and rectified in order for the targets to be met. However there was a steady reduction in arrears between the Months of September '08 till March '09 with the overall target being missed by 2k.

Clapton Park and Cranston TMO achieved their individual targets for the year with improvements shown for Downs TMO, as there is staff in place to deal with the rent arrears. In terms of Wick Village, the figures have roughly remained the same and this is due to a 'high level sensitive' rent arrears case with arrears over £9000, which is being dealt with by our legal department & social services, as there is a tenant with special needs involved.

The TMO team have had discussions with the relevant TMO's and plans are in place to closely monitor the situation to ensure that a continued improvement is achieved.

RENT COLLECTION

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

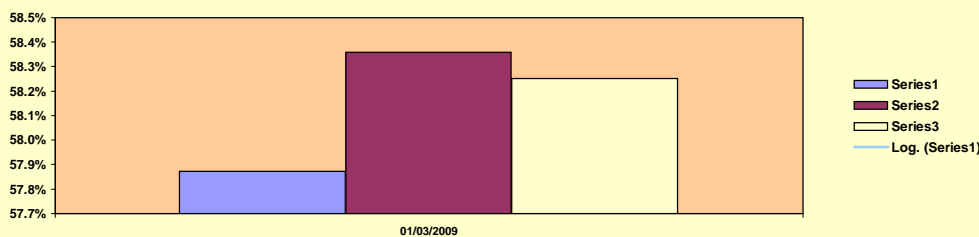
LII 17 - YTD HB as % of Rent Debit (Data source: Saffron) (Formerly LKPI 47a)

TMO	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Targets (08/09)	2007/08 Outturn
	Week 53	Week 04	Week 08	Week 12	Week 17	Week 21	Week 25	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	61.72%	60.43%	60.68%	61.40%	61.87%	61.92%	61.85%	61.84%	61.81%	61.58%	61.58%	61.34%	61.22%	N/A	61.72%
Cranston	50.45%	49.84%	51.38%	51.85%	51.70%	51.67%	51.60%	51.32%	51.31%	51.25%	51.13%	51.40%	51.51%	N/A	50.45%
Downs	50.68%	52.30%	50.68%	51.62%	51.95%	52.32%	52.03%	51.57%	51.50%	51.11%	50.79%	50.46%	50.34%	N/A	50.68%
Wick Village	51.26%	52.14%	51.08%	51.18%	51.34%	51.68%	51.84%	51.86%	52.35%	52.49%	52.29%	52.65%	52.77%	N/A	51.26%
TMO Total	58.01%	58.25%	57.44%	58.11%	58.44%	58.54%	58.46%	58.34%	58.36%	58.16%	58.07%	57.94%	57.87%	N/A	58.01%
HH NHD Total	58.56%	57.36%	58.31%	58.34%	58.27%	58.34%	58.43%	58.39%	58.41%	58.42%	58.38%	58.40%	58.36%	N/A	58.56%
Hackney Homes Total	58.39%	58.04%	58.10%	58.19%	58.15%	58.23%	58.31%	58.26%	58.29%	58.29%	58.25%	58.26%	58.25%	N/A	58.39%
Suffolk	51.92%	51.91%	52.99%	53.29%	53.97%	54.24%	54.15%	54.07%	54.33%	54.40%	54.52%	54.34%	54.76%	N/A	51.92%
Wyke	53.16%	51.49%	51.04%	52.12%	51.90%	52.21%	52.38%	52.53%	52.83%	53.36%	53.31%	53.38%	53.54%	N/A	53.16%
Total	52.68%	51.65%	51.80%	52.58%	52.70%	53.00%	53.07%	53.13%	53.42%	53.77%	53.79%	53.76%	54.01%	N/A	52.68%

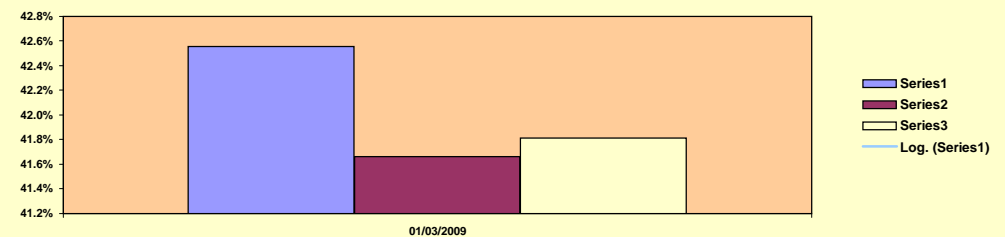
LII 18 - YTD Cash as % of Rent Debit (Data source: Saffron) (LKPI 47b)

TMO	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Targets (08/09)	2007/08 Outturn
	Week 53	Week 04	Week 08	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	40.05%	39.28%	38.29%	37.73%	38.46%	38.05%	38.36%	38.36%	38.48%	38.75%	38.75%	39.09%	39.38%	N/A	40.05%
Cranston	49.30%	46.57%	47.11%	48.07%	48.47%	48.83%	49.91%	49.87%	49.26%	49.16%	49.49%	49.47%	49.15%	N/A	49.30%
Downs	48.13%	44.70%	42.90%	44.42%	45.29%	43.74%	45.96%	46.72%	48.00%	48.83%	48.44%	48.58%	49.53%	N/A	48.13%
Wick Village	46.42%	50.20%	47.59%	47.09%	47.84%	46.80%	47.10%	47.52%	46.63%	46.90%	46.59%	46.32%	46.73%	N/A	46.42%
TMO Total	42.79%	40.75%	40.77%	40.68%	41.40%	40.90%	41.55%	41.69%	41.76%	42.06%	42.04%	42.26%	42.56%	N/A	42.79%
HH NHD Total	42.12%	41.79%	40.37%	40.67%	41.41%	41.13%	41.45%	41.33%	41.40%	41.38%	41.39%	41.43%	41.66%	N/A	42.12%
Hackney Homes Total	42.28%	40.99%	40.57%	40.83%	41.54%	41.20%	41.59%	41.49%	41.55%	41.50%	41.55%	41.59%	41.82%	N/A	42.28%
Suffolk	48.07%	48.09%	47.01%	46.71%	46.03%	43.54%	45.87%	45.94%	45.69%	44.42%	45.49%	45.68%	45.25%	N/A	48.07%
Wyke	46.84%	48.43%	48.44%	47.88%	47.30%	45.49%	47.61%	47.46%	47.17%	45.39%	46.69%	46.61%	46.46%	N/A	46.84%
Total	47.32%	48.30%	47.88%	47.42%	46.80%	44.73%	46.93%	46.87%	46.59%	45.01%	46.22%	46.24%	45.99%	N/A	47.32%

LII 17 - Monthly Profile of HB as % of Rent Debit



LII 18: Monthly profile of Cash as % Rent Debit



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

TMO	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Targets (08/09)	2007/08 Outturn
	Week 53	Week 04	Week 08	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	101.77%	99.71%	98.97%	99.13%	100.33%	99.96%	100.21%	100.20%	100.28%	100.33%	100.33%	100.44%	100.60%	N/A	101.77%
Cranston	99.75%	96.41%	98.49%	99.91%	100.16%	100.50%	101.52%	101.19%	100.57%	100.40%	100.63%	100.86%	100.67%	N/A	99.75%
Downs	98.81%	96.99%	93.58%	96.04%	97.23%	96.06%	97.99%	98.29%	99.50%	99.95%	99.22%	99.05%	99.87%	N/A	98.81%
Wick Village	97.67%	102.34%	98.67%	98.27%	99.17%	98.48%	98.94%	99.37%	98.98%	99.39%	98.88%	98.97%	99.50%	N/A	97.67%
TMO Total	100.80%	99.00%	98.22%	98.79%	99.83%	99.43%	99.67%	100.03%	100.12%	100.22%	100.12%	100.20%	100.43%	N/A	100.80%
NHD Total	100.68%	99.15%	98.68%	99.01%	99.68%	99.47%	99.58%	99.72%	99.81%	99.80%	99.77%	99.82%	100.02%	N/A	100.68%
HH Total	100.67%	99.03%	98.68%	99.02%	99.69%	99.43%	99.60%	99.74%	99.83%	99.80%	99.80%	99.85%	100.04%	N/A	100.67%
Suffolk	99.99%	100.00%	100.00%	100.00%	100.00%	97.79%	100.02%	100.02%	100.02%	98.82%	100.01%	100.01%	100.01%	N/A	99.99%
Wyke	100.00%	99.92%	99.48%	100.00%	99.20%	97.70%	99.99%	99.98%	100.00%	98.75%	100.00%	99.99%	100.00%	N/A	100.00%
Total	100.00%	99.95%	99.68%	100.00%	99.51%	97.73%	100.01%	100.00%	100.01%	98.78%	100.00%	100.00%	100.00%	N/A	100.00%

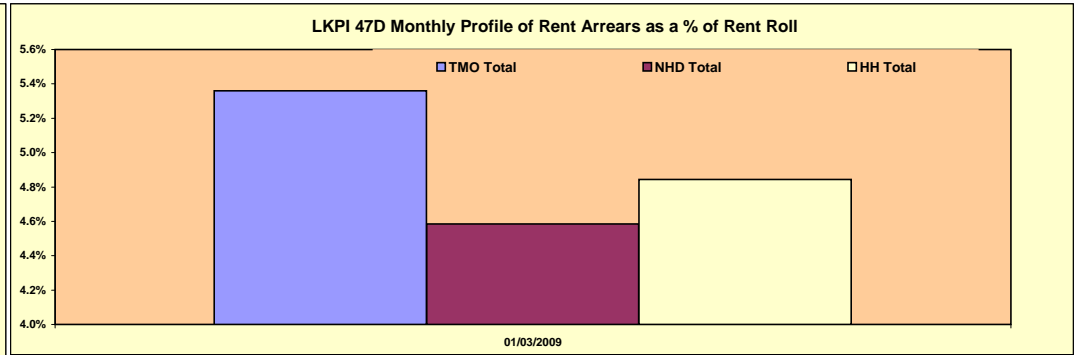
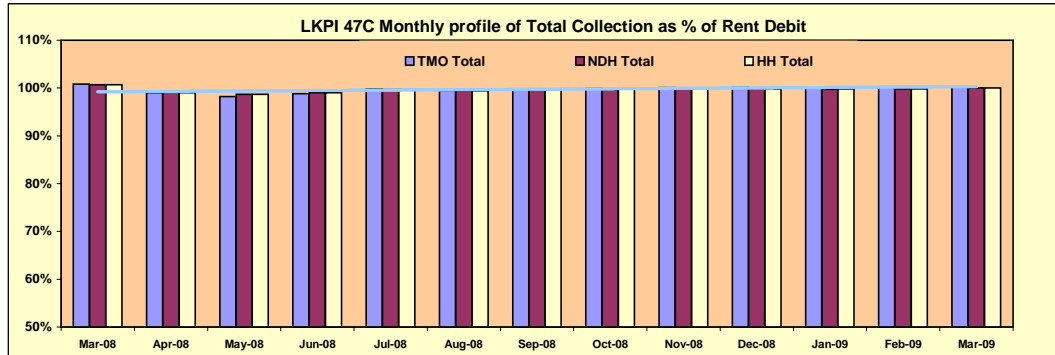
LKPI 47c LKPI 47d
These indicators show Housing Benefit as a percent of rent debit, cash as a percent of rent debit, total rent collection as percent of debit and rent arrears as a percent of rent

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

TMO	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Targets (08/09)	2007/08 Outturn
	Week 53	Week 04	Week 08	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	6.23%	5.69%	5.85%	5.93%	5.47%	5.49%	5.38%	5.28%	5.21%	5.59%	5.05%	4.93%	4.74%	N/A	6.23%
Cranston	11.13%	10.28%	8.71%	8.08%	7.99%	7.91%	7.32%	7.37%	7.74%	8.59%	7.55%	7.27%	7.37%	N/A	11.13%
Downs	6.10%	5.90%	6.64%	6.61%	6.57%	7.26%	6.46%	6.43%	5.76%	6.07%	6.10%	6.31%	5.64%	N/A	6.10%
Wick Village	6.42%	5.82%	6.26%	6.46%	6.31%	6.71%	6.61%	6.43%	6.78%	7.24%	7.08%	7.08%	6.65%	N/A	6.42%
TMO Total	6.87%	5.11%	6.37%	6.34%	6.01%	6.13%	5.87%	5.80%	5.74%	6.18%	5.68%	5.59%	5.36%	N/A	6.87%
NHD Total	5.58%	6.34%	5.18%	5.17%	4.99%	5.10%	4.89%	4.95%	4.89%	5.41%	4.92%	4.87%	4.59%	N/A	5.58%
HH Total	5.52%	5.06%	5.13%	5.11%	4.94%	5.06%	4.83%	4.88%	4.82%	5.35%	4.84%	4.79%	4.84%	N/A	5.52%
Suffolk	0.01%	0.00%	0.00%	0.00%	0.00%	0.90%	0.00%	0.00%	0.00%	0.99%	0.00%	0.00%	0.00%	N/A	0.01%
Wyke	0.00%	0.01%	0.08%	0.00%	0.26%	0.93%	0.00%	0.01%	0.00%	1.04%	0.00%	0.01%	0.00%	N/A	0.00%
Total	0.00%	0.00%	0.05%	0.00%	0.16%	0.92%	0.00%	0.01%	0.00%	1.02%	0.00%	0.01%	0.00%	N/A	0.00%



Comment:
LKPI 47c - This shows an overall improvement in the total collection as a percentage of the rent debit. Overall the total collection rate achieved was above 100%. This has been largely due to 2 of the TMO's achieving a total collection rate of over 100% from week 17 through till week 53. The other 2 TMO's namely Downs TMO has shown a marked improvement over a period of time. In week 4, Downs TMO was down to a total collection rate at 96.99% and were at their lowest in week 8 at 93.58%, but this has gradually been improved with them ending the year at 99.87% and this is expected to be better over the next couple of months.
LKPI47d - Rent arrears as percentage of the debit has continued to reduce and at week 52 was 5.36%. This will be improved for this year as there is more structured plans in place for closer monitoring.

BVPI RENT COLLECTION INDICATORS

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

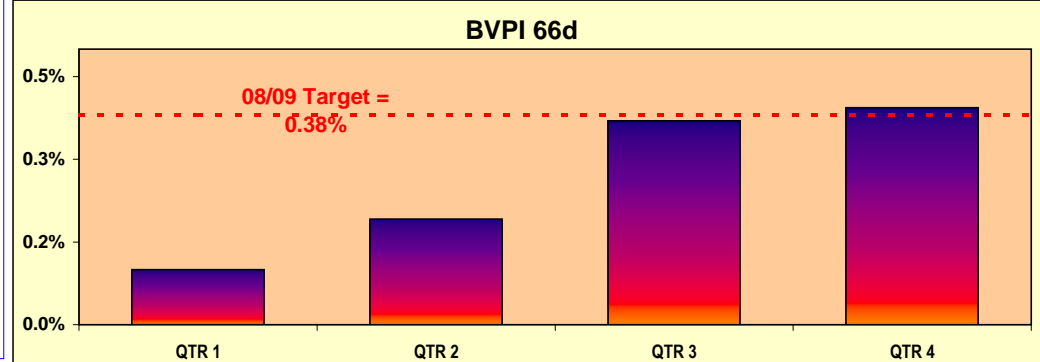
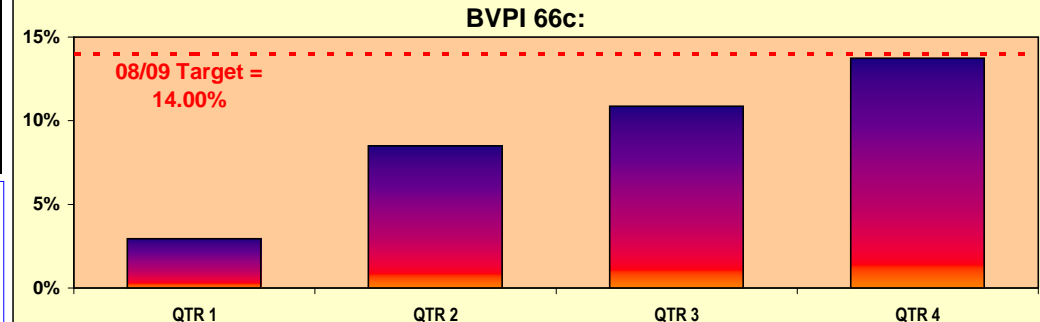
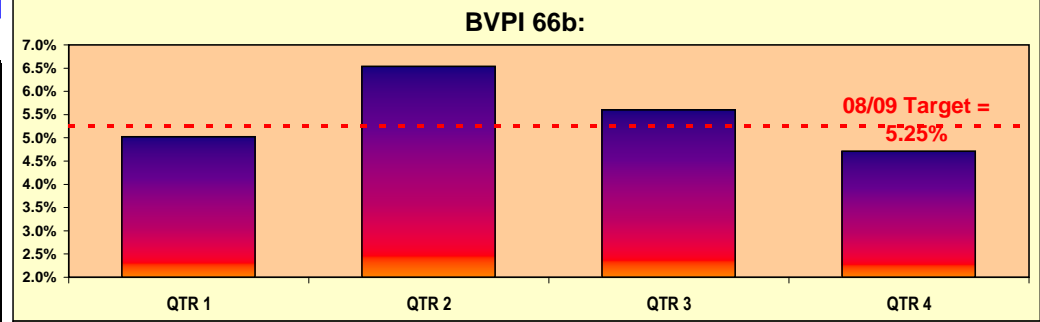
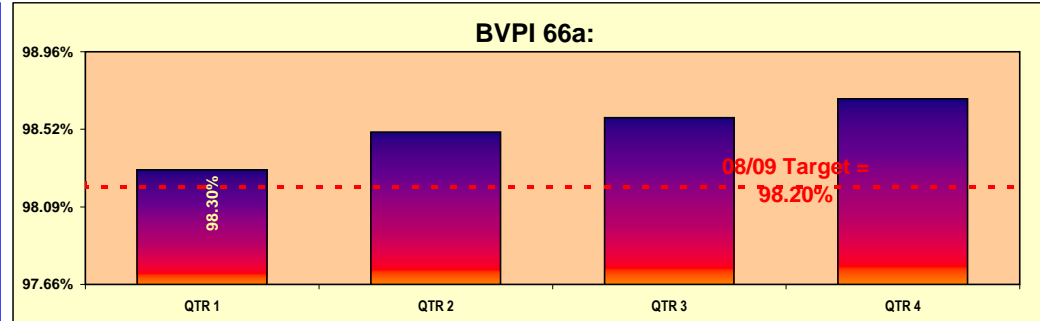
BVPI RENT COLLECTION:

BVPI 66A	QTR 1	QTR 2	QTR 3	QTR 4	Targets (08/09)	2007/08 Outturn
	Week 12	Week 25	Week 39	Week 53		
Clapton Park	97.97%	98.43%	98.55%	98.47%	N/A	N/A
Cranston	99.02%	99.26%	99.34%	99.63%	N/A	N/A
Downs	96.77%	96.70%	97.55%	97.89%	N/A	N/A
Wick Village	96.14%	95.93%	95.98%	95.81%	N/A	N/A
TMO Total	97.78%	98.09%	98.62%	98.30%	N/A	N/A
HH Neighbourhood Total	98.29%	98.50%	98.58%	98.72%	N/A	N/A
Hackney Homes Total	98.30%	98.51%	98.59%	98.70%	98.20%	98.13%
Suffolk	100.00%	100.00%	100.00%	100.00%	N/A	N/A
Wyke	99.95%	99.95%	99.94%	100.00%	N/A	N/A
Total	99.97%	99.97%	99.97%	100.00%	N/A	N/A
BVPI 66B (Boroughwide Total)	5.02%	6.54%	5.60%	4.72%	5.25%	6.17%
BVPI 66C (Boroughwide Total)	2.94%	8.49%	10.87%	13.74%	14.00%	17.00%
BVPI 66D (Boroughwide Total)	0.10%	0.19%	0.37%	0.39%	0.38%	0.44%

Comments:

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

Ex-BVPI 66a (KOI 8): The target has been achieved and we will be ensuring this situation is maintained in this area. Based on the most recent House Mark benchmarking data, as at Q2, Hackney Homes is one the best performing ALMO's in the country. Hackney Homes was ranked 9th out of 55 national ALMO's and is now in the top quartile range for this former BV Indicator.



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

Neighbourhoods	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	2008/2009 Target	Outturn 2007/8
	Week 48	Week 04	Week 08	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Arden	3	3	4	4	4	4	3	4	4	4	4	4	4	N/A	3
Clapton Park	0	0	0	0	0	2	3	4	4	1	1	1	1	N/A	0
Cranston	0	0	0	0	0	0	0	0	1	1	1	1	1	N/A	0
Downs	0	0	0	1	1	0	2	2	2	2	2	2	2	N/A	0
Lordship South	0	0	0	0	0	0	0	0	0	1	1	1	1	N/A	0
Suffolk	0	0	0	0	0	0	0	0	0	1	1	1	1	N/A	0
Tower	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wayman Court	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wenlock Barn	3	3	3	3	4	2	2	0	2	2	2	2	2	N/A	3
Wick Village	0	0	0	0	0	0	0	2	1	1	1	1	1	N/A	0
Wyke	0	0	0	0	0	0	0	1	0	0	0	0	0	N/A	0
TMO Total	6	6	7	8	9	8	10	13	14	13	13	13	13	N/A	6
NHD Total	64	58	63	64	66	70	70	71	78	79	80	81	79	N/A	64
HH Total	70	64	70	72	75	78	80	84	92	92	93	94	92	60	70

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

LKPI 46b: Volume of squatters currently registered

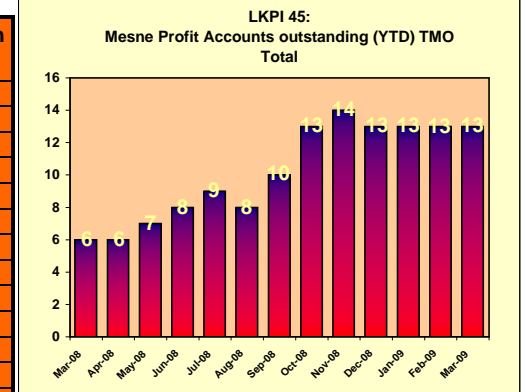
LKPI 34: Proportion of relettable voids against stock

Comments:

LKPI 46B - Hackney Homes have made significant inroads into eliminating squatting within the borough, and the TMOs currently do not have properties with squatters.
LKPI 45 - Arden, wenlock barnes & Lordship south TMO mense profit accounts are managed by shoreditch & stoke newington NHOs.
The other accounts are being monitored to ensure they do not stay long in the system as mense profit account.

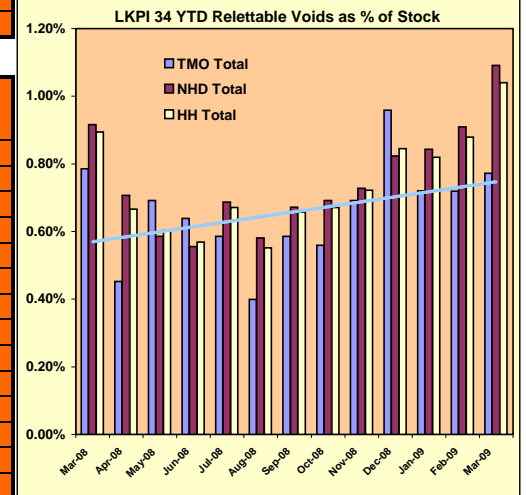
LKPI 46b YTD Number of squatted Properties outstanding (data source: Saffron)

Neighbourhoods	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	2008/2009 Target	Outturn 2007/8
	Week 48	Week 04	Week 08	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
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
Wayman Court	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	1	1	1	0	0	N/A	0
Wick Village	0	0	1	1	1	1	1	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	0	0	1	1	1	1	1	0	1	1	1	0	0	N/A	0
NHD Total	7	4	8	6	9	9	7	7	3	3	3	8	8	N/A	7
HH Total	7	4	9	7	10	10	8	7	4	4	4	8	8	5	7



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

Neighbourhoods	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Target 2008/2009	Outturn 2007/8
	Week 48	Week 04	Week 08	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Arden	1.09%	1.10%	0.73%	1.10%	0.73%	0.73%	1.46%	1.83%	2.01%	1.65%	1.10%	0.91%	0.73%	N/A	1.09%
Clapton Park	0.50%	0.38%	0.63%	0.50%	0.63%	0.25%	0.25%	0.25%	0.25%	1.01%	0.50%	0.63%	1.13%	N/A	0.50%
Cranston	2.48%	0.63%	1.88%	1.88%	1.88%	0.63%	0.00%	0.63%	0.63%	0.63%	0.63%	0.63%	0.00%	N/A	2.48%
Downs	0.95%	0.58%	0.58%	0.58%	0.58%	0.00%	1.17%	1.17%	1.17%	1.75%	1.75%	1.75%	2.34%	N/A	0.95%
Lordship South	1.05%	0.00%	1.61%	0.54%	0.00%	0.00%	0.54%	0.54%	1.08%	0.54%	1.08%	0.54%	0.54%	N/A	1.05%
Suffolk	0.48%	0.00%	0.00%	0.00%	0.49%	0.00%	0.49%	0.49%	0.00%	0.00%	0.00%	0.49%	0.49%	N/A	0.48%
Tower	0.88%	0.88%	0.88%	1.75%	0.00%	0.00%	0.00%	0.88%	0.88%	0.00%	0.00%	0.00%	0.00%	N/A	0.88%
Wayman Court	3.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	N/A	3.75%
Wenlock Barn	0.37%	0.38%	0.66%	0.56%	0.66%	0.47%	0.56%	0.28%	0.38%	0.94%	0.75%	0.75%	0.75%	N/A	0.37%
Wick Village	0.99%	0.00%	1.00%	1.00%	0.00%	2.00%	0.00%	0.00%	1.00%	1.00%	1.00%	1.00%	1.00%	N/A	0.99%
Wyke	0.59%	0.30%	0.30%	0.00%	0.30%	0.30%	0.60%	0.00%	0.60%	0.90%	0.60%	0.60%	0.30%	N/A	0.59%
TMO Total	0.79%	0.45%	0.69%	0.64%	0.59%	0.40%	0.59%	0.56%	0.69%	0.96%	0.72%	0.72%	0.77%	N/A	0.79%
NHD Total	0.92%	0.71%	0.59%	0.56%	0.69%	0.58%	0.67%	0.69%	0.73%	0.82%	0.84%	0.91%	1.09%	N/A	0.92%
HH Total	0.89%	0.67%	0.60%	0.57%	0.67%	0.55%	0.66%	0.67%	0.72%	0.84%	0.82%	0.88%	1.04%	0.90%	0.89%



EMPTY PROPERTY MANAGEMENT

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

Overall Comments:

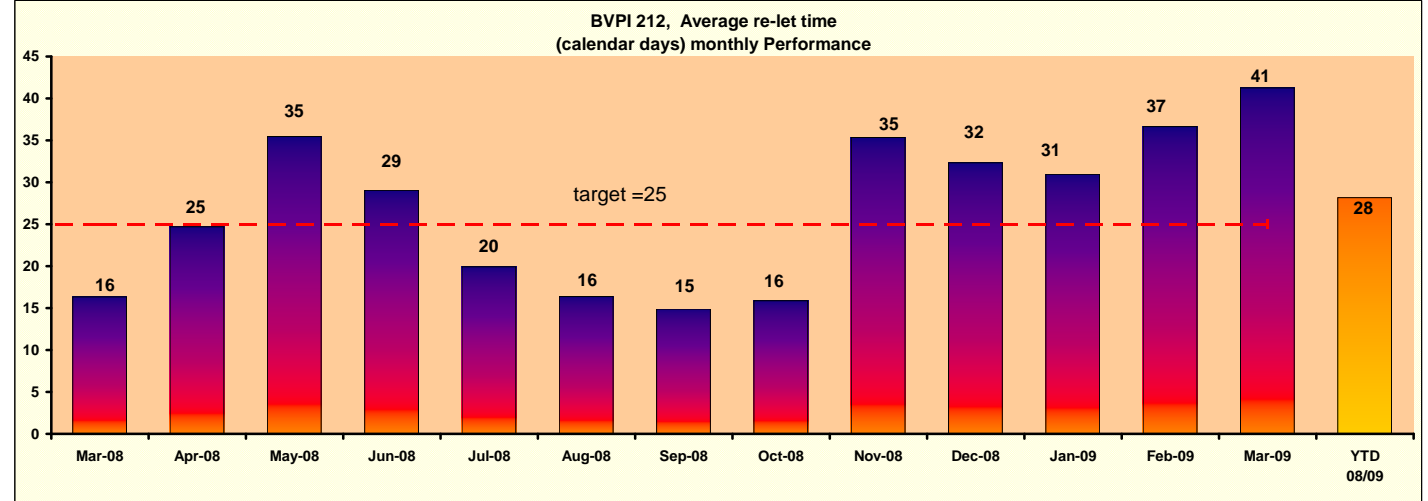
The overall yearly performance has been mixed with some good performances between the months of July to October with figures disappointing for the rest of the year. However a lot of this has been due to lack of suitable nominations from the re-housing section of Hackney council. There has been periods of times whereby property has been empty for over a month or more, and there has been a few nominations or no nominations at all.

Also candidates are not properly vetted as there appears to be a large number of refusals. However this problem is currently being resolved but in the meantime this continues to be a problem with Downs TMO having to redecorate the properties as it has remained unlet for Months.

Also the TMO team are working with the various TMOs to improve the void performance by closely monitoring properties as they become void.

BVPI 212 Average re-let time

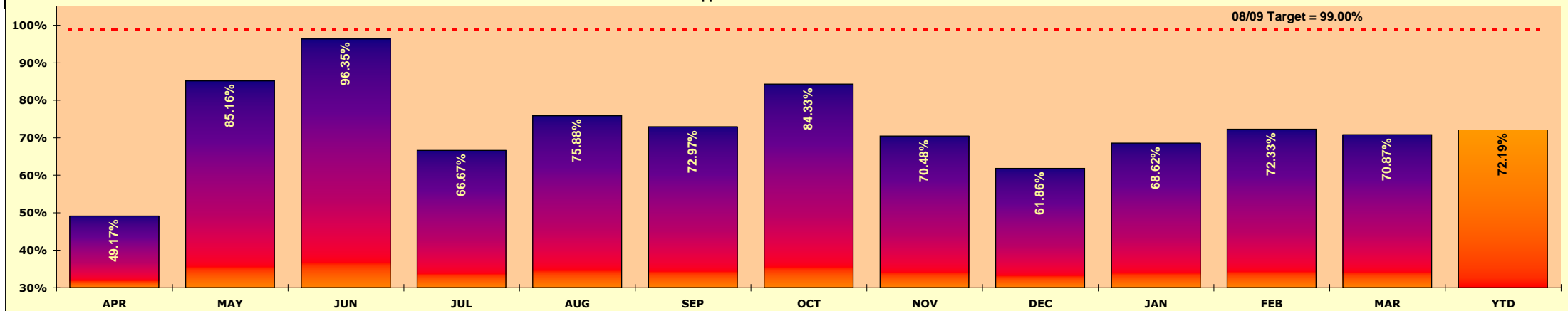
TMO	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Target 08/09 (days)	YTD 08/09	2007/8
	Week 48	Week 04	Week 08	Week 12	Week 17	Week 21	Week 25	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52			
Arden	5	15	14	8	7	10	N/A	12	21	18	19	12	41	25	18	18
Clapton Park	10	14	25	20	14	19	14	7	41	47	8	42	10	25	21	20
Cranston	21	37	N/A	21	35	4	12	N/A	N/A	12	N/A	N/A	N/A	25	22	31
Downs	N/A	119	N/A	98	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	203	25	140	42
Lordship South	N/A	1	N/A	53	84	N/A	N/A	49	N/A	42	56	25	N/A	25	43	28
Suffolk	11	28	N/A	N/A	N/A	N/A	35	N/A	63	N/A	42	N/A	21	25	38	62
Tower	28	35	N/A	21	19	N/A	N/A	21	21	28	N/A	N/A	N/A	25	23	34
Wayman Court (Former)	N/A	10	194	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	25	102	30
Wenlock Barn	16	8	11	28	10	19	8	12	45	63	67	49	18	25	27	25
Wick Village	N/A	N/A	N/A	35	N/A	28	N/A	N/A	N/A	N/A	N/A	N/A	N/A	25	32	46
Wyke	20	N/A	N/A	7	N/A	35	28	7	N/A	21	28	35	60	25	30	22
TMO Total	16	25	35	29	20	16	15	16	35	32	31	37	41	25	28	29
NHD Total	18	16	17	21	20	23	22	20	22	27	28	21	27	25	22	20
HH Total	25	18	19	22	20	22	21	19	24	28	28	23	29	25	23	21



REPAIRS APPOINTMENTS 01/04/08 - 31/03/09 (Responsibility of Property Services)

LKPI 6: Monthly Percentage of responsive repairs appointments made and kept		APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC		JAN		FEB		MAR		YEAR TO DATE		
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	
DLO <small>(Direct Labour Organisation ie Hackney Building Maintenance)</small>	Arden	97.30%	74	98.46%	65	98.53%	68	91.84%	49	90.00%	40	90.41%	73	95.38%	65	100.00%	47	98.11%	53	96.59%	88	96.47%	85	95.83%	72	95.72%	795	
	Clapton Park	32.89%	225	75.47%	106	94.87%	117	54.49%	156	63.48%	115	56.52%	115	75.00%	136	51.88%	133	29.00%	100	37.27%	110	47.87%	94	50.39%	129	54.89%	1545	
	Cranston	N/A	N/A	100.00%	1	N/A	N/A	N/A	N/A	100.00%	2	66.67%	3	100.00%	6	100.00%	1	100.00%	2	100.00%	4	N/A		100.00%	1	95.24%	21	
	Downs	N/A	N/A	100.00%	5	100.00%	3	100.00%	4	100.00%	9	100.00%	7	83.33%	12	88.89%	9	100.00%	6	100.00%	6	80.00%	5	100.00%	4	94.37%	71	
	Lordship South	100.00%	2	100.00%	1	N/A	N/A	83.33%	6	83.33%	6	100.00%	7	90.91%	11	100.00%	14	93.33%	15	100.00%	12	62.50%	8	100.00%	12	91.67%	96	
	Suffolk			100.00%	3	100.00%	2	100.00%	3	91.67%	12	87.50%	8	93.75%	16	100.00%	6	90.00%	10	66.67%	6	100.00%	4	100.00%	3	91.78%	73	
	Tower	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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Wayman Court	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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Wenlock Barn	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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Wyke			100.00%	1	100.00%	2	100.00%	7	100.00%	15	88.89%	9	95.45%	22	88.24%	17	100.00%	8	92.31%	13	90.00%	10	100.00%	9	94.74%	114	
Wick Village	N/A	N/A	N/A	N/A	N/A	N/A	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	N/A	N/A	N/A	100.00%	3	
Overall TMO Total		49.17%	301.00	85.16%	182.00	96.35%	192.00	66.67%	228.00	75.88%	199.00	72.97%	222	84.33%	268.00	70.48%	227.00	61.86%	194.00	68.62%	239.00	72.33%	206.00	70.87%	230	72.19%	2718	
HH Neighbourhood Total		94.70%	2606	90.91%	2529	91.01%	2604	90.94%	2825	90.34%	2723	92.97%	3329	93.93%	3804	95.16%	3282	95.76%	3040	93.71%	3150	92.44%	3214	93.08%	3180	93.26%	36477	

Appointments TMO YTD totals



LKPI 06 (Formerly BVPI 185)

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

Data source: Saffron

Data provider: Performance Team

Comments:

The overall figures for the year fell below the target of 98%. The year started at its lowest in terms of appointments made and kept by Property Services. This improved in April and May, but dipped in the following months, and did not show much improvements. A lot of this has been due to long standing issues that exist between Property Services and the TMOs. There are currently plans in place to resolve these outstanding issues and put a robust system in place to ensure that appointments made are kept within the target time.

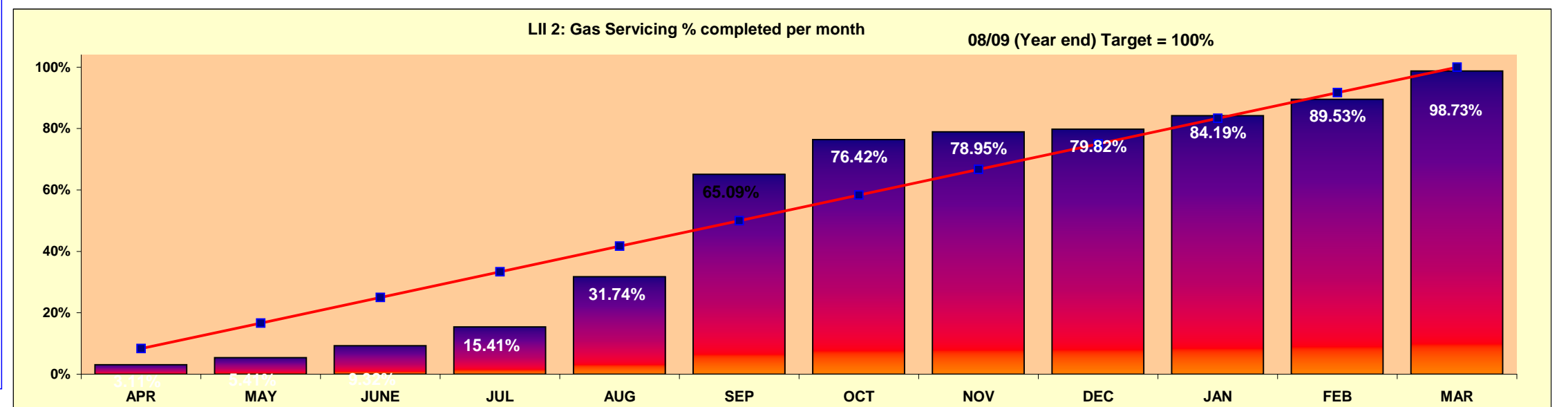
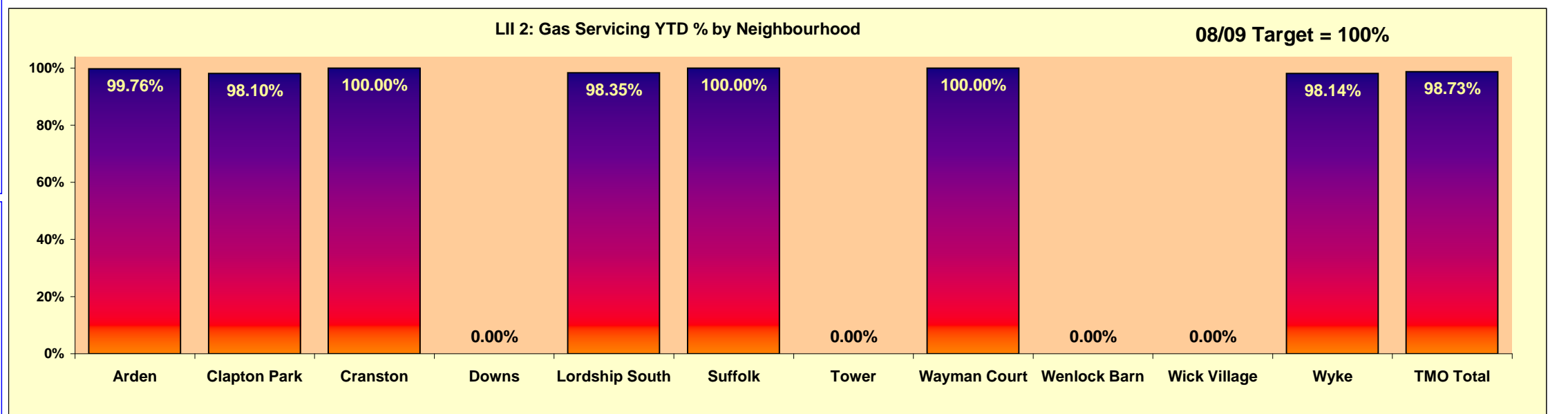
Also the figures are not reflective of all repairs ordered as most of the TMOs do not use Saffron for their repairs, this information is updated by the Call Centre when a TMO raises a repair issue. Some repairs are also referred to external contractors directly by the TMO's, this again has not been captured as they are recorded locally in separate systems by the TMO's who have taken responsibility for their own repairs

CP12 - GAS SERVICING PROGRAMME 2008/09 (Responsibility of Property Services)

Gas servicing programme completed year to date

Number of services completed within the month	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	YTD Total CP12's completed	LII 2: YTD % of servicing complete	Total No Dwellings due a CP12
Arden	40	11	21	16	15	52	12	4	1	63	73	104	412	99.76%	413
Clapton Park	5	10	17	26	113	294	93	19	6	7	10	21	621	98.10%	633
Cranston	0	0	0	0	0	0	0	1	0	0	0	0	1	100.00%	1
Downs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	-	-
Lordship South	5	7	19	21	35	39	23	3	2	4	4	17	179	98.35%	182
Suffolk	3	1	4	14	45	63	26	6	4	1	1	4	172	100.00%	172
Tower	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	-	-
Wayman Court	0	0	0	1	1	7	7	0	0	0	0	0	16	100.00%	16
Wenlock Barn	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	-	-
Wick Village	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	-	-
Wyke	1	11	7	28	75	125	36	11	2	1	5	14	316	98.14%	322
TMO Total	54	40	68	106	284	580	197	44	15	76	93	160	1717	98.73%	1739
% service completed	3.11%	5.41%	9.32%	15.41%	31.74%	65.09%	76.42%	78.95%	79.82%	84.19%	89.53%	98.73%			
% complete in this month	3.11%	2.30%	3.91%	6.10%	16.33%	33.35%	11.33%	2.53%	0.86%	4.37%	5.35%	9.20%			

HH Overall Total	525	568	1906	2242	2098	3842	1499	531	102	508	855	1799	16475	98.16%	18755
-------------------------	-----	-----	------	------	------	------	------	-----	-----	-----	-----	------	-------	--------	-------



LII 2

Target

Primarily: To ensure that all dwellings have a valid (in date) CP12 (100%).

Secondly: To complete servicing of all borough dwellings by end of March 2009.

Data source: Saffron

Data provider: Performance Team

Comments:

LII 2:

There are no results for Downs Estate TMO and Tower TMO as there's no gas in those estates.

Wenlock Barn's results are combined in the Shoreditch Neighbourhood area

Clapton Park TMO carries out their own gas testing

Wick Village also carry out their own Gas Servicing however, their results did not reach the Performance Team in time. Hopefully this will be rectified by the next stats results.

PERFORMANCE AGAINST PRIORITY

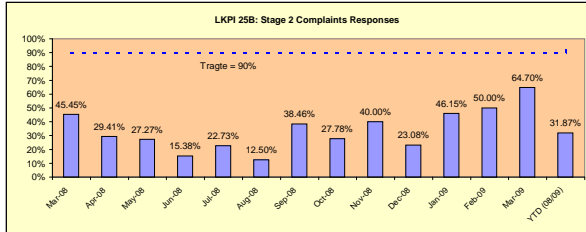
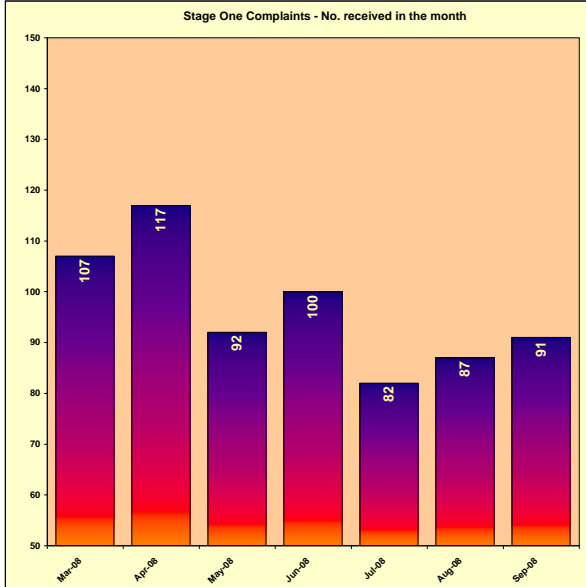
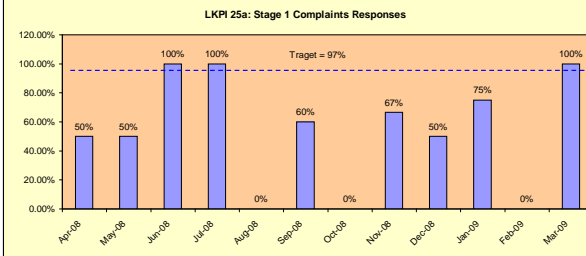
LKPI 2B.			APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC		JAN		FEB		MAR		YTD	
			% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders
DLO	Arden	Immediate	85.71%	7	90.91%	11	100.00%	12	81.82%	11	100.00%	10	94.12%	17	100.00%	26	71.43%	7	50.00%	2	100.00%	10	75.00%	12	80.00%	5	90.77%	130
		Emergency	100.00%	22	100.00%	23	100.00%	26	100.00%	19	100.00%	27	78.57%	14	95.83%	24	89.19%	37	100.00%	15	88.89%	36	87.50%	56	84.38%	32	92.75%	331
		Urgent	90.91%	33	77.27%	22	94.74%	19	81.82%	11	100.00%	5	91.67%	12	100.00%	5	85.71%	12	100.00%	3	85.71%	7	100.00%	9	100.00%	3	90.34%	145
		Normal	97.09%	103	97.65%	85	97.83%	92	95.24%	84	93.44%	61	89.00%	100	92.38%	105	100.00%	77	98.00%	100	98.72%	156	96.09%	128	95.87%	121	96.04%	1212
	Total	95.76%	165	94.33%	141	97.99%	149	93.60%	125	98.81%	143	94.01%	167	97.50%	126	97.50%	120	96.65%	209	92.68%	205	93.33%	165	94.61%	1818			
	Clapton	Immediate	50.00%	2	100.00%	4	100.00%	1	100.00%	4	50.00%	4	100.00%	1	93.33%	15	100.00%	10	66.67%	12	83.33%	6	100.00%	2	100.00%	6	86.57%	67
		Emergency	100.00%	29	100.00%	22	100.00%	20	94.74%	19	95.65%	23	63.64%	11	60.00%	10	95.45%	22	75.61%	41	82.86%	35	70.37%	27	84.21%	19	86.33%	278
		Urgent	100.00%	7	100.00%	3	80.00%	5	100.00%	5	60.00%	5	81.82%	11	86.67%	10	88.89%	18	100.00%	13	83.33%	6	100.00%	3	100.00%	2	88.89%	108
		Normal	91.14%	79	90.32%	62	94.29%	70	97.83%	46	96.30%	54	95.83%	72	91.49%	94	99.07%	108	98.73%	79	98.99%	99	97.80%	91	97.78%	90	95.97%	944
	Total	93.16%	117	93.41%	91	94.79%	96	97.30%	74	91.86%	86	90.53%	95	92.47%	158	97.47%	145	89.66%	145	93.84%	146	91.87%	123	95.73%	117	93.06%	1397	
	Cranston	Immediate	100.00%	1	0.00%	1	66.67%	3	100.00%	2	100.00%	2	100.00%	2	100.00%	5	80.00%	5	100.00%	2	100.00%	2	100.00%	1	88.89%	9	88.00%	25
		Emergency	100.00%	6	100.00%	4	100.00%	18	100.00%	7	100.00%	6	25.00%	4	100.00%	5	91.67%	12	100.00%	5	76.19%	21	100.00%	1	88.89%	9	89.80%	98
		Urgent	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	3	100.00%	1	100.00%	5
		Normal	93.33%	15	100.00%	14	94.44%	18	100.00%	9	100.00%	3	94.12%	17	100.00%	31	100.00%	18	93.75%	16	88.00%	25	94.12%	17	100.00%	32	96.28%	215
	Total	95.45%	22	94.74%	19	94.87%	39	100.00%	18	100.00%	11	82.61%	23	100.00%	42	94.29%	35	95.65%	23	83.67%	49	95.24%	21	97.56%	41	93.88%	343	
	Downs	Immediate	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	2	100.00%	2	100.00%	1	100.00%	1	100.00%	3
		Emergency	100.00%	28	100.00%	11	100.00%	18	100.00%	10	88.89%	9	75.00%	8	0.00%	1	57.14%	7	87.50%	8	85.71%	14	0.00%	3	57.14%	7	87.10%	124
		Urgent	100.00%	1	100.00%	6	100.00%	4	100.00%	3	66.67%	3	66.67%	3	85.71%	1	100.00%	4	100.00%	4	100.00%	2	100.00%	4	100.00%	1	95.00%	40
		Normal	100.00%	4	100.00%	9	100.00%	7	100.00%	6	100.00%	7	100.00%	13	100.00%	14	100.00%	13	100.00%	7	100.00%	8	100.00%	5	100.00%	7	100.00%	100
	Total	100.00%	33	100.00%	26	100.00%	29	100.00%	19	95.24%	21	88.00%	25	90.91%	22	85.00%	20	95.24%	21	91.67%	24	75.00%	12	80.00%	15	93.26%	267	
Lordship	Immediate	100.00%	19	100.00%	7	85.71%	7	100.00%	5	100.00%	5	60.00%	5	80.00%	5	85.71%	7	87.50%	8	42.11%	19	55.56%	9	11.11%	9	72.38%	105	
	Emergency	100.00%	4	100.00%	6	92.86%	4	100.00%	14	92.31%	4	100.00%	13	85.71%	7	85.71%	10	100.00%	4	100.00%	8	66.67%	3	100.00%	9	94.19%	86	
	Urgent	100.00%	11	100.00%	4	100.00%	8	90.00%	10	90.00%	10	100.00%	14	100.00%	16	100.00%	18	93.75%	16	95.00%	20	100.00%	11	100.00%	12	97.33%	150	
	Normal	100.00%	11	100.00%	4	100.00%	8	90.00%	10	90.00%	10	100.00%	14	100.00%	16	100.00%	18	93.75%	16	95.00%	20	100.00%	11	100.00%	12	97.33%	150	
Total	100.00%	34	100.00%	17	94.74%	19	93.10%	29	92.86%	28	91.30%	23	92.86%	28	94.29%	35	92.86%	28	74.47%	47	78.26%	23	70.97%	31	88.60%	342		
Suffolk	Immediate	100.00%	16	100.00%	12	100.00%	10	100.00%	7	87.50%	8	66.67%	7	87.50%	2	90.00%	10	81.82%	11	70.00%	10	87.50%	8	66.67%	12	87.50%	112	
	Emergency	100.00%	2	66.67%	3	100.00%	1	100.00%	4	88.89%	6	88.89%	5	91.67%	12	100.00%	7	80.00%	5	50.00%	2	100.00%	1	100.00%	1	88.24%	51	
	Urgent	85.71%	7	100.00%	8	80.00%	15	90.91%	11	100.00%	9	85.71%	14	94.74%	19	100.00%	11	100.00%	23	100.00%	13	100.00%	9	88.24%	17	93.59%	156	
	Normal	96.00%	25	95.65%	23	88.46%	26	95.45%	22	88.89%	27	80.00%	25	94.44%	36	96.43%	28	92.31%	39	84.62%	26	94.44%	18	80.00%	30	90.46%	325	
Wick	Immediate	100.00%	1	100.00%	2	100.00%	1	100.00%	3	100.00%	3	100.00%	1	66.67%	3	100.00%	1	100.00%	1	100.00%	1	100.00%	3	100.00%	1	100.00%	1	
	Emergency	100.00%	1	100.00%	1	100.00%	1	100.00%	3	100.00%	3	100.00%	1	66.67%	3	100.00%	1	100.00%	1	100.00%	1	100.00%	3	100.00%	1	100.00%	1	
	Urgent	100.00%	1	100.00%	1	100.00%	1	100.00%	3	100.00%	3	100.00%	1	66.67%	3	100.00%	1	100.00%	1	100.00%	1	100.00%	3	100.00%	1	100.00%	1	
	Normal	100.00%	1	100.00%	1	100.00%	1	100.00%	3	100.00%	3	100.00%	1	66.67%	3	100.00%	1	100.00%	1	100.00%	1	100.00%	3	100.00%	1	100.00%	1	
Total	100.00%	1	100.00%	2	100.00%	1	100.00%	3	100.00%	3	100.00%	1	66.67%	3	100.00%	1	100.00%	1	100.00%	1	100.00%	3	100.00%	1	100.00%	1		
Wyke	Immediate	100.00%	9	100.00%	11	100.00%	10	100.00%	11	100.00%	4	71.43%	7	50.00%	2	44.44%	9	69.23%	13	41.67%	24	58.82%	17	85.71%	14	73.28%	131	
	Emergency	75.00%	4	100.00%	4	66.67%	3	100.00%	4	100.00%	4	83.33%	6	92.31%	13	88.89%	9	100.00%	5	100.00%	6	100.00%	7	100.00%	9	94.32%	88	
	Urgent	100.00%	2	100.00%	8	100.00%	8	100.00%	19	100.00%	13	100.00%	13	100.00%	19	100.00%	22	66.67%	12	94.12%	17	100.00%	12	100.00%	15	96.88%	160	
	Normal	93.33%	15	100.00%	23	95.24%	21	100.00%	38	100.00%	31	85.71%	28	95.24%	42	85.37%	41	73.33%	30	67.35%	49	81.08%	37	94.74%	38	88.04%	393	
Total	95.63%	412	95.32%	342	96.05%	380	94.04%	328	94.46%	307	88.15%	363	92.64%	489	94.58%	443	89.47%	407	89.47%	551	90.50%	442	91.55%	438	92.82%	4902		
TMO DLO Total			97.29%	6017	95.82%	5570	95.62%	5503	95.68%	5620	94.75%	4779	93.31%	5202	95.52%	6766	94.48%	6172	93.59%	5849	89.09%	6462	88.94%	5571	90.28%	5640	93.68%	69151
NHD DLO Total			97.29%	6017	95.82%	5570	95.62%	5503	95.68%	5620	94.75%	4779	93.31%	5202	95.52%	6766	94.48%	6172	93.59%	5849	89.09%	6462	88.94%	5571	90.28%	5640	93.68%	69151
Non-DLO	Arden	Immediate	100.00%	5	100.00%	6	100.00%	7	100.00%	9	100.00%	7	92.31%	13	92.31%	13	100.00%	10	100.00%	17	100.00%	5	100.00%	7	100.00%	8	98.18%	110
		Emergency	25.00%	8	50.00%	8	42.86%	10	100.00%	5	40.00%	5	100.00%	5	50.00%	8	100.00%	2	75.00%	8	100.00%	8	22.22%	9	50.00%	4	48.84%	86
		Urgent	40.00%	5	50.00%	2	100.00%	3	100.00%	6	60.00%	5	60.00%	5	66.67%	3	66.67%	3	0.00%	2	100.00%	1	100.00%	1	100.00%	1	67.86%	28
		Normal	100.00%	3	81.82%	11	87.50%	8	100.00%	8	100.00%	8	85.71%	17	94.12%	17	100.00%	8	80.00%	15								

RESPONSES TO COMPLAINTS

Neighbourhood/division	Volume													Total due (08/09)	Answer in Time (08/09)	YTD (08/09)
	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09			
LKPI 25a: Stage One Complaints																
Arden	N/A	100.00%	-	-	-	0.00%	50.00%	0.00%	-	0.00%	-	0.00%	100.00%	8	3	37.00%
Clapton Park	N/A	-	100.00%	-	-	100.00%	-	100.00%	-	100.00%	-	-	100.00%	9	9	100.00%
Cranston	N/A	-	-	-	100.00%	-	-	-	-	-	-	-	-	1	1	100.00%
Downs	N/A	-	-	-	-	-	50.00%	-	-	-	-	-	-	2	1	50.00%
Lordship South	N/A	-	0.00%	-	-	-	-	-	-	-	100.00%	-	-	2	1	50.00%
Suffolk	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tower	N/A	0.00%	-	-	-	-	-	-	-	-	-	-	-	1	0	0.00%
Wayman Court	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wenlock Barn	N/A	-	-	100.00%	-	-	-	-	-	-	66.67%	0.00%	100.00%	11	8	72.73%
Wick Village	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wyke	N/A	-	-	-	-	-	-	-	0.00%	-	-	-	-	1	0	0.00%
TMO Total	N/A	50.00%	50.00%	100.00%	100.00%	0.00%	60.00%	0.00%	66.67%	50.00%	75.00%	0.00%	100.00%	35	23	65.71%
NHD Total	83.33%	94.44%	97.14%	84.38%	85.29%	90.91%	96.55%	91.67%	96.00%	100.00%	100.00%	100.00%	94.29%	310	290	93.55%
Housing Services	92.59%	92.04%	88.78%	84.95%	87.63%	88.41%	80.77%	86.36%	93.00%	93.55%	94.59%	95.16%	92.00%	1091	977	89.55%
TOTAL	92.59%	92.59%	91.45%	84.69%	85.71%	87.14%	78.10%	85.23%	92.00%	92.63%	93.67%	90.77%	90.77%	1126	100	88.81%
Complaints received	107	117	92	100	82	87	91	110	100	87	67	111	100	N/A	N/A	1144
LKPI 25b: Stage Two Complaints	72.73%	23.53%	36.36%	15.38%	86.36%	100.00%	84.62%	88.89%	60.00%	58.33%	25.00%	33.33%	61.90%	21	13	56.85%
LKPI 59: Stage Twos Upheld	45.45%	29.41%	27.27%	15.38%	22.73%	12.50%	38.46%	27.78%	40.00%	23.08%	46.15%	50.00%	64.70%	-	-	31.87%
Stage Three Complaints	N/A	100.00%	100.00%	37.50%	100.00%	100.00%	75.00%	75.00%	71.43%	100.00%	100.00%	100.00%	100.00%	4	4	85.48%
LKPI 31: FOI Requests	0.00%	100.00%	0.00%	15.38%	22.73%	12.50%	100.00%	60.00%	20.00%	100.00%	50.00%	100.00%	75.00%	4	3	69.57%
LKPI 27: % Ombudsman in target	50.00%	83.33%	60.00%	50.00%	100.00%	0.00%	85.71%	33.33%	100.00%	100.00%	N/A	100.00%	66.67%	3	2	78.05%
LKPI 72: No. of Ombudsman items	3	6	3	4	3	7	2	2	3	2	2	4	4	-	-	42
LKPI 58: TRA Enquiries	88.89%	86.11%	72.97%	31.43%	41.51%	21.25%	57.14%	41.67%	90.00%	100.00%	66.67%	68.42%	100.00%	28	28	55.28%
LKPI 22: Board Member Enquiries	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	100.00%	N/A	100.00%	1	1	100.00%
Arden	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Clapton Park	N/A	-	100.00%	-	-	-	-	-	-	-	-	-	-	3	3	100.00%
Cranston	N/A	-	-	100.00%	-	-	-	-	-	-	-	-	-	1	1	100.00%
Downs	N/A	-	-	-	100.00%	-	0.00%	-	-	0.00%	-	-	-	5	1	20.00%
Lordship South	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Suffolk	N/A	-	-	-	-	-	-	-	-	-	100.00%	100.00%	-	2	2	100.00%
Tower	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wayman Court	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wenlock Barn	N/A	100.00%	-	-	-	-	-	100.00%	-	-	-	-	66.67%	8	6	75.00%
Wick Village	N/A	-	-	-	-	-	-	0.00%	-	-	-	0.00%	-	2	0	0.00%
Wyke	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TMO Total	N/A	100.00%	100.00%	100.00%	100.00%	N/A	0.00%	50.00%	N/A	0.00%	10.00%	66.67%	71.42%	21	13	88.89%
NHD Total	82.61%	100.00%	88.24%	86.96%	89.19%	100.00%	84.62%	90.91%	85.71%	100.00%	86.92%	92.72%	90.00%	116	192	91.74%
Housing Services	85.71%	80.00%	60.00%	47.37%	55.56%	70.00%	77.78%	41.67%	20.00%	25.00%	100.00%	70.00%	64.29%	14	9	56.92%
TOTAL	82.69%	90.00%	69.81%	72.31%	80.25%	85.71%	83.33%	82.14%	88.64%	70.97%	91.67%	89.13%	64.47%	76	49	79.45%
LKPI 24: Mayor's Enquiries																
Arden	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Clapton Park	N/A	-	-	-	-	-	-	-	-	-	-	100.00%	-	1	1	100.00%
Cranston	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Downs	N/A	-	-	-	0.00%	-	-	-	-	-	-	-	-	1	0	0.00%
Lordship South	N/A	-	-	-	-	-	-	-	-	-	-	100.00%	-	1	1	100.00%
Suffolk	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tower	N/A	0.00%	-	-	-	-	-	-	-	-	-	-	-	1	0	0.00%
Wayman Court	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wenlock Barn	N/A	-	-	-	-	-	66.67%	-	100.00%	100.00%	-	-	57.14%	14	9	64.29%
Wick Village	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wyke	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TMO Total	N/A	0.00%	N/A	N/A	0.00%	N/A	66.67%	N/A	100.00%	100.00%	N/A	100.00%	62.50%	18	11	61.11%
NHD Total	85.71%	93.75%	66.67%	47.06%	58.33%	78.57%	57.14%	70.00%	84.62%	75.00%	85.71%	92.31%	71.43%	179	129	72.07%
Housing Services	75.00%	60.00%	N/A	100.00%	0.00%	100.00%	N/A	50.00%	100.00%	50.00%	100.00%	20.00%	50.00%	2	1	55.56%
TOTAL	81.25%	77.78%	58.33%	48.39%	53.33%	81.82%	66.67%	69.44%	86.96%	73.08%	93.33%	77.78%	60.00%	40	24	69.35%

Definition:

- LKPI 22** % of Board Member enquiries (ME) completed within target time - (98% within 15 days)
- LKPI 23** % of Members enquiries completed within target time - (92% within 10 days)
- LKPI 24** % of Mayor enquiries completed within target time - (90% within 10 days)
- LKPI 25 a** % of stage 1 complaints completed within target time (97% within 15 days)
- LKPI 25 b** % of stage 2 complaints completed within target time (90% within 15 days)
- LKPI 31** % of FOI Requests actioned in target time (75% within 20 days)
- LKPI 58** % of TRA Enquiries actioned in target time (75% within 15 days)



Comments:

The overall view of the TMOs in handling complaints has been very weak and this is reflected in the figures. This is currently being addressed individually with the different TMOs in order to improve performance. Better communication between the TMOs & complaints team has improved over the last couple of weeks. The Complaint Team have been given up to date addresses and contact details of personnel at the various TMOs. Also the TMO team do assist the Complaint Team in ensuring that complaints are responded to within target time scales.

However, most of the TMOs do not have access to Hackney Homes Respond system, so sometimes replies to complaints might not be received in the required time due to non-access, also sometimes letters are received late by the TMOs and normal allocated time is not usually given [please can you review this statement as it is not felt to be accurate of the real situation according to the Complaints Team]

BOROUGH (STOCK BREAKDOWN & MOVEMENTS)

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

Area Breakdown	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Outturn 2007/8
North East	5,547	5,547	5,547	5,547	5,550	5,550	5,554	5,554	5,527	5,526	5,527	5,530	5,530	5,547
North West	3,244	3,244	3,244	3,244	3,244	3,281	3,287	3,287	3,188	3,188	3,188	3,195	3,195	3,244
Homerton	4,509	4,587	4,586	4,585	4,584	4,582	4,584	4,584	4,584	4,583	4,583	4,597	4,597	4,509
DBQ	3,359	3,358	3,356	3,355	3,355	3,353	3,369	3,367	3,361	2,979	2,979	2,984	2,984	3,359
Shoreditch	2,865	2,864	2,863	2,862	2,861	2,858	2,882	2,882	2,882	2,882	2,882	2,882	2,882	2,865
Clapton Park TMO	795	794	794	794	794	794	794	794	794	794	794	794	794	795
Cranston TMO	159	159	159	159	159	159	159	159	159	159	159	159	159	159
Downs TMO	168	168	168	168	168	168	167	167	167	167	167	168	168	168
Lordship TMO	185	185	185	185	185	185	185	185	185	185	185	185	185	185
Tower TMO	205	205	205	205	205	205	205	205	205	205	205	205	205	205
Wayman TMO	114	114	114	114	114	114	114	114	114	114	114	114	114	114
Wick TMO	79	-	-	-	-	-	-	-	-	-	-	-	-	79
Wick TMO	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Wyke TMC	335	335	335	335	335	334	334	334	333	333	333	333	333	335
Arden TMO	543	543	543	542	542	542	545	545	545	545	545	545	545	543
Wenlock Barn TMO	1,057	1,056	1,056	1,056	1,055	1,055	1,059	1,059	1,059	1,059	1,059	1,059	1,059	1,057
TOTAL	23,264	23,259	23,255	23,251	23,251	23,280	23,338	23,336	23,203	22,819	22,820	22,850	22,850	23,264

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

Area Breakdown	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Outturn 2007/8
North East	2,009	2,001	2,000	2,000	1,995	1,995	1,992	1,992	1,989	1,989	1,986	1,986	1,986	2,009
North West	1,429	1,429	1,429	1,429	1,429	1,429	1,427	1,427	1,427	1,427	1,427	1,427	1,427	1,429
Homerton	1,696	1,695	1,720	1,721	1,722	1,724	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,696
DBQ	1,210	1,211	1,213	1,214	1,214	1,216	1,208	1,208	1,208	1,123	1,123	1,123	1,123	1,210
Shoreditch	1,054	1,055	1,056	1,057	1,058	1,061	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,054
Clapton Park	372	373	373	373	373	373	373	373	373	373	373	373	373	372
Cranston	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Downs TMO	39	39	39	39	39	39	40	40	40	40	40	40	40	39
Lordship South	76	76	76	76	76	76	76	76	76	76	76	76	76	76
Suffolk	92	92	92	92	92	92	92	92	92	92	92	92	92	92
Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wayman	24	24	-	-	-	-	-	-	-	-	-	-	-	24
Wick	18	18	18	18	18	18	18	18	18	18	18	18	18	18
Wyke	82	82	82	82	82	83	83	83	84	84	84	84	84	82
Arden	192	192	192	193	193	193	193	193	193	193	193	193	193	192
Wenlock Barns	413	414	414	414	415	415	415	415	415	415	415	415	415	413
TOTAL	8,761	8,756	8,759	8,763	8,761	8,769	8,765	8,765	8,763	8,678	8,675	8,675	8,675	8,761

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.

Comments: (supplied by Performance Team)

Stock Movement:

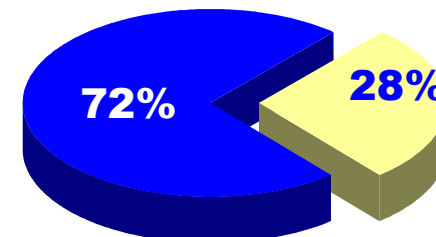
This month has had no movement in the overall total. However, there may be some additional movements due to end of year reconciliation within the Finance Department.

This performance report has historically taken figures as a position as of the 1st of the month. so for March 09 this would be the position as at 01/03/2009. However, to reconcile with such departments as Finance, these figures shown here for March and as a standard for future reports will be as at the end of the month. Figures shown here for March 09 therefore are as at 31/03/2009.

Percentage of total housing by rentable and leasehold stock

LKPI 40 (a) Rentable = 72%

LKPI 40 (b) Leasehold = 28%



GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT

Term	Explanation	Term	Explanation
ABC	Anti-Social Behaviour Contracts	Non-DLO	Not Direct Labour Organisation (ie External Contractors as opposed to HBM)
AC	Audit Commission	Non-urgent repairs	Repairs that do not have to be completed within H0-H3 timescales
ANO	Area Neighbourhood Office	NP	Not Provided
ACPI	Audit Commission Performance Indicator	NSP	Notice of Seeking Possession.
ASBO	Anti-Social Behaviour Order	NTQ	Notice to Quit
BME	Black and Minority Ethnic (description of community or individual not of white UK origin)	OHMS	Open housing management system
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	PALM	Performance Against Last Month - Compares the current months performance or quantity with the previous month and displays traffic light indicator
BVPI	Best Value performance indicator - government measure for monitoring the ALMO's performance	PI	Performance indicator
BVPP	Best Value performance plan	PO	Possession Order
B'Wide	Boroughwide	PPD	Prompt Payment Discount
CBL	Choice-based lettings - system that allows tenants to bid for properties according to how many housing register points they have	RCC	Repairs Call Centre - Call centre for tenants and leaseholders to report repairs
Confidence limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range	Re-let	When a new tenancy is created at a previously empty property
CTA	Court Applications	Mesne Profits	Money received from an occupant who is in residence without a tenancy attached to it.
Data	Information	Rent roll	The total amount of rental income due
Debt pool reduction	The overall reduction in debt since the start of the financial year	Repair Priorities	Target timescales for completing repairs
Development voids	Empty properties that require major repairs work, are awaiting funding or are awaiting disposal	Responsive repairs	A term used for day-to-day repairs requested by tenants
DHS	Decent Homes Standard - criteria set down by the government to ensure that social housing meets a minimum standard by 2010	RH	Racial Harassment
DLO	Direct Labour Organisation (ie HBM - Hackney Building Maintenance)	RTB	Right to Buy
HGFA	Housing General Fund Account	RTL	Right to a loan
HH	Hackney Homes	SAP	Standard assessment procedure (for energy efficiency), used to measure the efficiency rating of buildings to retain heat etc
HH1	Form completed when an instance of harassment is first reported	Seasonal trend	Variations in performance due to seasonal factors, such as winter and summer periods
HH2	Investigation and recommendation form - contains further details of harassment case and any action taken	Sheltered	Sheltered accommodation for the elderly and infirm
HH3	Case conference decision form for harassment	SLA	Service level agreement between internal/Council departments
HLS	Hackney Legal Services	SLUGS	Short life user groups
HMIS	Housing Management Information System - Saffron	SMT	Senior Management Team
HMT	Housing Management Team (former - now called SMT: Senior Management Team)	SPO	Suspended Possession Order
HTS	Housing Trading Services - In house repairs service provider	TBA	To Be Agreed
HouseMark	A forum through which housing organisations benchmark performance information	TBC	To Be Confirmed
HRA	Housing Revenue Account	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)
Nil	Nothing to report.	YTD	Year to Date (March to end of current period)
Non-decent	Homes that fail to meet the Decent Homes Standard		