



PERFORMANCE REPORT March 2010

Tenants Management Organization

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HACKNEY HOMES TENANT MANAGEMENT ORGANIZATION PERFORMANCE REPORT

REPORTING PERIOD: 1st April 2009 - 31st March 2010

KEY MESSAGES

There was a significant improvement in the TMOs overall performance in the key areas of rent arrears recovery and repairs. The principal area of concern is the re-letting of empty properties, because the year end performance was much worse than the previous year; the Hackney Homes TMO Team will be prioritizing voids performance during 2010/11. Please see the additional comments within the main body of the report.

Clive Taber ►►► N'Hood Housing Contract Manager

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

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

Definition:

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

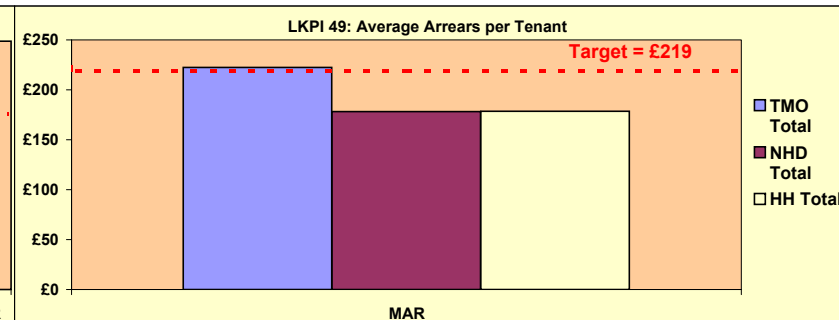
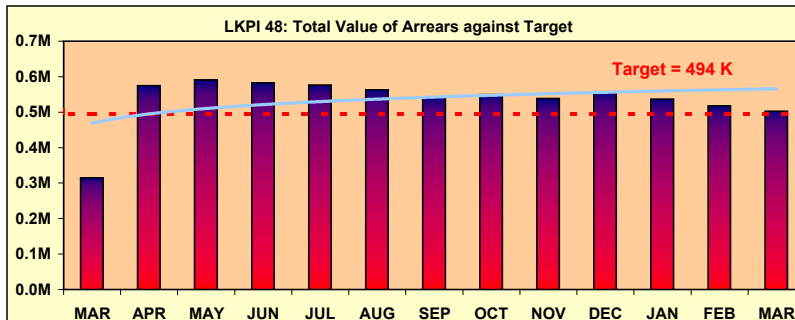
LKPI 49 This PI shows data for the average rent arrears per tenant.

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

LKPI 48: Total Value of Rent Arrears (YTD - £M)	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Targets (09/10)	2008/09 Outturn
	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	183 K	188 K	192 K	191 K	183 K	178 K	168 K	168 K	166 K	171 K	169 K	164 K	165 K	158 K	183 K
Cranston	59 K	65 K	68 K	67 K	68 K	68 K	68 K	66 K	60 K	63 K	62 K	61 K	63 K	51 K	59 K
Downs	41 K	42 K	44 K	40 K	42 K	44 K	42 K	44 K	44 K	47 K	46 K	39 K	36 K	35 K	41 K
Wenlock Barn Estate	N/A	249 K	258 K	255 K	255 K	249 K	242 K	245 K	242 K	246 K	232 K	225 K	211 K	223 K	N/A
Wick Village	31 K	32 K	29 K	30 K	29 K	25 K	23 K	26 K	27 K	30 K	29 K	29 K	28 K	27 K	31 K
TMO Total	314 K	575 K	591 K	583 K	577 K	563 K	542 K	549 K	539 K	557 K	537 K	518 K	502 K	494 K	314 K
NHD Total	4.32 M	4.12 M	4.18 M	3.99 M	4.01 M	3.99 M	3.88 M	3.86 M	3.79 M	3.83 M	3.83 M	3.58 M	3.39 M	3.50 M	4.32 M
Hackney Homes Total	£4.63 M	£4.70 M	£4.78 M	£4.57 M	£4.59 M	£4.56 M	£4.43 M	£4.41 M	£4.33 M	£4.39 M	£4.28 M	£4.10 M	£3.89 M	£3.99 M	£4.63 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	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Targets (09/10)	2008/09 Outturn
	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	£233	£238	£243	£244	£233	£226	£213	£214	£212	£219	£216	£209	£209	£201	£233
Cranston	£376	£413	£434	£428	£435	£435	£427	£419	£380	£402	£393	£385	£399	£323	£376
Downs	£250	£256	£269	£249	£256	£270	£252	£265	£267	£281	£277	£245	£227	£216	£250
Wenlock Barn Estate	N/A	£237	£246	£243	£243	£237	£230	£234	£230	£234	£220	£214	£200	£212	N/A
Wick Village	£320	£327	£298	£303	£298	£256	£237	£263	£271	£303	£289	£291	£280	£276	£320
TMO Total	£261	£255	£262	£259	£207	£202	£196	£243	£239	£247	£238	£230	£223	£219	£261
NHD Total	£215	£217	£220	£209	£211	£209	£203	£202	£199	£201	£196	£188	£178	£183	£215
Hackney Homes Total	£212	£215	£219	£209	£210	£208	£202	£201	£198	£201	£196	£188	£179	£187	£212
Suffolk	£0	£0	£0	£2	£0	£0	£0	£0	£0	£0	£0	£0	£1	£0	£0
Wyke	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£1	£0	£0
Total	£0	£0	£0	£1	£0	£0	£0	£0	£0	£0	£0	£0	£1	£0	£0

Data Source: Saffron
Data provider: HH Finance



Comments:

Although only Wenlock Barn TMO managed to meet its target for LKPI 48 (Total Value of Rent Arrears) and LKPI 49 (Average Arrears per tenant), there was a positive downward in arrears) trend for all other TMO's with the exception of Cranston TMO.

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.

Comments:
 4 out of 5 TMOs had achieved a collection rate of more than 100% by the end of March 2010. Although Cranston TMO ended the year with a collection rate of 99.55%; this was a significant improvement from the collection rate of 91.86% at the start of the financial year. However, the TMO collection rate is significantly below the neighbourhood level and this is an area in which we will be seeking improvements in 2010/11.

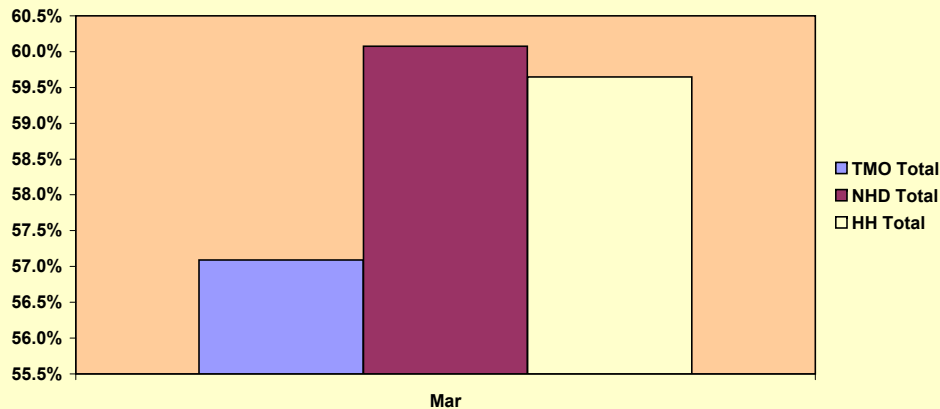
LII 17 - YTD HB as % of Rent Debit (Data source: Saffron) (Formerly LKPI 47a)

TMO	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Targets (09/10)	2008/09 Outturn
	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	61.22%	61.88%	61.10%	60.79%	61.13%	61.17%	61.03%	61.02%	60.90%	60.99%	61.05%	61.18%	61.19%	N/A	61.22%
Cranston	51.51%	50.09%	49.60%	49.71%	49.15%	49.03%	49.07%	49.76%	50.33%	50.36%	50.52%	50.50%	50.48%	N/A	51.51%
Downs	50.34%	48.63%	49.10%	49.88%	49.72%	50.20%	50.45%	50.71%	51.74%	51.98%	52.02%	52.94%	53.46%	N/A	50.34%
Wenlock Barn Estate	N/A	56.64%	55.85%	55.47%	55.53%	55.72%	55.79%	55.73%	55.84%	55.71%	55.79%	55.89%	55.80%	N/A	54.86%
Wick Village	52.77%	52.34%	51.74%	52.79%	52.43%	55.20%	53.55%	53.33%	53.62%	53.70%	53.55%	53.31%	53.56%	N/A	52.77%
TMO Total	57.87%	57.31%	56.65%	56.46%	56.47%	56.52%	56.49%	56.75%	56.88%	56.86%	56.93%	57.08%	57.09%	N/A	57.87%
HH NHD Total	58.36%	59.34%	59.62%	59.74%	59.79%	59.75%	59.72%	59.77%	59.87%	59.95%	59.96%	59.99%	60.07%	N/A	58.36%
Hackney Homes Total	58.25%	59.04%	59.22%	59.30%	59.36%	59.33%	59.30%	59.35%	59.45%	59.51%	59.53%	59.56%	59.65%	N/A	58.25%
Suffolk	54.76%	58.27%	56.16%	55.98%	56.88%	56.41%	57.03%	56.62%	57.14%	56.93%	56.41%	55.70%	55.77%	N/A	54.76%
Wyke	53.54%	54.59%	56.07%	55.83%	55.68%	55.20%	54.47%	54.48%	54.58%	54.46%	54.44%	54.58%	55.02%	N/A	53.54%
Total	54.01%	56.02%	56.10%	55.89%	56.14%	55.66%	55.46%	55.30%	55.56%	55.41%	55.20%	55.01%	55.31%	N/A	54.01%

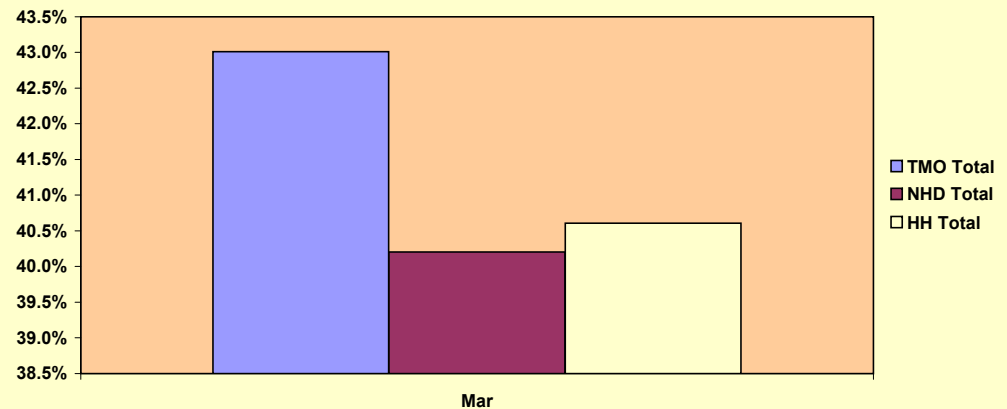
LII 18 - YTD Cash as % of Rent Debit (Data source: Saffron) (LKPI 47b)

TMO	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Targets (09/10)	2008/09 Outturn
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	39.38%	36.78%	37.55%	38.26%	38.21%	38.61%	39.25%	39.24%	39.40%	39.09%	39.07%	39.07%	39.02%	N/A	39.38%
Cranston	49.15%	41.77%	43.97%	46.85%	47.70%	48.31%	48.95%	48.75%	49.43%	48.92%	49.02%	49.22%	49.07%	N/A	49.15%
Downs	49.53%	49.97%	48.58%	50.30%	49.88%	48.79%	49.30%	48.46%	47.51%	46.97%	46.79%	46.83%	46.76%	N/A	49.53%
Wenlock Barn Estate	N/A	40.96%	41.67%	43.15%	42.93%	43.31%	43.51%	43.46%	43.47%	43.56%	43.89%	43.96%	44.24%	N/A	44.31%
Wick Village	46.73%	46.05%	51.04%	48.58%	44.32%	49.81%	49.73%	48.54%	47.77%	46.67%	47.14%	47.24%	47.10%	N/A	46.73%
TMO Total	42.56%	40.33%	41.22%	42.38%	42.60%	42.95%	43.32%	42.89%	42.92%	42.73%	42.88%	42.93%	43.01%	N/A	42.56%
HH NHD Total	41.66%	38.95%	38.81%	39.98%	39.80%	39.81%	40.12%	40.08%	40.08%	39.89%	40.00%	40.12%	40.20%	N/A	41.66%
Hackney Homes Total	41.82%	39.22%	39.19%	40.33%	40.17%	40.21%	40.54%	40.49%	40.48%	40.30%	40.41%	40.53%	40.61%	N/A	41.82%
Suffolk	45.25%	41.73%	43.84%	43.89%	43.12%	43.59%	42.97%	43.38%	42.86%	43.07%	43.58%	44.30%	44.21%	N/A	45.25%
Wyke	46.46%	45.41%	43.93%	44.15%	44.32%	44.80%	45.53%	45.52%	45.42%	45.54%	45.56%	45.42%	44.96%	N/A	46.46%
Total	45.99%	43.98%	43.90%	44.05%	43.86%	44.34%	44.54%	44.70%	44.44%	44.59%	44.80%	44.99%	44.67%	N/A	45.99%

LII 17: Monthly profile of HB as % Rent Debit



LII 18: Monthly profile of Cash as % Rent Debit



LKPI 47c YTD Total Collect

TMO	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Targets (09/10)	2008/09 Outturn
	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	100.60%	98.65%	98.65%	99.05%	99.34%	99.78%	100.28%	100.26%	100.30%	100.08%	100.12%	100.25%	100.21%	N/A	100.60%
Cranston	100.67%	91.86%	93.58%	96.57%	96.85%	97.33%	98.02%	98.52%	99.76%	99.28%	99.54%	99.72%	99.55%	N/A	100.67%
Downs	99.87%	98.60%	97.68%	100.19%	99.60%	98.99%	99.75%	99.17%	99.26%	98.95%	98.80%	99.77%	100.22%	N/A	99.87%
Wenlock Barn Estate	N/A	97.60%	97.52%	98.62%	98.46%	99.03%	99.30%	99.18%	99.31%	99.27%	99.67%	99.86%	100.04%	N/A	99.17%
Wick Village	99.50%	98.38%	102.78%	101.37%	101.33%	100.00%	103.28%	101.87%	101.39%	100.37%	100.68%	100.54%	100.66%	N/A	99.50%
TMO Total	100.43%	97.63%	97.87%	98.84%	99.07%	99.47%	99.81%	99.64%	99.80%	99.59%	99.81%	100.01%	100.10%	N/A	100.43%
NHD Total	100.02%	98.29%	98.43%	99.72%	99.60%	99.56%	99.84%	99.85%	99.95%	99.84%	99.96%	100.11%	100.28%	N/A	100.02%
HH Total	100.04%	98.26%	98.41%	99.63%	99.53%	99.55%	99.84%	99.83%	99.94%	99.81%	99.94%	100.09%	100.25%	N/A	100.04%
Suffolk	100.01%	100.00%	100.00%	99.87%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	99.98%	N/A	100.01%
Wyke	100.00%	100.00%	100.00%	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%	N/A	100.00%
Total	100.00%	100.00%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%	N/A	100.00%

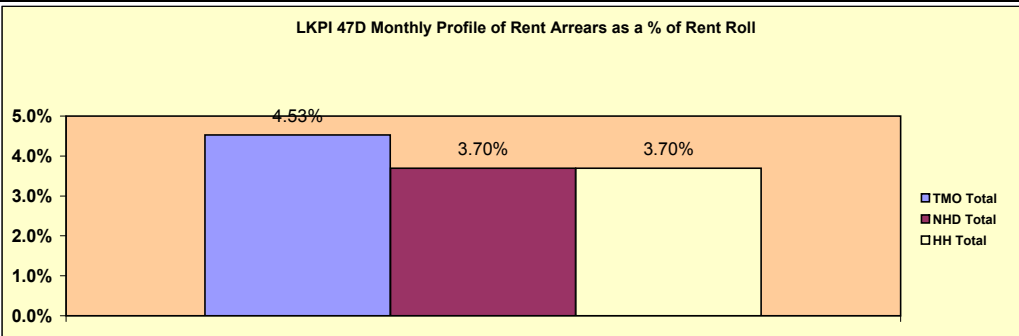
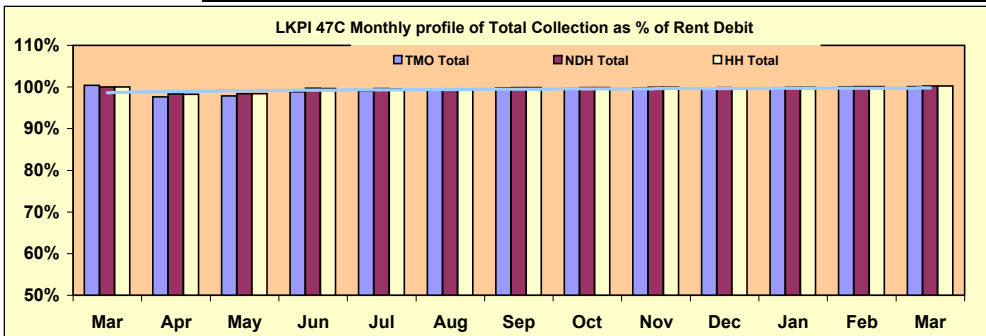
LKPI 47d YTD Rent arrears as % of Rent Debit (Data source: Saffron)

TMO	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Targets (09/10)	2008/09 Outturn
	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	4.74%	4.39%	4.48%	4.61%	4.42%	4.30%	4.07%	4.07%	4.04%	4.19%	4.15%	4.03%	4.05%	N/A	4.74%
Cranston	7.37%	7.02%	7.38%	7.42%	7.58%	7.62%	7.51%	7.44%	6.73%	7.09%	6.92%	6.78%	7.02%	N/A	7.37%
Downs	5.64%	5.27%	5.54%	5.27%	5.44%	5.78%	5.50%	5.82%	5.84%	6.12%	6.06%	5.34%	4.93%	N/A	5.64%
Wenlock Barn Estate	N/A	4.81%	5.01%	5.07%	5.09%	4.98%	4.87%	4.95%	4.91%	5.00%	4.71%	4.57%	4.30%	N/A	5.42%
Wick Village	6.65%	6.27%	5.71%	5.97%	5.88%	5.05%	4.67%	5.22%	5.38%	6.01%	5.72%	5.80%	5.62%	N/A	6.65%
TMO Total	5.36%	4.92%	5.07%	5.14%	4.16%	4.07%	3.93%	4.90%	4.82%	4.99%	4.82%	4.66%	4.53%	N/A	5.36%
NHD Total	4.59%	4.29%	4.36%	4.27%	4.30%	4.29%	4.18%	4.16%	4.10%	4.15%	4.05%	3.90%	3.70%	N/A	4.59%
HH Total	4.84%	4.26%	4.33%	4.26%	4.29%	4.26%	4.15%	4.14%	4.07%	4.14%	4.04%	3.88%	3.70%	N/A	4.84%
Suffolk	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.02%	N/A	0.00%
Wyke	1.04%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	N/A	0.00%
Total	1.02%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	N/A	0.00%

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



Comments:
 There was an improved performance for all of the TMOs from April 2009 until the end of March 2010. However, the TMO arrears as a % of the debit are significantly above the neighbourhood level and this is an area in which we will be seeking improvements in 2010/11.

BVPI RENT COLLECTION INDICATORS

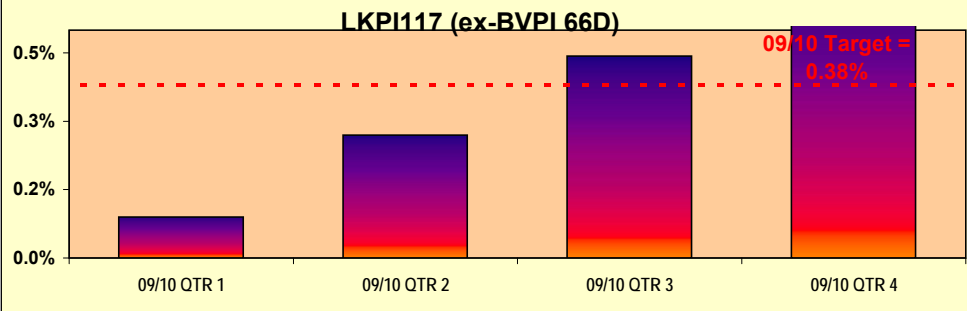
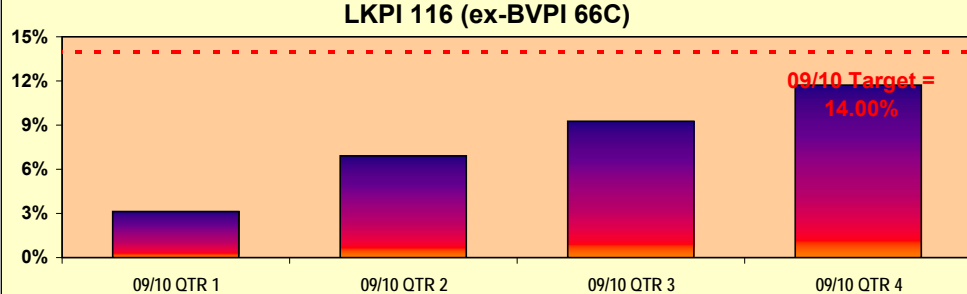
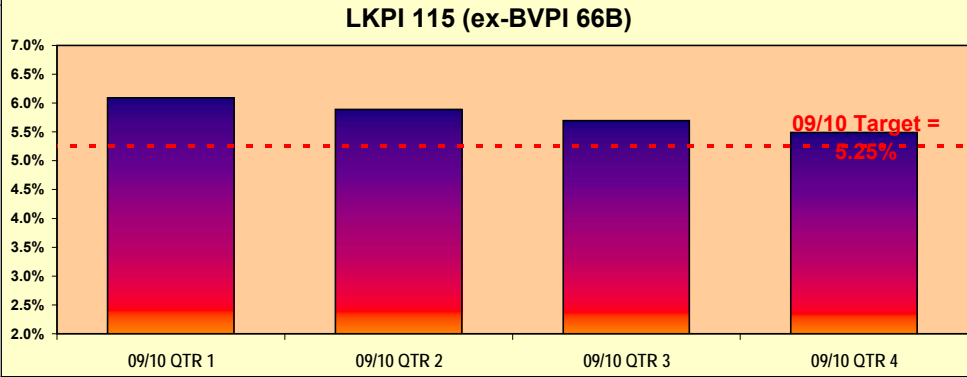
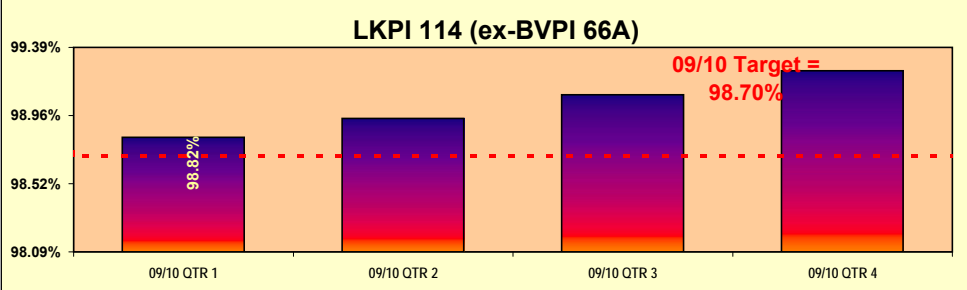
Ex-BVPI 66a - shows collection of tenants' rent as a % of the monthly debit for this financial year, and also includes arrears bought forward from previous years.
Ex-BVPI 66b - shows the percentage of tenants owing more than seven weeks rent at the end of each quarter.
Ex-BVPI 66c - shows the percentage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

BVPI RENT COLLECTION:

LKPI 114 (ex-BVPI 66A)	09/10 QTR 1	09/10 QTR 2	09/10 QTR 3	09/10 QTR 4	Targets (09/10)	2008/09 Outturn
	Week 12	Week 26	Week 39	Week 52		
Clapton Park	98.44%	98.71%	98.98%	99.03%	N/A	98.47%
Cranston	99.61%	99.67%	99.84%	99.87%	N/A	99.63%
Downs	97.77%	98.06%	97.73%	98.09%	N/A	97.89%
Wenlock Barn Estate	98.86%	99.04%	99.30%	99.31%	N/A	98.59%
Wick Village	96.36%	96.28%	96.43%	96.73%	N/A	95.81%
TMO Total	98.70%	98.70%	98.96%	99.03%	N/A	98.30%
HH Neighbourhood Total	98.82%	98.95%	99.03%	99.25%	N/A	98.72%
Hackney Homes Total	98.82%	98.94%	99.09%	99.24%	98.70%	98.70%
Suffolk	100.00%	100.00%	100.00%	99.98%	N/A	100.00%
Wyke	100.00%	100.00%	100.00%	99.98%	N/A	100.00%
Total	100.00%	100.00%	100.00%	99.98%	N/A	100.00%
LKPI 115 (ex-BVPI 66B) HH Total	6.09%	5.89%	5.69%	5.49%	5.25%	4.72%
LKPI 116 (ex-BVPI 66C) HH Total	3.14%	6.91%	9.26%	11.72%	14.00%	13.74%
LKPI 117 (ex-BVPI 66D) HH Total	0.09%	0.27%	0.44%	0.61%	0.38%	0.39%

Comments:

Overall TMO performance has consistently improved from April 2009 until the end of March 2010.



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

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	2009/2010 Target	Outturn 2008/9
	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Arden	4	4	5	4	3	3	3	3	4	4	3	3	3	N/A	4
Clapton Park	1	1	1	1	1	2	2	2	1	2	1	1	2	N/A	1
Cranston	1	1	1	1	1	1	1	1	1	1	1	1	1	N/A	1
Downs	2	2	2	2	2	2	2	2	2	2	2	1	1	N/A	2
Lordship South	1	1	1	1	2	2	2	2	2	2	1	1	1	N/A	1
Suffolk	1	0	0	0	0	0	0	0	0	0	0	0	0	N/A	1
Tower	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wenlock Barn	2	2	1	1	2	2	2	2	3	3	3	3	3	N/A	2
Wick Village	1	1	1	1	0	0	0	0	0	0	0	0	0	N/A	1
Wyke	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
TMO Total	13	12	12	11	11	12	12	12	13	14	11	10	11	N/A	13
NHD Total	79	82	82	87	93	92	93	85	88	88	95	89	90	N/A	79
HH Total	92	94	94	98	104	104	105	97	101	102	106	99	101	60	92

☐ This report covers the following PIs:
 LKPI 45: Volume of Mesne Profit Accounts (torolated trespasser)
 LKPI 46b: Volume of squatters currently registered
 LKPI 34: Proportion of relettable voids against stock

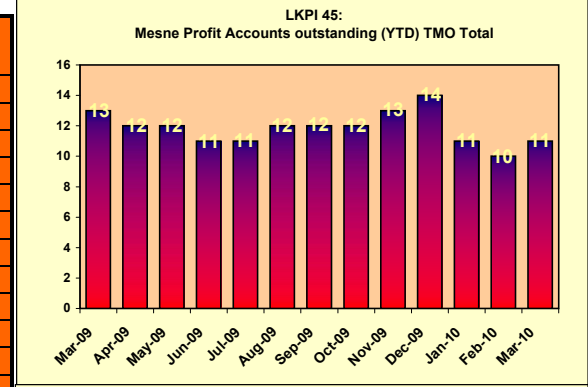
Comments:

LKPI 45
 There has been a reduction in the number of Mesne Profit Accounts from 14 in December 2009 to 11 in March 2010. These cases may involve succession rights, which could take some time to resolve.

LKPI 45b
 There are currently no squatted properties in any of the TMOs.

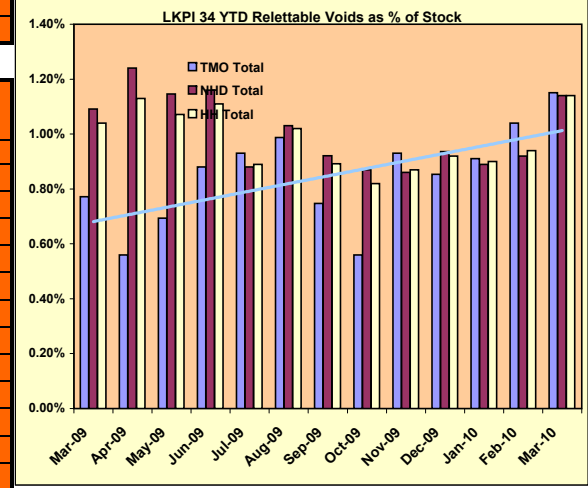
LKPI 46b YTD Number of squatted Properties outstanding (data source: Saffron)

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	2009/2010 Target	Outturn 2008/9
	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Arden	0	0	0	0	1	2	3	2	1	1	1	1	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	1	1	1	1	0	0	0	0	0	0	0	0	N/A	0
Wick Village	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wyke	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
TMO Total	0	1	1	1	2	2	3	2	1	1	1	1	0	N/A	0
NHD Total	8	11	13	12	11	11	8	7	10	10	11	12	10	N/A	8
HH Total	8	12	14	13	13	13	11	9	11	11	12	13	10	5	8



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

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	2009/2010 Target	Outturn 2007/8
	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Arden	0.73%	0.73%	0.92%	1.28%	1.28%	1.10%	0.55%	1.28%	1.47%	0.92%	0.73%	1.65%	1.83%	N/A	0.73%
Clapton Park	1.13%	0.38%	0.38%	1.01%	0.88%	0.88%	0.38%	0.76%	1.64%	1.89%	1.51%	0.63%	0.50%	N/A	1.13%
Cranston	0.00%	0.63%	0.63%	0.63%	1.25%	0.00%	0.63%	0.63%	0.00%	0.00%	0.63%	0.63%	1.25%	N/A	0.00%
Downs	2.34%	2.35%	2.94%	2.94%	2.35%	1.18%	1.18%	1.18%	1.18%	1.18%	1.76%	3.53%	5.29%	N/A	2.34%
Lordship South	0.54%	1.08%	0.54%	1.08%	1.08%	0.00%	0.00%	0.00%	0.00%	1.08%	1.61%	1.61%	1.61%	N/A	0.54%
Suffolk	0.49%	0.49%	0.98%	0.00%	0.98%	1.95%	1.95%	0.98%	0.98%	0.49%	0.98%	2.44%	2.93%	N/A	0.49%
Tower	0.00%	0.00%	0.88%	0.00%	0.00%	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%	1.75%	N/A	0.00%
Wenlock Barn	0.75%	0.47%	0.56%	0.66%	0.85%	1.32%	0.00%	0.19%	0.85%	0.47%	0.66%	0.56%	0.47%	N/A	0.75%
Wick Village	1.00%	1.00%	1.00%	2.00%	2.00%	2.00%	2.00%	0.00%	0.00%	0.00%	1.00%	1.00%	1.00%	N/A	1.00%
Wyke	0.30%	0.00%	0.30%	0.30%	0.00%	0.30%	1.20%	0.00%	0.00%	0.30%	0.30%	0.60%	0.30%	N/A	0.30%
TMO Total	0.77%	0.56%	0.69%	0.88%	0.93%	0.99%	0.75%	0.56%	0.93%	0.85%	0.91%	1.04%	1.15%	N/A	0.77%
NHD Total	1.09%	1.24%	1.15%	1.16%	0.88%	1.03%	0.92%	0.87%	0.86%	0.94%	0.89%	0.92%	1.14%	N/A	1.09%
HH Total	1.04%	1.13%	1.07%	1.11%	0.89%	1.02%	0.89%	0.82%	0.87%	0.92%	0.90%	0.94%	1.14%	0.90%	1.04%



Definition:

BVPI 212

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

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

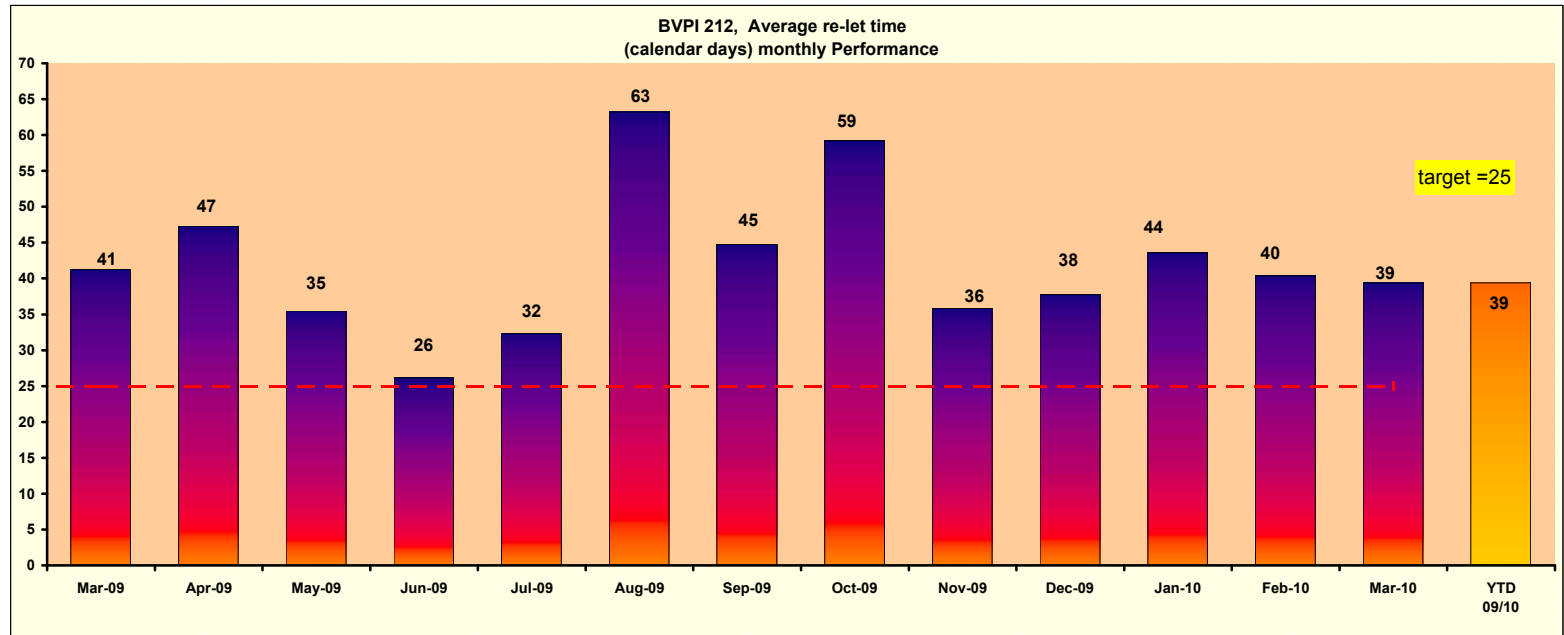
Data provider: Performance Team

Comments supplied by Alex Heslop:

There has been a decline in the average turn round time for both TMOs and Neighbourhoods when compared to the performance in 2008/2009. There continue to be some issues with the Choice Based Lettings Process. Hackney Homes is working closely with the TMOs and the Council's Housing Needs service in order to improve the outcomes achieved from the Choice Based Lettings scheme. Although the target was not met, the average TMO turnaround time has improved from 45 days in September 2009 to 39 days in March 2010. The TMO Team is now actively working with all the TMOs to improve their overall voids performance in 2010/11; this will also involve establishing better links between the TMOs and the Hackney Homes Major Voids Team for those properties where some capital works are required.

BVPI 212 Average re-let time

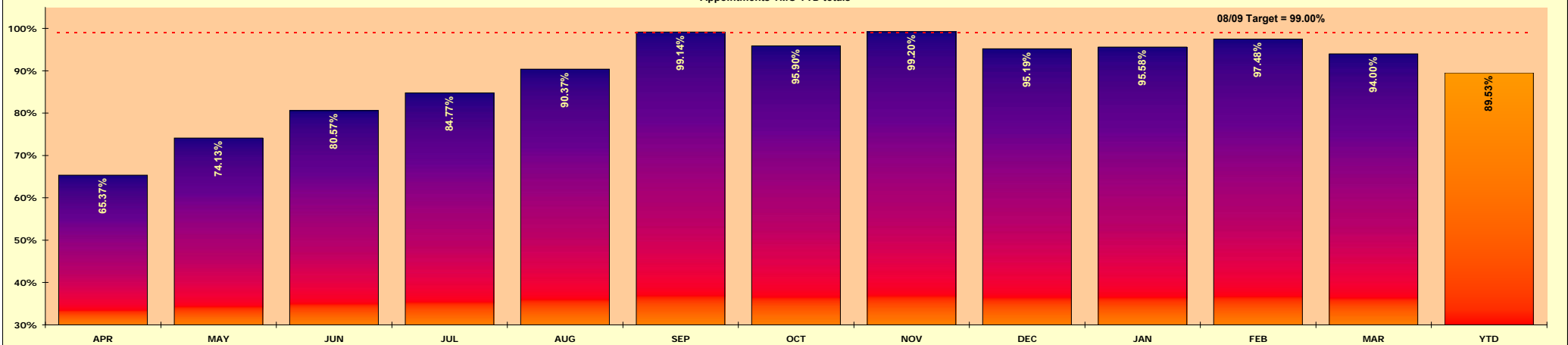
TMO	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Target 08/09 (days)	YTD 09/10	2008/9
	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52			
Arden	41	42	26	11	N/A	41	20	87	58	31	41	40	39	25	39	18
Clapton Park	10	54	13	34	11	23	36	N/A	37	49	31	29	28	25	28	21
Cranston	N/A	N/A	N/A	N/A	28	35	N/A	N/A	N/A	N/A	33	33	33	25	33	22
Downs	203	N/A	N/A	N/A	56	220	196	119	N/A	N/A	153	153	153	25	153	140
Lordship South	N/A	N/A	56	N/A	98	56	N/A	N/A	21	N/A	58	56	56	25	56	43
Suffolk	21	35	49	30	35	56	40	49	68	N/A	50	50	50	25	50	38
Tower	N/A	N/A	0	N/A	84	N/A	N/A	49	28	N/A	38	38	38	25	38	23
Wenlock Barn	18	48	44	25	20	17	36	17	22	33	28	26	27	25	27	27
Wick Village	N/A	N/A	N/A	N/A	N/A	N/A	N/A	74	N/A	N/A	74	74	44	25	44	32
Wyke	60	N/A	49	25	N/A	39	N/A	63	35	N/A	44	40	42	25	42	30
TMO Total	41	47	35	26	32	63	45	59	36	38	44	40	39	25	39	28
NHD Total	27	26	28	34	44	32	32	39	34	21	33	33	33	25	33	22
HH Total	29	30	29	33	42	39	35	42	35	24	35	34	34	25	34	23



REPAIRS APPOINTMENTS 01/04/09 - 31/03/10 (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	93.59%	78	98.28%	58	97.37%	76	98.68%	76	93.55%	62	98.75%	80	94.32%	88	97.33%	75	94.37%	71	97.01%	67	97.56%	82	91.76%	85	95.99%	898	
	Clapton Park	40.98%	122	54.37%	103	63.37%	101	77.30%	141	85.86%	99	99.21%	126	98.28%	116	100.00%	124	97.83%	92	95.42%	131	97.35%	113	95.60%	91	83.81%	1359	
	Cranston	100.00%	1	0.00%	1	100.00%	2	100.00%	1	100.00%	1	-	-	-	-	100.00%	1	-	-	-	-	-	-	-	-	-	85.71%	7
	Downs	75.00%	4	100.00%	5	100.00%	6	33.33%	3	100.00%	2	100.00%	3	100.00%	5	100.00%	1	100.00%	3	80.00%	5	100.00%	3	100.00%	2	90.48%	42	
	Lordship South	87.50%	8	60.00%	5	83.33%	12	100.00%	2	100.00%	5	100.00%	5	83.33%	6	100.00%	11	85.71%	7	100.00%	8	100.00%	11	100.00%	5	91.76%	85	
	Suffolk	100.00%	5	100.00%	6	100.00%	5	100.00%	2	100.00%	3	100.00%	3	100.00%	10	100.00%	1	100.00%	2	90.00%	10	100.00%	3	100.00%	1	98.04%	51	
	Tower	87.50%	8	94.12%	17	100.00%	3	100.00%	14	100.00%	11	100.00%	9	92.86%	14	100.00%	28	75.00%	8	100.00%	18	100.00%	17	92.31%	13	96.25%	160	
	Wenlock Barn	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Wyke	100.00%	5	100.00%	6	100.00%	6	50.00%	4	100.00%	4	100.00%	7	80.00%	5	100.00%	8	100.00%	4	90.00%	10	88.89%	9	100.00%	3	92.96%	71	
	Wick Village	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100.00%	1	-	-	-	-	-	-	-	-	-	-	100.0%
Overall TMO Total		85.37%	231	74.13%	201	80.57%	211	84.77%	243	90.37%	187	99.14%	233	95.90%	244	99.20%	250	95.19%	187	95.58%	249	97.48%	238	94.00%	200	89.53%	2674	
HH Neighbourhood Total		92.55%	3183	92.62%	2901	95.08%	3273	96.00%	3551	95.76%	2973	97.30%	3410	95.75%	3579	96.81%	3349	95.98%	2883	96.76%	3424	96.77%	3406	95.90%	2973	95.66%	38905	

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:

This performance indicator is only really of particular relevance for Arden & Clapton Park TMOs, because all the other jobs for the other TMOs are for works that are the responsibility of Hackney Homes Property Services. Arden TMO achieved a consistently good performance throughout the year and by the year end, 95.99% of appointments were kept. Although Clapton Park achieved a lower figure of 83.81% at the year end, this was due to the fact that the TMO commenced the financial year with a disappointing 40.98%. By March 2010, the performance at Clapton Park had improved to 95.6%.

PERFORMANCE AGAINST PRIORITY AS DIRECTLY REPORTED BY THE TMOs

LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time		Qtr 1 09/10		Qtr 2 09/10		Qtr 3 09/10		Qtr 4 09/10		YEAR TO DATE 2009/10		08/09 outturn	
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders
NON DLO <small>(Jobs directly raised and managed by TMOs)</small>	Emergency	92.11%	152	95.57%	271	98.19%	277	95.71%	163	95.83%	863		
	Urgent	91.12%	259	93.66%	584	95.20%	396	94.66%	768	94.02%	2007		
	Normal	98.50%	200	94.68%	451	95.20%	229	99.32%	147	96.20%	1027		
	Non-DLO TMO Total	93.78%	611	94.41%	1306	96.12%	902	95.45%	1078	95.00%	3897		
Non-DLO NH Total		85.67%	3818	88.58%	4388	87.74%	3768	84.02%	4736	86.66%	17169		

LKPIs: 2B, 2C & 5

This displays the percentage of jobs in each priority response band completed per TMO. This does not include the historical figures for repairs that are currently open on the TMO repair system.

Priority banding definitions:

LKPI 2B (Emergency)

make safe within 24 hrs

LKPI 2C (Urgent)

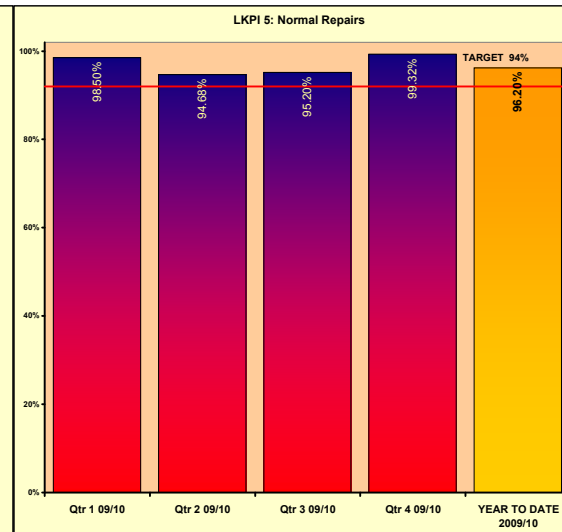
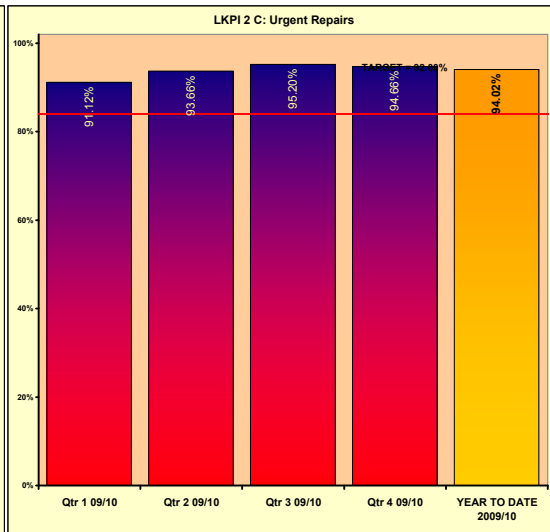
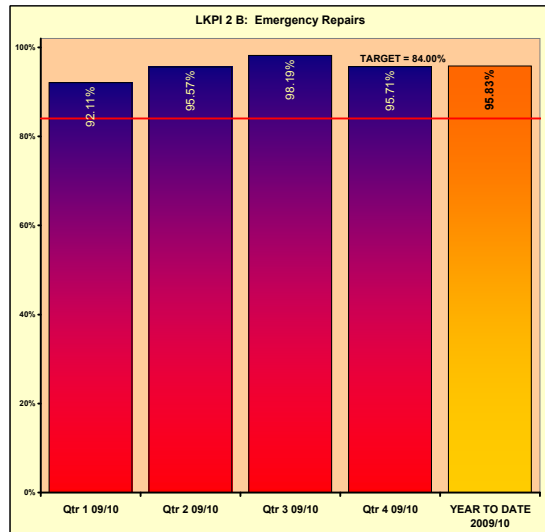
make safe within 5 working days

LKPI 5 (Normal)

repair complete within 20 working days.

Data source: TMO, Data provider: Keron Rhamie Shepherd

NON DLO <small>(Jobs directly raised and managed by TMOs)</small>		Emergency		Urgent		Normal		Non-DLO Total		Downs		Lordship		Suffolk		Wenlock Barnes		Wick Village		Wyke Estate	
		100.00%	11	80.00%	25	100.00%	6	88.10%	42	81.48%	27	100.00%	3	100.00%	5	96.49%	57	100.00%	35	100.00%	25
		80.00%	25							51.85%	27	90.48%	63	100.00%	34	97.17%	460	100.00%	51	96.30%	108
		100.00%	6							100.00%	7	96.77%	31	100.00%	21	100.00%	76	100.00%	6	-	-
		88.10%	42							70.49%	61	92.78%	97	100.00%	60	97.47%	593	100.00%	92	96.99%	133



Comments supplied by Keron Shepherd:

With the exception of Downs TMO, all TMOs are showing stability or progress with their response times. Downs TMO has had an increase in No Accesses from their contractors rendering the turnaround times over the required limit. Downs TMO has received support in this matter on how to ensure appointments are kept by both resident and contractor. Hopefully there should be an improvement over the coming months.

Comments by the Performance Team:

Unable to report the repairs figures for Wick Village and Wyke Estate as the data is not currently available.

LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time		Qtr 1 09/10		Qtr 2 (09/10)		Qtr 3 (09/10)		Qtr 4 (09/10)		YTD	
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders
Arden	Immediate	90.70%	43	87.10%	31	92.31%	65	100.00%	31	92.35%	170
	Emergency	93.33%	90	90.70%	86	97.70%	87	83.85%	130	90.59%	393
	Urgent	91.18%	34	100.00%	28	88.46%	52	73.33%	30	88.19%	144
	Normal	95.60%	318	96.54%	347	96.56%	407	89.45%	436	94.30%	1508
	Total	94.43%	485	95.12%	492	95.58%	611	88.04%	627	93.09%	2215
Clapton Park	Immediate	60.00%	15	93.33%	15	88.24%	34	97.96%	49	89.38%	113
	Emergency	62.69%	134	81.82%	66	83.44%	151	73.21%	56	74.94%	407
	Urgent	57.14%	7	100.00%	18	76.92%	13	62.50%	8	80.43%	46
	Normal	76.43%	683	96.08%	587	98.25%	684	96.55%	667	91.64%	2621
	Total	73.78%	839	94.75%	686	95.01%	882	94.62%	780	89.27%	3187
Cranston	Immediate	85.71%	7	75.00%	4	100.00%	11	85.00%	20	88.10%	42
	Emergency	80.77%	26	80.77%	26	96.00%	25	93.33%	15	86.96%	92
	Urgent		0	100.00%	1	100.00%	1	100.00%	1	100.00%	3
	Normal	94.59%	37	96.77%	31	92.96%	71	77.78%	27	91.57%	166
	Total	88.57%	70	88.71%	62	94.44%	108	84.13%	63	89.77%	303
Downs	Immediate		0	100.00%	2		0	100.00%	1	100.00%	3
	Emergency	88.00%	25	84.00%	25	86.67%	30	91.18%	34	87.72%	114
	Urgent	90.00%	10	92.31%	13	83.33%	12	92.31%	13	89.58%	48
	Normal	100.00%	29	100.00%	27	83.78%	37	100.00%	28	95.04%	121
	Total	93.75%	64	92.54%	67	84.81%	79	94.74%	76	91.26%	286
Lordship	Immediate	75.00%	4	87.50%	8	54.55%	11	72.73%	11	70.59%	34
	Emergency	76.92%	13	85.71%	7	92.86%	14	56.00%	25	72.88%	59
	Urgent	100.00%	22	100.00%	15	94.44%	18	95.45%	22	97.40%	77
	Normal	100.00%	36	97.44%	39	95.74%	47	95.83%	48	97.06%	170
	Total	94.67%	75	95.65%	69	90.00%	90	83.96%	106	90.29%	340
Suffolk	Immediate	83.33%	6	90.00%	10	66.67%	6	100.00%	1	82.61%	23
	Emergency	68.18%	22	86.36%	22	89.66%	29	57.58%	33	74.53%	106
	Urgent	80.00%	10	85.71%	7	94.44%	18	100.00%	14	91.84%	49
	Normal	100.00%	58	98.18%	55	100.00%	63	88.24%	51	96.92%	227
	Total	89.58%	96	93.62%	94	94.83%	116	79.80%	99	89.63%	405
Tower	Immediate	70.00%	10	91.67%	12	50.00%	10	73.33%	15	72.34%	47
	Emergency	61.54%	13	80.00%	5	88.24%	17	63.64%	22	71.93%	57
	Urgent	100.00%	3	100.00%	1	100.00%	4	100.00%	3	100.00%	11
	Normal	97.83%	46	96.55%	58	90.91%	66	92.65%	68	94.12%	238
	Total	87.50%	72	94.74%	76	86.60%	97	84.26%	108	87.82%	353
Wick Village	Immediate	-	0	-	0	100.00%	1	-	0	100.00%	1
	Emergency	0.00%	1	-	0	100.00%	2	50.00%	2	60.00%	5
	Urgent	-	0	100.00%	1	-	0	-	0	100.00%	1
	Normal	100.00%	2	100.00%	4	85.71%	7	50.00%	4	82.35%	17
	Total	66.67%	3	100.00%	5	90.00%	10	50.00%	6	79.17%	24
Wyke	Immediate	100.00%	22	92.86%	14	100.00%	4	100.00%	19	98.31%	59
	Emergency	75.00%	24	82.14%	28	90.24%	41	60.53%	38	77.10%	131
	Urgent	100.00%	9	100.00%	18	91.18%	34	81.82%	22	91.57%	83
	Normal	100.00%	41	96.08%	51	94.92%	59	97.26%	73	96.88%	224
	Total	93.75%	96	92.79%	111	92.75%	138	86.18%	152	90.95%	497
TMO Total		83.94%	1800	94.40%	1662	93.99%	2131	89.64%	2017	90.55%	7610
NHO Total		92.73%	18453	95.38%	19730	94.35%	21865	91.75%	22291	93.28%	89949
HH Total		91.95%	20253	95.30%	21392	94.32%	23996	91.57%	24308	93.28%	89949

LKPI's: 2A, 2C & 5 - This displays the percentage of jobs in each priority response band completed per neighbourhood. Priority banding definitions:
LKPI 2A: Immediate: make safe within 2 hrs **LKPI 2B: Emergency:** make safe within 24 hrs.
LKPI 2C: Urgent: Complete within 5 working days **LKPI 5: Normal:** repair complete within 20 working days.
(includes priorities X and C), Data source: Saffron, Data provider: Performance Team

Comments: This performance indicator is only really of particular relevance for Arden & Clapton Park TMOs, because all the other jobs for the other TMOs are for works that are the responsibility of Hackney Homes Property Services. There was a significant and sustained improvement for Clapton Park TMO from 73.78% of repairs completed on time by the end of the 1st quarter to 94.62% by the end of the 4th quarter. Arden TMO finished the year with 93.09% of repairs completed on time; however there was a slight deterioration in the last quarter.

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

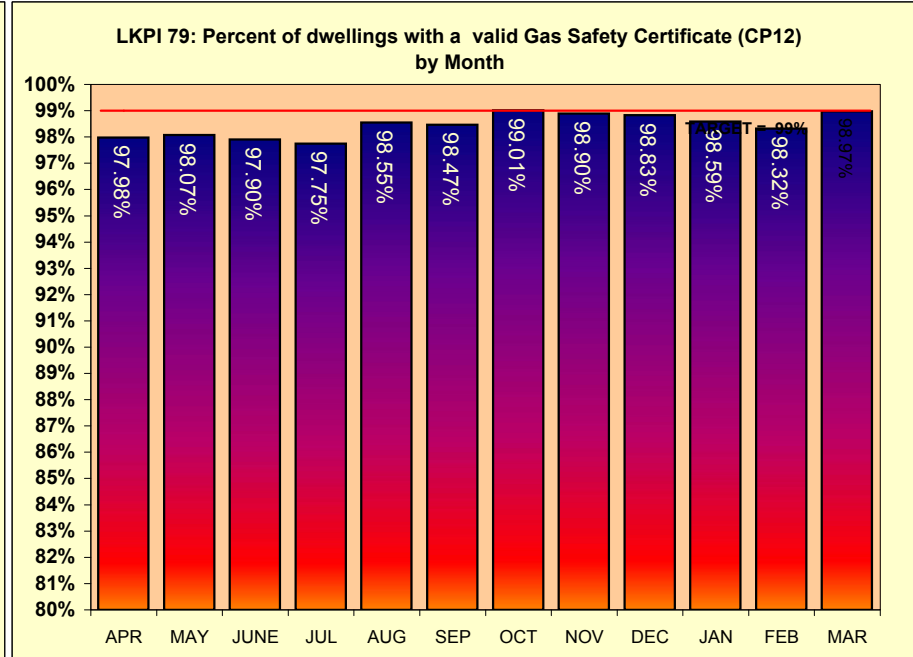
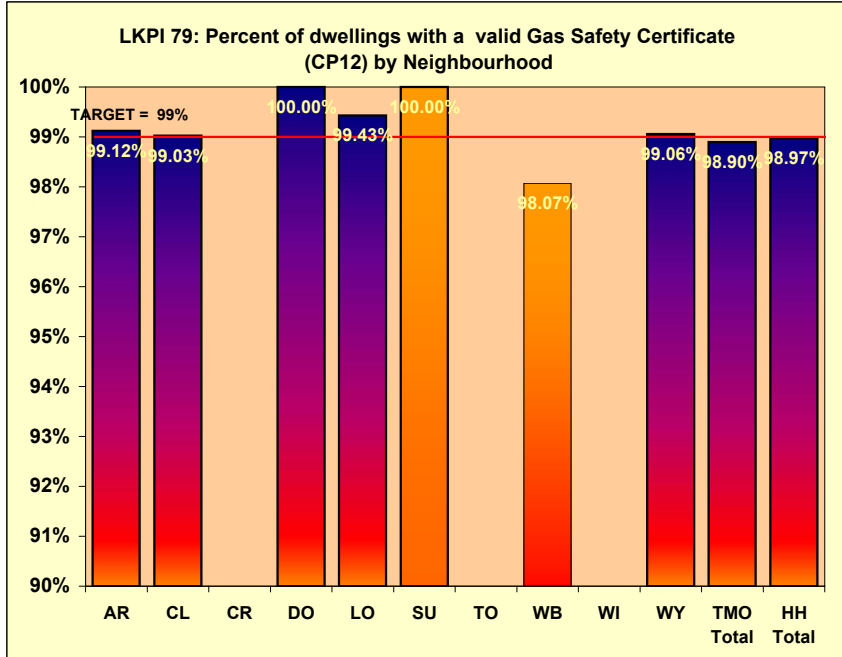
Excluding Gas Carcasses (tests where resident only has pipe work and no boiler or appliance)

Data source: Saffron
Data provider:
Performance Team

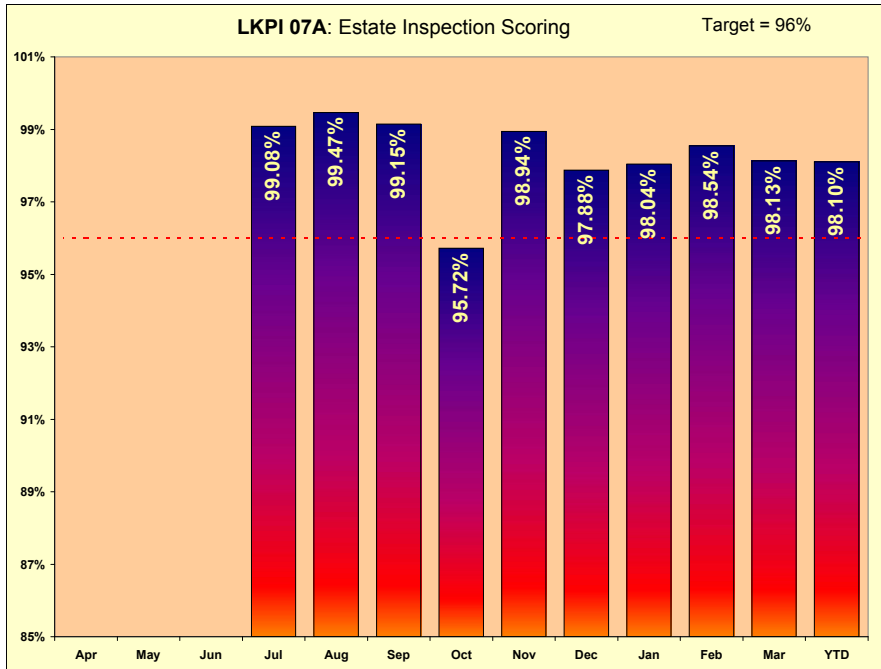
	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Number of CP12's overdue	Average time overdue in weeks	Target
Arden	Not Available								99.78%	98.70%	99.48%	99.12%	4	3.91	99.00%
Clapton Park									97.92%	98.24%	97.86%	99.03%	6	7.92	99.00%
Cranston									-	-	-	-	-	-	99.00%
Downs									-	98.09%	88.21%	100.00%	-	-	99.00%
Lordship South									98.37%	97.83%	86.82%	99.43%	1	4.80	99.00%
Suffolk									99.43%	99.43%	91.94%	100.00%	-	-	99.00%
Tower									-	-	-	-	-	-	99.00%
Wenlock Barn									-	-	99.48%	98.07%	16	4.15	99.00%
Wick Village									-	-	-	-	-	-	99.00%
Wyke									99.06%	98.43%	99.01%	99.06%	3	3.80	99.00%
TMO Total	98.29%	98.67%	98.67%	98.33%	98.83%	98.77%	98.88%	98.66%	98.83%	98.23%	99.77%	98.90%	30	4.86	
Hackney Homes Total	97.98%	98.07%	97.90%	97.75%	98.55%	98.47%	99.01%	98.90%	98.83%	98.59%	98.32%	98.97%	160	6.26	99.00%

Comments

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



LKPI 07A: Estate Inspection Scoring	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Target	YTD 09/10	08/09 outturn	Within the Quarter (Jan - Mar)			
																A's	B's	C's	D's
Arden				100.00%	100.00%	100.00%	94.93%	100.00%	100.00%	100.00%	100.00%	100.00%	96.00%	98.76%		88%	12%	0%	0%
Cranston				100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	96.00%	100.00%		94%	6%	0%	0%
Clapton Park				-	-	-	-	-	96.24%	95.60%	-	97.26%	96.00%	96.30%		87%	10%	2%	1%
Downs				-	-	-	-	-	-	80.95%	76.19%	71.43%	96.00%	76.19%		40%	37%	13%	11%
Lordship				100.00%	100.00%	100.00%	87.65%	100.00%	100.00%	100.00%	100.00%	100.00%	96.00%	98.90%		0%	100%	0%	0%
Suffolk				-	-	-	-	-	88.00%	85.14%	83.56%	79.55%	96.00%	84.59%		83%	0%	5%	12%
Wenlock Barn				-	-	-	97.63%	99.36%	99.34%	98.90%	99.71%	99.48%	96.00%	99.05%		43%	56%	1%	0%
Wick Village				80.00%	96.00%	85.19%	80.00%	80.00%	80.00%	100.00%	100.00%	100.00%	96.00%	88.15%		95%	5%	0%	0%
Wyke Estate				-	97.85%	-	-	-	99.73%	100.00%	100.00%	99.47%	96.00%	99.71%		86%	14%	0%	0%
TMO Total				99.08%	99.47%	99.15%	95.72%	98.94%	97.88%	98.04%	98.54%	98.13%	96.00%	98.10%		69.20%	29.01%	0.93%	0.86%
HH Neighbourhood Total	96.20%	94.40%	93.40%	94.00%	92.80%	92.00%	92.90%	96.10%	95.80%	95.40%	95.19%	93.46%	96.00%	94.31%		52.08%	42.58%	5.17%	0.16%



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

Scoring is based on the numbers of A's and B's as a percentage of all inspections. The definitions for each classification are as follows:- A = Good, B = Acceptable, C = Not passed (re-work) & D = Failed

Comments supplied by Sharene Labonte

The estate inspection performance has made a steady improvement from the previous months, with all nine TMOs now reporting on estate inspections.

The TMO team has carried out various random sample checks on accuracy of data on Downs, Suffolk, Wick and Wyke TMO in the months of February and March 2010. The checks were completed by verifying data and shadowing TMO officers on how to complete an estate inspection form and an on-site estate inspection.

The TMOs have had additional training on how to complete estate inspections using the same set standard of assessment procedure used by the neighbourhood and estate services/ cleaning staff. Each TMO now have copies of the Hackney Homes guide to Estate Environment Standards and Estate Cleaning and Ground Maintenance services.

Note: Measures have been put in place to verify the data of Estate Inspections for Arden, Clapton Park, Cranston, Lordship South and Wenlock Barn TMO by the end of July 2010.

	Neighbourhood/division	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Volume		YTD (09/10)	
															Total due (09/10)	Answer in Time (09/10)		
LKPI 25a: Stage One Complaints	Arden	100.00%	-	-	100.00%	100.00%	100.00%	-	-	0.00%	100.00%	100.00%	100.00%	100.00%	16	15	93.75%	
	Clapton Park	100.00%	100.00%	100.00%	-	66.67%	100.00%	100.00%	0.00%	66.67%	-	100.00%	50.00%	-	16	11	68.75%	
	Cranston	-	-	-	100.00%	-	-	0.00%	-	-	-	-	-	-	2	1	50.00%	
	Downs	-	-	-	-	-	0.00%	-	-	-	0.00%	-	100.00%	0.00%	4	1	25.00%	
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	-	100.00%	2	2	100.00%	
	Suffolk	-	-	50.00%	-	-	-	-	-	-	-	-	-	0.00%	4	1	25.00%	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Wenlock Barn	100.00%	100.00%	100.00%	-	100.00%	100.00%	80.00%	100.00%	100.00%	50.00%	80.00%	100.00%	50.00%	43	33	76.74%	
	Wick Village	-	-	0.00%	-	-	-	100.00%	-	-	-	-	-	100.00%	-	3	2	66.67%
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	TMO Total	100.00%	100.00%	60.00%	100.00%	88.89%	85.71%	75.00%	66.67%	50.00%	75.00%	100.00%	62.50%	60.00%	90	66	73.33%	
	NHD Total	94.29%	96.00%	96.15%	96.43%	96.67%	95.45%	95.00%	93.94%	100.00%	100.00%	93.75%	96.00%	88.89%	297	284	95.62%	
	Resident Services	92.00%	88.89%	75.93%	86.89%	91.43%	87.50%	93.75%	94.00%	89.87%	80.72%	79.73%	88.30%	91.21%	840	734	87.38%	
TOTAL	90.77%	91.09%	81.18%	90.43%	92.66%	89.61%	92.39%	93.02%	88.07%	84.48%	83.16%	86.67%	88.28%	1227	1084	88.35%		
LKPI 25b: Stage Two Complaints	61.90%	0.00%	100.00%	-	100.00%	-	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	50.00%	15	9	60.00%		
LKPI 59: Stage Twos Upheld	64.70%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
LKPI 31: FOI Requests	75.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
LKPI 27: % Ombudsman in target	66.67%	-	-	-	-	-	0.00%	-	-	-	-	-	0.00%	-	2	0	0.00%	
LKPI 72: No. of Ombudsman Items	4	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	
LKPI 22: Board Member Enquiries	100.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
LKPI 23: Members' Enquiries	Arden	-	33.33%	50.00%	-	-	100.00%	-	-	100.00%	100.00%	-	-	-	12	9	75.00%	
	Clapton Park	100.00%	50.00%	-	-	-	-	-	-	-	-	-	-	-	2	0	0.00%	
	Cranston	-	-	-	-	-	-	-	-	-	-	-	-	100.00%	1	1	100%	
	Downs	-	-	-	-	100.00%	-	-	-	-	-	-	-	-	2	2	100.00%	
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Suffolk	-	-	0.00%	-	-	-	-	-	100.00%	-	-	-	-	2	1	50.00%	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Wenlock Barn	66.67%	-	0.00%	-	-	-	-	100.00%	100.00%	-	-	-	100.00%	12	11	91.67%	
	Wick Village	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	TMO Total	71.42%	33.33%	25.00%	66.67%	100.00%	100.00%	-	100.00%	100.00%	100.00%	-	100.00%	66.67%	31	24	77.42%	
	NHD Total	90.00%	61.90%	100.00%	96.00%	100.00%	92.31%	85.71%	93.94%	100.00%	100.00%	92.31%	84.21%	87.23%	283	258	91.17%	
	Housing Services	50.88%	45.45%	80.77%	94.55%	88.24%	78.72%	90.91%	89.71%	97.73%	84.27%	86.00%	83.53%	77.97%	802	674	84%	
TOTAL	64.47%	50.88%	82.61%	93.98%	92.41%	81.97%	88.89%	91.18%	98.21%	88.52%	87.30%	84.55%	79.74%	1116	956	86%		
LKPI 24: Mayor's Enquiries	Arden	-	-	0.00%	100.00%	-	-	100.00%	-	-	-	-	100.00%	100.00%	6	5	83%	
	Clapton Park	-	-	-	-	-	-	100.00%	100.00%	100.00%	-	-	-	100.00%	4	4	100%	
	Cranston	-	-	-	-	-	100.00%	-	-	-	33.33%	0.00%	-	-	5	2	40.00%	
	Downs	-	-	-	-	-	-	-	-	-	100.00%	-	-	-	1	1	100.00%	
	Lordship South	100.00%	0.00%	-	-	-	-	-	-	-	-	-	-	-	1	0	0.00%	
	Suffolk	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Wenlock Barn	57.14%	50.00%	100.00%	-	100.00%	100.00%	50.00%	50.00%	50.00%	-	-	-	100.00%	13	9	69.23%	
	Wick Village	-	-	-	-	-	-	-	0.00%	-	-	-	-	-	1	0	0.00%	
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	TMO Total	62.50%	40.00%	50.00%	100.00%	100.00%	100.00%	80.00%	50.00%	100.00%	50.00%	0.00%	100.00%	100.00%	31	21	67.74%	
	NHD Total	71.43%	33.33%	77.78%	90.91%	91.67%	87.50%	84.62%	100.00%	93.33%	82.35%	100.00%	92.86%	92.86%	152	131	86.18%	
	Housing Services	50.00%	37.50%	55.56%	62.50%	78.57%	56.52%	75.00%	87.50%	86.67%	62.50%	61.90%	69.57%	76.47%	219	149	68.04%	
TOTAL	60.00%	36.36%	65.00%	80.00%	85.71%	66.67%	79.41%	87.50%	90.32%	68.89%	70.00%	78.13%	84.38%	402	301	74.88%		

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, measures from date received to draft response to Mayor's Office)
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:

LKPI 25A – Stage One Complaints

The complaints performance has improved slightly with Arden, Lordship South and Wick Village TMO completing their stage 1 complaints within the agreed Hackney Homes performance target timescale.

The Hackney Homes TMO Team will provide additional advice and guidance to those TMOs who did not meet their targets.

LKPI 23 – Member's enquiries

The TMOs only received two member's enquiries for this quarter.

The TMO team will liaise with Wenlock Barn TMO to identify a way forward on how to improve their performance.

LKPI 24 – Mayor's Enquiries

The Mayor's Enquiries performance has improved significantly prior to the previous months.

All performance targets were met within the agreed Hackney Homes target apart from Cranston TMO. This issue will be addressed with Cranston TMO with the aim of improving the figures for the next quarter.

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

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

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

Area Breakdown	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Outturn 08/09
North East	5,530	5,398	5,398	5,399	5,399	5,399	5,399	5,399	5,401	5,400	5,400	5,402	5,412	5,530
North West	3,195	3,198	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,142	3,195
Homerton	4,597	4,601	4,605	4,605	4,605	4,605	4,605	4,605	4,605	4,605	4,605	4,605	4,607	4,597
DBQ	2,984	2,990	2,996	2,996	2,996	2,996	2,996	2,996	2,996	2,996	2,996	2,996	3,000	2,984
Shoreditch	2,882	2,895	2,896	2,896	2,896	2,896	2,896	2,896	2,896	2,896	2,896	2,896	2,911	2,882
Clapton Park TMO	794	794	794	794	794	794	794	794	794	794	794	794	794	794
Cranston TMO	159	159	159	159	159	159	159	159	159	159	159	159	160	159
Downs TMO	168	170	170	170	170	170	170	170	170	170	170	170	170	168
Lordship TMO	185	186	186	186	186	186	186	186	186	185	186	185	185	185
Suffolk	205	205	205	205	205	205	205	205	205	205	205	205	205	205
Tower TMO	114	114	114	114	114	114	114	114	114	114	114	114	114	114
Wick TMO	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Wyke TMC	333	333	333	333	333	333	333	333	333	333	333	333	333	333
Arden TMO	545	544	544	544	544	544	544	544	544	544	544	544	545	545
Wenlock Barn TMO	1,059	1,059	1,060	1,060	1,060	1,060	1,060	1,060	1,060	1,060	1,060	1,060	1,062	1,059
TOTAL	22,850	22,746	22,701	22,702	22,702	22,702	22,702	22,702	22,704	22,702	22,703	22,704	22,740	22,850

Comments: (supplied by Performance Team)

The recent bulk disposal of Woodberry Down Estate has now been updated on Saffron along with a few leasehold buyback and disposal with a net effect of reducing our managed stock by 124 units. Total Hackney Homes managed properties including leaseholds is now standing at 31, 278.

There are now 22, 615 tenanted properties, this includes 665 voids. In terms of leaseholders there are 7389 leasehold units and 1274 freehold units with service charges.

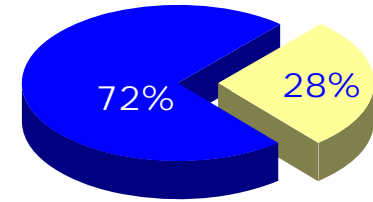
LKPI 40(b): Boroughwide stock breakdown & movements - Leasehold + Freehold with Service Charges

Area Breakdown	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Outturn 08/09
North East	1,986	1,984	1,982	1,980	1,979	1,979	1,979	1,979	1,977	1,977	1,986	1,975	1,974	1,986
North West	1,427	1,428	1,425	1,425	1,425	1,425	1,426	1,425	1,425	1,425	1,427	1,425	1,425	1,427
Homerton	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731
DBQ	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123
Shoreditch	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,061	1,062
Clapton Park	373	373	373	373	373	373	373	373	373	373	373	372	372	373
Cranston	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Downs TMO	40	40	40	40	40	40	40	40	40	40	40	40	40	40
Lordship South	76	76	76	76	76	76	76	76	76	77	76	77	77	76
Suffolk	92	92	92	92	92	92	92	92	92	92	92	92	92	92
Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wick	18	18	18	18	18	18	18	18	18	18	18	18	18	18
Wyke	84	84	84	84	84	84	84	84	84	84	84	84	84	84
Arden	193	194	194	194	194	194	194	194	194	194	193	194	194	193
Wenlock Barns	415	415	415	415	415	415	415	415	415	415	415	415	415	415
TOTAL	8,675	8,675	8,675	8,670	8,667	8,667	8,667	8,667	8,665	8,666	8,675	8,663	8,661	8,675

Percentage of total housing by rentable and leasehold stock

LKPI 40 (a) Rentable = 72%

LKPI 40 (b) Leasehold = 28%



Term	Explanation	Term	Explanation
ABC	Anti-Social Behaviour Contracts	NII	Nothing to report.
AC	Audit Commission	Non-decent	Homes that fail to meet the Decent Homes Standard
ANO	Area Neighbourhood Office	Non-DLO	Not Direct Labour Organisation (ie External Contractors as opposed to HBM)
ACPI	Audit Commission Performance Indicator	Non-urgent Repairs	Repairs that do not have to be completed within H0-H3 timescales
ASBO	Anti-Social Behaviour Order	NP	Not Provided
BME	Black and Minority Ethnic (description of community or individual not of white UK origin)	NSP	Notice of Seeking Possession.
BV	Best Value - an examination of council services introduced by the current government to ensure they are being delivered effectively and give value for money	NTQ	Notice to Quit
BVPI	Best Value performance indicator - government measure for monitoring the ALMO's performance	OHMS	Open housing management system
BVPP	Best Value performance plan	PALM	Performance Against Last Month - Compares the current months performance or quantity with the previous month and displays traffic light indicator
B'Wide	Boroughwide	PI	Performance indicator
CBL	Choice-based lettings - system that allows tenants to bid for properties according to how many housing register points they have	PO	Possession Order
CP12	Gas Safety Certificate	PPD	Prompt Payment Discount
Confidence limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range	RCC	Repairs Call Centre - Call centre for tenants and leaseholders to report repairs
CTA	Court Applications	Re-let	When a new tenancy is created at a previously empty property
Data	Information	Mesne Profits	Money received from an occupant who is in residence without a tenancy attached to it.
Debt pool Reduction	The overall reduction in debt since the start of the financial year	Rent roll	The total amount of rental income due
Development voids	Empty properties that require major repairs work, are awaiting funding or are awaiting disposal	Repair Priorities	Target timescales for completing repairs
DHS	Decent Homes Standard - criteria set down by the government to ensure that social housing meets a minimum standard by 2010	Responsive repairs	A term used for day-to-day repairs requested by tenants
DLO	Direct Labour Organisation (i.e. HBM - Hackney Building Maintenance)	RH	Racial Harassment
HGFA	Housing General Fund Account	RTB	Right to Buy
HH	Hackney Homes	RTL	Right to a Loan
HH1	Form completed when an instance of harassment is first reported	SAP	Standard Assessment Procedure (for energy efficiency), used to measure the efficiency rating of buildings to retain heat etc
HH2	Investigation and recommendation form - contains further details of harassment case and any action taken	Seasonal trend	Variations in performance due to seasonal factors, such as winter and summer periods
HH3	Case conference decision form for harassment	Sheltered	Sheltered accommodation for the elderly and infirm
HLS	Hackney Legal Services	SLA	Service Level Agreement between internal/Council departments
HMIS	Housing Management Information System - Saffron	SLUGS	Short Life User Groups
HMT	Housing Management Team (former - now called SMT: Senior Management Team)	SMT	Senior Management Team
HTS	Housing Trading Services - In house repairs service provider	SPO	Suspended Possession Order
HouseMark	A forum through which housing organisations benchmark performance information	TBA	To Be Agreed
HRA	Housing Revenue Account	TBC	To Be Confirmed
HR	Human Resources	TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
Saffron	Housing management IT system	TMO	Tenant Management Organisation
LA	Local Authority	Top quartile performance	Top quarter performance scores attained during the previous year (used as a benchmark), either on a national or London level
LBBF	London Borough Benchmarking Forum (for example HouseMark)	Turnaround Time	No of days/weeks between a property becoming vacant and being relet to a new tenant
LII	Local Information Indicator	UAO	Unauthorised Occupants
LKPI	Local Key Performance Indicator	Urgent repairs	Repairs to be completed within the H0-H3 priority bandings
LVT	Leasehold Valuation Tribunal	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)
N'HD	Neighbourhood	YTD	Year to Date (March to end of current period)