



PERFORMANCE REPORT March 2011

Tenants Management Organization

INDEX

Page	Data Content
3	Performance summary - key messages
4 - 7	Rent Collection & Arrears
8	Tenancy Management and audits
9	Empty Property Management
10 - 13	Repairs
14	Estate Inspection
15	Complaints
16	Aniti-Social Behaviour
17	Stock Movements
18	Glossary

HACKNEY HOMES TENANT MANAGEMENT ORGANIZATION PERFORMANCE REPORT

REPORTING PERIOD: 1st April 2010 - 31st March 2011

KEY MESSAGES

There has been a mixed performance from the TMOs throughout 2010/11. There has generally been an excellent performance in the management of repairs and estate inspections, which is contrasted by their poorer performance in empty property management, complaints handling and rent collection when compared to the neighbourhood offices, although it is fair to say that some individual TMOs have performed well in some of those areas. Their individual performance will be formally raised at their Annual Reviews, which are due to take place in the autumn of 2011.

Clive Taber ►►► N'Hood Housing Contract Manager

Page 3 of 18

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

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

Definition:

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

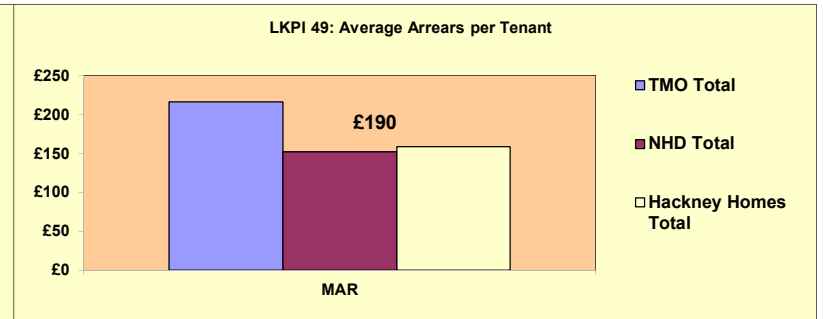
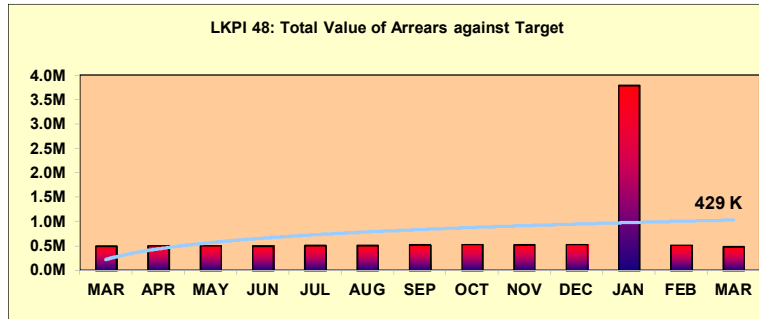
LKPI 49 This PI shows data for the average rent arrears per tenant.

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

Data Source: Saffron
Data provider: HH Finance

LKPI 48: Total Value of Rent Arrears (YTD - £M)	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Targets (10/11)	2009/10 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	165 K	165 K	165 K	158 K	166 K	166 K	164 K	168 K	167 K	171 K	173 K	162 K	146 K	141 K	165 K
Cranston	63 K	63 K	61 K	58 K	61 K	63 K	64 K	64 K	63 K	63 K	64 K	64 K	63 K	54 K	63 K
Downs	36 K	37 K	38 K	38 K	41 K	39 K	39 K	40 K	38 K	34 K	33 K	32 K	31 K	31 K	36 K
Wenlock Barn Estate	211 K	217 K	219 K	222 K	225 K	230 K	236 K	243 K	240 K	244 K	248 K	240 K	223 K	180 K	211 K
Wick Village	28 K	30 K	27 K	26 K	20 K	21 K	23 K	22 K	23 K	24 K	23 K	22 K	23 K	24 K	28 K
TMO Total	502 K	512 K	510 K	503 K	513 K	519 K	526 K	536 K	531 K	535 K	3,799 K	520 K	487 K	429 K	502 K
NHD Total	3.39 M	3.48 M	3.42 M	3.33 M	3.39 M	3.40 M	3.35 M	3.34 M	3.27 M	3.31 M	3.26 M	3.19 M	2.89 M	2.89 M	3.39 M
Hackney Homes Total	£3.89 M	£3.99 M	£3.93 M	£3.83 M	£3.90 M	£3.92 M	£3.88 M	£3.88 M	£3.80 M	£3.85 M	£3.80 M	£3.71 M	£3.38 M	£3.32 M	£3.89 M
Suffolk	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K
Wyke	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K
Total	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K

LKPI 49: Average Arrears per tenant	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Targets (10/11)	2009/10 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	£209	£211	£210	£201	£210	£212	£209	£214	£213	£217	£219	£205	£187	£178	£209
Cranston	£399	£402	£390	£373	£386	£399	£408	£406	£400	£399	£408	£410	£400	£341	£399
Downs	£227	£231	£237	£240	£255	£242	£233	£237	£222	£201	£194	£192	£187	£194	£227
Wenlock Barn Estate	£200	£207	£208	£211	£214	£218	£224	£231	£229	£233	£238	£229	£213	£171	£200
Wick Village	£280	£298	£270	£264	£203	£208	£233	£224	£238	£245	£236	£223	£237	£239	£280
TMO Total	£223	£228	£226	£223	£227	£230	£233	£237	£235	£237	£240	£230	£216	£190	£223
NHD Total	£178	£183	£180	£175	£179	£179	£176	£176	£172	£174	£171	£167	£152	£152	£178
Hackney Homes Total	£179	£188	£185	£181	£184	£185	£182	£182	£179	£180	£178	£174	£158	£156	£179
Suffolk	£1	£0	£0	£198	£198	£198	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	£1
Wyke	£1	£0	£0	£267	£267	£267	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	£1
Total	£1	£0	£0	£466	£466	£466	0 K	0 K	0 K	0 K	0 K	0 K	0 K	£1	£1



Comments (supplied by Pamela Obodo, TMO officer):

LKPI48 - The Performance of the TMO's in relation to rent arrears has been varied throughout the year, with some TMO's performing better than the others.

Wick Village has been consistent throughout the year. They started the year with a debt of £28K which was reduced to £23k by the end of the financial year. The target set was £24k so Wick village has met their target for the year.

Downs TMO - For the last 2 years, Downs TMO has not met their rent arrears target but improved considerably this year. They started the year with a debt of £36k which was reduced to £31k by end of the financial year. The target set was £31k, which they have met for this financial year.

Clapton Park has been consistent throughout the year but missed the target set by a small margin. The target set was £141k. They ended the year with a debt of 146k.

Cranston TMO & Wenlock Barn TMO have not met their targets. This is currently being addressed by the TMO team and measures are being taken to ensure that the targets set for this year/next year are met.

LKPI49 - Average arrears per tenant - Although the target was not met, there has been a consistent reduction. As at week 34, the average arrears per tenant was showing at £235, but by week 52, this has been reduced to £216.

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 (supplied by Performance Team)

Key points to note here is the fact cash collection rates have decreased whilst at the same time Housing Benefit payments are showing an increase. This is consistent with the trends exhibited by the neighbourhoods offices and the borough as a whole.

We are expecting a continuation of this trend in future months, which we feel is a reflection of current economic conditions.

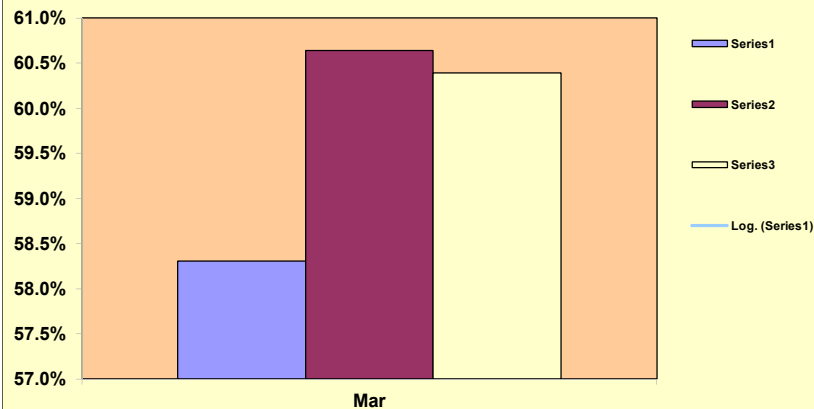
LII 17 - YTD HB as % of Rent Debit (Data source: Saffron) (Formerly LKPI 47a)

TMO	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Targets (10/11)	2009/10 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	61.19%	60.52%	60.58%	61.18%	61.20%	61.28%	61.45%	61.40%	61.48%	61.49%	61.49%	61.61%	61.85%	N/A	61.19%
Cranston	50.48%	52.66%	52.78%	53.11%	52.77%	52.56%	52.42%	52.29%	51.96%	52.03%	51.77%	51.81%	51.41%	N/A	50.48%
Downs	53.46%	54.50%	53.74%	54.05%	53.55%	54.16%	55.10%	55.21%	56.07%	56.43%	56.62%	56.54%	56.39%	N/A	53.46%
Wenlock Barn Estate	55.80%	57.11%	56.80%	56.41%	56.65%	56.68%	56.41%	56.47%	56.38%	56.42%	56.50%	56.74%	57.06%	N/A	55.80%
Wick Village	53.56%	56.46%	57.42%	56.02%	60.16%	59.39%	59.28%	58.98%	58.48%	57.91%	57.73%	57.26%	57.18%	N/A	53.56%
TMO Total	57.09%	57.58%	57.69%	57.73%	57.96%	57.99%	57.98%	57.96%	57.96%	57.98%	58.00%	58.13%	58.31%	N/A	57.09%
HH NHD Total	60.07%	59.62%	60.40%	60.39%	60.47%	60.42%	60.48%	60.54%	60.55%	60.52%	60.51%	60.55%	60.64%	N/A	60.07%
Hackney Homes Total	59.65%	59.85%	60.11%	60.10%	60.19%	60.16%	60.21%	60.26%	60.27%	60.24%	58.00%	60.29%	60.39%	N/A	59.65%
Suffolk	55.77%	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	55.77%
Wyke	55.02%	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	55.02%
Total	55.31%	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	55.31%

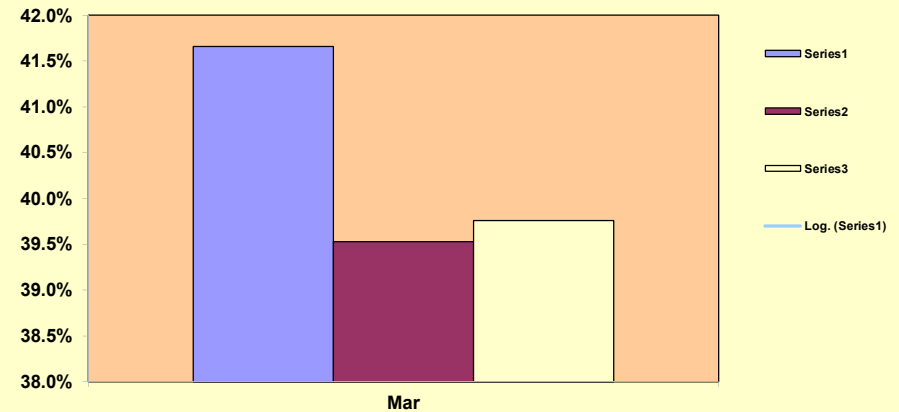
LII 18 - YTD Cash as % of Rent Debit (Data source: Saffron) (LKPI 47b)

TMO	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Targets (10/11)	2009/10 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	39.02%	38.75%	39.13%	39.30%	38.62%	38.53%	38.49%	38.42%	38.39%	38.25%	38.21%	38.42%	38.54%	N/A	39.02%
Cranston	49.07%	46.41%	45.45%	46.81%	46.34%	46.17%	46.31%	46.59%	47.20%	47.27%	47.41%	47.40%	48.00%	N/A	49.07%
Downs	46.76%	43.67%	44.45%	44.68%	44.38%	44.71%	44.18%	43.92%	43.61%	43.91%	43.87%	43.95%	44.19%	N/A	46.76%
Wenlock Barn Estate	44.24%	39.39%	41.65%	42.32%	42.18%	42.14%	42.36%	42.24%	42.61%	42.59%	42.47%	42.48%	42.50%	N/A	44.24%
Wick Village	47.10%	37.39%	43.16%	44.84%	44.09%	43.81%	42.34%	42.74%	42.78%	42.94%	43.19%	43.87%	43.57%	N/A	47.10%
TMO Total	43.01%	40.78%	41.28%	41.83%	41.43%	41.38%	41.38%	41.33%	41.51%	41.49%	41.45%	41.55%	41.66%	N/A	43.01%
HH NHD Total	40.20%	38.06%	38.89%	39.45%	39.12%	39.13%	39.21%	39.15%	39.25%	39.21%	39.28%	39.31%	39.53%	N/A	40.20%
Hackney Homes Total	40.61%	38.77%	39.15%	39.71%	39.37%	39.37%	39.45%	39.39%	39.50%	39.45%	39.51%	39.56%	39.76%	N/A	40.61%
Suffolk	44.21%	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	44.21%
Wyke	44.96%	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	44.96%
Total	44.67%	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	44.67%

LII 17: Monthly profile of HB as % Rent Debit



LII 18: Monthly profile of Cash as % Rent Debit



LKPI 47c YTD Total Collec

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

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

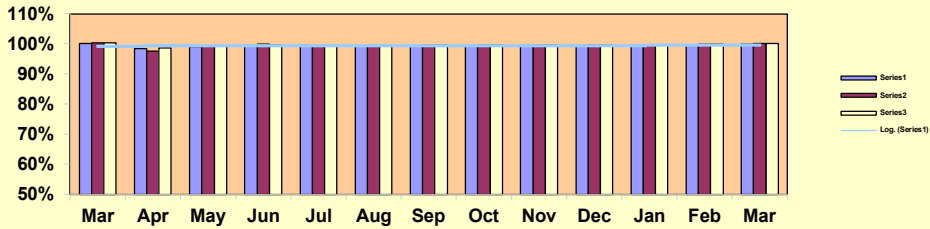
TMO	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Targets (10/11)	2009/10 Outturn
	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
Clapton Park	100.21%	99.26%	99.70%	100.49%	99.82%	99.81%	99.94%	99.82%	99.87%	99.74%	99.70%	100.02%	100.39%	100.30%	100.21%
Cranston	99.55%	99.07%	98.22%	99.93%	99.11%	98.73%	98.73%	98.88%	99.16%	99.30%	99.18%	99.21%	99.41%	100.30%	99.55%
Downs	100.22%	98.18%	98.19%	98.73%	97.93%	98.86%	99.28%	99.13%	99.68%	100.35%	100.49%	100.50%	100.58%	100.30%	100.22%
Wenlock Barn Estate	100.04%	96.50%	98.45%	98.73%	98.82%	98.82%	98.77%	98.70%	98.99%	99.01%	98.97%	99.22%	99.56%	100.30%	100.04%
Wick Village	100.66%	93.85%	100.59%	100.86%	104.25%	103.20%	101.62%	101.71%	101.26%	100.85%	100.91%	101.12%	100.75%	100.30%	100.66%
TMO Total	100.10%	98.36%	98.97%	99.56%	99.39%	99.37%	99.36%	99.29%	99.47%	99.47%	99.45%	99.68%	99.97%	100.30%	100.10%
NHD Total	100.28%	97.68%	99.30%	99.84%	99.59%	99.55%	99.69%	99.69%	99.80%	99.72%	99.79%	99.87%	100.17%	100.30%	100.28%
HH Total	100.25%	98.61%	99.26%	99.81%	99.56%	99.53%	99.66%	99.65%	99.77%	99.70%	99.75%	99.85%	100.15%	100.30%	100.25%
Suffolk	99.98%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.30%	99.98%
Wyke	99.98%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.30%	99.98%
Total	99.98%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.30%	99.98%

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

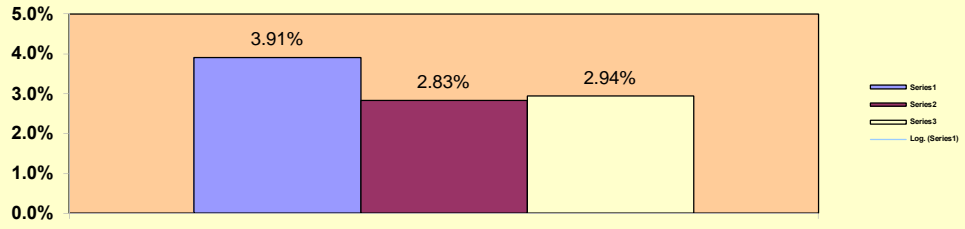
Data source: Saffron
 Data provider: HH Finance

TMO	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Targets (10/11)	2009/10 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	4.05%	5.23%	3.93%	3.76%	3.93%	3.96%	3.94%	4.03%	4.02%	4.13%	4.18%	3.92%	3.23%	N/A	4.05%
Cranston	7.02%	9.22%	6.73%	6.48%	6.73%	6.93%	7.05%	7.05%	6.95%	6.92%	7.07%	7.10%	6.30%	N/A	7.02%
Downs	4.93%	6.42%	4.97%	5.05%	5.46%	5.20%	5.08%	5.18%	4.86%	4.35%	4.18%	4.12%	3.62%	N/A	4.93%
Wenlock Barn Estate	4.30%	5.68%	4.31%	4.37%	4.42%	4.52%	4.66%	4.79%	4.76%	4.85%	4.95%	4.80%	4.05%	N/A	4.30%
Wick Village	5.62%	7.74%	5.27%	5.14%	3.96%	4.06%	4.54%	4.36%	4.62%	4.79%	4.66%	4.44%	4.24%	N/A	5.62%
TMO Total	4.53%	4.45%	4.45%	4.39%	4.47%	4.53%	4.61%	4.70%	4.67%	4.72%	4.77%	4.60%	3.91%	N/A	4.53%
NHD Total	3.70%	4.90%	3.63%	3.53%	3.61%	3.63%	3.58%	3.58%	3.51%	3.56%	3.51%	3.43%	2.83%	N/A	3.70%
HH Total	3.70%	3.73%	3.71%	3.62%	3.70%	3.73%	3.70%	3.70%	3.64%	3.69%	3.64%	3.56%	2.94%	3.23%	3.70%
Suffolk	0.02%	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	0.02%
Wyke	0.02%	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	0.02%
Total	0.02%	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	0.02%

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



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



Comments (supplied by Pamela Obodo):

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 99.97%. Although Wick Village did consistently perform at over 100% collection rate consistently throughout the year as well as Downs TMO, who consistently achieved over 100% collection rate from week 36 – week 52.

LKPI47d - Rent arrears as percentage of the debit has continued to reduce and at week 52 was 3.91%, which was better than 2 years ago when the figure was 5.36%. This shows that over the last 18 months, there has been a marked improvement in the overall performance of the TMO in terms of the rent collection.

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)	10/11 QTR 1	10/11 QTR 2	10/11 QTR 3	10/11 QTR 4	Targets (09/10)	2009/10 Outturn
	Week 13	Week 26	Week 39	Week 52		
Clapton Park	99.16%	99.13%	99.27%	99.35%	N/A	99.03%
Cranston	99.79%	99.40%	99.49%	99.63%	N/A	99.87%
Downs	98.12%	98.30%	98.94%	99.18%	N/A	98.09%
Wenlock Barn Estate	99.32%	99.10%	99.04%	99.11%	N/A	99.31%
Wick Village	97.06%	98.16%	98.25%	98.24%	N/A	96.73%
TMO Total	99.26%	99.03%	99.27%	99.34%	N/A	99.03%
HH Neighbourhood Total	99.25%	99.25%	99.34%	99.45%	N/A	99.25%
Hackney Homes Total	99.25%	99.25%	99.33%	99.42%	98.85%	99.24%
Suffolk	100.00%	100.00%	100.00%	100.00%	N/A	99.98%
Wyke	100.00%	100.00%	100.00%	100.00%	N/A	99.98%
Total	100.00%	100.00%	100.00%	100.00%	N/A	99.98%
LKPI 115 (ex-BVPI 66B) TMO Total	4.57%	3.77%	1.43%	1.33%	N/A	5.49%
LKPI 116 (ex-BVPI 66C) TMO Total	1.46%	2.03%	6.77%	10.25%	N/A	11.72%
LKPI 117 (ex-BVPI 66D) TMO Total	0.19%	0.11%	0.32%	0.36%	0.40%	0.61%

Comments (supplied by Pamela Obodo):

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

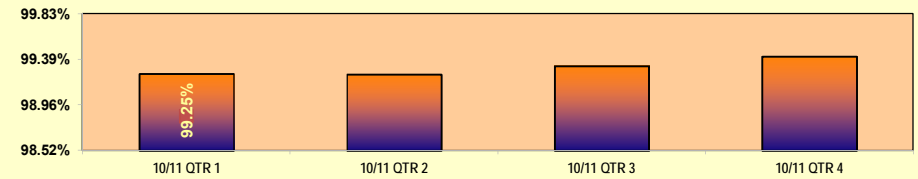
Generally the TMO performances is marginally better than the neighbourhood offices, although both are above target.

BVPI66B - This has gone down from 4.57% in week 13 to 1.33% in week 52. This is showing trend is in the right direction.

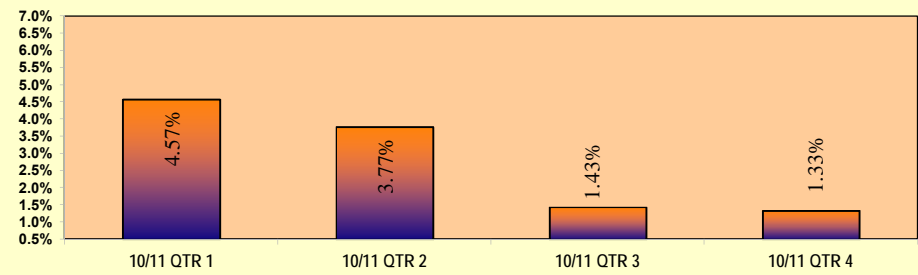
BVPI66c - Given the level of TMO arrears, we would expect the figure to be higher and the TMO Client team will be discussing this with the various TMOs. However there has been a significant increase at week 39, which shows a figure of 6.77%

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

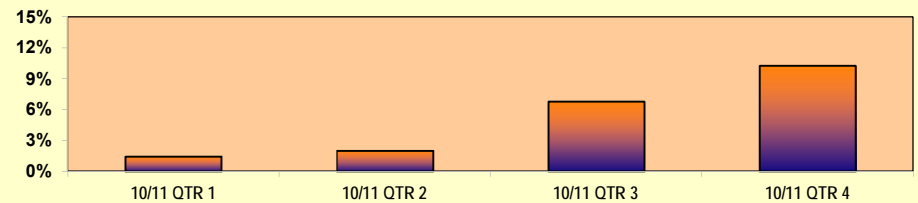
LKPI 114 (ex-BVPI 66A)



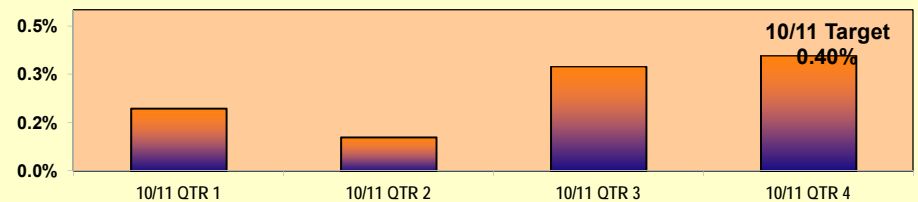
LKPI 115 (ex-BVPI 66B)



LKPI 116 (ex-BVPI 66C)



LKPI117 (ex-BVPI 66D)



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

Neighbourhoods	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	2010/11 Target	Outturn 2009/10
	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	3	3	3	3	3	3	3	3	3	3	3	3	3	N/A	3
Clapton Park	2	2	2	2	2	1	1	1	1	1	1	2	2	N/A	2
Cranston	1	1	1	1	1	1	1	1	1	1	1	1	1	N/A	1
Downs	1	1	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Lordship South	1	1	1	1	0	0	1	1	1	1	1	1	1	N/A	1
Suffolk	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Tower	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wenlock Barn	3	3	3	3	4	3	5	4	3	3	4	4	4	N/A	3
Wick Village	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wyke	0	0	0	0	0	0	0	0	1	1	0	0	1	N/A	0
TMO Total	11	11	10	10	10	8	11	10	10	10	10	11	12	N/A	10
NHD Total	90	92	95	89	94	94	91	93	94	94	98	100	102	N/A	89
HH Total	101	103	105	99	104	102	102	103	104	104	108	111	114	N/A	99

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

Comments (supplied by Alex Heslop):

Note - Arden & Lordship South TMOs' tenancy management function is carried out by the Neighbourhood.

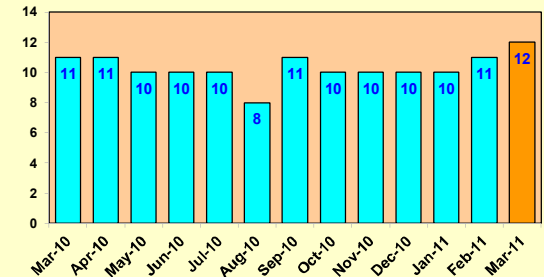
LKPI 45 - The number of MPA's remains fairly constant with the TMOs addressing these cases in a timely manner. Some of these cases involve succession rights which could take a fair bit of time to resolve depending on what investigations are needed. However this will need to be looked at by the TMO Team in detail as some of these MPA's have been on the list for over a year and checks will be made to ensure that the appropriate action is being followed.

LKPI 46b - The TMOs remain low on squatted properties.

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

Neighbourhoods	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	2010/11 Target	Outturn 2009/10
	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	0	0	0	0	0	0	0	0	0	N/A	0
Clapton Park	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Cranston	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Downs	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Lordship South	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Suffolk	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Tower	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wenlock Barn	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wick Village	0	0	0	0	0	0	0	0	0	0	0	1	0	N/A	0
Wyke	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
TMO Total	0	0	0	0	0	0	0	0	0	0	0	1	0	N/A	0
NHD Total	10	14	14	13	11	11	13	13	13	13	14	14	8	N/A	13
HH Total	10	14	14	13	11	11	13	13	13	13	14	15	8	N/A	13

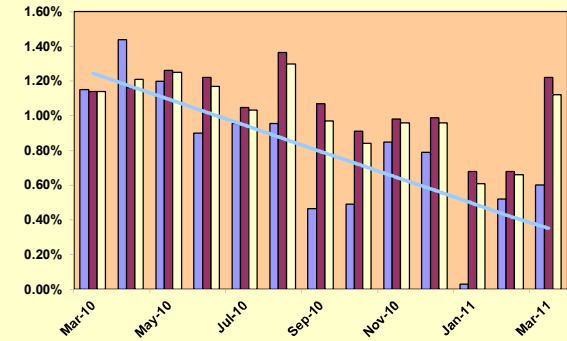
LKPI 45: Mesne Profit Accounts outstanding (YTD) TMO Total



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

Neighbourhoods	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	2010/10 Target	Outturn 2009/10
	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	1.83%	2.20%	2.02%	1.65%	2.02%	1.28%	0.92%	0.92%	1.28%	1.10%	1.28%	0.37%	0.37%	N/A	1.65%
Clapton Park	0.50%	1.13%	0.63%	0.63%	0.50%	0.88%	0.50%	0.88%	0.63%	0.50%	0.38%	0.38%	0.50%	N/A	0.63%
Cranston	1.25%	1.25%	1.88%	0.63%	0.00%	0.63%	1.25%	0.00%	0.63%	0.00%	0.00%	1.25%	1.25%	N/A	0.63%
Downs	5.29%	5.29%	5.29%	6.47%	5.29%	4.71%	2.35%	0.59%	0.59%	0.59%	0.00%	0.00%	0.59%	N/A	6.47%
Lordship South	1.61%	2.70%	2.70%	2.16%	2.70%	1.62%	0.54%	2.16%	0.00%	0.00%	0.00%	0.00%	0.00%	N/A	2.16%
Suffolk	2.93%	2.44%	1.95%	0.00%	0.98%	1.46%	0.00%	0.00%	1.46%	1.46%	0.00%	0.00%	0.49%	N/A	0.00%
Tower	1.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.88%	0.88%	0.00%	0.88%	0.00%	N/A	0.00%
Wenlock Barn	0.47%	0.47%	0.38%	0.00%	0.19%	0.47%	0.00%	0.09%	0.85%	0.94%	0.00%	0.09%	0.66%	N/A	0.00%
Wick Village	1.00%	3.00%	0.00%	0.90%	0.00%	0.00%	0.00%	0.00%	3.00%	3.00%	0.00%	8.00%	0.00%	N/A	0.90%
Wyke	0.30%	0.90%	0.90%	1.17%	0.60%	0.30%	0.30%	0.00%	0.30%	0.30%	0.00%	0.60%	1.50%	N/A	1.17%
TMO Total	1.15%	1.44%	1.20%	0.90%	0.95%	0.95%	0.46%	0.49%	0.85%	0.79%	0.03%	0.52%	0.60%	N/A	0.90%
NHD Total	1.14%	1.16%	1.26%	1.22%	1.05%	1.36%	1.07%	0.91%	0.98%	0.99%	0.68%	0.68%	1.22%	N/A	1.22%
HH Total	1.14%	1.21%	1.25%	1.17%	1.03%	1.30%	0.97%	0.84%	0.96%	0.96%	0.61%	0.66%	1.12%	N/A	1.17%

LKPI 34 YTD Relettable Voids as % of Stock



Definition:

BVPI 212

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

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

Data provider: Performance Team

Comments (supplied by Alex Heslop):

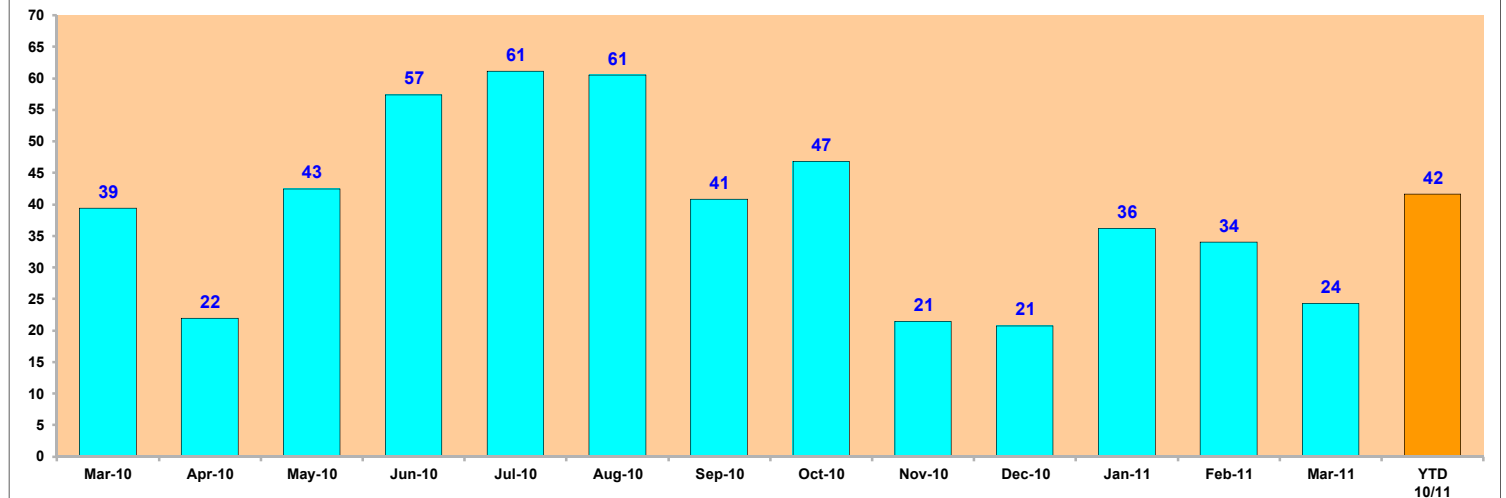
The TMOs have had rather an erratic year in terms of re-letting empty properties. They got off to a good start in April 2010 with an average turnaround time of 22 days and well within the target of 33 days; however between then and 31st March 2011 there were many peaks and troughs. The final year end average performance was 42 days.

5 TMOs were able to meet the target: Arden (27 days), Clapton Park (23 days), Cranston (31 days), Tower (26 days) and Wick Village (26 days). There was a dip in the performance of Lordship South, Suffolk and Wenlock Barn TMOs, which will need to be addressed by the TMO Section and the individual TMOs. Wyke TMO narrowly missed the target by 5 days, when you discount the month of October when there was one property with a very high turnaround time, their performance was very good for the remaining months.

BVPI 212 Average re-let time

TMO	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Target 10/11 (days)	YTD 10/11	2009/10
	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	39	7	39	12		22	45	22	23	14	13	33	35	33	27	39
Clapton Park	28	21	16	20	31	80	31	9	14	9	26	25	15	33	23	28
Cranston	33		7	35	63		21					28		33	31	33
Downs	153		89	147	128	123	48	26	46					33	90	153
Lordship South	56		89	67	97	76	63	41						33	74	56
Suffolk	50		75	93	74	47	35		28		50			33	55	50
Tower	38	42								35		7	21	33	26	38
Wenlock Barn	27	15	41	70	28	28	42		14	33	49	57	28	33	41	27
Wick Village	44	35							7	32				33	26	44
Wyke	42		32	4	25	21		260		18	14	7		33	38	42
TMO Total	39	22	43	57	61	61	41	47	21	21	36	34	24	33	42	40
NHD Total	33	33	29	32	26	32	32	26	21	19	26	27	22	33	27	33
HH Total	34	31	32	37	32	37	34	28	21	19	27	28	22	33	29	34

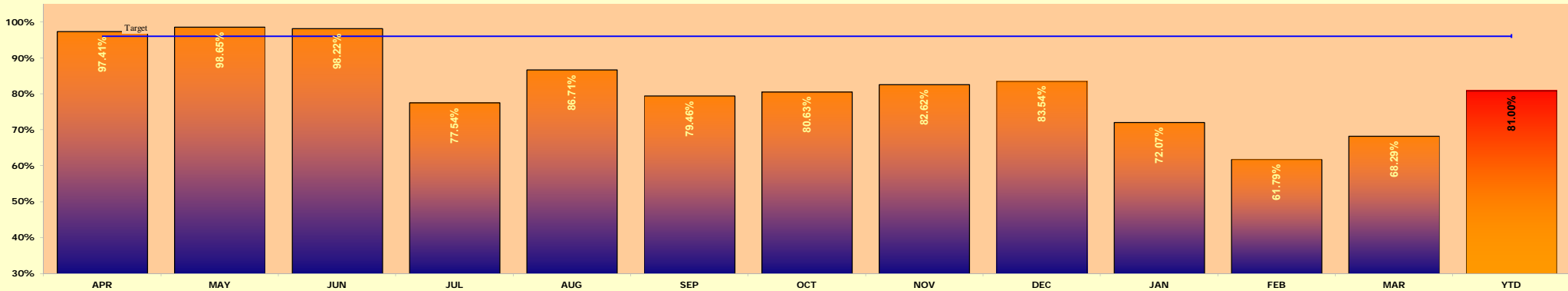
BVPI 212, TMO Average re-let time (calendar days) monthly Performance



REPAIRS APPOINTMENTS (Responsibility of Property Services)

LKPI 6: Monthly Percentage of responsive repairs appointments made and kept		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	98.57%	70	100.00%	81	98.67%	75	100.00%	63	96.05%	76	96.25%	80	100.00%	66	96.61%	59	96.00%	50	92.86%	42	90.48%	21	91.67%	12	97.41%	695	
	Clapton Park	97.06%	102	99.07%	108	96.91%	97	69.23%	104	73.33%	75	54.02%	87	58.78%	131	59.65%	114	57.02%	114	52.22%	180	33.71%	178	44.76%	105	63.44%	1395	
	Cranston	50.00%	2					100.00%	1	100.00%	1	100.00%	1	100.00%	6	100.00%	6	100.00%	6	100.00%	3	100.00%	4				96.67%	30
	Downs	100.00%	1	100.00%	1	100.00%	3	100.00%	4	75.00%	8	88.89%	9	71.43%	7	100.00%	13	100.00%	12	90.91%	11	100.00%	6	85.71%	7	91.46%	82	
	Lordship South	100.00%	6	83.33%	6	100.00%	7	60.00%	25	81.58%	38	95.83%	24	83.87%	31	92.86%	14	100.00%	17	87.88%	33	97.44%	39	82.61%	23	87.07%	263	
	Suffolk			100.00%	6	100.00%	10	55.56%	9	66.67%	12	85.71%	21	100.00%	18	85.71%	14	100.00%	16	93.33%	15	78.57%	14	88.89%	9	87.50%	144	
	Tower	100.00%	10	92.31%	13	100.00%	14	100.00%	6	100.00%	13	100.00%	11	100.00%	16	100.00%	15	93.75%	16	100.00%	16	100.00%	19	100.00%	13	98.77%	162	
	Wenlock Barn					100.00%	15	71.93%	57	96.23%	53	78.69%	61	88.89%	63	98.28%	58	100.00%	77	83.93%	56	92.86%	42	100.00%	31	90.06%	513	
	Wyke	100.00%	2	100.00%	8	100.00%	3	100.00%	4	100.00%	10	100.00%	3	100.00%	13	91.67%	12	92.86%	14	95.00%	20	90.91%	11	100.00%	5	96.19%	105	
	Wick Village					100.00%	1	100.00%	3													100.00%	1			100.0%	5	
	Overall TMO Total	97.41%	193	98.65%	223	98.22%	225	77.54%	276	86.71%	286	79.46%	297	80.63%	351	82.62%	305	83.54%	322	72.07%	376	61.79%	335	68.29%	205	81.00%	3394	
HH Neighbourhood Total	97.00%	433	98.35%	424	96.48%	511	95.46%	485	96.10%	462	94.55%	477	96.92%	520	98.38%	555	98.01%	604	97.09%	549	98.56%	486	97.29%	369	97.04%	5875		

Appointments TMO YTD totals



LKPI 06 (Formerly BVPI 185)

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

Data source: Saffron

Data provider: Performance Team

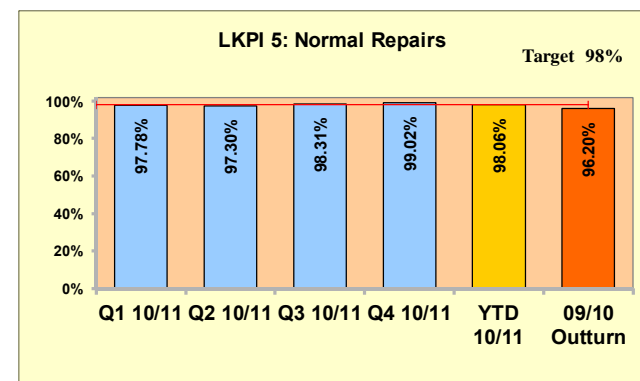
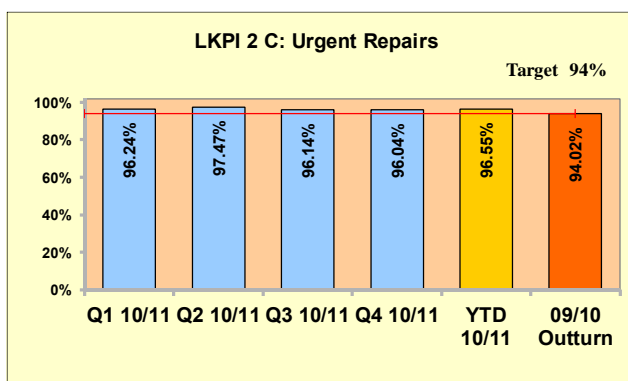
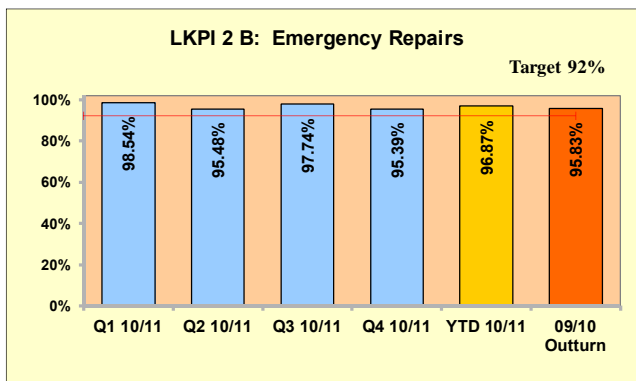
Comments (Provided by the Performance Team):

The performances reported here represents Property Services performances for the relevant TMO's. The trend here would suggest the year began fairly well, with the first three months showing an above target performance. The attainments have with effect from July onwards dipped considerably; with the last three months performances showing the worst.

The cumulative performance at year end is showing an attainment level of 81%, which is 5 percentage points below target and is also significantly below the performances achieved for neighbourhoods.

Clearly this is an area requiring further improvements with effect from 2011/12.

LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time		Qtr 1 (10/11)		Qtr 2 (10/11)		Qtr 3 (10/11)		Qtr 4 (10/11)		10/11 YTD		2009/10 Outturn	
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders
Cranston	Emergency	100.00%	14	89.47%	19	100.00%	1	100.00%	8	95.24%	42	92.86%	42
	Urgent	97.37%	38	100.00%	34	95.65%	23	97.87%	47	97.89%	142	93.30%	209
	Normal	100.00%	7	100.00%	7	100.00%	7	100.00%	12	100.00%	33	90.91%	22
	Total	98.31%	59	96.67%	60	96.77%	31	98.51%	67	97.70%	217	93.04%	273
Downs	Emergency	100.00%	22	100.00%	34	100.00%	15	100.00%	3	100.00%	74	77.22%	79
	Urgent	100.00%	27	100.00%	37	100.00%	40	100.00%	34	100.00%	138	70.33%	91
	Normal	100.00%	18	100.00%	14	100.00%	20	100.00%	12	100.00%	64	100.00%	23
	Total	100.00%	67	100.00%	85	100.00%	75	100.00%	49	100.00%	276	76.68%	193
Lordship	Emergency	90.00%	10	The repairs are being recorded by the call centre as of July 2010. Therefore the performance for Lordship is now reported as part of the TMO call centre performance (see next page).						90.00%	10	83.33%	24
	Urgent	96.55%	29							96.55%	29	89.23%	130
	Normal	100.00%	19							100.00%	19	94.87%	117
	Total	96.55%	58							96.55%	58	91.14%	271
Suffolk	Emergency	100.00%	2	100.00%	1	100.00%	7	100.00%	8	100.00%	18	90.63%	32
	Urgent	100.00%	28	97.92%	48	100.00%	38	100.00%	39	99.35%	153	92.86%	112
	Normal	100.00%	31	100.00%	34	100.00%	18	96.77%	31	99.12%	114	95.24%	126
	Total	100.00%	61	98.80%	83	100.00%	63	98.72%	78	99.30%	285	93.70%	270
Wenlock Barn	Emergency	97.73%	44	98.55%	69	91.89%	37	100.00%	26	97.16%	176	98.68%	531
	Urgent	97.27%	330	97.38%	381	94.78%	345	95.95%	173	96.42%	1229	95.64%	1148
	Normal	98.51%	268	96.36%	220	98.01%	151	100.00%	146	98.09%	785	95.73%	585
	Total	97.82%	642	97.16%	670	95.50%	533	97.97%	345	97.08%	2190	96.38%	2264
Wick Village	Emergency	100.00%	70	100.00%	37	100.00%	60	100.00%	40	100.00%	207	99.10%	111
	Urgent	100.00%	28	100.00%	31	100.00%	22	100.00%	18	100.00%	99	98.96%	96
	Normal	100.00%	39	100.00%	37	100.00%	85	100.00%	87	100.00%	248	100.00%	152
	Total	100.00%	137	100.00%	105	100.00%	167	100.00%	145	100.00%	554	99.44%	359
Wyke	Emergency	97.73%	44	84.62%	39	98.25%	57	89.55%	67	92.75%	207	100.00%	44
	Urgent	92.43%	185	96.13%	181	96.75%	154	91.40%	93	94.45%	613	97.29%	221
	Normal	78.26%	23	95.24%	21	85.71%	14	89.47%	19	87.01%	77	100.00%	2
	Total	92.06%	252	94.19%	241	96.44%	225	90.50%	179	93.42%	897	97.75%	267
Overall TMO Score	Emergency	98.54%	206	95.48%	199	97.74%	177	95.39%	152	96.87%	734	95.83%	863
	Urgent	96.24%	665	97.47%	712	96.14%	622	96.04%	404	96.55%	2403	94.02%	2007
	Normal	97.78%	405	97.30%	333	98.31%	295	99.02%	307	98.06%	1340	96.20%	1027
	Total	97.10%	1276	97.11%	1244	96.98%	1094	96.99%	863	97.05%	4477	95.00%	3897
Neighbourhood Non-DLO		89.56%	3572	89.20%	3388	95.84%	3608	95.83%	2180	92.31%	12748	86.95%	16633



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

Comments (supplied by Alex Heslop)
 There has been a significant improvement in the performance of the TMOs that use their own contractors or directly employed handypersons. Downs and Wick Village TMOs completed 100% of their emergency, urgent and routine repairs on time. The majority of the other TMOs also improved their performance throughout the year, so that the average year end performance improved from 95% in March 2010 to 97.05% in March 2011. By contrast 95.51% of the repairs in the Neighbourhood Offices were completed on time by March 2011.

LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time		Qtr 1 (10/11)		Qtr 2 (10/11)		Qtr 3 (10/11)		Qtr 4 (10/11)		10/11 YTD		2009/10 Outturn	
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders
Arden	Emergency	93.75%	112	91.67%	96	98.97%	97	100.00%	70	95.73%	375	91.12%	563
	Urgent	88.89%	18	93.55%	31	70.37%	27	100.00%	23	87.88%	99	88.19%	144
	Normal	98.59%	354	98.93%	280	97.19%	285	94.85%	136	97.82%	1055	94.30%	1508
	Total	97.11%	484	96.81%	407	95.84%	409	96.94%	229	96.66%	1529	93.09%	2215
Clapton Park	Emergency	80.00%	90	89.86%	69	94.34%	106	97.59%	83	90.52%	348	78.08%	520
	Urgent	100.00%	3	77.78%	27	100.00%	9	88.89%	9	85.42%	48	80.43%	46
	Normal	95.90%	586	92.16%	370	88.46%	572	92.09%	721	92.17%	2249	91.64%	2621
	Total	93.81%	679	90.99%	466	89.52%	687	92.62%	813	91.83%	2645	89.27%	3187
Cranston	Emergency	90.63%	32	80.00%	20	100.00%	26	90.48%	21	90.91%	99	87.31%	134
	Urgent	100.00%	2	100.00%	6	50.00%	4	100.00%	5	88.24%	17	100.00%	3
	Normal	77.78%	9	100.00%	19	94.44%	36	95.83%	24	94.32%	88	91.57%	166
	Total	88.37%	43	91.11%	45	93.94%	66	94.00%	50	92.16%	204	89.77%	303
Downs	Emergency	85.71%	14	95.24%	21	100.00%	36	100.00%	11	96.34%	82	88.03%	117
	Urgent	91.67%	12	92.31%	13	100.00%	10	100.00%	2	94.59%	37	89.58%	48
	Normal	90.91%	44	86.84%	38	94.12%	68	97.62%	42	92.71%	192	95.04%	121
	Total	90.00%	70	90.28%	72	96.49%	114	98.18%	55	93.89%	311	91.26%	286
Lordship	Emergency	89.47%	19	90.48%	21	90.91%	22	91.30%	23	90.59%	85	72.04%	93
	Urgent	100.00%	11	93.75%	48	96.30%	27	100.00%	47	96.99%	133	97.40%	77
	Normal	95.35%	43	98.59%	71	99.15%	117	97.27%	110	97.95%	341	97.06%	170
	Total	94.52%	73	95.71%	140	97.59%	166	97.22%	180	96.60%	559	90.29%	340
Suffolk	Emergency	68.42%	19	91.67%	24	92.31%	39	88.24%	34	87.07%	116		
	Urgent	90.91%	11	75.86%	29	78.95%	19	100.00%	3	80.65%	62		
	Normal	88.68%	53	88.00%	50	93.90%	82	94.92%	59	91.80%	244		
	Total	84.34%	83	85.44%	103	91.43%	140	92.71%	96	88.86%	422		
Wenlock Barn	Emergency	90.91%	11	84.21%	95	96.38%	138	94.85%	136	92.63%	380	75.97%	129
	Urgent	100.00%	8	86.71%	158	94.68%	94	92.59%	54	90.45%	314	91.84%	49
	Normal	100.00%	6	92.25%	129	97.46%	315	98.65%	222	96.88%	672	96.92%	227
	Total	96.00%	25	87.96%	382	96.71%	547	96.60%	412	94.22%	1366	89.63%	405
Tower	Emergency	88.89%	27	85.19%	27	90.32%	31	94.12%	17	89.22%	102	72.12%	104
	Urgent	100.00%	2	0.00%	1	50.00%	4	100.00%	3	70.00%	10	100.00%	11
	Normal	89.80%	49	96.00%	50	96.77%	62	97.53%	81	95.45%	242	94.12%	238
	Total	89.74%	78	91.03%	78	92.78%	97	97.03%	101	92.94%	354	87.82%	353
Wick Village	Emergency	100.00%	2	100.00%	2	50.00%	2	100.00%	2	87.50%	8	66.67%	6
	Urgent	100.00%	1							100.00%	1	100.00%	1
	Normal	100.00%	1	100.00%	6	100.00%	6	100.00%	2	100.00%	15	82.35%	17
	Total	100.00%	4	100.00%	8	87.50%	8	100.00%	4	95.83%	24	79.17%	24
Wyke	Emergency	93.18%	44	73.91%	23	90.00%	50	97.14%	35	90.13%	152	83.68%	190
	Urgent	100.00%	15	92.31%	13	95.45%	22	85.71%	7	94.74%	57	91.57%	83
	Normal	100.00%	48	100.00%	24	100.00%	53	98.39%	62	99.47%	187	96.88%	224
	Total	97.20%	107	88.33%	60	95.20%	125	97.12%	104	95.20%	396	90.95%	497
TMO Total		94.11%	1646	91.65%	1761	93.85%	2359	94.96%	2044	93.70%	7810	90.55%	7610
NHO Total		94.74%	18514	95.02%	18201	94.97%	21407	97.28%	19652	95.51%	77774	93.28%	89949
HH Total		94.69%	20160	94.72%	19962	94.86%	23766	97.06%	21696	95.35%	85584	93.28%	89949

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

Comments (supplied by Alex Heslop): These repairs indicators are only relevant for Arden, Clapton Park and Lordship South TMOs, as the majority of repairs for the other TMOs fall within the retained repair responsibilities of Hackney Homes. Arden's overall performance increased from 93.09% in March 2010 to 96.66% by March 2011; however there was a slight deterioration in their response rates to urgent repairs from 88.19% in March 2010 to 87.88% in March 2011. Lordship South's performance improved from 90.29% in March 2010 to 96.6% in March 2011. Clapton Park achieved a slight improvement from 89.27% in March 2010 to 91.83% in March 2011; there will need to be some analysis as to why the performance of Clapton Park is significantly lower than the other 2 TMOs and the performance of Hackney Homes.

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)

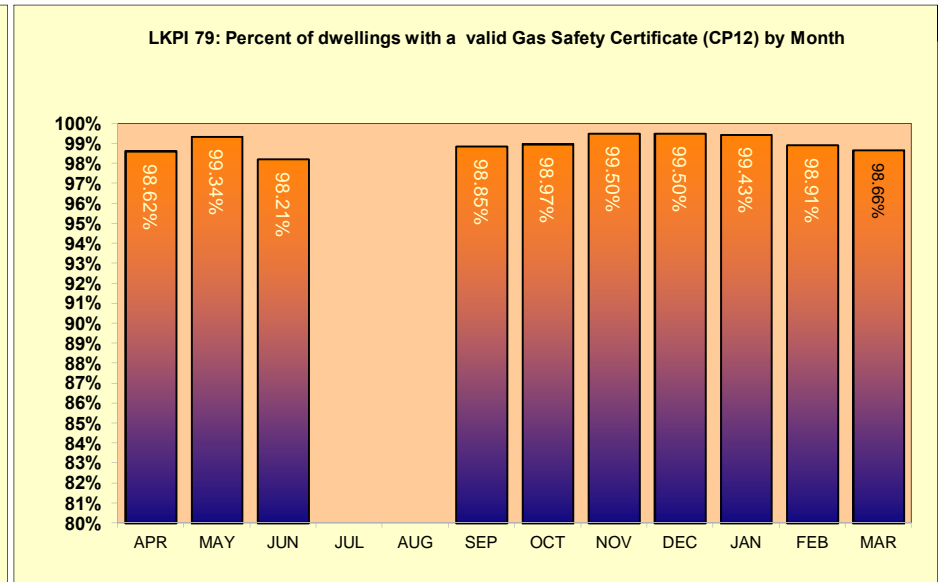
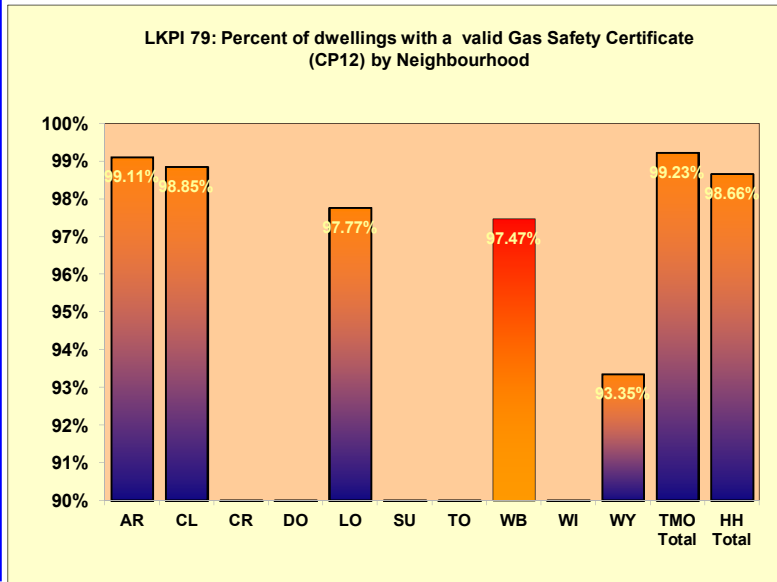
Data source: Saffron
Data provider: Performance Team

Comments (provided by the Performance Team)

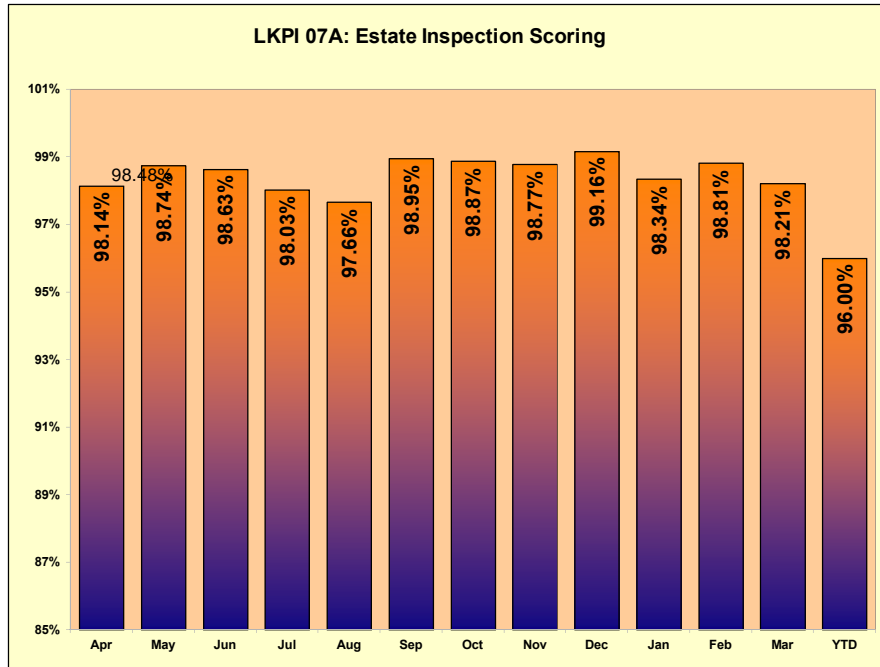
The overall performance for Hackney Homes shows that we did not achieve our target. However, the collective performances for TMO as whole shows an above target performance.

A key factor for the reduced performance is linked to the recent Magistrates Court decision to deny Hackney Homes access right applications. Until this situation improves we may continue experience problems.

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Number of CP12's overdue	Average time overdue in weeks	Target			
Arden	98.90%	99.78%	97.32%	Data Not Available Following Transfer to UH System			99.56%	99.78%	99.56%	99.34%	99.12%	98.90%	99.11%	4	6.17	99.20%		
Clapton Park	98.69%	99.84%	99.02%				98.86%	99.51%	99.67%	99.67%	99.51%	99.51%	98.85%	7	5.18	99.20%		
Cranston	-	-	-				-	-	-	-	-	-	-	-	-	-	-	99.20%
Downs	99.36%	-	98.70%				-	100.00%	100.00%	100.00%	-	98.78%	-	-	-	-	-	99.20%
Lordship South	98.27%	99.42%	97.69%				99.44%	99.44%	100.00%	100.00%	-	-	97.77%	1	2.67	99.20%		
Suffolk	-	99.43%	98.86%				98.86%	99.43%	98.86%	99.43%	-	-	-	-	-	-	-	99.20%
Tower	-	-	-				-	-	-	-	-	-	-	-	-	-	-	99.20%
Wenlock Barn	98.07%	99.28%	99.04%				98.92%	99.28%	100.00%	99.76%	98.44%	97.48%	97.47%	4	10.34	99.20%		
Wick Village	-	-	-				-	-	-	-	-	-	-	-	-	-	-	99.20%
Wyke	99.04%	99.68%	98.10%				98.44%	98.75%	99.69%	99.69%	95.92%	93.38%	93.35%	5	5.41	99.20%		
TMO Total	98.67%	99.60%	98.52%				99.05%	99.42%	99.74%	99.67%	99.53%	99.23%	99.23%	21	6.28	99.20%		
Hackney Homes Total	98.62%	99.34%	98.21%				98.85%	98.97%	99.50%	99.50%	99.43%	98.91%	98.66%	209	6.30	99.20%		



LKPI 07A: Estate Inspection Scoring	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	YTD	Target	09/10 outturn	Within the Quarter (Jul - Sep)			
																A's	B's	C's	D's
Arden	100.00%	100.00%	100.00%	100.00%	99.39%	100.00%	100.00%	100.00%	-	100.00%	100.00%	100.00%	99.96%	96.00%	98.76%	100%	0%	0%	0%
Cranston	100.00%	-	-	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.11%	99.45%	99.81%	96.00%	100.00%	94%	6%	0%	0%
Clapton Park	97.44%	97.07%	-	97.27%	97.33%	97.17%	100.00%	-	-	97.39%	97.48%	97.56%	97.36%	96.00%	96.30%	88%	9%	2%	0%
Downs	70.00%	86.67%	85.71%	77.27%	81.82%	-	-	90.48%	90.48%	77.27%	86.36%	68.00%	79.83%	96.00%	76.19%	51%	26%	9%	14%
Lordship	100.00%	100.00%	100.00%	98.08%	99.03%	100.00%	97.78%	97.06%	-	100.00%	100.00%	94.12%	98.76%	96.00%	98.90%	3%	95%	2%	0%
Suffolk	80.60%	86.05%	93.48%	94.20%	88.57%	85.42%	90.67%	94.00%	94.67%	100.00%	100.00%	99.00%	92.20%	96.00%	84.59%	99%	1%	1%	0%
Wenlock Barn	98.68%	99.19%	99.36%	98.46%	99.44%	100.00%	98.60%	98.94%	99.61%	100.00%	99.44%	99.44%	99.19%	96.00%	99.05%	42%	58%	0%	0%
Wick Village	100.00%	100.00%	100.00%	-	-	-	-	-	100.00%	72.00%	76.00%	76.00%	87.50%	96.00%	88.15%	63%	12%	0%	25%
Wyke Estate	100.00%	100.00%	100.00%	100.00%	-	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	96.00%	99.71%	92%	8%	0%	0%
TMO Total	98.14%	98.74%	98.63%	98.03%	97.66%	98.95%	98.87%	98.77%	99.16%	98.34%	98.81%	98.21%	98.48%	96.00%	98.10%	81.52%	16.97%	0.83%	0.68%
HH Neighbourhood Total	93.90%	94.60%	93.10%	93.90%	96.20%	95.50%	97.10%	97.20%	96.80%	96.50%	97.30%	98.00%	95.82%	96.00%	94.31%	46.66%	51.04%	2.27%	0.03%



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 Alex Heslop):
 6 TMOs met or exceeded the target of 96% (Arden, Clapton Park, Cranston, Lordship South, Wenlock Barn and Wyke). Wick Village and Downs TMO ended the year significantly below the target; however the performance for Wick had been 100% until the last quarter. Although Suffolk TMO only achieved 92.2%, their performance significantly improved in the last quarter. Overall the TMOs achieved a collective performance of 98.48%; by comparison the equivalent figure for the neighbourhood offices was 95.82%.

	Neighbourhood/division	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Volume		YTD (10/11)	Target	
															Total due (10/11)	Answer in Time (10/11)			
LKPI 25a: Stage One Complaints	Arden	100.00%	100.00%	-	100.00%	-	-	100.00%	-	-	-	0.00%	100.00%	100.00%	6	5	83.33%	92%	
	Clapton Park	-	100.00%	0.00%	100.00%	100.00%	100.00%	0.00%	33.33%	100.00%	100.00%	-	100.00%	100.00%	14	10	71.43%	92%	
	Cranston	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	Downs	0.00%	-	-	-	-	-	-	-	0.00%	-	-	-	-	100.00%	2	1	50.00%	92%
	Lordship South	100.00%	100.00%	-	-	100.00%	100.00%	100.00%	-	-	-	-	-	-	-	4	4	100.00%	92%
	Suffolk	0.00%	-	0.00%	100.00%	-	-	-	-	-	-	-	100.00%	-	-	3	2	66.67%	92%
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	Wenlock Barn	50.00%	0.00%	-	100.00%	66.67%	100.00%	100.00%	100.00%	100.00%	-	100.00%	-	-	100.00%	16	14	87.50%	92%
	Wick Village	-	-	-	-	100.00%	-	-	-	-	-	-	-	-	-	1	1	100.00%	92%
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	TMO Total	60.00%	75.00%	0.00%	100.00%	85.71%	100.00%	80.00%	50.00%	100.00%	100.00%	50.00%	100.00%	100.00%	46	37	80.43%	92%	
	NHD Total	88.89%	95.24%	92.31%	87.50%	78.57%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	213	206	96.71%	92%	
	HH Overall Total	88.28%	90.48%	80.19%	81.82%	75.51%	94.78%	89.22%	87.50%	92.45%	86.41%	87.62%	91.18%	92.86%	1270	1116	87.87%	92%	
LKPI 25b: Stage Two Complaints		50.00%	100.00%	0.00%	-	0.00%	-	100.00%	50.00%	-	0.00%	0.00%	-	-	9	3	35.97%	92%	
LKPI 59: Stage Twos Upheld (HH Overall Total)		-	100.00%	25.00%	66.67%	80.00%	65.00%	40.00%	25.00%	33.33%	75.00%	72.73%	57.14%	33.33%	-	-	58.62%	30%	
LKPI 31: FOI Requests		-	-	-	-	-	100.00%	-	-	-	-	-	-	-	1	1	69.51%	TBC	
LKPI 27: % Ombudsman in target		-	-	-	-	-	-	-	-	-	100.00%	-	100.00%	100.00%	3	3	100.00%	TBC	
LKPI 72: No. of Ombudsman Items		-	-	-	-	-	-	-	-	-	1	-	1	1	-	-	-	NA	
LKPI 22: Board Member Enquiries		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	TBC	
LKPI 23: Members' Enquiries	Arden	-	100.00%	-	-	-	-	-	-	-	-	-	0.00%	-	3	2	66.67%	90%	
	Clapton Park	-	-	-	100.00%	0.00%	0.00%	0.00%	100.00%	-	-	-	-	100.00%	6	3	50.00%	90%	
	Cranston	100.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Downs	-	100.00%	-	0.00%	-	-	-	-	-	-	-	-	-	2	1	50.00%	90%	
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Suffolk	-	-	-	-	-	-	-	-	-	100.00%	-	-	-	1	1	100.00%	90%	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wenlock Barn	50.00%	100.00%	100.00%	-	-	-	-	-	-	100.00%	-	-	-	2	2	100.00%	90%	
	Wick Village	-	-	-	-	-	-	0.00%	-	-	-	-	-	-	2	1	50%	90%	
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	TMO Total	66.67%	100.00%	100.00%	50.00%	0.00%	0.00%	0.00%	100.00%	-	100.00%	-	0.00%	100.00%	16	10	62.50%	90%	
	NHD Total	87.23%	93.62%	94.12%	90.48%	75.00%	82.61%	88.24%	80.00%	78.57%	85.71%	88.89%	87.50%	94.74%	263	229	87.07%	90%	
	HH Overall Total	79.74%	86.86%	85.71%	65.52%	82.35%	84.88%	80.25%	76.40%	83.33%	83.67%	86.67%	88.00%	86.05%	1095	905	83%	90%	
LKPI 24: Mayor's Enquiries	Arden	100.00%	-	-	66.67%	100.00%	100.00%	-	100.00%	-	-	-	-	-	6	5	83%	90%	
	Clapton Park	100.00%	-	-	0.00%	-	-	-	-	0.00%	-	-	50.00%	-	6	2	33%	90%	
	Cranston	-	-	-	-	-	-	-	0.00%	-	100.00%	-	-	-	3	2	66.67%	90%	
	Downs	-	-	-	-	-	-	-	-	-	-	-	0.00%	-	1	0	0.00%	90%	
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	100.00%	-	1	1	100.00%	90%	
	Suffolk	-	-	-	-	-	0.00%	-	-	-	-	-	-	-	1	0	0%	90%	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wenlock Barn	-	100.00%	100.00%	-	-	100.00%	75.00%	50.00%	50.00%	0.00%	100.00%	0.00%	-	18	12	66.67%	90%	
	Wick Village	-	-	-	-	-	-	-	0.00%	-	-	-	-	-	1	0	0.00%	90%	
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	TMO Total	100.00%	100.00%	100.00%	50.00%	100.00%	75.00%	75.00%	40.00%	40.00%	66.67%	100.00%	42.86%	-	37	22	59.46%	90%	
	NHD Total	92.86%	73.33%	88.89%	55.00%	28.57%	66.67%	58.82%	72.73%	90.00%	73.33%	100.00%	75.00%	73.33%	155	110	70.97%	90%	
	HH Overall Total	84.38%	67.39%	90.00%	52.73%	62.50%	59.38%	62.86%	62.16%	63.41%	71.79%	100.00%	75.81%	62.07%	474	325	68.57%	90%	

LKPI 13: % of letters, faxes and emails responded to within target time
 LKPI 22: % of Board Member enquiries (ME) completed within target time - (within 15 days)
 LKPI 23: % of Members enquiries completed within target time - (within 10 days),
 LKPI 24: % of Mayor enquiries completed within target time - (within 10 days)
 LKPI 25 a: % of stage 1 complaints completed within target time (within 15 days) ,
 LKPI 25 b: % of stage 2 complaints completed within target time (within 15 days)
 LKPI 31: % of FOI Requests actioned in target time (within 20 days),
 LKPI 59: % of stage twos upheld
 LKPI 72: Number of Ombudsman enquiries
 LKPI 109: Stage 2 complaints (within 12 months of Stage 1 complaint response) as % of Stage 1 complaints,
 LKPI 110: % of Ombudsman investigations & enquiries culminating in local settlement
 LKPI 111: % of formal complaint (Stage 1 & 2) responses completed within target time (15 working days)

Comments (supplied by Alex Heslop):

Stage 1 Complaints

The response rates from TMOs remains significantly below the performance of the Neighbourhood Offices. Although the performance of the TMOs improved from 73.3% in March 2010 to 80.43% in March 2011; the Neighbourhood Offices responded to 96.71% of stage 1 complaints on time by March 2011. Some TMOs have performed well; for example Lordship South and Wick Village responded to 100% of their complaints on time.

Member's Enquiries

The performance of the TMOs in responding to Member's Enquiries has deteriorated from 77.42% in March 2010 to 62.5% in March 2011. By contrast the Neighbourhood Offices responded to 87.07% of enquiries on time. Only Suffolk & Wenlock Barn TMOs achieved a good response rate, both completed 100% of enquiries on time. There were only four other TMOs that received member's enquiries and their performance ranged from 50% to 66.67%.

Mayoral Enquiries

The performance of the TMOs is also significantly below the Neighbourhood Offices. The response rates of the TMOs deteriorated from 67.74% in March 2010 to 59.46% by March 2011. By comparison, the Neighbourhood Offices responded to 70.97% of enquiries on time by March 2011.

The TMO Section facilitated Complaints Handling Training for all of the TMOs in November 2010, and there was some improvement in the months of February and March when 100% of all TMO complaints were responded to on time. Going forward, the TMO Section will continue to provide appropriate advice and guidance to individual TMOs.

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

AM1/LII 43 - New cases	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	09/10 Outturn
Clapton Park	2	2	6	6	1	4	1	2	2	0	1	0	0	25	
Cranston	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
Wenlock Barn	11	7	5	2	2	1	0	2	1	1	5	2	5	33	
TMO Total	13	9	11	9	3	5	1	4	3	1	6	2	5	59	136
Estate Safety	6	2	16	14	3	0	0	0	0	1	1	0	0	37	262
NH Total	86	82	95	161	122	93	85	78	88	64	127	117	102	1214	1243
Total New Cases	105	93	122	184	128	98	86	82	91	66	134	119	107	1310	1641

Comments by Performance Team:

The volume of new cases registered by TMOs' have declined compared with last year. The TMO volume represents approximately 4.5% of the overall total received by Hackney Homes.

A similar position also exists in terms of closed cases. Comparatively Wenlock barn TMO has closed more than double the numbers closed by the largest TMO; Clapton Park TMO.

Total TMO caseload shows that Cranston has the largest number, with the overall TMO volumes representing approximately 9% of Hackney Homes total.

Incident type analysis shows a common theme with noise being the most prevalent type of complaint.

Satisfaction levels are not analysed by TMO as the volume of respondents is too low to make any meaningful analysis by TMO.

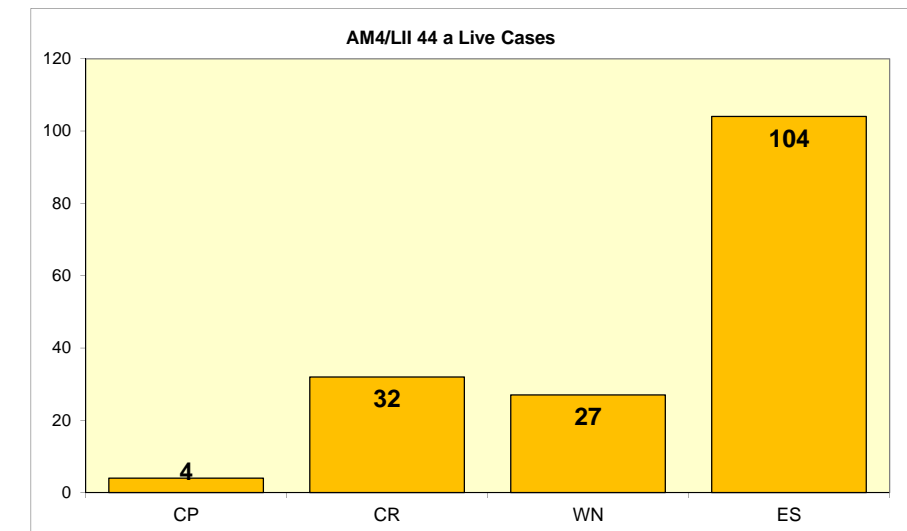
Nevertheless, the views of complaints is representative of all tenants and shows that satisfaction levels have not in the main met the targets we have set.

AM4/LII 44b & LII 44c: Closed Cases	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	09/10 Outturn
Clapton Park	13	0	1	0	4	3	0	0	0	8	0	1	0	17	
Cranston	0	0	0	0	0	0	0	0	0	4	0	0	0	4	
Wenlock Barn	4	2	4	2	2	2	4	3	3	13	1	1	1	38	
TMO Total	17	2	5	2	6	5	4	3	3	25	1	2	1	59	125
Estate Safety	44	12	38	27	122	1	0	0	3	0	0	0	0	203	219
NH Total	89	61	65	69	117	133	95	137	69	120	101	56	78	1101	1294
LII 49: Total Resolved Cases	140	75	108	98	245	139	99	140	75	145	102	58	79	1363	1363
LII 50 - Number of Closed Not-Resolved	11	7	5	4	9	9	9	9	8	6	2	5	1	74	275
Total closed cases	151	82	113	102	254	148	108	149	83	151	104	63	80	1437	1638

Count of Incident Type (for current live cases)	TMO		Tenant Mgmt Organisations	Estate Safety	NHO Total	Grand Total
	CP	WN				
Alcohol Related	0	0	0	0	10	10
Allegation	0	0	0	0	1	1
Begging	0	0	0	0	1	1
Crackdown	0	1	1	0	2	3
Domestic Abuse	0	1	1	0	15	16
Drugs/substance misuse/drug dealing	0	5	5	0	52	57
Hate Related Incident	0	0	0	0	17	17
Litter/Rubbish/Fly-tipping	4	1	5	0	30	35
Misuse of Communal Area/public space or loitering	5	0	5	1	37	43
Noise	12	12	24	1	291	316
Nuisance from Vehicles	0	0	0	0	1	1
Other Criminal behaviour/Crime	0	0	0	0	9	9
Other Physical Violence	0	0	0	0	5	5
Pets and Animal Nuisance	3	0	3	0	65	68
Pirate Radio Station	0	0	0	0	0	0
Prostitution/Sexual Acts/Kerb Crawling	0	0	0	0	1	1
Tenancy Related Issues	1	0	1	0	4	5
Vandalism and Damage to Property	1	2	3	0	20	23
Verbal Abuse/harassment/threatening behaviour/intimidation	3	1	4	0	76	80
Grand Total	29	23	52	2	637	691

	Q1	Q2	Q3	Q4	YTD	Target	09/10 Outturn
LKPI 61 a: Satisfaction with how complaint was dealt with	60.00%	47.06%	52.05%	35.00%	47.24%	55.00%	52.21%
LKPI 61 b: Satisfaction with outcome of complaint	50.00%	45.16%	49.33%	35.00%	44.47%	46.00%	47.06%

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



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

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

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

Area Breakdown	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Outturn 09/10
North East	5,288	5,290	5,290	5,291	5,294	5,297	5,297	5,299	5,302	5,308	5,310	5,386	5,388	5,288
North West	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,140	3,141	3,140	3,141	3,141	3,141	3,141
Homerton	4,606	4,607	4,605	4,605	4,604	4,604	4,603	4,603	4,602	4,602	4,602	4,602	4,602	4,606
DBQ	3,000	3,000	3,000	2,999	2,999	2,999	2,999	2,998	2,998	2,998	2,998	2,999	2,998	3,000
Shoreditch	2,912	2,917	2,917	2,917	2,917	2,917	2,917	2,897	2,897	2,897	2,898	2,898	2,939	2,912
Clapton Park TMO	794	794	794	793	793	793	793	793	793	793	793	793	793	794
Cranston TMO	160	160	160	160	160	160	160	160	160	160	160	160	160	160
Downs TMO	170	170	170	170	170	170	170	170	170	170	170	170	170	170
Lordship TMO	185	185	185	185	185	185	184	184	184	184	184	184	184	185
Suffolk	205	205	205	205	205	205	205	205	205	205	205	205	205	205
Tower TMO	114	114	114	114	114	114	114	114	114	114	114	114	114	114
Wick TMO	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Wyke TMC	333	333	333	333	332	332	332	332	332	332	332	332	332	333
Arden TMO	545	545	545	545	545	545	545	545	545	545	545	545	545	545
Wenlock Barn TMO	1,062	1,062	1,061	1,059	1,059	1,059	1,059	1,059	1,059	1,059	1,059	1,058	1,058	1,062
Housing Assoc Leased	N/A	139	139	138	138	138	138	138	138	138	137	137	137	N/A
TOTAL	22,615	22,623	22,759	22,755	22,756	22,759	22,757	22,738	22,740	22,745	22,748	22,824	22,866	22,615

Comments: (Supplied by Performance Team)

This month Hackney Homes managed stock standing at 31,489, where rentable is 22,729 with leasehold 7,344 freehold with no service charge 1,278 housing association short lease 137 and shareownership 1. We added 41 new build properties at Bridport Place. 2 buyback and 1 RTB sales.

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

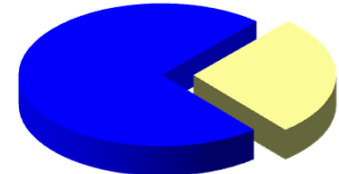
Area Breakdown	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Outturn 09/10
North East	1,975	1,972	1,972	1,965	1,962	1,959	1,959	1,952	1,949	1,943	1,944	1,926	1,924	1,975
North West	1,427	1,427	1,427	1,426	1,427	1,427	1,427	1,427	1,427	1,428	1,427	1,427	1,427	1,427
Homerton	1,731	1,732	1,734	1,734	1,735	1,735	1,736	1,736	1,736	1,736	1,736	1,736	1,736	1,731
DBQ	1,123	1,123	1,123	1,124	1,124	1,124	1,124	1,125	1,125	1,125	1,125	1,124	1,125	1,123
Shoreditch	1,060	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,056	1,060
Clapton Park	372	372	373	374	374	374	374	374	374	374	374	374	374	372
Cranston	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Downs TMO	40	40	40	40	40	40	40	40	40	40	40	40	40	40
Lordship South	77	77	77	77	77	77	78	78	78	78	78	78	78	77
Suffolk	92	92	92	92	92	92	92	92	92	92	92	92	92	92
Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wick	18	18	18	18	18	18	18	18	18	18	18	18	18	18
Wyke	84	84	84	84	85	85	85	85	85	85	85	85	85	84
Arden	194	194	194	194	194	194	194	194	194	194	194	194	194	194
Wenlock Barns	415	415	416	418	418	418	418	418	418	418	418	419	419	415
Shared Ownership	1	1	1	1	1	1	1	1	1	1	1	1	1	N/A
TOTAL	8,664	8,658	8,662	8,658	8,658	8,655	8,657	8,651	8,648	8,643	8,643	8,625	8,624	8,663

Monthly stock reconciliation & movements

Neighbourhood	Freehold with Service Chg		Leasehold		Rentable		Housing Assoc (HAL) Leased	
	Gains	Losses	Gains	Losses	Gains	Losses	Gains	Losses
North East				2	2			
North West/Stoke Newington								
Homerton								
Queensbridge & De Beauvoir			1			1		
Shoreditch					41			
Clapton Park TMO								
Cranston TMO								
Downs TMO								
Lordship South TMO								
Suffolk TMO								
Tower TMO								
Wick TMO								
Wyke TMO								
Arden TMO								
Wenlock Barn TMO								
Grand Total	-	-	1	2	43	1	-	-

Percentage of total housing by rentable and leasehold stock

LII 40 (a) Rentable = 72%



LII 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
LBFF	London Borough Benchmarking Forum (for example HouseMark)	Turnaround Time	No of days/weeks between a property becoming vacant and being relet to a new tenant
LII	Local Information Indicator	UAO	Unauthorised Occupants
LKPI	Local Key Performance Indicator	Urgent repairs	Repairs to be completed within the H0-H3 priority bandings
LVT	Leasehold Valuation Tribunal	Voids	Properties that are vacant
Margin of error	Statistical term denoting the probability that the figure does or does not lie within the confidence interval (+/-)	WEF	With effect from
MMR	Monthly Monitoring Report	Wgt	Weighting
N/A	Not Applicable	Year End	The final performance at the end of the financial year (end of March)
NTHD	Neighbourhood	YTD	Year to Date (March to end of current period)