



# PERFORMANCE REPORT

## September 2010

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 - 30th September 2010

### KEY MESSAGES

The TMOs have continued to perform well with their Repairs Key Performance Indicators; they are actually outperforming the contractors used by Property Services in the neighbourhoods. There has also been an improvement in empty property management, with average turnaround times reducing each month. By contrast, there has been a decline in the rent arrears cover performance indicators of Total Collection Rate, Average Debt per property and Rent Arrears as a percentage of the Rent Debt. Finally, all of the TMOs were invited to attend Complaints Handling Training in November 2010; this should lead to an improvement in the last quarter of the year.

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](mailto:housing.performance@hackneyhomes.org.uk)

**Definition:**

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

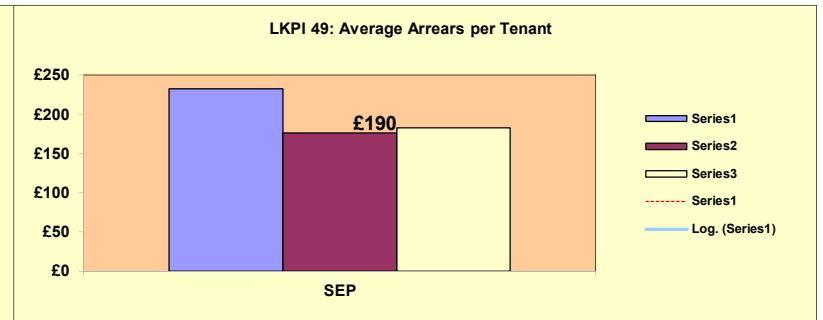
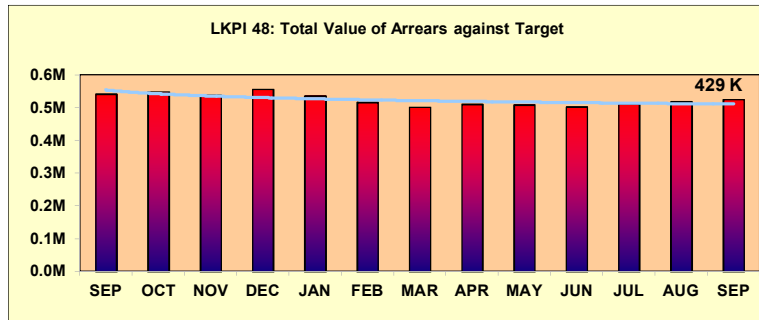
**LKPI 49** This PI shows data for the average rent arrears per tenant.

**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)	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Targets (10/11)	2009/10 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Clapton Park	168 K	168 K	166 K	171 K	169 K	164 K	165 K	165 K	165 K	158 K	166 K	166 K	164 K	141 K	165 K
Cranston	68 K	66 K	60 K	63 K	62 K	61 K	63 K	63 K	61 K	58 K	61 K	63 K	64 K	54 K	63 K
Downs	42 K	44 K	44 K	47 K	46 K	39 K	36 K	37 K	38 K	38 K	41 K	39 K	39 K	31 K	36 K
Wenlock Barn Estate	242 K	245 K	242 K	246 K	232 K	225 K	211 K	217 K	219 K	222 K	225 K	230 K	236 K	180 K	211 K
Wick Village	23 K	26 K	27 K	30 K	29 K	29 K	28 K	30 K	27 K	26 K	20 K	21 K	23 K	24 K	28 K
<b>TMO Total</b>	<b>542 K</b>	<b>549 K</b>	<b>539 K</b>	<b>557 K</b>	<b>537 K</b>	<b>518 K</b>	<b>502 K</b>	<b>512 K</b>	<b>510 K</b>	<b>503 K</b>	<b>513 K</b>	<b>519 K</b>	<b>526 K</b>	<b>429 K</b>	<b>502 K</b>
<b>NHD Total</b>	<b>3.88 M</b>	<b>3.86 M</b>	<b>3.79 M</b>	<b>3.83 M</b>	<b>3.83 M</b>	<b>3.58 M</b>	<b>3.39 M</b>	<b>3.48 M</b>	<b>3.42 M</b>	<b>3.33 M</b>	<b>3.39 M</b>	<b>3.40 M</b>	<b>3.35 M</b>	<b>2.89 M</b>	<b>3.39 M</b>
<b>Hackney Homes Total</b>	<b>£4.43 M</b>	<b>£4.41 M</b>	<b>£4.33 M</b>	<b>£4.39 M</b>	<b>£4.28 M</b>	<b>£4.10 M</b>	<b>£3.89 M</b>	<b>£3.99 M</b>	<b>£3.93 M</b>	<b>£3.83 M</b>	<b>£3.90 M</b>	<b>£3.92 M</b>	<b>£3.88 M</b>	<b>£3.32 M</b>	<b>£3.89 M</b>
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
<b>Total</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>

LKPI 49: Average Arrears per tenant	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Targets (10/11)	2009/10 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Clapton Park	£213	£214	£212	£219	£216	£209	£209	£211	£210	£201	£210	£212	£209	£178	£209
Cranston	£427	£419	£380	£402	£393	£385	£399	£402	£390	£373	£386	£399	£408	£341	£399
Downs	£252	£265	£267	£281	£277	£245	£227	£231	£237	£240	£255	£242	£233	£194	£227
Wenlock Barn Estate	£230	£234	£230	£234	£220	£214	£200	£207	£208	£211	£214	£218	£224	£171	£200
Wick Village	£237	£263	£271	£303	£289	£291	£280	£298	£270	£264	£203	£208	£233	£239	£280
<b>TMO Total</b>	<b>£240</b>	<b>£243</b>	<b>£239</b>	<b>£247</b>	<b>£238</b>	<b>£230</b>	<b>£223</b>	<b>£228</b>	<b>£226</b>	<b>£223</b>	<b>£227</b>	<b>£230</b>	<b>£233</b>	<b>£190</b>	<b>£223</b>
<b>NHD Total</b>	<b>£203</b>	<b>£202</b>	<b>£199</b>	<b>£201</b>	<b>£196</b>	<b>£188</b>	<b>£178</b>	<b>£183</b>	<b>£180</b>	<b>£175</b>	<b>£179</b>	<b>£179</b>	<b>£176</b>	<b>£152</b>	<b>£178</b>
<b>Hackney Homes Total</b>	<b>£202</b>	<b>£201</b>	<b>£198</b>	<b>£201</b>	<b>£196</b>	<b>£188</b>	<b>£179</b>	<b>£188</b>	<b>£185</b>	<b>£181</b>	<b>£184</b>	<b>£185</b>	<b>£182</b>	<b>£156</b>	<b>£179</b>
Suffolk	£0	£0	£0	£0	£0	£0	£1	£0	£0	0 K	0 K	0 K	0 K	£1	£1
Wyke	£0	£0	£0	£0	£0	£0	£1	£0	£0	0 K	0 K	0 K	0 K	£1	£1
<b>Total</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£1</b>	<b>£0</b>	<b>£0</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>£1</b>	<b>£1</b>



**Comments:**

LKPI 48 - The performance of the TMO is improving, as can be seen by the figures in week 26 of September 2010 when compared with week 26 of September 2009.

At the moment, wick village is the only TMO on course to make their targets.

Clapton Park and Downs TMO are improving on a week on week basis with Downs improving from 42k in week 26 (Sept 09) to a reduction of 39K in week 26 (Sept 2010) and Clapton Park showing the same improvement.

Wenlock Barn & Clapton Park are still showing inconsistencies with regards to collection of their arrears. This has been brought to their attention by the TMO Client Team and plans are underway for the TMO's to put more resources at hand, so that, over the next couple of months, an improvement can be seen and targets can be met.

LKPI 49 – Average Arrears per tenant - As at Week 26, 2009/2010, the total average per tenant for all TMO's was at £240, however as at week 26 September 2010, the average Arrears per tenant had dropped to £233.

**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**  
 LII 17 - Majority of tenants are receiving some form of housing benefit and this continues to be high and has increased for some TMO's such as Downs TMO, Cranston TMO and Wick Village TMC whilst in terms of LII 18 is showing a decrease for most of the TMO's. In light of the current state of their arrears, this information will be relayed back to the TMO with improvements to be made at increasing their cash intake.

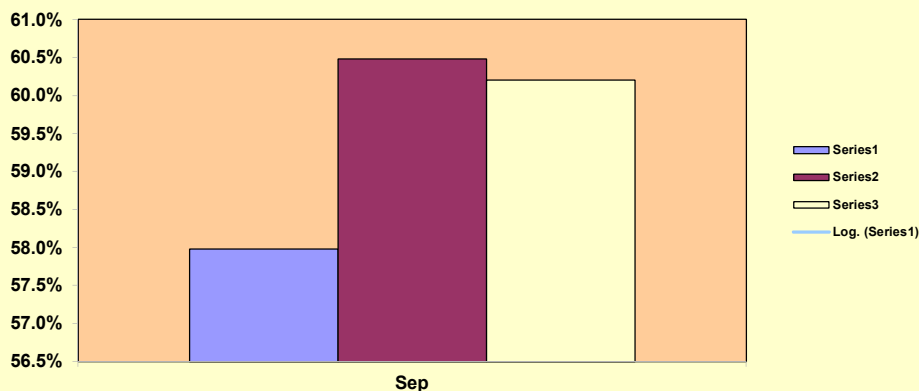
**LII 17 - YTD HB as % of Rent Debit (Data source: Saffron) (Formerly LKPI 47a)**

TMO	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Targets (10/11)	2009/10 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Clapton Park	61.03%	61.02%	60.90%	60.99%	61.05%	61.18%	61.19%	60.52%	60.58%	61.18%	61.20%	61.28%	61.45%	N/A	61.19%
Cranston	49.07%	49.76%	50.33%	50.36%	50.52%	50.50%	50.48%	52.66%	52.78%	53.11%	52.77%	52.56%	52.42%	N/A	50.48%
Downs	50.45%	50.71%	51.74%	51.98%	52.02%	52.94%	53.46%	54.50%	53.74%	54.05%	53.55%	54.16%	55.10%	N/A	53.46%
Wenlock Barn Estate	55.79%	55.73%	55.84%	55.71%	55.79%	55.89%	55.80%	57.11%	56.80%	56.41%	56.65%	56.68%	56.41%	N/A	55.80%
Wick Village	53.55%	53.33%	53.62%	53.70%	53.55%	53.31%	53.56%	56.46%	57.42%	56.02%	60.16%	59.39%	59.28%	N/A	53.56%
<b>TMO Total</b>	<b>56.49%</b>	<b>56.75%</b>	<b>56.88%</b>	<b>56.86%</b>	<b>56.93%</b>	<b>57.08%</b>	<b>57.09%</b>	<b>57.58%</b>	<b>57.69%</b>	<b>57.73%</b>	<b>57.96%</b>	<b>57.99%</b>	<b>57.98%</b>	<b>N/A</b>	<b>57.09%</b>
<b>HH NHD Total</b>	<b>59.72%</b>	<b>59.77%</b>	<b>59.87%</b>	<b>59.95%</b>	<b>59.96%</b>	<b>59.99%</b>	<b>60.07%</b>	<b>59.62%</b>	<b>60.40%</b>	<b>60.39%</b>	<b>60.47%</b>	<b>60.42%</b>	<b>60.48%</b>	<b>N/A</b>	<b>60.07%</b>
<b>Hackney Homes Total</b>	<b>59.30%</b>	<b>59.35%</b>	<b>59.45%</b>	<b>59.51%</b>	<b>59.53%</b>	<b>59.56%</b>	<b>59.65%</b>	<b>59.85%</b>	<b>60.11%</b>	<b>60.10%</b>	<b>60.19%</b>	<b>60.16%</b>	<b>60.21%</b>	<b>N/A</b>	<b>59.65%</b>
Suffolk	57.03%	56.62%	57.14%	56.93%	56.41%	55.70%	55.77%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	55.77%
Wyke	54.47%	54.48%	54.58%	54.46%	54.44%	54.58%	55.02%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	55.02%
<b>Total</b>	<b>55.46%</b>	<b>55.30%</b>	<b>55.56%</b>	<b>55.41%</b>	<b>55.20%</b>	<b>55.01%</b>	<b>55.31%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>55.31%</b>

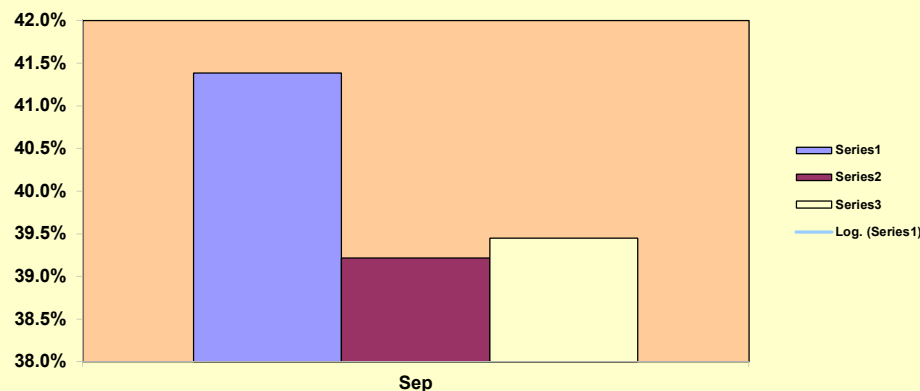
**LII 18 - YTD Cash as % of Rent Debit (Data source: Saffron) (LKPI 47b)**

TMO	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Targets (10/11)	2009/10 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Clapton Park	39.25%	39.24%	39.40%	39.09%	39.07%	39.07%	39.02%	38.75%	39.13%	39.30%	38.62%	38.53%	38.49%	N/A	39.02%
Cranston	48.95%	48.75%	49.43%	48.92%	49.02%	49.22%	49.07%	46.41%	45.45%	46.81%	46.34%	46.17%	46.31%	N/A	49.07%
Downs	49.30%	48.46%	47.51%	46.97%	46.79%	46.83%	46.76%	43.67%	44.45%	44.68%	44.38%	44.71%	44.18%	N/A	46.76%
Wenlock Barn Estate	43.51%	43.46%	43.47%	43.56%	43.89%	43.96%	44.24%	39.39%	41.65%	42.32%	42.18%	42.14%	42.36%	N/A	44.24%
Wick Village	49.73%	48.54%	47.77%	46.67%	47.14%	47.24%	47.10%	37.39%	43.16%	44.84%	44.09%	43.81%	42.34%	N/A	47.10%
<b>TMO Total</b>	<b>43.32%</b>	<b>42.89%</b>	<b>42.92%</b>	<b>42.73%</b>	<b>42.88%</b>	<b>42.93%</b>	<b>43.01%</b>	<b>40.78%</b>	<b>41.28%</b>	<b>41.83%</b>	<b>41.43%</b>	<b>41.38%</b>	<b>41.38%</b>	<b>N/A</b>	<b>43.01%</b>
<b>HH NHD Total</b>	<b>40.12%</b>	<b>40.08%</b>	<b>40.08%</b>	<b>39.89%</b>	<b>40.00%</b>	<b>40.12%</b>	<b>40.20%</b>	<b>38.06%</b>	<b>38.89%</b>	<b>39.45%</b>	<b>39.12%</b>	<b>39.13%</b>	<b>39.21%</b>	<b>N/A</b>	<b>40.20%</b>
<b>Hackney Homes Total</b>	<b>40.54%</b>	<b>40.49%</b>	<b>40.48%</b>	<b>40.30%</b>	<b>40.41%</b>	<b>40.53%</b>	<b>40.61%</b>	<b>38.77%</b>	<b>39.15%</b>	<b>39.71%</b>	<b>39.37%</b>	<b>39.37%</b>	<b>39.45%</b>	<b>N/A</b>	<b>40.61%</b>
Suffolk	42.97%	43.38%	42.86%	43.07%	43.58%	44.30%	44.21%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	44.21%
Wyke	45.53%	45.52%	45.42%	45.54%	45.56%	45.42%	44.96%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	44.96%
<b>Total</b>	<b>44.54%</b>	<b>44.70%</b>	<b>44.44%</b>	<b>44.59%</b>	<b>44.80%</b>	<b>44.99%</b>	<b>44.67%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>44.67%</b>

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.

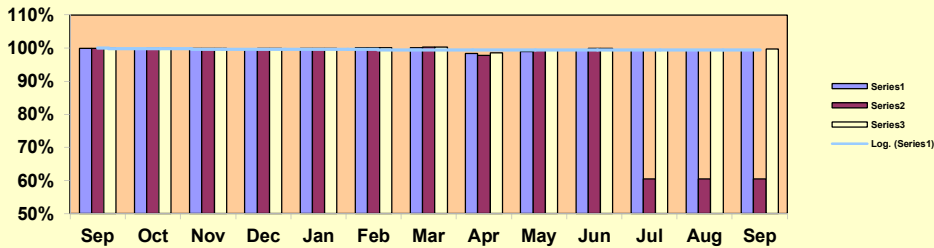
Data source: Saffron  
 Data provider: HH Finance

TMO	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Targets (10/11)	2009/10 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
<b>Clapton Park</b>	100.28%	100.26%	100.30%	100.08%	100.12%	100.25%	100.21%	99.26%	99.70%	100.49%	99.82%	99.81%	99.94%	100.30%	100.21%
<b>Cranston</b>	98.02%	98.52%	99.76%	99.28%	99.54%	99.72%	99.55%	99.07%	98.22%	99.93%	99.11%	98.73%	98.73%	100.30%	99.55%
<b>Downs</b>	99.75%	99.17%	99.26%	98.95%	98.80%	99.77%	100.22%	98.18%	98.19%	98.73%	97.93%	98.86%	99.28%	100.30%	100.22%
<b>Wenlock Barn Estate</b>	99.30%	99.18%	99.31%	99.27%	99.67%	99.86%	100.04%	96.50%	98.45%	98.73%	98.82%	98.82%	98.77%	100.30%	100.04%
<b>Wick Village</b>	103.28%	101.87%	101.39%	100.37%	100.68%	100.54%	100.66%	93.85%	100.59%	100.86%	104.25%	103.20%	101.62%	100.30%	100.66%
<b>TMO Total</b>	99.81%	99.64%	99.80%	99.59%	99.81%	100.01%	100.10%	98.36%	98.97%	99.56%	99.39%	99.37%	99.36%	100.30%	100.10%
<b>NHD Total</b>	99.84%	99.85%	99.95%	99.84%	99.96%	100.11%	100.28%	97.68%	99.30%	99.84%	60.47%	60.42%	60.48%	100.30%	100.28%
<b>HH Total</b>	99.84%	99.83%	99.94%	99.81%	99.94%	100.09%	100.25%	98.61%	99.26%	99.81%	99.56%	99.53%	99.66%	100.30%	100.25%
<b>Suffolk</b>	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	99.98%	N/A	N/A	N/A	N/A	N/A	N/A	100.30%	99.98%
<b>Wyke</b>	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%	N/A	N/A	N/A	N/A	N/A	N/A	100.30%	99.98%
<b>Total</b>	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%	N/A	N/A	N/A	N/A	N/A	N/A	100.30%	99.98%

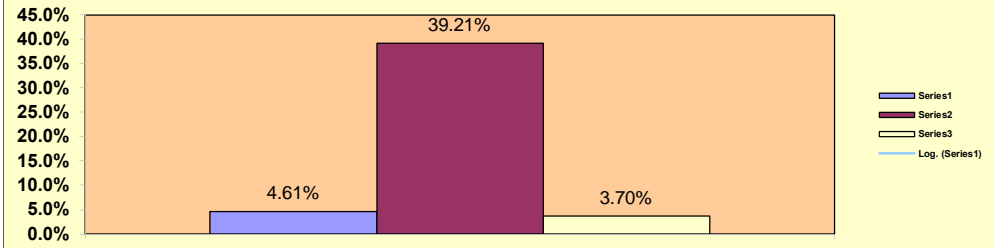
**LKPI 47d YTD Rent arrears as % of Rent Debit (Data source: Saffron )**

TMO	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Targets (10/11)	2009/10 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
<b>Clapton Park</b>	4.07%	4.07%	4.04%	4.19%	4.15%	4.03%	4.05%	5.23%	3.93%	3.76%	3.93%	3.96%	3.94%	N/A	4.05%
<b>Cranston</b>	7.51%	7.44%	6.73%	7.09%	6.92%	6.78%	7.02%	9.22%	6.73%	6.48%	6.73%	6.93%	7.05%	N/A	7.02%
<b>Downs</b>	5.50%	5.82%	5.84%	6.12%	6.06%	5.34%	4.93%	6.42%	4.97%	5.05%	5.46%	5.20%	5.08%	N/A	4.93%
<b>Wenlock Barn Estate</b>	4.87%	4.95%	4.91%	5.00%	4.71%	4.57%	4.30%	5.68%	4.31%	4.37%	4.42%	4.52%	4.66%	N/A	4.30%
<b>Wick Village</b>	4.67%	5.22%	5.38%	6.01%	5.72%	5.80%	5.62%	7.74%	5.27%	5.14%	3.96%	4.06%	4.54%	N/A	5.62%
<b>TMO Total</b>	3.93%	4.90%	4.82%	4.99%	4.82%	4.66%	4.53%	4.45%	4.45%	4.39%	4.47%	4.53%	4.61%	N/A	4.53%
<b>NHD Total</b>	4.18%	4.16%	4.10%	4.15%	4.05%	3.90%	3.70%	4.90%	3.63%	3.53%	39.12%	39.13%	39.21%	N/A	3.70%
<b>HH Total</b>	4.15%	4.14%	4.07%	4.14%	4.04%	3.88%	3.70%	3.73%	3.71%	3.62%	3.70%	3.73%	3.70%	3.23%	3.70%
<b>Suffolk</b>	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.02%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.02%
<b>Wyke</b>	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.02%
<b>Total</b>	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	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:**

LKPI 47c – The total cash collection collectively achieved as at week 26 (2010) was 99.94% which was slightly lower than were we were as at week 26, 2009. There is still ongoing arrears work going on with the TMOs in order that the collection rate is improved.

**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 3	09/10 QTR 4	10/11 QTR 1	10/11 QTR 2	Targets (09/10)	2009/10 Outturn
	Week 39	Week 52	Week 13	Week 26		
Clapton Park	98.98%	99.03%	99.16%	99.13%	N/A	99.03%
Cranston	99.84%	99.87%	99.79%	99.40%	N/A	99.87%
Downs	97.73%	98.09%	98.12%	98.30%	N/A	98.09%
Wenlock Barn Estate	99.30%	99.31%	99.32%	99.10%	N/A	99.31%
Wick Village	96.43%	96.73%	97.06%	98.16%	N/A	96.73%
<b>TMO Total</b>	<b>98.96%</b>	<b>99.03%</b>	<b>99.26%</b>	<b>99.03%</b>	<b>N/A</b>	<b>99.03%</b>
<b>HH Neighbourhood Total</b>	<b>99.03%</b>	<b>99.25%</b>	<b>99.25%</b>	<b>99.25%</b>	<b>N/A</b>	<b>99.25%</b>
<b>Hackney Homes Total</b>	<b>99.09%</b>	<b>99.24%</b>	<b>99.25%</b>	<b>99.25%</b>	<b>98.85%</b>	<b>99.24%</b>
Suffolk	100.00%	99.98%	100.00%	100.00%	N/A	99.98%
Wyke	100.00%	99.98%	100.00%	100.00%	N/A	99.98%
<b>Total</b>	<b>100.00%</b>	<b>99.98%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>N/A</b>	<b>99.98%</b>
LKPI 115 (ex-BVPI 66B) TMO Total	6.22%	5.26%	4.57%	3.77%	N/A	5.49%
LKPI 116 (ex-BVPI 66C) TMO Total	5.87%	6.72%	1.46%	2.03%	N/A	11.72%
LKPI 117 (ex-BVPI 66D) TMO Total	0.42%	0.62%	0.19%	0.11%	0.40%	0.61%

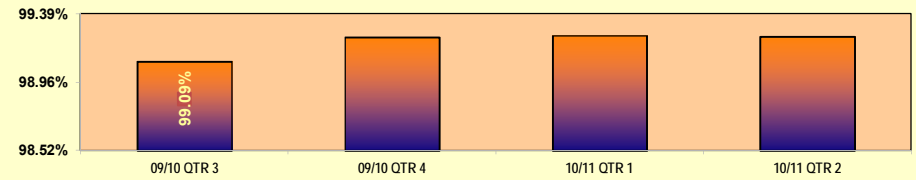
**Comments:**

**LKPI 115** – This has gone down from 4.57% to 3.77%. This is showing trend is in the right direction, which would show that the tenants who owe more than 7 weeks arrears, at the end of the quarter were lesser, than previous quarter.

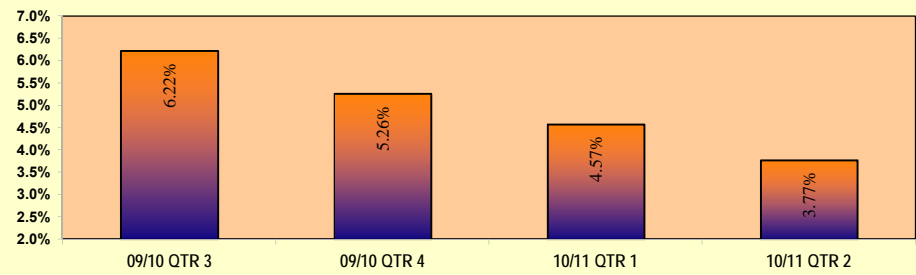
**LKPI 116** – Given the level of TMO arrears, we would expect the figure to be higher and the TMO Client team will be discussing this with the various TMOs.

**LKPI 117** – The level of evictions are in line with the targets.

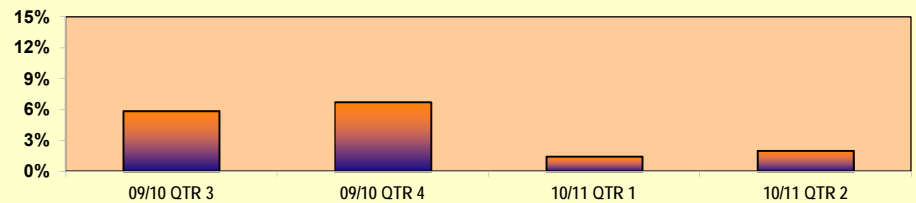
**LKPI 114 (ex-BVPI 66A)**



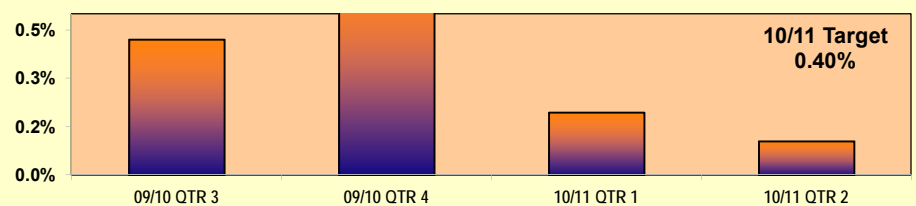
**LKPI 115 (ex-BVPI 66B)**



**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	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	2010/11 Target	Outturn 2009/10
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Arden	3	3	4	4	3	3	3	3	3	3	3	3	3	N/A	3
Clapton Park	2	2	1	2	1	1	2	2	2	2	2	1	1	N/A	2
Cranston	1	1	1	1	1	1	1	1	1	1	1	1	1	N/A	1
Downs	2	2	2	2	2	1	1	1	0	0	0	0	0	N/A	0
Lordship South	2	2	2	2	1	1	1	1	1	1	0	0	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	2	2	3	3	3	3	3	3	3	3	4	3	5	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	0	0	0	0	0	N/A	0
<b>TMO Total</b>	<b>12</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>11</b>	<b>N/A</b>	<b>10</b>
<b>NHD Total</b>	<b>93</b>	<b>85</b>	<b>88</b>	<b>88</b>	<b>95</b>	<b>89</b>	<b>90</b>	<b>92</b>	<b>95</b>	<b>89</b>	<b>94</b>	<b>94</b>	<b>91</b>	<b>N/A</b>	<b>89</b>
<b>HH Total</b>	<b>105</b>	<b>97</b>	<b>101</b>	<b>102</b>	<b>106</b>	<b>99</b>	<b>101</b>	<b>103</b>	<b>105</b>	<b>99</b>	<b>104</b>	<b>102</b>	<b>102</b>	<b>N/A</b>	<b>99</b>

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

Comments:

**LKPI 45** – The number of MPAs remains much the same as in previous quarters. Some of these cases involve succession rights which could take a bit of time to resolve depending on what investigations are needed and how fast the information needed is relayed back to the officer. Also awaiting court hearing dates to regain possession of the property, can also take a fair amount of time. However Wenlock Barn TMO has the highest amount and this has already been discussed with the TMO and over the next couple of months, could see a reduction in these cases as majority of these cases are awaiting court dates

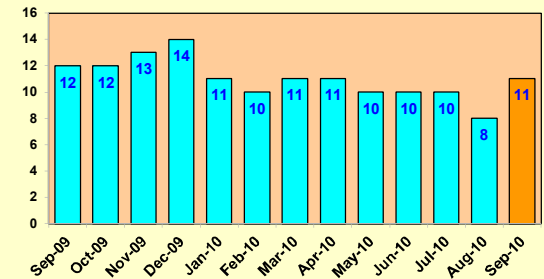
*Please note that Arden and Lordship South TMO do not carry out the Tenancy Management function. This is the responsibility of the relevant Neighbourhoods.*

**LKPI 46B** - The TMOs remain low on squatted properties. There are no squatted properties for the TMO in comparison with 13 squatted properties for the neighbourhoods.

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

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

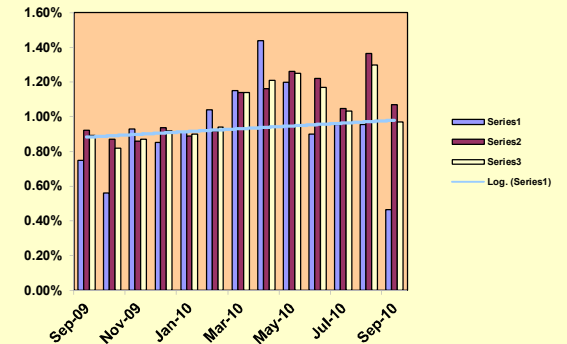
LKPI 45: Mesne Profit Accounts outstanding (YTD) TMO Total



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

Neighbourhoods	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	2010/11 Target	Outturn 2009/10
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Arden	0.55%	1.28%	1.47%	0.92%	0.73%	1.65%	1.83%	2.20%	2.02%	1.65%	2.02%	1.28%	0.92%	N/A	1.65%
Clapton Park	0.38%	0.76%	1.64%	1.89%	1.51%	0.63%	0.50%	1.13%	0.63%	0.63%	0.50%	0.88%	0.50%	N/A	0.63%
Cranston	0.63%	0.63%	0.00%	0.00%	0.63%	0.63%	1.25%	1.25%	1.88%	0.63%	0.00%	0.63%	1.25%	N/A	0.63%
Downs	1.18%	1.18%	1.18%	1.18%	1.76%	3.53%	5.29%	5.29%	5.29%	6.47%	5.29%	4.71%	2.35%	N/A	6.47%
Lordship South	0.00%	0.00%	0.00%	1.08%	1.61%	1.61%	1.61%	2.70%	2.70%	2.16%	2.70%	1.62%	0.54%	N/A	2.16%
Suffolk	1.95%	0.98%	0.98%	0.49%	0.98%	2.44%	2.93%	2.44%	1.95%	0.00%	0.98%	1.46%	0.00%	N/A	0.00%
Tower	0.88%	0.88%	0.88%	0.88%	0.88%	0.88%	1.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	N/A	0.00%
Wenlock Barn	0.00%	0.19%	0.85%	0.47%	0.66%	0.56%	0.47%	0.47%	0.38%	0.00%	0.19%	0.47%	0.00%	N/A	0.00%
Wick Village	2.00%	0.00%	0.00%	0.00%	0.00%	1.00%	1.00%	3.00%	0.00%	0.90%	0.00%	0.00%	0.00%	N/A	0.90%
Wyke	1.20%	0.00%	0.00%	0.30%	0.30%	0.60%	0.30%	0.90%	0.90%	1.17%	0.60%	0.30%	0.30%	N/A	1.17%
<b>TMO Total</b>	<b>0.75%</b>	<b>0.56%</b>	<b>0.93%</b>	<b>0.85%</b>	<b>0.91%</b>	<b>1.04%</b>	<b>1.15%</b>	<b>1.44%</b>	<b>1.20%</b>	<b>0.90%</b>	<b>0.95%</b>	<b>0.95%</b>	<b>0.46%</b>	<b>N/A</b>	<b>0.90%</b>
<b>NHD Total</b>	<b>0.92%</b>	<b>0.87%</b>	<b>0.86%</b>	<b>0.94%</b>	<b>0.89%</b>	<b>0.92%</b>	<b>1.14%</b>	<b>1.16%</b>	<b>1.26%</b>	<b>1.22%</b>	<b>1.05%</b>	<b>1.36%</b>	<b>1.07%</b>	<b>N/A</b>	<b>1.22%</b>
<b>HH Total</b>	<b>0.89%</b>	<b>0.82%</b>	<b>0.87%</b>	<b>0.92%</b>	<b>0.90%</b>	<b>0.94%</b>	<b>1.14%</b>	<b>1.21%</b>	<b>1.25%</b>	<b>1.17%</b>	<b>1.03%</b>	<b>1.30%</b>	<b>0.97%</b>	<b>N/A</b>	<b>1.17%</b>

LKPI 34 YTD Relettable Voids as % of Stock



**Definition:**

**BVPI 212**

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

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

Data provider: Performance Team

**BVPI 212 Average re-let time**

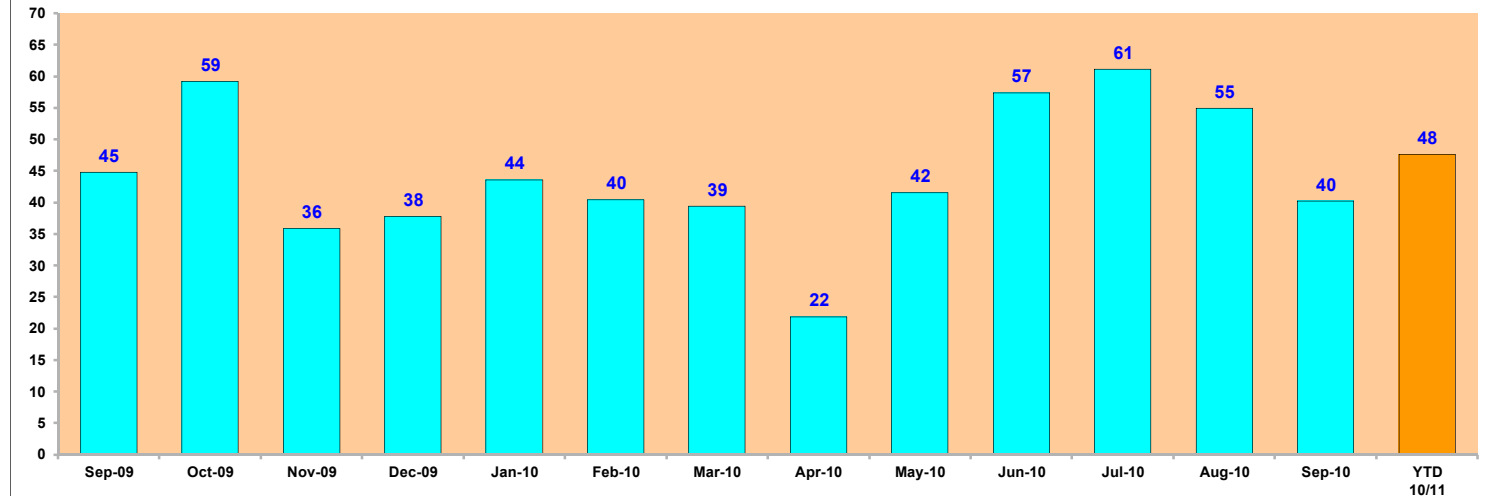
TMO	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Target 10/11 (days)	YTD 10/11	2009/10
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26			
Arden	20	87	58	31	41	40	39	7	39	12		20	56	33	27	39
Clapton Park	36	N/A	37	49	31	29	28	21	15	20	31	42	31	33	23	28
Cranston	N/A	N/A	N/A	N/A	33	33	33	N/A	7	35	63		21	33	32	33
Downs	196	119	N/A	N/A	153	153	153	N/A	89	147	128	123	43	33	101	153
Lordship South	N/A	N/A	21	N/A	58	56	56	N/A	89	67	97	76	63	33	77	56
Suffolk	40	49	68	N/A	50	50	50	N/A	75	93	74	47	35	33	62	50
Tower	N/A	49	28	N/A	38	38	38	42	N/A					33	42	38
Wenlock Barn	36	17	22	33	28	26	27	15	41	70	28	28	42	33	43	27
Wick Village	N/A	74	N/A	N/A	74	74	44	35	N/A					33	35	44
Wyke	N/A	63	35	N/A	44	40	42		32	4	25	21		33	26	42
<b>TMO Total</b>	<b>45</b>	<b>59</b>	<b>36</b>	<b>38</b>	<b>44</b>	<b>40</b>	<b>39</b>	<b>22</b>	<b>42</b>	<b>57</b>	<b>61</b>	<b>55</b>	<b>40</b>	<b>33</b>	<b>48</b>	<b>39</b>
<b>NHD Total</b>	<b>32</b>	<b>39</b>	<b>34</b>	<b>21</b>	<b>33</b>	<b>33</b>	<b>33</b>	<b>31</b>	<b>28</b>	<b>32</b>	<b>26</b>	<b>30</b>	<b>25</b>	<b>33</b>	<b>29</b>	<b>33</b>
<b>HH Total</b>	<b>35</b>	<b>42</b>	<b>35</b>	<b>24</b>	<b>35</b>	<b>34</b>	<b>34</b>	<b>30</b>	<b>31</b>	<b>37</b>	<b>31</b>	<b>35</b>	<b>28</b>	<b>33</b>	<b>32</b>	<b>34</b>

**Comments supplied by Alex Heslop:**

Although the average year to date TMO turnaround time is 48 days, which is below the target of 33 days, there has continued to be a reduction in the total number of TMO voids as well as a continuous improvement in the turnaround times from 61 days in July 2010 to 40 days in September 2010. Furthermore, 4 TMOs are currently meeting the voids target: Arden (27 days), Clapton Park (23 days), Cranston (32 days) and Wyke TMO (26 days).

Downs, Lordship South and Suffolk TMOs continue to have considerably higher turnaround times at 101 days, 77 days and 62 days respectively. The Hackney Homes TMO Team will continue to work closely with these TMOs.

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

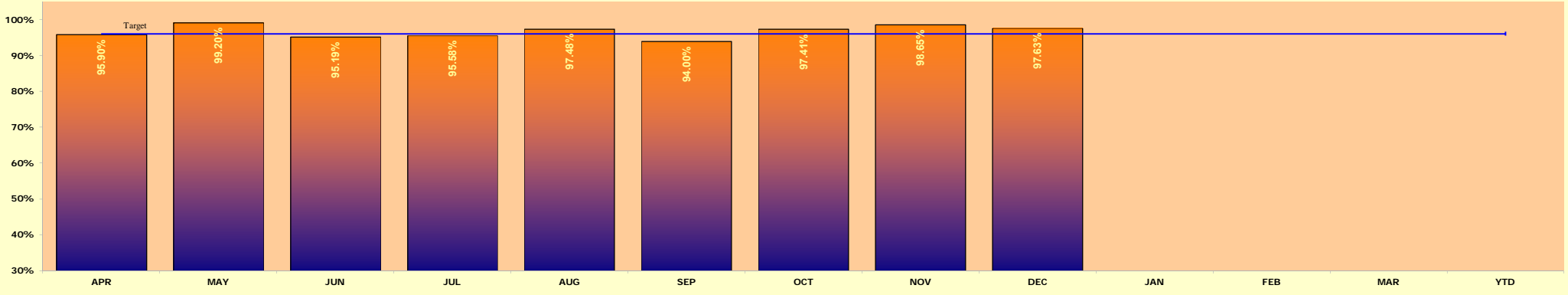


**REPAIRS APPOINTMENTS (Responsibility of Property Services)**

LKPI 6: Monthly Percentage of responsive repairs appointments made and kept		OCT		NOV		DEC		JAN		FEB		MAR		APR		MAY		JUN		JUL		AUG		SEP		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	94.32%	88	97.33%	75	94.37%	71	97.01%	67	97.56%	82	91.76%	85	98.57%	70	100.00%	81	98.21%	56									
	Clapton Park	98.28%	116	100.00%	124	97.83%	92	95.42%	131	97.35%	113	95.60%	91	97.06%	102	99.07%	108	96.30%	81									
	Cranston	-	-	100.00%	1	-	-	-	-	-	-	-	-	50.00%	200.00%													
	Downs	100.00%	5	100.00%	1	100.00%	3	80.00%	5	100.00%	3	100.00%	2	100.00%	1	100.00%	1	100.00%	3									
	Lordship South	83.33%	6	100.00%	11	85.71%	7	100.00%	8	100.00%	11	100.00%	5	100.00%	6	83.33%	6	100.00%	7									
	Suffolk	100.00%	10	100.00%	1	100.00%	2	90.00%	10	100.00%	3	100.00%	1			100.00%	6	100.00%	6									
	Tower	92.86%	14	100.00%	28	75.00%	8	100.00%	18	100.00%	17	92.31%	13	100.00%	10	92.31%	13	100.00%	12									
	Wenlock Barn	-	-	-	-	-	-	-	-	-	-	-	-	-														
	Wyke	80.00%	5	100.00%	8	100.00%	4	90.00%	10	88.89%	9	100.00%	3	100.00%	2	100.00%	8	100.00%	3									
	Wick Village	-	-	100.00%	100.00%	-	-	-	-	-	-	-	-	-					100.00%	#####								
	<b>Overall TMO Total</b>	<b>95.90%</b>	<b>244</b>	<b>99.20%</b>	<b>250</b>	<b>95.19%</b>	<b>187</b>	<b>95.58%</b>	<b>249</b>	<b>97.48%</b>	<b>238</b>	<b>94.00%</b>	<b>200</b>	<b>97.41%</b>	<b>193</b>	<b>98.65%</b>	<b>223</b>	<b>97.63%</b>	<b>169</b>									
<b>HH Neighbourhood Total</b>	<b>95.75%</b>	<b>3579</b>	<b>96.81%</b>	<b>3349</b>	<b>95.98%</b>	<b>2883</b>	<b>96.76%</b>	<b>3424</b>	<b>96.77%</b>	<b>3406</b>	<b>95.90%</b>	<b>2973</b>	<b>97.53%</b>	<b>2669</b>	<b>97.52%</b>	<b>2458</b>	<b>97.29%</b>	<b>2287</b>										

Data Not Available following transfer to UH system

Appointments TMO YTD totals



**LKPI 06 (Formerly BVPI 185)**

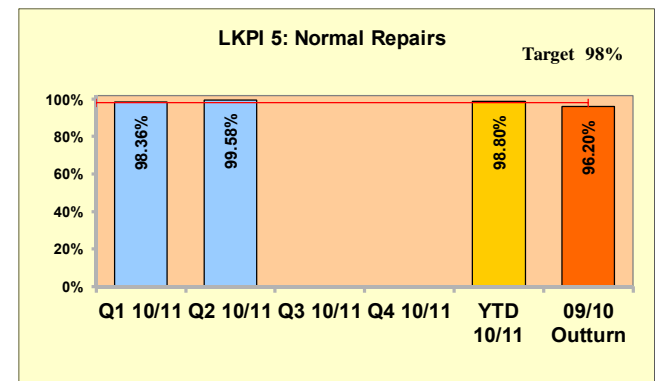
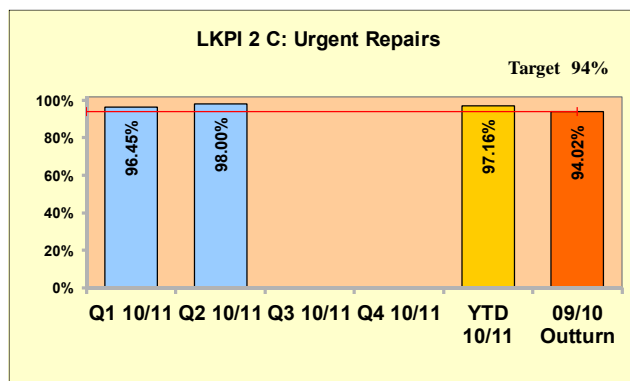
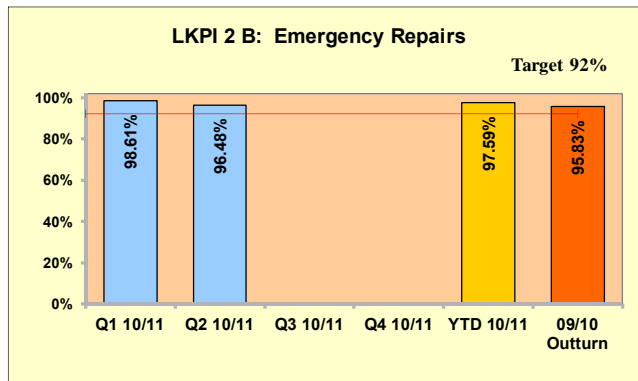
This PI measures the percentage of jobs where an appointment was given and kept. The appointment is defined as an arrangement to carry out the repair on a specific date, expressed as a percentage of all responsive repairs ordered where access was required. This excludes from both the numerator & the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

Due to technical difficulties we are currently unable to report any performances in this area for Q2.

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					93.94%	33	92.86%	42
	Urgent	97.37%	38	100.00%	34					98.61%	72	93.30%	209
	Normal	100.00%	7	100.00%	7					100.00%	14	90.91%	22
	<b>Total</b>	<b>98.31%</b>	<b>59</b>	<b>96.67%</b>	<b>60</b>					<b>97.48%</b>	<b>119</b>	<b>93.04%</b>	<b>273</b>
Downs	Emergency	100.00%	22	100.00%	34					100.00%	56	77.22%	79
	Urgent	100.00%	27	100.00%	37					100.00%	64	70.33%	91
	Normal	100.00%	18	100.00%	12					100.00%	30	100.00%	23
	<b>Total</b>	<b>100.00%</b>	<b>67</b>	<b>100.00%</b>	<b>83</b>					<b>100.00%</b>	<b>150</b>	<b>76.68%</b>	<b>193</b>
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		
	<b>Total</b>	<b>96.55%</b>	<b>58</b>					<b>96.55%</b>	<b>58</b>	<b>91.14%</b>	<b>271</b>		
Suffolk	Emergency	100.00%	2	100.00%	1					100.00%	3	90.63%	32
	Urgent	100.00%	28	97.92%	48					98.68%	76	92.86%	112
	Normal	100.00%	31	100.00%	34					100.00%	65	95.24%	126
	<b>Total</b>	<b>100.00%</b>	<b>61</b>	<b>98.80%</b>	<b>83</b>					<b>99.31%</b>	<b>144</b>	<b>93.70%</b>	<b>270</b>
Wenlock Barn	Emergency	98.18%	55	98.73%	79					98.51%	134	98.68%	531
	Urgent	97.44%	351	98.20%	278					97.77%	629	95.64%	1148
	Normal	99.31%	291	99.29%	140					99.30%	431	95.73%	585
	<b>Total</b>	<b>98.28%</b>	<b>697</b>	<b>98.59%</b>	<b>497</b>					<b>98.41%</b>	<b>1194</b>	<b>96.38%</b>	<b>2264</b>
Wick Village	Emergency	100.00%	70	100.00%	35					100.00%	105	99.10%	111
	Urgent	100.00%	28	100.00%	33					100.00%	61	98.96%	96
	Normal	100.00%	39	100.00%	37					100.00%	76	100.00%	152
	<b>Total</b>	<b>100.00%</b>	<b>137</b>	<b>100.00%</b>	<b>105</b>					<b>100.00%</b>	<b>242</b>	<b>99.44%</b>	<b>359</b>
Wyke	Emergency	97.67%	43	87.10%	31					93.24%	74	100.00%	44
	Urgent	91.84%	147	95.80%	119					93.61%	266	97.29%	221
	Normal	76.19%	21	100.00%	10					83.87%	31	100.00%	2
	<b>Total</b>	<b>91.47%</b>	<b>211</b>	<b>94.38%</b>	<b>160</b>					<b>92.72%</b>	<b>371</b>	<b>97.75%</b>	<b>267</b>
Overall TMO Score	Emergency	98.61%	216	96.48%	199					97.59%	415	95.83%	863
	Urgent	96.45%	648	98.00%	549					97.16%	1197	94.02%	2007
	Normal	98.36%	426	99.58%	240					98.80%	666	96.20%	1027
	<b>Total</b>	<b>97.44%</b>	<b>1290</b>	<b>98.08%</b>	<b>988</b>					<b>97.72%</b>	<b>2278</b>	<b>95.00%</b>	<b>3897</b>
<b>Neighbourhood Non-DLO</b>		<b>89.16%</b>	<b>3294</b>									<b>86.95%</b>	<b>16633</b>



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 Keron Rhame Shepherd):**  
 The TMO monitoring team are pleased to report improvements on previous quarters. Cranston and Wyke TMO had unusually low figures for their emergency jobs; while interrogating the Emergency jobs that were closed off outside of the 24 hour period, it was discovered that the jobs were far larger than the original descriptions and materials had to be ordered in. The TMO officers have been guided for any future occurrences. Wick Village TMO have successfully achieved 100% in each priority category as most jobs were completed by their Handy Person on the same day of reporting.

LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time		Qtr 1 (10/11)		Qtr 2 (10/11)		Qtr 3 (10/11)		Qtr 4 (10/11)		10/11 YTD		2009/10 Outturn	
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders
Arden	Emergency	94.17%	103	Data Not Available following Transfer to UH System							91.12%	563	
	Urgent	76.92%	13								88.19%	144	
	Normal	98.52%	338								94.30%	1508	
	<b>Total</b>	<b>96.92%</b>	<b>454</b>								<b>93.09%</b>	<b>2215</b>	
Clapton Park	Emergency	81.82%	88									78.08%	520
	Urgent	66.67%	3									80.43%	46
	Normal	95.20%	562									91.64%	2621
	<b>Total</b>	<b>93.26%</b>	<b>653</b>								<b>89.27%</b>	<b>3187</b>	
Cranston	Emergency	90.63%	32									87.31%	134
	Urgent	100.00%	2									100.00%	3
	Normal	77.78%	9									91.57%	166
	<b>Total</b>	<b>88.37%</b>	<b>43</b>								<b>89.77%</b>	<b>303</b>	
Downs	Emergency	84.62%	13									88.03%	117
	Urgent	91.67%	12									89.58%	48
	Normal	89.13%	46									95.04%	121
	<b>Total</b>	<b>88.73%</b>	<b>71</b>								<b>91.26%</b>	<b>286</b>	
Lordship	Emergency	88.89%	18									72.04%	93
	Urgent	100.00%	11									97.40%	77
	Normal	95.24%	42									97.06%	170
	<b>Total</b>	<b>94.37%</b>	<b>71</b>								<b>90.29%</b>	<b>340</b>	
Suffolk	Emergency	66.67%	18								75.97%	129	
	Urgent	88.89%	9								91.84%	49	
	Normal	88.00%	50								96.92%	227	
	<b>Total</b>	<b>83.12%</b>	<b>77</b>							<b>89.63%</b>	<b>405</b>		
Tower	Emergency	85.00%	20								72.12%	104	
	Urgent	100.00%	2								100.00%	11	
	Normal	91.67%	48								94.12%	238	
	<b>Total</b>	<b>90.00%</b>	<b>70</b>							<b>87.82%</b>	<b>353</b>		
Wick Village	Emergency	-	-								66.67%	6	
	Urgent	100.00%	1								100.00%	1	
	Normal	100.00%	1								82.35%	17	
	<b>Total</b>	<b>100.00%</b>	<b>2</b>							<b>79.17%</b>	<b>24</b>		
Wyke	Emergency	92.86%	42								83.68%	190	
	Urgent	93.33%	15								91.57%	83	
	Normal	100.00%	47								96.88%	224	
	<b>Total</b>	<b>96.15%</b>	<b>104</b>							<b>90.95%</b>	<b>497</b>		
<b>TMO Total</b>		<b>93.59%</b>	<b>1545</b>								<b>90.55%</b>	<b>7610</b>	
<b>NHO Total</b>		<b>94.24%</b>	<b>17190</b>								<b>93.28%</b>	<b>89949</b>	
<b>HH Total</b>		<b>94.18%</b>	<b>18735</b>								<b>93.28%</b>	<b>89949</b>	

Data Not Available following Transfer to UH System

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

**Comments (Performance Team):**

Due to technical difficulties we are currently unable to report any performances in this area for Q2.

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

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

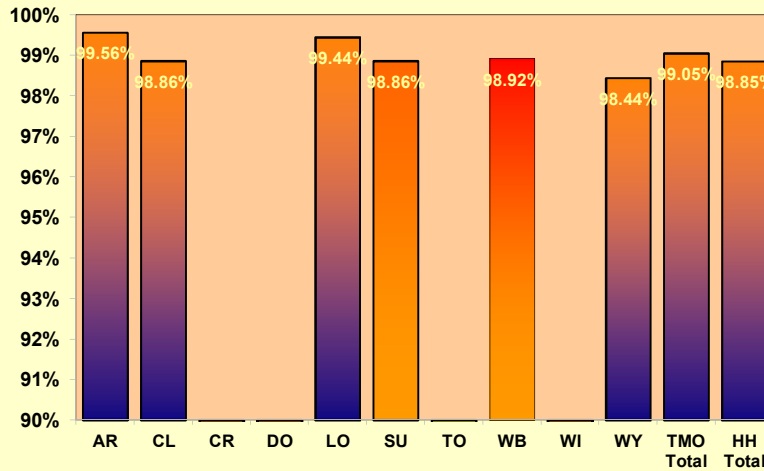
Data source: Saffron  
Data provider: Performance Team

	JUL	AUG	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Number of CP12's overdue	Average time overdue in weeks	Target		
Arden	<b>Not Available</b>		99.78%	98.70%	99.48%	99.12%	98.90%	99.78%	97.32%	<b>Data Not Available Following Transfer to UH System</b>			99.56%	2	29.82	99.20%	
Clapton Park			97.92%	98.24%	97.86%	99.03%	98.69%	99.84%	99.02%				98.86%	7	9.63	99.20%	
Cranston			-	-	-	-	-	-	-				-	-	-	-	99.20%
Downs			-	98.09%	88.21%	100.00%	99.36%	-	98.70%				-	-	-	-	99.20%
Lordship South			98.37%	97.83%	86.82%	99.43%	98.27%	99.42%	97.69%				99.44%	1	-	99.20%	
Suffolk			99.43%	99.43%	91.94%	100.00%	-	99.43%	98.86%				98.86%	2	7.96	99.20%	
Tower			-	-	-	-	-	-	-				-	-	-	-	99.20%
Wenlock Barn			-	-	99.48%	98.07%	98.07%	99.28%	99.04%				98.92%	9	13.11	99.20%	
Wick Village			-	-	-	-	-	-	-				-	-	-	-	99.20%
Wyke			99.06%	98.43%	99.01%	99.06%	99.04%	99.68%	98.10%				98.44%	5	11.96	99.20%	
<b>TMO Total</b>	<b>98.33%</b>	<b>98.83%</b>	<b>98.83%</b>	<b>98.23%</b>	<b>99.77%</b>	<b>98.90%</b>	<b>98.67%</b>	<b>99.60%</b>	<b>98.52%</b>	<b>99.05%</b>	<b>26</b>	<b>12.90</b>	<b>99.20%</b>				
<b>Hackney Homes Total</b>	<b>97.75%</b>	<b>98.55%</b>	<b>98.83%</b>	<b>98.59%</b>	<b>98.32%</b>	<b>98.97%</b>	<b>98.62%</b>	<b>99.34%</b>	<b>98.21%</b>	<b>98.85%</b>	<b>211</b>	<b>9.51</b>	<b>99.20%</b>				

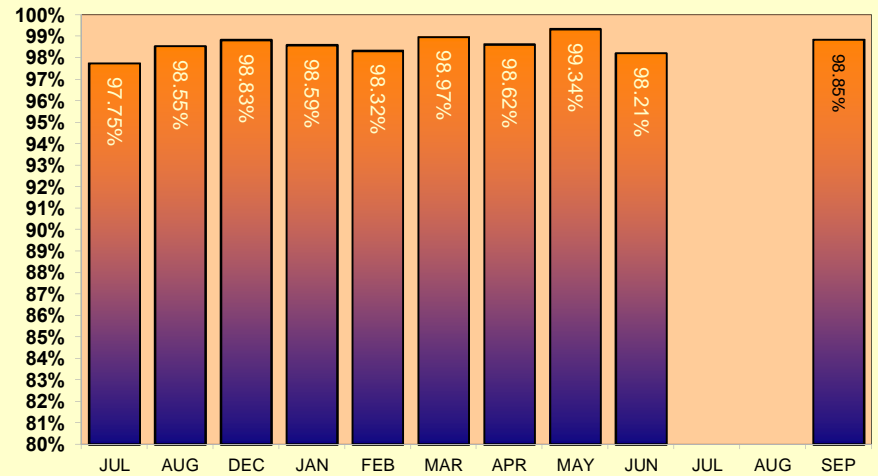
**Comments**

Due to technical difficulties we are currently unable to report any performances in this area for Q2.

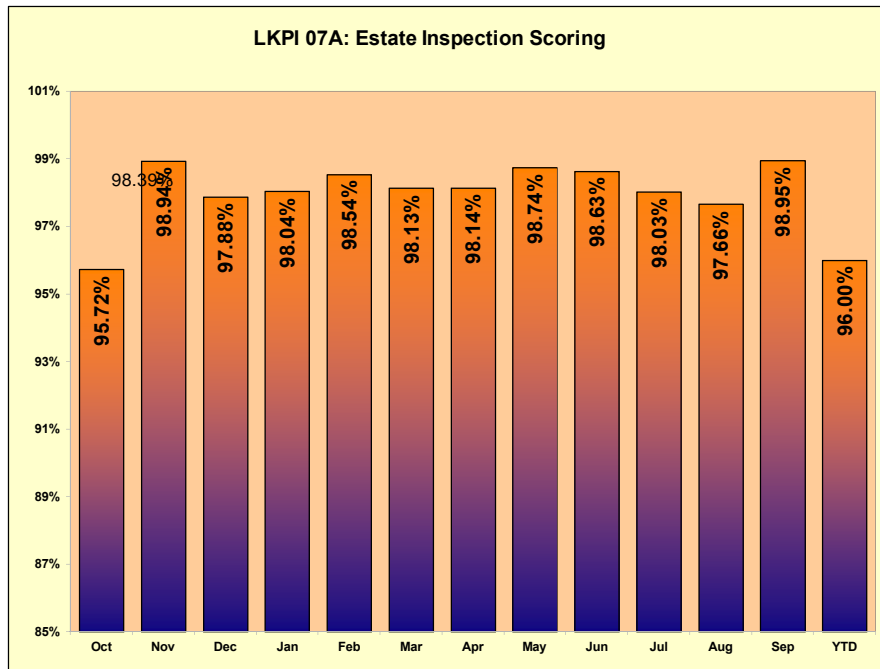
LKPI 79: Percent of dwellings with a valid Gas Safety Certificate (CP12) by Neighbourhood



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



LKPI 07A: Estate Inspection Scoring	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	YTD	Target	09/10 outturn	Within the Quarter (Jul - Sep)			
																A's	B's	C's	D's
Arden	94.93%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.39%	100.00%	99.93%	96.00%	98.76%	95%	4%	0%	0%
Cranston	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	-	-	100.00%	100.00%	100.00%	100.00%	96.00%	100.00%	97%	3%	0%	0%
Clapton Park	-	-	96.24%	95.60%	-	97.26%	97.44%	97.07%	-	97.27%	97.33%	97.17%	97.25%	96.00%	96.30%	86%	12%	2%	0%
Downs	-	-	-	80.95%	76.19%	71.43%	70.00%	86.67%	85.71%	77.27%	81.82%	-	80.00%	96.00%	76.19%	73%	7%	14%	7%
Lordship	87.65%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.08%	99.03%	100.00%	99.46%	96.00%	98.90%	4%	95%	1%	0%
Suffolk	-	-	88.00%	85.14%	83.56%	79.55%	80.60%	86.05%	93.48%	94.20%	88.57%	85.42%	88.05%	96.00%	84.59%	88%	2%	7%	3%
Wenlock Barn	97.63%	99.36%	99.34%	98.90%	99.71%	99.48%	98.68%	99.19%	99.36%	98.46%	99.44%	100.00%	99.12%	96.00%	99.05%	72%	27%	1%	0%
Wick Village	80.00%	80.00%	80.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	-	-	-	100.00%	96.00%	88.15%	-	-	-	-
Wyke Estate	-	-	99.73%	100.00%	100.00%	99.47%	100.00%	100.00%	100.00%	100.00%	-	100.00%	100.00%	96.00%	99.71%	88%	12%	0%	0%
TMO Total	95.72%	98.94%	97.88%	98.04%	98.54%	98.13%	98.14%	98.74%	98.63%	98.03%	97.66%	98.95%	98.39%	96.00%	98.10%	81.03%	17.28%	1.37%	0.32%
HH Neighbourhood Total	92.90%	96.10%	95.80%	95.40%	95.19%	93.46%	93.90%	94.60%	93.10%	93.90%	96.20%	95.50%	94.58%	96.00%	94.31%	41.54%	53.69%	4.53%	0.24%



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

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

**Comments supplied by Sharene Labonte, TMO Client Team:**

The estate inspection performance has improved for most of the TMOs, however for those TMOs who have not met their target, plans have been put in place to ensure that this target is met in the next quarter.

	Neighbourhood/division	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Volume		YTD (10/11)	Target	
															Total due (10/11)	Answer in Time (10/11)			
LKPI 25a: Stage One Complaints	Arden	-	-	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	-	100.00%	-	-	100.00%	3	3	100.00%	92%	
	Clapton Park	100.00%	0.00%	66.67%	-	100.00%	50.00%	-	100.00%	0.00%	100.00%	100.00%	100.00%	0.00%	7	5	71.43%	92%	
	Cranston	0.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	Downs	-	-	-	0.00%	-	100.00%	0.00%	-	-	-	-	-	-	-	-	-	-	92%
	Lordship South	-	-	-	-	-	-	100.00%	-	-	-	-	-	-	-	-	-	-	92%
	Suffolk	-	-	-	-	-	0.00%	0.00%	-	-	-	-	-	-	-	-	-	-	92%
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	Wenlock Barn	80.00%	100.00%	50.00%	80.00%	100.00%	50.00%	50.00%	0.00%	-	100.00%	66.67%	100.00%	100.00%	10	8	80.00%	92%	
	Wick Village	100.00%	-	-	-	-	100.00%	-	-	-	-	-	-	-	-	-	-	-	92%
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92%
	<b>TMO Total</b>	<b>75.00%</b>	<b>66.67%</b>	<b>50.00%</b>	<b>75.00%</b>	<b>100.00%</b>	<b>62.50%</b>	<b>60.00%</b>	<b>66.67%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>80.00%</b>	<b>100.00%</b>	<b>75.00%</b>	<b>20</b>	<b>16</b>	<b>80.00%</b>	<b>92%</b>	
	<b>NHD Total</b>	<b>95.00%</b>	<b>93.94%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>93.75%</b>	<b>96.00%</b>	<b>88.89%</b>	<b>95.24%</b>	<b>92.31%</b>	<b>87.50%</b>	<b>78.57%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>104</b>	<b>97</b>	<b>93.27%</b>	<b>92%</b>	
<b>Resident Services</b>	<b>93.75%</b>	<b>94.00%</b>	<b>89.87%</b>	<b>80.72%</b>	<b>79.73%</b>	<b>88.30%</b>	<b>91.21%</b>	<b>92.59%</b>	<b>68.18%</b>	<b>87.50%</b>	<b>76.19%</b>	<b>100.00%</b>	<b>95.65%</b>	<b>146</b>	<b>128</b>	<b>87.67%</b>	<b>92%</b>		
<b>TOTAL</b>	<b>92.39%</b>	<b>93.02%</b>	<b>88.07%</b>	<b>84.48%</b>	<b>83.16%</b>	<b>86.67%</b>	<b>88.28%</b>	<b>90.10%</b>	<b>80.77%</b>	<b>81.40%</b>	<b>75.53%</b>	<b>94.69%</b>	<b>89.90%</b>	<b>597</b>	<b>512</b>	<b>85.76%</b>	<b>92%</b>		
LKPI 25b: Stage Two Complaints	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	50.00%	100.00%	0.00%	-	0.00%	-	100.00%	5	2	40.00%	92%		
LKPI 59: Stage Twos Upheld (HH Overall Total)	-	-	-	-	-	-	-	100.00%	25.00%	66.67%	80.00%	63.16%	40.00%	-	-	-	61.54%	30%	
LKPI 31: FOI Requests	-	-	-	-	-	-	-	-	-	-	0.00%	100.00%	-	2	1	50.00%	TBC		
LKPI 27: % Ombudsman in target	0.00%	-	-	-	-	0.00%	-	-	-	-	-	-	-	-	-	-	-	TBC	
LKPI 72: No. of Ombudsman Items	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	NA	
LKPI 22: Board Member Enquiries	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	TBC	
LKPI 23: Members' Enquiries	Arden	-	-	100.00%	100.00%	-	-	-	100.00%	-	-	-	-	-	2	2	100.00%	90%	
	Clapton Park	-	-	-	-	-	-	-	-	-	100.00%	0.00%	0.00%	0.00%	4	1	25.00%	90%	
	Cranston	-	-	-	-	-	-	100.00%	-	-	-	-	-	-	-	-	-	90%	
	Downs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Suffolk	-	-	100.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wenlock Barn	-	100.00%	100.00%	-	-	100.00%	50.00%	100.00%	100.00%	-	-	-	-	2	2	100.00%	90%	
	Wick Village	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	<b>TMO Total</b>	<b>-</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>-</b>	<b>100.00%</b>	<b>66.67%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>8</b>	<b>5</b>	<b>62.50%</b>	<b>90%</b>	
	<b>NHD Total</b>	<b>85.71%</b>	<b>93.94%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>92.31%</b>	<b>84.21%</b>	<b>87.23%</b>	<b>93.48%</b>	<b>94.12%</b>	<b>90.48%</b>	<b>76.47%</b>	<b>82.61%</b>	<b>87.50%</b>	<b>140</b>	<b>124</b>	<b>88.57%</b>	<b>90%</b>	
<b>Resident Services</b>	<b>90.91%</b>	<b>89.71%</b>	<b>97.73%</b>	<b>84.27%</b>	<b>86.00%</b>	<b>83.53%</b>	<b>77.97%</b>	<b>89.06%</b>	<b>87.50%</b>	<b>80.00%</b>	<b>76.67%</b>	<b>82.76%</b>	<b>84.21%</b>	<b>196</b>	<b>165</b>	<b>84%</b>	<b>90%</b>		
<b>TOTAL</b>	<b>88.89%</b>	<b>91.18%</b>	<b>98.21%</b>	<b>88.52%</b>	<b>87.30%</b>	<b>84.55%</b>	<b>79.74%</b>	<b>86.47%</b>	<b>85.96%</b>	<b>63.75%</b>	<b>83.12%</b>	<b>85.71%</b>	<b>75.00%</b>	<b>582</b>	<b>474</b>	<b>81%</b>	<b>90%</b>		
LKPI 24: Mayor's Enquiries	Arden	100.00%	-	-	-	-	100.00%	100.00%	-	-	66.67%	100.00%	100.00%	-	5	4	80%	90%	
	Clapton Park	100.00%	100.00%	100.00%	-	-	-	100.00%	-	-	0.00%	-	-	-	1	0	0%	90%	
	Cranston	-	-	-	33.33%	0.00%	-	-	-	-	-	-	-	-	-	-	-	90%	
	Downs	-	-	-	100.00%	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Suffolk	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wenlock Barn	50.00%	50.00%	-	-	-	100.00%	-	100.00%	100.00%	-	-	100.00%	75.00%	9	8	88.89%	90%	
	Wick Village	-	0.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	
	<b>TMO Total</b>	<b>80.00%</b>	<b>50.00%</b>	<b>100.00%</b>	<b>50.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>50.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>75.00%</b>	<b>15</b>	<b>12</b>	<b>80.00%</b>	<b>90%</b>	
	<b>NHD Total</b>	<b>84.62%</b>	<b>100.00%</b>	<b>93.33%</b>	<b>82.35%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>92.86%</b>	<b>73.33%</b>	<b>88.89%</b>	<b>55.00%</b>	<b>28.57%</b>	<b>62.50%</b>	<b>50.00%</b>	<b>75</b>	<b>45</b>	<b>60.00%</b>	<b>90%</b>	
<b>Resident Services</b>	<b>75.00%</b>	<b>87.50%</b>	<b>86.67%</b>	<b>62.50%</b>	<b>61.90%</b>	<b>69.57%</b>	<b>76.47%</b>	<b>77.78%</b>	<b>92.31%</b>	<b>53.85%</b>	<b>33.33%</b>	<b>71.43%</b>	<b>52.38%</b>	<b>101</b>	<b>64</b>	<b>63.37%</b>	<b>90%</b>		
<b>TOTAL</b>	<b>79.41%</b>	<b>87.50%</b>	<b>90.32%</b>	<b>68.89%</b>	<b>70.00%</b>	<b>78.13%</b>	<b>84.38%</b>	<b>67.39%</b>	<b>90.00%</b>	<b>54.00%</b>	<b>65.38%</b>	<b>65.38%</b>	<b>64.71%</b>	<b>222</b>	<b>150</b>	<b>67.57%</b>	<b>90%</b>		

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 (Sharene Labonte TMO Client Team):**  
 The complaints performance has improved. Whereby those TMO who have not met there target, this will be addressed at their yearly annual review meeting, which is taking place in November 2010. The Hackney Homes TMO team has arranged a training course for all the TMOs, on how to investigate and respond to housing complaints, which is being facilitated by the Local Government Ombudsman.

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	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD	09/10 Outturn
Clapton Park	3	3	2	3	4	5	2	2	6	6	1	4	1	20	
Cranston	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
Wenlock Barn		4	2	5	1	3	11	7	5	2	2	1		17	
<b>TMO Total</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>8</b>	<b>13</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>38</b>	<b>136</b>
Estate Safety	12	41	24	11	12	44	6	2	16	14	3	0	0	35	262
<b>NH Total</b>	<b>101</b>	<b>100</b>	<b>80</b>	<b>100</b>	<b>81</b>	<b>94</b>	<b>86</b>	<b>82</b>	<b>95</b>	<b>161</b>	<b>122</b>	<b>93</b>	<b>85</b>	<b>638</b>	<b>1243</b>
<b>Total New Cases</b>	<b>116</b>	<b>148</b>	<b>108</b>	<b>119</b>	<b>98</b>	<b>146</b>	<b>105</b>	<b>93</b>	<b>122</b>	<b>184</b>	<b>128</b>	<b>98</b>	<b>86</b>	<b>711</b>	<b>1641</b>

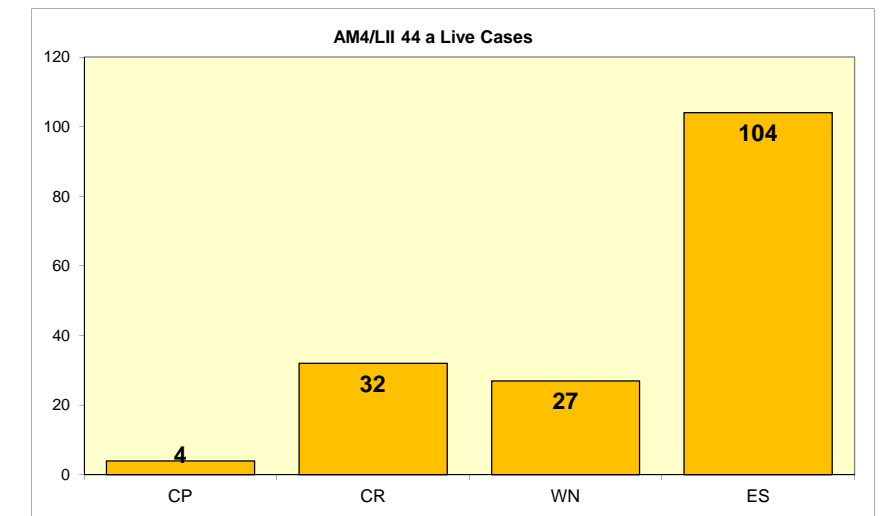
**Comments:**

This page shows a summary of the numbers and types of antisocial behaviour complaints recorded against TMO's to date.

AM4/LII 44b & LII 44c: Closed Cases	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD	09/10 Outturn
Clapton Park	7	5	4	4	4	4	13		1		4	3	0	8	
Cranston	0	0	0	0	0	2	0	0	0	0	0	0	0	0	
Wenlock Barn		4	4	3	2	4	4	2	4	2	2	2	4	16	
<b>TMO Total</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>10</b>	<b>17</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>24</b>	<b>125</b>
Estate Safety	1	43	18	25	3	1	44	12	38	27	21	1	0	99	219
<b>NH Total</b>	<b>124</b>	<b>162</b>	<b>114</b>	<b>110</b>	<b>43</b>	<b>97</b>	<b>89</b>	<b>61</b>	<b>62</b>	<b>69</b>	<b>115</b>	<b>133</b>	<b>95</b>	<b>535</b>	<b>1294</b>
<b>LII 49: Total Resolved Cases</b>	<b>105</b>	<b>190</b>	<b>113</b>	<b>123</b>	<b>41</b>	<b>99</b>	<b>140</b>	<b>75</b>	<b>105</b>	<b>98</b>	<b>142</b>	<b>139</b>	<b>99</b>	<b>658</b>	<b>1363</b>
<b>LII 50 - Number of Closed Not-Resolved</b>	<b>27</b>	<b>24</b>	<b>28</b>	<b>21</b>	<b>14</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>42</b>	<b>275</b>
<b>Total closed cases</b>	<b>132</b>	<b>214</b>	<b>141</b>	<b>144</b>	<b>55</b>	<b>108</b>	<b>151</b>	<b>82</b>	<b>109</b>	<b>102</b>	<b>151</b>	<b>148</b>	<b>108</b>	<b>700</b>	<b>1638</b>

Count of Incident Type (for current live cases)	Neighbourhood Housing Offices (NHO)			Tenant Mgmt Organisations	Estate Safety	NHO Total	Grand Total
	CN	CP	WN				
Alcohol Related	0	0	0	0	1	10	11
Allegation	0	0	0	0	52	8	60
Begging	0	0	0	0	1	1	2
Crackdown	0	0	0	0	30	7	37
Domestic Abuse	0	0	0	0		13	13
Drugs/substance misuse/drug dealing	0	0	3	3	4	31	38
Hate Related Incident	0	0	0	0	1	11	12
Litter/Rubbish/Fly-tipping	3	0	1	4	2	29	35
Misuse of Communal Area/public space or loitering	5	0	2	7	1	44	52
Noise	13	3	17	33	4	206	243
Nuisance from Vehicles	0	0	0	0	0	7	7
Other Criminal behaviour/Crime	0	0	0	0	0	7	7
Other Physical Violence	0	0	0	0	1	11	12
Pets and Animal Nuisance	4	0	2	6	0	50	56
Pirate Radio Station	0	0	0	0	4	0	4
Prostitution/Sexual Acts/Kerb Crawling	0	0	0	0	0	10	10
Tenancy Related Issues	1		0	1	8	4	13
Vandalism and Damage to Property	1		0	1	0	19	20
Verbal Abuse/harassment/threatening behaviour/intimidation	7	1	3	11	2	72	85
<b>Grand Total</b>	<b>34</b>	<b>4</b>	<b>28</b>	<b>66</b>	<b>111</b>	<b>540</b>	<b>717</b>

AM4/LII 44a - Live cases	Qtr 1	Qtr 2 Current Position	Qtr 3	Qtr 4
Clapton Park		4		
Cranston		32		
Wenlock Barn		27		
<b>TMO Total</b>		<b>63</b>		
Estate Safety		104		
<b>NH Total</b>		<b>407</b>		
<b>Total Live Cases</b>		<b>574</b>		



**LKPI 61 a & 61 b:**

	Q1	Q2	YTD	Target	09/10 Outturn
LKPI 61 a: Satisfaction with how complaint was dealt with	60.00%	47.06%	50.00%	55.00%	52.21%
LKPI 61 b: Satisfaction with outcome of complaint	50.00%	45.16%	46.34%	46.00%	47.06%

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

Area Breakdown	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Outturn 09/10
North East	5,399	5,399	5,401	5,400	5,402	5,412	5,288	5,290	5,290	5,291	5,294	5,297	5,297	5,288
North West	3,141	3,141	3,141	3,141	3,141	3,142	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,141
Homerton	4,605	4,605	4,605	4,605	4,605	4,607	4,606	4,607	4,605	4,605	4,604	4,604	4,603	4,606
DBQ	2,996	2,996	2,996	2,996	2,996	3,000	3,000	3,000	3,000	2,999	2,999	2,999	2,999	3,000
Shoreditch	2,896	2,896	2,896	2,896	2,896	2,911	2,912	2,917	2,917	2,917	2,917	2,917	2,917	2,912
Clapton Park TMO	794	794	794	794	794	794	794	794	794	793	793	793	793	794
Cranston TMO	159	159	159	159	159	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	186	186	186	186	185	185	185	185	185	185	185	185	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	333	333	333	333	333	333	332	332	332	333
Arden TMO	544	544	544	544	544	545	545	545	545	545	545	545	545	545
Wenlock Barn TMO	1,060	1,060	1,060	1,060	1,060	1,062	1,062	1,062	1,061	1,059	1,059	1,059	1,059	1,062
Housing Assoc Leased	N/A	N/A	N/A	N/A	N/A	N/A	N/A	139	139	138	138	138	138	N/A
<b>TOTAL</b>	<b>22,702</b>	<b>22,702</b>	<b>22,704</b>	<b>22,703</b>	<b>22,704</b>	<b>22,740</b>	<b>22,615</b>	<b>22,623</b>	<b>22,759</b>	<b>22,755</b>	<b>22,756</b>	<b>22,759</b>	<b>22,757</b>	<b>22,615</b>

**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.

**Comments: (Supplied by Performance Team)**

Neighbourhood managed properties standing at 31413 in total, including 21972 tenanted properties with 663 voids and 7377 leasedhold.

This month, we sold 2 leaseholds which 1n effect reduce rentable by 2 to 22619.

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

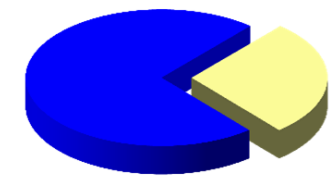
Area Breakdown	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Outturn 09/10
North East	1,979	1,979	1,977	1,977	1,975	1,974	1,975	1,972	1,972	1,965	1,962	1,959	1,959	1,975
North West	1,426	1,426	1,425	1,425	1,425	1,426	1,427	1,427	1,427	1,426	1,427	1,427	1,427	1,427
Homerton	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,732	1,734	1,734	1,735	1,735	1,736	1,731
DBQ	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,124	1,124	1,124	1,124	1,123
Shoreditch	1,062	1,062	1,062	1,062	1,062	1,061	1,060	1,056	1,056	1,056	1,056	1,056	1,056	1,060
Clapton Park	373	373	373	373	372	372	372	372	373	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	76	76	76	77	77	77	77	77	77	77	77	77	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	84	84	84	84	84	84	85	85	85	84
Arden	194	194	194	194	194	194	194	194	194	194	194	194	194	194
Wenlock Barns	415	415	415	415	415	415	415	415	416	418	418	418	418	415
Shared Ownership	1	1	1	1	1	1	1	1	1	1	1	1	1	N/A
<b>TOTAL</b>	<b>8,669</b>	<b>8,669</b>	<b>8,666</b>	<b>8,667</b>	<b>8,664</b>	<b>8,663</b>	<b>8,664</b>	<b>8,658</b>	<b>8,662</b>	<b>8,658</b>	<b>8,658</b>	<b>8,655</b>	<b>8,657</b>	<b>8,663</b>

**Monthly stock reconciliation & movements**

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

**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	Void	Properties that are vacant
Margin of error	Statistical term denoting the probability that the figure does or does not lie within the confidence interval (+/-)	WEF	With effect from
MMR	Monthly Monitoring Report	Wgt	Weighting
N/A	Not Applicable	Year End	The final performance at the end of the financial year (end of March)
NTHD	Neighbourhood	YTD	Year to Date (March to end of current period)