




HackneyHomes

In partnership with  **Hackney** Council

PERFORMANCE

REPORT

March 2010

REPORT No: 12

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HACKNEY HOMES PERFORMANCE REPORT

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

KEY MESSAGES

General Position

This is our final end of year performance report for 2009/10. Although most areas of reporting have now been finalised a few areas are yet to be confirmed such as Decent Homes and Financial reporting the figures for these areas are reported in this report as provisional pending end of year reconciliation; although most of these are expected to be finalised by the close May 2010. As the year concludes performance levels on many areas have shown sustained improvements, this is particularly evident in terms of rent arrears management, income collection and repairs and maintenance. With regards to rent arrears management arrears are now 43% below the level 4 years ago. The repairs service has also seen a major shift upwards in performance following the completion of a major review of service at the beginning of the year. Focusing on our critical areas of performance would suggest we have ended the year on a high with 74% of our indicators within our corporately agreed targets and only 22% are outside of permitted levels. In terms of those indicators currently showing as red the number of homes made decent is expected to improve once the final reconciliation is completed. Empty property management however continues to be a problem and will take time to stabilize as the improvement plan we have put in comes into fruition over the next months. Other areas which are our focus of attention include departmental sickness (excluding our partner agencies), this is now starting to recover, however will take time to bed down as the improvement plans we have put in place comes into effect.

Resident Services

One of the important indicators for Resident Services is their ability to reduce rent arrears and increase collection. This is an area where the service together with our partner agencies have shown a consistent level of improved performance. Rent arrears are now below £4 million and exceeds the targets we set at the beginning of the year. Similarly, the all important former BVPI 66a rent collection indicator shows an all time high levels of rent collection at 99.24% and can be regarded as a top quartile performance compared with other House Mark ALMO club members. Last year saw greater numbers of tenants in arrears affected by increased court activity consequently some of this has impacted on our ability to reduce former tenant arrears. Despite this we have collected more income than expected. On the tenancy management front we have now recovered a total 38 dwellings as a direct result of our partner agencies focus on targeted tenancy audits. The number of squatted units have also reduced, although most of these incidents are concentrated around our main vacant regeneration areas. In terms of empty property management there are a mixed set of outcomes whilst the levels of rent loss due to vacant dwellings has reduced, which is particularly due to the recent reconciliation of long standing regeneration dwellings as part of our final stock count the volume of vacants has on balance increased both in terms of major and relettable vacants. In terms of the time taken to relet vacants; whilst performance in recent months has improved it has largely remained outside of our targets due to high volumes of applicant not turning up for viewings and the slow turnaround of Choice Based Lettings (CBL) short-lists. Focusing on the other major ASB, would suggest the new case management system is progressing well. We now have 22% more new cases registered than last year and over 70% case closures compared with 08/09. By far the most prevalent incident type relates to noise complaints followed by verbal and threatening behaviour. Performance ASB service standards would suggest significant progress is still needed, this is something we are expecting to see once the new case system is fully embedded.

Finance & Resources

The key measures for resources division are Complaints handling, employee sickness and payment of invoices on time. Sickness performance has started to show signs of improvement following the implementation of action plans we have put in place over the last few months. Further work is on going to target specific incidents and log terms illnesses and it is anticipated that during 2010/11 we will start to see further improvements. In terms of complaints although performance has not met the target for stage one, this considered to be only marginally off target and we are confident that performance here will continue to improve next year. Stage two complaints are by their very nature more complicated hence the performance here is reflective of the detailed investigations needed before a reply is made. Nevertheless, we recognize that performance does need to improve next year. On a positive note the target for members enquiry has been met and the same is true in respect of correspondence handling. The invoice payment indicator has started the year in the 70% mark then started to improve during the second quarter of the year, despite this the target was not met. Particular IT system problems was largely the main contributor for this. During 2010/11 we anticipate this problem to be resolved and performance to improve.

Property Services

Overall our repairs and maintenance service shows significant improvements, this is particularly evident in terms of repair appointments and the performance of individual repair priorities. Also of particular significance is the proportion of our dwellings having a valid gas safety certificate, this suggests during 2009/10 virtually 99% of our stock has had a safety check completed. Similarly, with regards to disabled adaptations all major adaptations are now being completed on time. With regards to minor adaptations although performance is somewhat lower than major, this too has shown significant improvements over last few months and is expected to improve over the next year. In terms areas where the service needs to focus more attention include overall improvements to resident perception and the repairs call centre call management systems, which have been plagued with system problems and an unprecedented volume of calls during severe cold weather periods. On the mayoral priorities we have ended the year with more than 70% of objectives currently being met and this is expected to improve when the final Decent homes figures are confirmed.

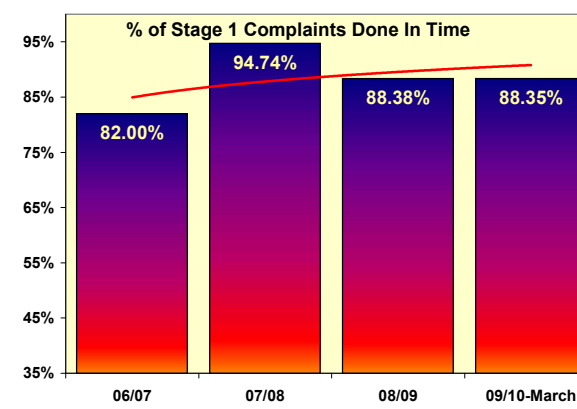
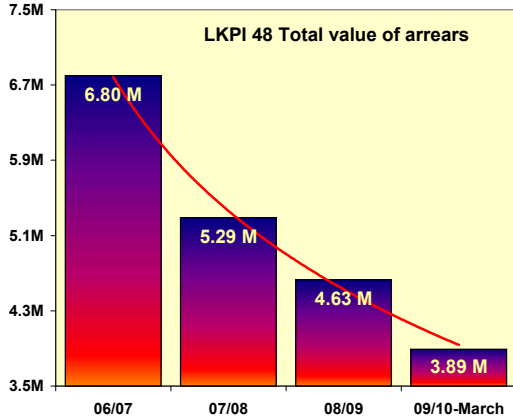
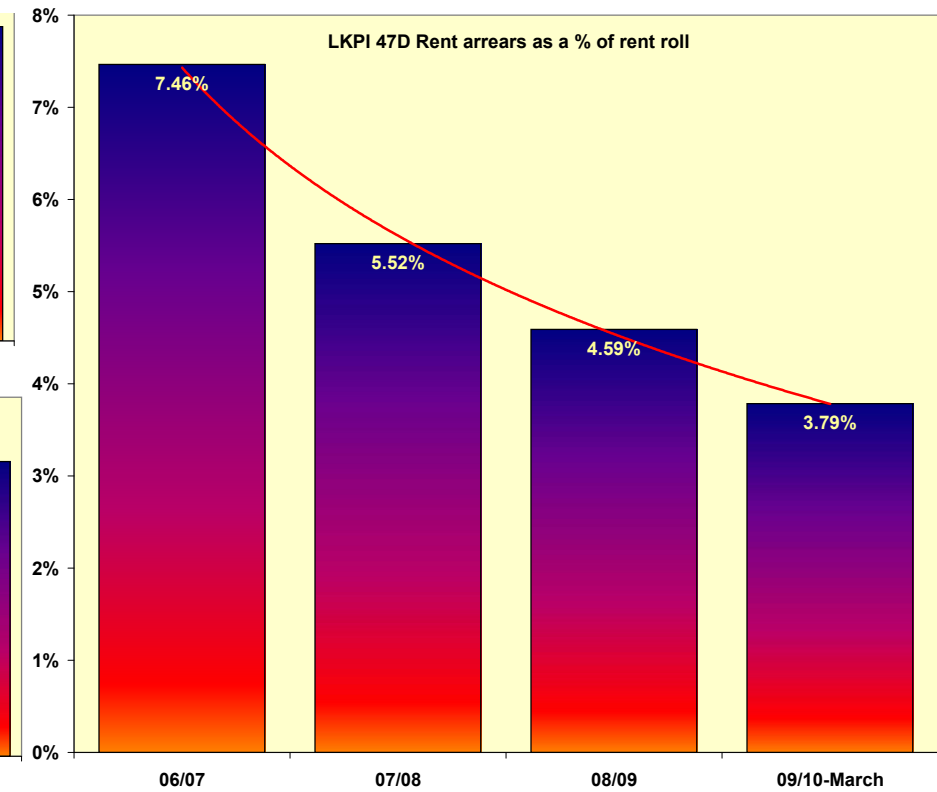
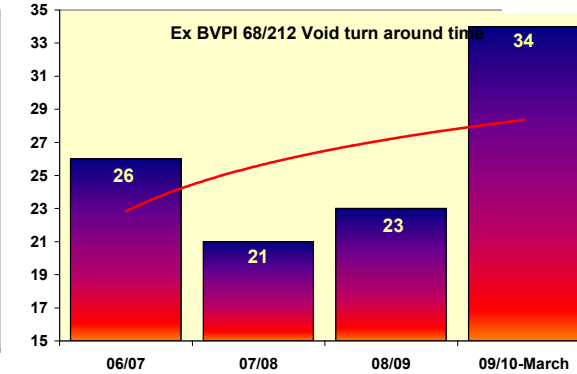
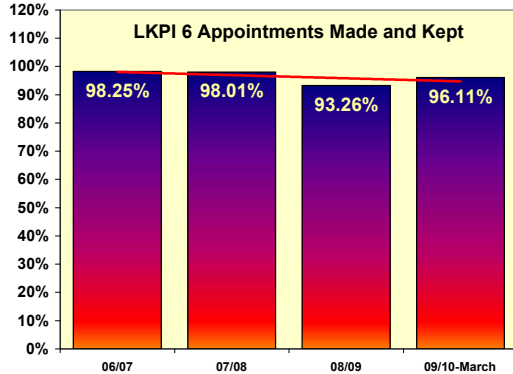
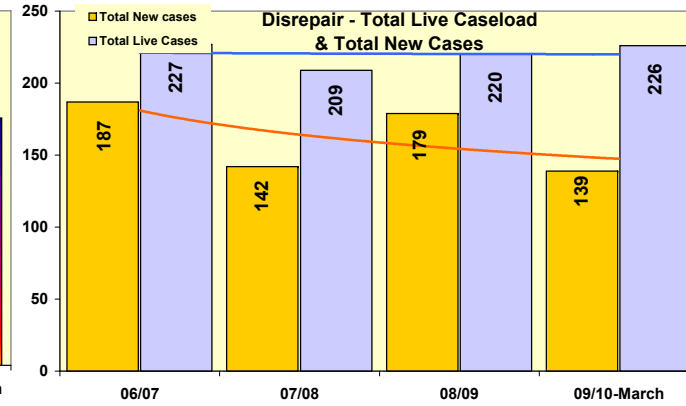
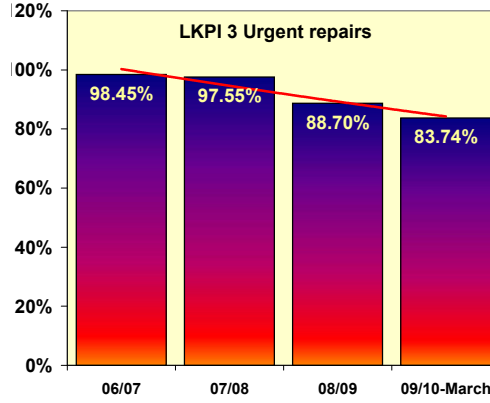
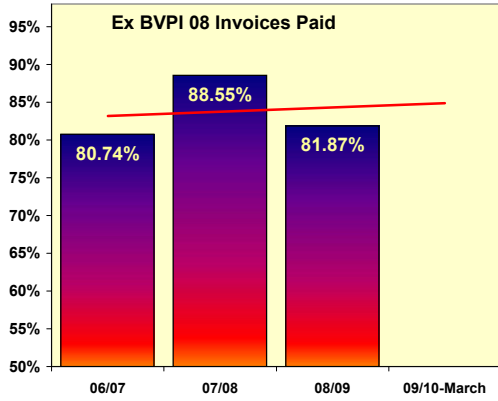
Alex Jarosy ►►► Head of Performance

KEY		PERFORMANCE AGAINST ANNUAL TARGET 2009/10													DATA MONTH			FORECAST	EOY 08/09	Frequency of reporting
			QTR 1			QTR 2			QTR 3			QTR 4		MAR	YTD	TARGET				
▲		THE VARIANCE FOR THIS PI IS BETWEEN 0% AND <10% OF TARGET	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	YTD	TARGET	Perf Against Annual Target (PAAT)	EOY 08/09	Frequency of reporting
◀▶		THE VARIANCE FOR THIS PI IS BETWEEN 10% AND <15% OF TARGET																		
▼		THE VARIANCE FOR THIS PI IS GREATER >= 15% OF TARGET																		
RENT COLLECTION & ARREARS	LKPI 48 Total Value of Rent Arrears (YTD - £M)	£4.63 M	£4.70 M	£4.78 M	£4.57 M	£4.59 M	£4.56 M	£4.43 M	£4.41 M	£4.33 M	£4.39 M	£4.28 M	£4.10 M	£3.89 M	£3.89 M	£3.99 M	▲	£4.63 M	M	
	LKPI 47c YTD Total Collection as % of Rent Debit	100.04%	98.26%	98.41%	99.63%	99.53%	99.55%	99.84%	99.83%	99.94%	99.81%	99.94%	100.09%	100.25%	100.25%	100.30%	▲	100.04%	M	
BVPI RENT COLLECTION INDICATORS	LKPI 114 (Ex-BVPI 66a), KOI 8 - YTD Total Collection as % of Rent+arrears brought forward from previous years	98.70%	N/A	N/A	98.82%	N/A	N/A	98.94%	N/A	N/A	99.09%	N/A	N/A	99.24%	99.24%	98.70%	▲	98.70%	Q	
EMPTY PROPERTY MANAGEMENT	LKPI 123 (Ex-BVPI 212) Average re-let time	29	29	27	34	41	42	35	42	35	24	32	25	27	34	24	▼	25	M	
	LKPI 67 Percentage all new tenants stating the property met the standard promised	87.00%	N/A	N/A	85.71%	N/A	N/A	74.50%	N/A	N/A	71.43%	N/A	N/A	40.27%	61.50%	75.00%	▼	76.77%	Q	
REPAIRS	APPOINTMENTS	LKPI 06 % of Responsive Repairs Appointments Kept	94.81%	94.68%	93.99%	96.11%	96.82%	96.15%	97.25%	95.75%	96.82%	96.18%	97.05%	96.82%	96.03%	96.11%	93.00%	▲	93.26%	M
	IMMEDIATE + EMERGENCY	LKPI 02 (GNPI 18) % of Immediate & Emergency Repairs jobs completed within target (2 - 24 hours)	74.65%	80.71%	86.08%	85.65%	87.76%	91.33%	91.94%	87.26%	85.63%	89.08%	79.72%	85.60%	83.47%	85.97%	84.00%	▲	86.14%	M
	MAJOR ADAPTATIONS	LKPI 70: Percentage of MAJOR Adaptations completed in 28 weeks (referral - job done)	80.00%	86.96%	76.47%	79.17%	73.91%	88.89%	91.67%	78.57%	92.31%	100.00%	100.00%	100.00%	87.11%	90.00%	▲	75.15%	M	
	SATISFACTION	LKPI 106: All tenants satisfaction with the landlord's responsive repair service (STATUS)													68.00%	68.00%	71.00%	▲	70%	A
		LKPI 11 Resident Satisfaction with quality of work		N/A	N/A	82.57%	N/A	N/A	85.39%	N/A	N/A	81.23%	N/A	N/A	80.83%	82.77%	90.00%	▲	97.55%	M
CALL CENTRE	LKPI 9 Repairs Call Centre. % of Calls answered in time	96.79%	96.69%	95.43%	97.52%	97.41%	95.72%	85.50%	93.05%	78.99%	75.98%	68.03%	61.42%	81.49%	83.63%	93.00%	◀▶	90.86%	M	
CLEANING	LKPI 7A Total % of inspections (% Pass)	92.60%	96.20%	94.40%	93.40%	94.00%	92.80%	92.00%	92.90%	96.10%	95.80%	95.40%	95.19%	93.46%	94.31%	96.00%	▲	94.34%	M	
GROUNDS MAINTENANCE	LKPI 8A Total % of inspections (% Pass)	97.60%	96.50%	97.10%	94.80%	95.20%	93.80%	95.90%	94.10%	95.80%	96.60%	97.90%	98.71%	98.77%	96.26%	96.00%	▲	96.77%	M	
LEASEHOLD & RTB	LKPI 16: Service Charge arrears as % invoices raised	31.19%	26.00%	25.75%	25.15%	24.60%	24.74%	24.69%	23.88%	21.99%	21.72%	26.30%	25.94%	25.02%	25.02%	29.00%	▲	31.19%	M	
	LKPI 107: Leaseholder major works charges collected as a percentage of invoices raised		110.90%	114.48%	76.26%	61.29%	70.58%	63.82%	67.23%	66.35%	71.15%	76.10%	83.28%	90.70%	90.70%	66.00%	▲	N/A	M	
COMPLAINTS	LKPI 25a % of Formal Stages 1 Complaint Responses completed within target time	92.45%	91.09%	81.18%	90.43%	92.66%	90.67%	92.39%	93.02%	88.07%	84.35%	82.80%	86.67%	88.28%	88.35%	91.00%	▲	88.81%	M	
	LKPI 59: Stage 2 complaints upheld	64.70%	28.57%	54.55%	42.11%	31.25%	35.71%	27.27%	33.33%	55.56%	14.29%	50.00%	70.00%	70.00%	42.45%	30.00%	▼	31.87%	M	
	LKPI 23 Members Enquiries	64.47%	51.79%	80.00%	93.98%	92.41%	81.97%	88.46%	91.18%	98.18%	88.52%	87.10%	84.68%	79.74%	85.66%	85.00%	▲	79.45%	M	
HUMAN RESOURCES	LKPI 113 (Ex-BVPI 12) No. of days lost to sickness	0.73	0.71	0.80	0.96	1.30	0.87	1.20	1.18	1.10	0.96	1.03	0.92	0.76	11.71	9.50	▼	10.29	M	
INVOICE PAYMENTS	LKPI 112 (Ex-BVPI 08) Monthly % of undisputed invoices paid on time (30 calendar days)(Ind LBH non+delegated)	73.86%	85.89%	80.23%	74.46%	78.90%	72.21%	75.90%	91.98%	90.25%	90.17%	84.75%	89.17%	88.00%	83.43%	90.00%	▲	81.87%	M	
ASB	LKPI 61A Tenant Satisfaction with how ASB complaint was dealt with	68.00%	N/A	N/A	63.34%	N/A	N/A	43.34%	N/A	N/A	58.14%	N/A	N/A	46.34%	52.21%	55.00%	▲	46.89%	Q	
PROPERTY SERVICES Moving towards Decent Homes	LKPI 121 (NI 158) (Ex-BVPI 184a) Proportion of homes non-decent - current FY	32.32%	N/A	N/A	30.96%	N/A	N/A	29.33%	N/A	N/A	27.41%	N/A	N/A	26.92%	26.92%	27.00%	▲	32.32%	Q	
	LKPI 77 (KOI 1) Total number of homes made decent in period	196	N/A	N/A	190	N/A	N/A	372	N/A	N/A	439	N/A	N/A	188	1189	1555	▼	508	Q	

This page tracks performance over the previous 3-4 years to demonstrate our overall "Direction of Travel" on some key indicators.

This is a key page as it gives a picture of how we have performed over the period reported.

This information should be used to gain a quick "at a glance" insight as to where we are on these areas of performance, and where we are heading.



Hackney Homes aims to deliver excellent customer service by putting our customers at the centre of everything we do. Working with our residents, we have reviewed and identified a series of Service Standards that can help us to monitor service provision. We are working hard to achieve these standards and the summary below provides a report on how we are doing against our key service standards.

We are working hard to achieve these standards and the summary below provides a report on how we are doing against each standard.

LII 23

This information provides a summary of performance against Hackney Homes' Service Standards Source: Various as shown.



ON COURSE TO ACHIEVE OR EXCEED TARGET



BELOW TARGET BUT LIKELY TO RECOVER



BELOW TARGET AND UNLIKELY TO RECOVER

HOW WE ARE PERFORMING AGAINST THE STANDARDS

SERVICE STANDARDS	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD (09/10)	09/10 Target	In line with target (?)	2008/09 Outturn	For further info see Page:
1. Percentage of answered telephone calls within <i>five rings</i> .	94.53%	94.13%	94.83%	94.54%	94.69%	93.98%	92.68%	89.84%	89.65%	89.30%	88.73%	88.66%	88.67%	91.80%	91.00%		95.31%	19
2. (a) Callers to reception seen within <i>5 minutes of arrival</i>	87.10%	86.45%	91.43%	93.42%	92.06%	91.77%	91.04%	93.15%	93.59%	91.45%	92.34%	92.90%	92.31%	91.72%	92.00%		86.78%	20
2 (b) Callers to the office requiring an interview seen within <i>15 minutes of arrival</i> .	87.10%	76.44%	83.69%	91.73%	92.63%	88.69%	90.72%	94.60%	89.59%	95.16%	97.31%	97.11%	98.90%	93.26%	92.00%		86.78%	20
3. Percentage of all letters, faxes and emails responded to within <i>10 working days</i> .	89.58%	90.29%	93.88%	88.89%	94.87%	93.99%	96.26%	93.68%	97.85%	95.27%	92.43%	97.93%	98.28%	94.47%	91.00%		93.97%	21
4. Percentage of all complaints replied within <i>15 working days</i> .	92.59%	91.09%	81.18%	90.43%	92.66%	90.67%	92.39%	93.02%	88.07%	84.35%	82.80%	86.67%	88.28%	88.35%	91.00%		88.81%	21
5. (b) The Percentage of valid Gas Safety Certificates (CP12's, including carcasses)	Annual service indicator pre	97.98%	98.07%	97.90%	97.75%	98.55%	98.47%	99.01%	98.90%	98.83%	98.59%	98.32%	98.97%	98.97%	99.00%		N/A	14
8. Percentage of <i>immediate</i> repairs completed within 2 hours.	88.52%	89.60%	89.68%	89.84%	89.86%	91.98%	93.70%	81.20%	82.21%	75.75%	81.61%	90.49%	88.26%	87.28%	84.00%		95.79%	13
9. Percentage of <i>emergency</i> repairs completed within 24 hours.	71.42%	77.86%	84.80%	83.96%	86.69%	91.11%	91.46%	88.71%	86.60%	91.61%	78.88%	84.52%	81.95%	85.57%	84.00%		83.25%	13
10. Percentage of <i>urgent</i> repairs completed within 5 working days.	91.69%	90.03%	94.21%	92.38%	94.61%	93.94%	93.25%	95.30%	91.26%	94.95%	91.07%	90.14%	86.79%	92.41%	92.00%		92.43%	13
11. Percentage of <i>normal</i> repairs completed within 20 working days.	95.74%	93.79%	94.67%	96.24%	96.86%	97.13%	97.33%	96.28%	97.46%	97.84%	95.77%	96.29%	93.86%	96.12%	94.00%		94.28%	13

VALUE OF RENT ARREARS & ARREARS ACTIONS

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.

Arrears Actions: Wef April 09 data for all areas are now being sourced directly from Saffron. Data Source: Saffron. Data provider: HH Finance

Comments (Supplied by Clive Taber)

The end of year target was achieved and a milestone of dipping under £4m arrears was achieved with the outturn resulting at £3.89m all neighbourhoods achieving or exceeding their target. This is a creditable performance.

Please note that the following neighbourhoods include the stated TMO figures, due to the fact that the particular neighbourhood manages the rent function for that TMO(s).

North West comprises; Stoke Newington & Lordship TMO

Queensbridge DB comprises; QDB & Tower TMO

Shoreditch comprises; Shoreditch & Arden TMO

Also note that Targets, have therefore been adjusted to reflect this.

Variance to 08/09 methodology: Homerton previously included Wayman Court TMO, which, is now back in house. Shoreditch previously included Wenlock Bar TMO, but that TMO now

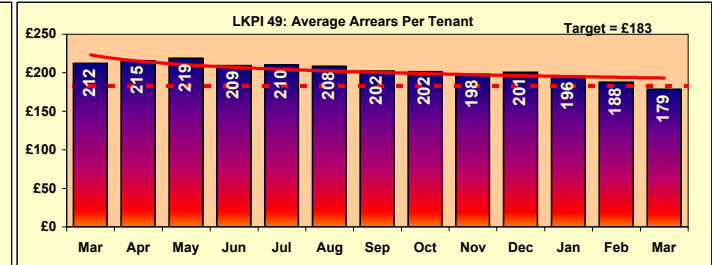
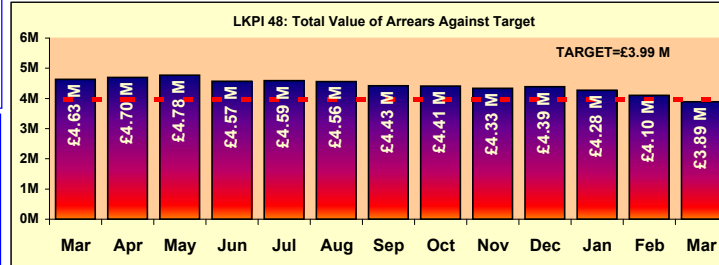
Comments (Supplied by Clive Taber)

The level of notices of seeking possession served was 21% lower than last year and whilst we would expect this to reduce as arrears fall the level of reduction is greater than we would have expected and this will be looked at during the coming year. The level of Possession Orders obtained was over 50% higher than last year and reflects improved casework. We would expect to see this level reduce over the coming year. The eviction level is 27% above last year and we will be looking to reduce this over the coming year as our policy is to use eviction as a last resort.

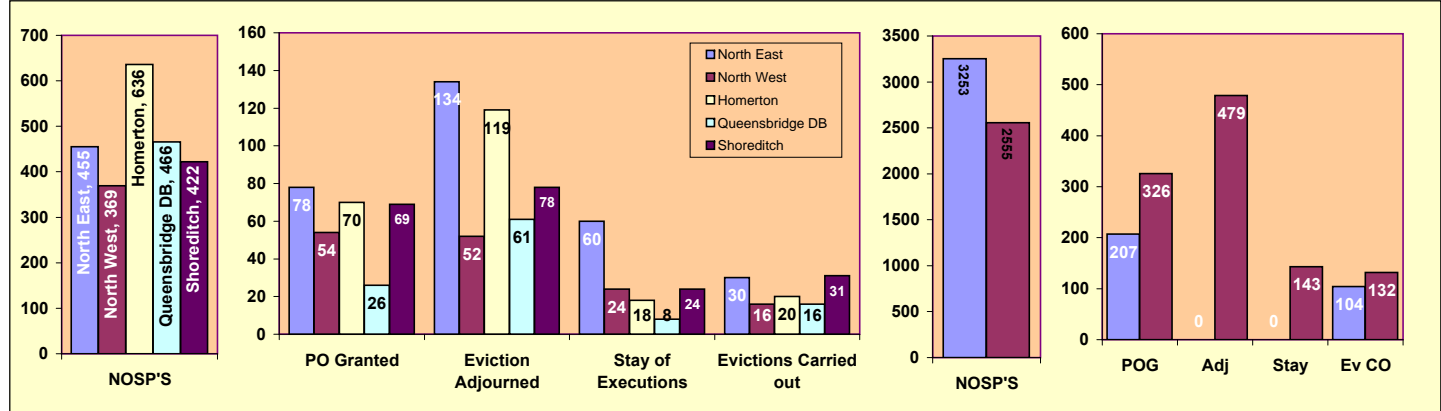
During 2009/10 there was an expectation for figures to vary due to the changed methodology by the way in which data was collated compared with 08/09. With effect from 09/10 data collation is taken directly from the Housing Management Operational system and excludes duplications etc, whereas previously data was collated manually.

LKPI 48: Total Value of Rent Arrears (YTD - £M)	Mar-09 Week 52	Apr-09 Week 4	May-09 Week 8	Jun-09 Week 13	Jul-09 Week 17	Aug-09 Week 21	Sep-09 Week 26	Oct-09 Week 30	Nov-09 Week 34	Dec-09 Week 39	Jan-10 Week 43	Feb-10 Week 47	Mar-10 Week 52	Targets (09/10)	2008/09 Outturn
North East	1.30 M	1.32 M	1.34 M	1.28 M	1.28 M	1.25 M	1.24 M	1.26 M	1.24 M	1.25 M	1.21 M	1.18 M	1.11 M	1.12 M	1.30 M
North West	0.83 M	0.83 M	0.84 M	0.80 M	0.80 M	0.81 M	0.79 M	0.78 M	0.78 M	0.78 M	0.78 M	0.73 M	0.71 M	0.71 M	0.83 M
Homerton	0.82 M	0.83 M	0.84 M	0.83 M	0.84 M	0.84 M	0.80 M	0.80 M	0.79 M	0.79 M	0.77 M	0.76 M	0.71 M	0.71 M	0.82 M
Queensbridge DB	0.49 M	0.51 M	0.52 M	0.47 M	0.47 M	0.47 M	0.47 M	0.45 M	0.44 M	0.46 M	0.45 M	0.42 M	0.38 M	0.42 M	0.49 M
Shoreditch	0.62 M	0.64 M	0.64 M	0.61 M	0.62 M	0.62 M	0.59 M	0.56 M	0.55 M	0.54 M	0.53 M	0.50 M	0.48 M	0.53 M	0.88 M
TMO/Others	0.57 M	0.57 M	0.59 M	0.58 M	0.58 M	0.56 M	0.54 M	0.55 M	0.54 M	0.56 M	0.54 M	0.52 M	0.50 M	0.49 M	0.31 M
Hackney Homes Total	£4.63 M	£4.70 M	£4.78 M	£4.57 M	£4.59 M	£4.56 M	£4.43 M	£4.41 M	£4.33 M	£4.39 M	£4.28 M	£4.10 M	£3.89 M	£3.99 M	£4.63 M

LKPI 49: Average Arrears per tenant	Mar-09 Week 52	Apr-09 Week 4	May-09 Week 8	Jun-09 Week 13	Jul-09 Week 17	Aug-09 Week 21	Sep-09 Week 26	Oct-09 Week 30	Nov-09 Week 34	Dec-09 Week 39	Jan-10 Week 43	Feb-10 Week 47	Mar-10 Week 52	Targets (09/10)	2008/09 Outturn
North East	£262	£265	£269	£257	£258	£252	£249	£253	£249	£253	£245	£239	£225	£226	£262
North West	£260	£264	£266	£253	£252	£253	£247	£246	£245	£245	£244	£229	£223	£224	£260
Homerton	£183	£185	£188	£184	£187	£188	£179	£179	£175	£177	£172	£169	£158	£158	£183
Queensbridge DB	£159	£166	£171	£153	£152	£153	£152	£147	£143	£150	£148	£137	£125	£137	£159
Shoreditch	£185	£191	£192	£181	£185	£185	£174	£167	£163	£161	£156	£148	£142	£159	£200
TMO/Others	£206	£206	£212	£209	£207	£202	£196	£197	£193	£200	£193	£186	£180	£177	£181
Hackney Homes Total	£212	£215	£219	£209	£210	£208	£202	£202	£198	£201	£196	£188	£179	£183	£212

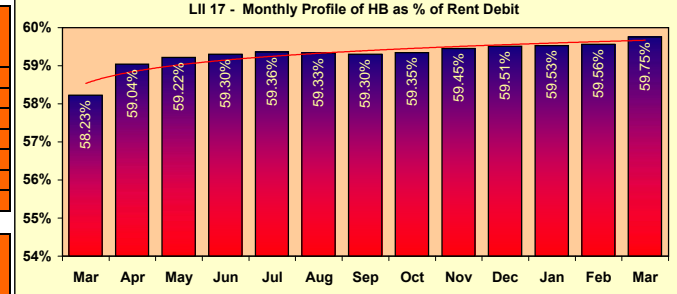


LII 13 - Arrears Action Summary for previous year	End 08/09			Mar 09/10			End 08/09			Mar 09/10			End 08/09			Mar 09/10		
	End	Mar	Mar	End	Mar	Mar	End	Mar	Mar	End	Mar	Mar	End	Mar	Mar	End	Mar	Mar
	NOSP'S						PO Granted			Eviction Adjourned			Stay of Executions			Evictions Carried out		
North East	623	623	455	60	60	78	N/A	N/A	134	N/A	N/A	60	27	27	30			
North West	556	556	369	25	25	54	N/A	N/A	52	N/A	N/A	24	21	21	16			
Homerton	781	781	636	34	34	70	N/A	N/A	119	N/A	N/A	18	26	26	20			
Queensbridge DB	815	815	466	58	58	26	N/A	N/A	61	N/A	N/A	8	8	8	16			
Shoreditch	478	478	422	30	30	69	N/A	N/A	78	N/A	N/A	24	22	22	31			
TMO/Others	N/A	N/A	207	N/A	N/A	29	N/A	N/A	35	N/A	N/A	9	N/A	N/A	19			
Hackney Homes Total	3253	3253	2555	207	207	326	N/A	N/A	479	N/A	N/A	143	104	104	132			



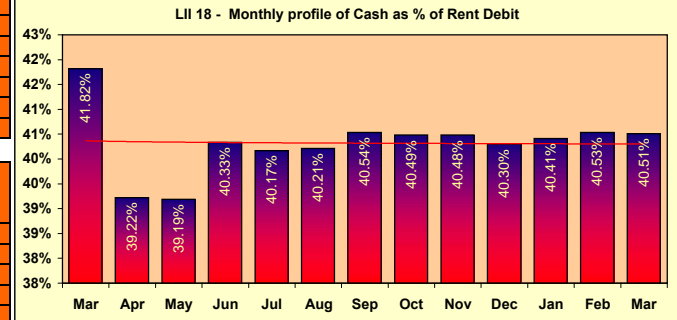
LII 17 - YTD HB as % of Rent Debit (Data source: Saffron) (Formerly LKPI 47a)

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Targets (09/10)	2008/09 Outturn
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
North East	58.82%	59.86%	59.92%	60.05%	60.09%	59.89%	59.85%	59.64%	59.78%	59.81%	59.89%	59.93%	60.10%	N/A	58.82%
North West	60.74%	62.26%	62.39%	62.30%	62.46%	62.38%	62.20%	62.43%	62.53%	62.61%	62.63%	62.64%	62.64%	N/A	60.74%
Homerton	58.09%	58.09%	58.45%	58.57%	58.64%	58.69%	58.72%	58.88%	58.98%	59.10%	59.03%	58.99%	59.04%	N/A	58.09%
Queensbridge DB	58.82%	60.38%	60.45%	60.78%	60.83%	60.84%	60.74%	60.77%	60.81%	60.80%	60.75%	60.76%	60.83%	N/A	58.82%
Shoreditch	56.37%	56.44%	57.25%	57.38%	57.35%	57.38%	57.50%	57.63%	57.72%	57.89%	57.98%	58.10%	58.20%	N/A	56.01%
TMO/Others	56.06%	57.07%	56.55%	56.36%	56.47%	56.52%	56.49%	56.48%	56.64%	56.59%	56.61%	56.70%	56.76%	N/A	56.74%
Hackney Homes Total	58.23%	59.04%	59.22%	59.30%	59.36%	59.33%	59.30%	59.35%	59.45%	59.51%	59.53%	59.56%	59.75%	N/A	58.23%



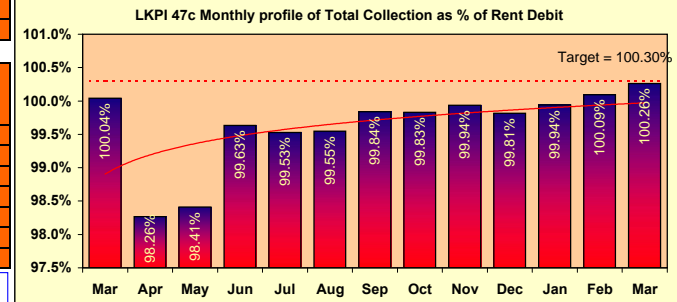
LII 18 - YTD Cash as % of Rent Debit (Data source: Saffron) (LKPI 47b)

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Targets (09/10)	2008/09 Outturn
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
North East	41.21%	38.83%	38.74%	39.89%	39.63%	39.80%	40.01%	40.06%	40.06%	39.92%	40.04%	40.14%	40.19%	N/A	41.21%
North West	38.91%	35.68%	36.00%	37.49%	37.36%	37.30%	37.76%	37.55%	37.48%	37.32%	37.35%	37.59%	37.69%	N/A	38.91%
Homerton	42.30%	40.65%	40.31%	40.84%	40.66%	40.68%	41.06%	40.89%	40.91%	40.70%	40.91%	41.00%	41.14%	N/A	42.30%
Queensbridge DB	41.51%	37.69%	37.45%	38.93%	39.00%	38.92%	39.09%	39.14%	39.23%	39.02%	39.13%	39.37%	39.49%	N/A	41.51%
Shoreditch	43.45%	41.21%	40.95%	42.37%	42.04%	41.92%	42.30%	42.36%	42.33%	42.06%	42.09%	42.09%	42.10%	N/A	43.65%
TMO/Others	43.84%	41.00%	41.71%	42.69%	42.60%	42.95%	43.32%	43.22%	43.20%	43.07%	43.24%	43.31%	43.32%	N/A	43.56%
Hackney Homes Total	41.82%	39.22%	39.19%	40.33%	40.17%	40.21%	40.54%	40.49%	40.48%	40.30%	40.41%	40.53%	40.51%	N/A	41.82%



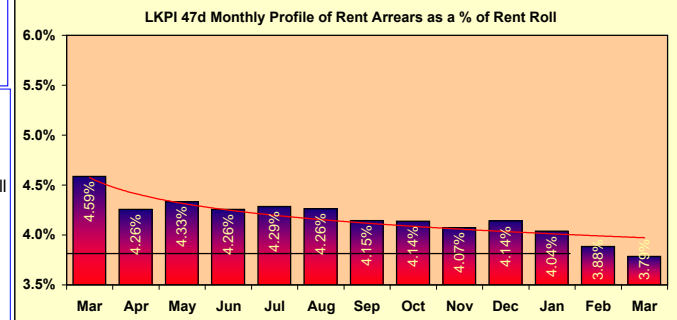
LKPI 47c YTD Total Collection as % of Rent Debit (Data source: Saffron)

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Targets (09/10)	2008/09 Outturn
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
North East	100.04%	98.69%	98.66%	99.94%	99.72%	99.69%	99.86%	99.70%	99.84%	99.74%	99.93%	100.07%	100.29%	100.30%	100.04%
North West	99.65%	97.94%	98.39%	99.79%	99.81%	99.69%	99.97%	100.01%	99.93%	99.98%	100.23%	100.33%	100.33%	100.30%	99.65%
Homerton	100.38%	98.74%	98.76%	99.42%	99.29%	99.37%	99.78%	99.78%	99.89%	99.80%	99.94%	99.98%	100.18%	100.30%	100.38%
Queensbridge DB	100.33%	98.06%	97.90%	99.71%	99.83%	99.76%	99.84%	99.91%	100.04%	99.82%	99.88%	100.13%	100.32%	100.30%	100.33%
Shoreditch	99.81%	97.65%	98.20%	99.75%	99.39%	99.30%	99.79%	99.99%	100.05%	99.95%	100.06%	100.19%	100.29%	100.30%	99.66%
TMO/Others	99.89%	98.07%	98.26%	99.04%	99.07%	99.47%	99.81%	99.71%	99.84%	99.67%	99.85%	100.01%	100.08%	100.30%	100.30%
Hackney Homes Total	100.04%	98.26%	98.41%	99.63%	99.53%	99.55%	99.84%	99.83%	99.94%	99.81%	99.94%	100.09%	100.26%	100.30%	100.04%



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

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Targets (09/10)	2008/09 Outturn
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52		
North East	5.66%	5.28%	5.38%	5.28%	5.31%	5.20%	5.14%	5.22%	5.15%	5.22%	5.07%	4.96%	4.68%	4.63%	5.66%
North West	5.61%	5.17%	5.22%	5.12%	5.13%	5.16%	5.06%	5.04%	5.03%	5.05%	5.03%	4.70%	4.58%	4.53%	5.61%
Homerton	3.99%	3.67%	3.73%	3.77%	3.84%	3.85%	3.69%	3.69%	3.62%	3.67%	3.56%	3.51%	3.30%	3.28%	3.99%
Queensbridge DB	3.36%	3.21%	3.30%	3.05%	3.03%	3.05%	3.03%	2.94%	2.86%	3.02%	2.97%	2.75%	2.52%	2.71%	3.36%
Shoreditch	4.10%	3.83%	3.89%	3.75%	3.85%	3.87%	3.65%	3.51%	3.44%	3.41%	3.30%	3.14%	3.02%	3.30%	4.43%
TMO/Others	4.40%	4.01%	4.13%	4.19%	4.16%	4.07%	3.93%	3.99%	3.93%	4.07%	3.93%	3.80%	3.70%	4.35%	3.79%
Hackney Homes Total	4.59%	4.26%	4.33%	4.26%	4.29%	4.26%	4.15%	4.14%	4.07%	4.14%	4.04%	3.88%	3.79%	3.81%	4.59%



Please note that the following neighbourhoods include the stated TMO figures, due to the fact that the particular neighbourhood manages the rent function for that TMO(s).
 North West comprises; Stoke Newington & Lordship TMO
 Queensbridge DB comprises; QDB & Tower TMO
 Shoreditch comprises; Shoreditch & Arden TMO
 Also note that Targets, have therefore been adjusted to reflect this.
 Variance to 08/09 methodology: Homerton previously included Wayman Court TMO, which is now back in house. Shoreditch previously included Wenlock Barn TMO.

Target for each Partner on TCR:
 Q1: 99.8%, Q2 100.2, Q3 100.3, Q4 100.3

Quarter 2, profiled TCR target agreed with partners is 100.2%.

Data source: Saffron, Data provider: HH Finance

Comments (Supplied by Clive Taber)

Rent Collection

The level of housing benefit has steadily increased through the year and this is what we would expect given the current economic climate. The end of the year figure for the overall collection rate at 100.26% was a positive outcome. The target was therefore only missed by a very small margin and as such can be regarded as a good performance given the current economic climate.

Rent Arrears as % of Rent Debit

The end of the year outturn was 0.2% below the target figure, hence the target was only marginally out and could be considered as a good performance attainment for 2009/10.

BVPI RENT COLLECTION INDICATORS

LKPI 114 (Ex-BVPI 66a (KOI 8)) - shows collection of tenants' rent as a % of the monthly debit for this financial year, and also includes arrears bought forward from previous years.

LKPI 115 (Ex-BVPI 66b) - shows the percentage of tenants owing more than seven weeks rent at the end of each quarter.

LKPI 116 (Ex-BVPI 66c) - shows the percentage of tenants in arrears who have been served with a NOSP at the end of the quarter.

LKPI 117 (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 (+ KOI 8))	(2008/09)					(2009/10)					Targets (09/10)	08/09 Outturn
	QTR 4		QTR 1		QTR 2		QTR 3		QTR 4			
	Week 52	Week 13	Week 26	Week 39	Week 52	Week 13	Week 26	Week 39	Week 52			
North East	98.16%	98.32%	98.44%	98.73%	98.96%	N/A	98.16%					
North West	97.97%	98.20%	98.49%	98.65%	98.81%	N/A	97.97%					
Homerton	99.17%	99.25%	99.30%	99.30%	99.41%	N/A	99.17%					
Queensbridge DB	99.29%	99.33%	99.42%	99.43%	99.57%	N/A	99.29%					
Shoreditch	99.25%	99.36%	99.35%	99.54%	99.62%	N/A	99.25%					
TMO/Others	98.59%	98.70%	98.89%	99.03%	99.21%	N/A	98.59%					
Hackney Homes Total	98.70%	98.82%	98.94%	99.09%	99.24%	98.70%	98.70%					

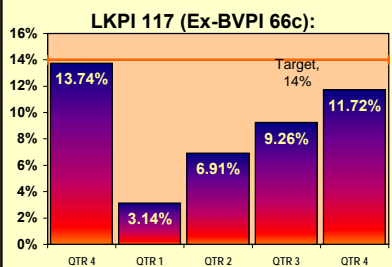
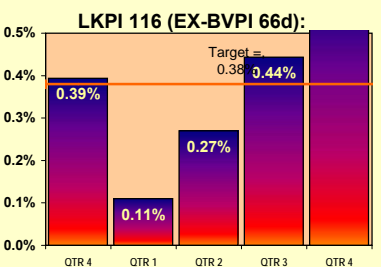
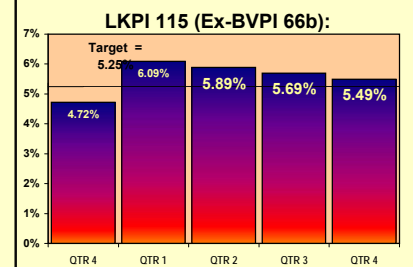
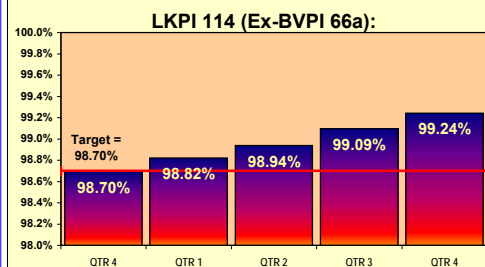
LKPI 115 (Ex-BVPI 66 B)	4.72%	6.09%	5.89%	5.69%	5.49%	N/A	4.72%
LKPI 116 (Ex-BVPI 66 C)	13.74%	3.14%	6.91%	9.26%	11.72%	N/A	13.74%
LKPI 117 (Ex-BVPI 66 D)	0.39%	0.11%	0.27%	0.44%	0.61%	0.30%	0.39%

Comments (Supplied by Vijay Pillai):

The rent collection indicator has been one of the principal indicator for housing organisations and in deed it has been one of Hackney's target indicators for improvement over the years. The efforts we have put in place over the last few year have now taken its affect and it reflected in the final end of year attainment of just over 99% collection. This is technically one of the best performances amongst the ALMO club groups registered with House Mark.

In terms of the remaining suite of BV 66 indicators focusing on arrears actions would suggest a general drop in the proportion of tenants owing more than seven weeks arrears compared with Q1 although in real terms compared with last year it has increased by 16%. In terms of Notice of Seeking Possession's served, this has dropped by 15% compared with last year.

For evictions, overall volumes have increased significantly (twice the level of target). This is mainly because of the improvements made in the way data is collated and as a results of actions taken at a local level in pursuing high arrears cases failing to honor agreements etc.



FORMER TENANT ARREARS PERFORMANCE

LKPI 21 - Overall value of Former Tenant Arrears (FTA).

New LKPI - Former tenant arrears as a % of rent roll

LKPI 55 - Total FTA collected against target - shows collection of former tenants' arrears as a % of the annual target for this financial year, and also includes arrears from current and former tenants'.

LKPI 56 - Cash Collected as a percentage of debt - shows the proportion of cash collected from former tenants against total debt owing.

LKPI 57 - Bad debt as a percentage of total FTA debt - shows the proportion of bad debts (uncollectible arrears from former tenants) against total FTA debt owed.

LII 22 - Rental income payment methods - shows the profile of tenant payment methods and the take-up of different payment options by each quarter.

Data source: Saffron
Data provider: HH FTA Team

FORMER TENANT ARREARS	(2008/09)					(2009/10)					Targets (09/10)	08/09 Outturn
	QTR 4		QTR 1		QTR 2		QTR 3		QTR 4			
	Week 52	Week 13	Week 26	Week 39	Week 52	Week 13	Week 26	Week 39	Week 52			
LKPI 21	£3.2M	£3.4M	£3.6M	£3.8M	£2.8M	£2.7M					£2.7M	324%
New LKPI												
LKPI 55	97.82%	21.14%	43.77%	74.67%	100.75%	100.00%	98%					
LKPI 56	14.63%	2.76%	5.47%	8.73%	16.30%	16.60%	14.63%					
LKPI 57	41.07%	23.20%	35.84%	32.94%	30.13%	30%	41.07%					
LII 22 - Rental income payment methods												
Paypoint	22.10%	22.84%	22.72%	22.96%	23.17%	N/A	22.10%					
Credit /Debit card	7.18%	6.94%	6.65%	7.87%	7.46%	N/A	7.18%					
Cash office	8.47%	8.70%	8.76%	8.22%	8.69%	N/A	8.47%					
Giro bank	37.41%	36.31%	36.17%	35.04%	34.55%	N/A	37.41%					
Standing order	7.46%	7.49%	7.88%	7.93%	7.98%	N/A	7.46%					
Direct debit	14.70%	15.02%	15.09%	15.26%	15.46%	N/A	14.70%					
Other	2.68%	2.70%	2.73%	2.71%	2.69%	N/A	2.68%					

Comments (Supplied by Ibrahim Ali)

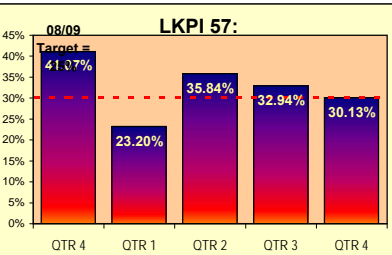
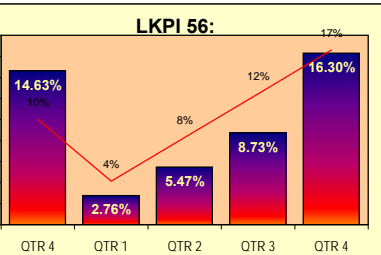
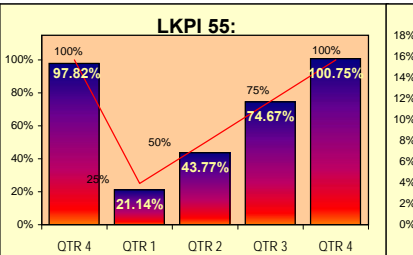
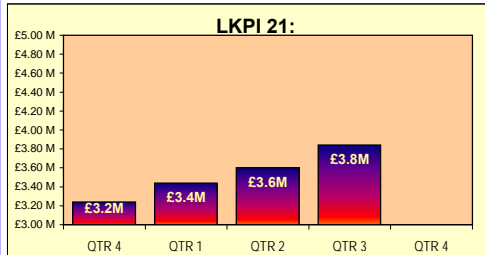
LKPI 21 - The level of former tenants arrears debt increased by £245K as a result of tenancies being terminated with large arrears on their account. Consequently, this outweighed the arrears recovered. Therefore the year end closing balance was slightly above the target of £2.7M.

LKPI 55 - The FTA team recovered a total of £453K (this includes cash, HB and credit from cash incentive entitlement) between Q1 and Q4 which exceeded the target of £450K for the same period.

LKPI 56 - The amount of FTA debt recovered till the year end represented 16.30% against the target of 16.60%. The target was effectively achieved.

LKPI 57 - The FTA team identified and wrote off £1.27M (with council's approval) of bad debt where all internal and external agency recovery actions have proved abotve. This represent 30.13% of the total debt of £4.2M (£3.2M brought forward from previous years and £960K accrued in 2009/10) and the target has been achieved.

LII 22 - The Rent Team continues to send out Direct Debit forms with the rent statments, new tenancy rent letters and automatic rent arrears letters. There were a total of 389 new sign ups between January and March 2010.



LII 4a

This information indicator summarises arrears by neighbourhood, and by band, as well as average arrears per tenant in each band. Arrears are shown as at 1st April (tables) as well as the current month (graphs) for comparison.

Data source: HSG Finance

Neighbourhood Arrears Report by Banding £250 - £1000

Neighbourhood	Average Arrears @ 01/04/2009	Current arrears Balance	No of Accounts	Current Average Arrears
North East	535	197,019	383	514
North West	528	128,805	244	528
Homerton	515	182,869	376	486
Queensbridge & DB	498	120,393	237	508
Shoreditch	527	138,197	266	520
TMO/Others	541	105,110	200	526
Total	523	872,391	1,706	511

Neighbourhood Arrears Report by Banding £1K - £5K

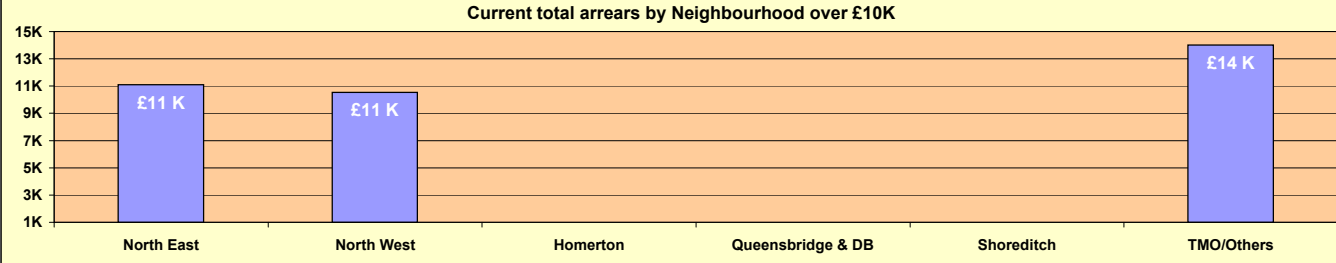
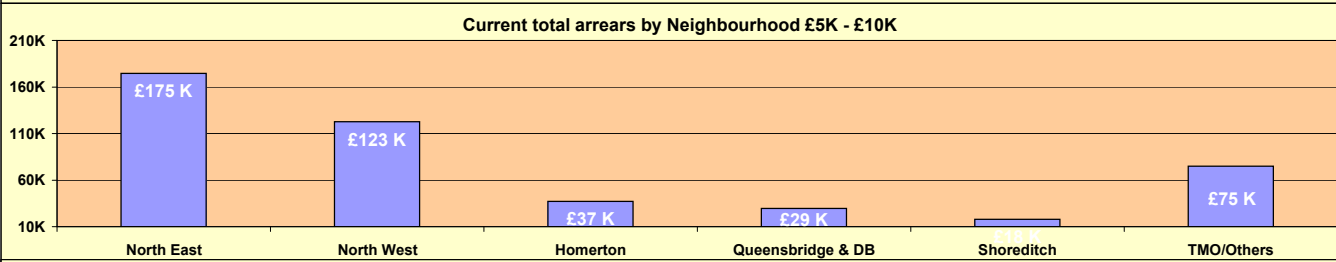
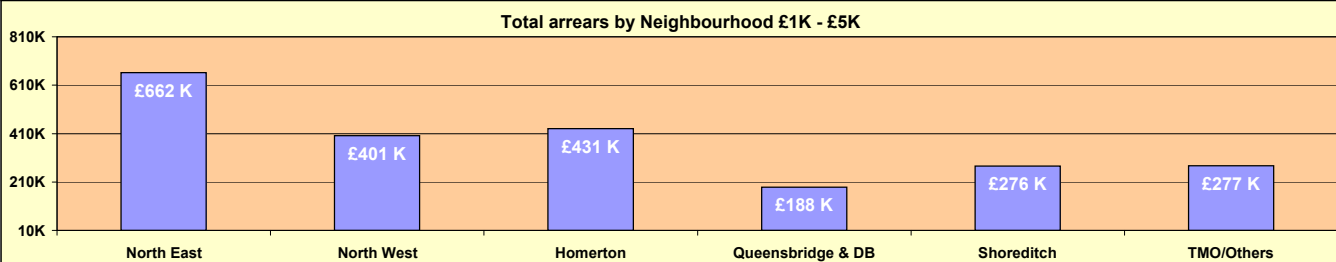
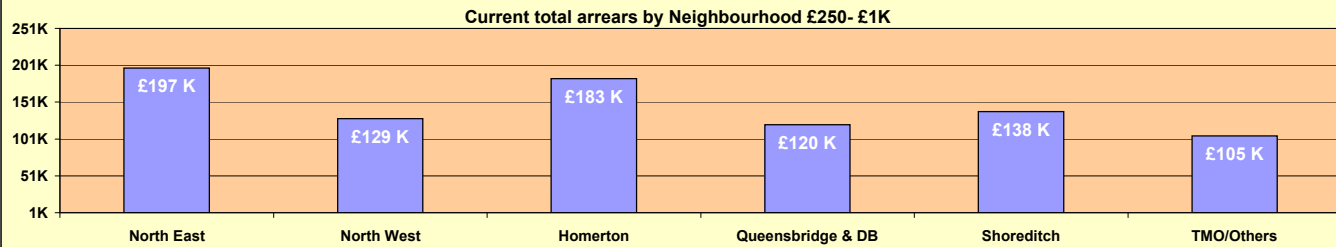
Neighbourhood	Average Arrears @ 01/04/2009	Current arrears Balance	No of Accounts	Current Average Arrears
North East	2,179	662,003	299	2,214
North West	2,333	401,440	168	2,390
Homerton	2,038	430,516	201	2,142
Queensbridge & DB	2,037	188,422	98	1,923
Shoreditch	1,973	276,446	147	1,881
TMO/Others	2,287	276,916	124	2,233
Total	2,143	2,235,744	1,037	2,156

Neighbourhood Arrears Report by Banding £5K - £10K

Neighbourhood	Average Arrears @ 01/04/2009	Current arrears Balance	No of Accounts	Current Average Arrears
North East	6,474	174,600	28	6,236
North West	6,336	122,801	19	6,463
Homerton	5,689	37,184	6	6,197
Queensbridge & DB	5,993	29,455	5	5,891
Shoreditch	6,445	17,975	3	5,992
TMO/Others	6,300	74,881	12	6,240
Total	6,307	456,896	73	6,259

Neighbourhood Arrears Report by Banding £10K+

Neighbourhood	Average Arrears @ 01/04/2009	Current arrears Balance	No of Accounts	Current Average Arrears
North East	20,895	11,109	1	11,109
North West	33,097	10,530	1	10,530
Homerton	0	0	0	0
Queensbridge & DB	0	0	0	0
Shoreditch	0	0	0	0
TMO/Others	13,114	14,004	1	14,004
Total	20,223	35,643	3	11,881



Please note that the following Neighbourhoods include the stated TMO figures, due to the fact that the particular neighbourhood manages the rent function for that TMO(s).

North West comprises; Stoke Newington & Lordship TMO, Queensbridge DB comprises; QDB & Tower TMO, Shoreditch comprises; Shoreditch & Arden TMO

Also note that Targets, have therefore been adjusted to reflect this. Variance to 08/09 methodology: Homerton previously included Wayman Court TMO, which, is now back in house. Shoreditch previously included Wenlock Barn, which the TMO now manage themselves.

LII 4c

This information indicator tracks the number of rent accounts in arrears by neighbourhood as a monthly profile. Arrears are shown at 1st April as well as subsequent months for comparison (graphs).

Data source: HSG Finance

Neighbourhood accounts in Arrears Report by Banding £250 - £1000

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52
North East	400	438	465	437	444	457	420	443	422	451	426	409	383
North West	245	248	275	258	279	277	249	245	254	278	272	257	244
Homerton	400	453	471	435	459	468	432	442	431	420	415	412	376
Queensbridge & DB	316	335	351	297	333	320	307	321	303	315	296	262	237
Shoreditch	274	313	325	279	294	304	281	273	292	292	257	254	266
TMO/Others	201	229	214	196	204	219	184	210	198	214	210	197	200
Hackney Homes Total	1,836	2,016	2,101	1,902	2,013	2,045	1,873	1,934	1,900	1,970	1,876	1,791	1,706

Neighbourhood Accounts in Arrears Report by Banding £1K - £5K

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52
North East	348	338	343	331	338	333	335	327	332	325	320	307	299
North West	208	207	200	194	196	198	195	198	187	181	182	183	168
Homerton	248	243	234	241	233	230	219	220	212	224	223	216	201
Queensbridge & DB	121	126	124	117	112	113	123	109	108	111	114	112	98
Shoreditch	192	192	190	180	182	185	178	174	163	171	178	166	147
TMO/Others	134	130	145	145	145	139	141	140	142	144	133	132	124
Hackney Homes Total	1,251	1,236	1,236	1,208	1,206	1,198	1,191	1,168	1,144	1,156	1,150	1,116	1,037

Neighbourhood Accounts in Arrears Report by Banding £5K - £10K

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52
North East	35	35	36	34	36	34	30	32	34	33	31	31	28
North West	22	22	21	21	21	22	23	23	23	24	23	17	19
Homerton	9	5	6	8	8	8	8	8	8	6	6	4	6
Queensbridge & DB	6	7	8	6	5	5	5	5	6	4	4	4	5
Shoreditch	8	7	7	8	9	8	9	7	7	5	5	4	3
TMO/Others	16	16	16	15	12	12	13	13	12	13	11	12	12
Hackney Homes Total	96	92	94	92	91	89	88	88	90	85	80	72	73

Neighbourhood Accounts in Arrears Report by Banding £10K+

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52
North East	2	2	2	2	2	1	1	1	1	1	1	1	1
North West	1	1	1	1	1	1	1	1	1	1	1	1	1
Homerton	0	0	0	0	0	0	0	0	0	0	0	0	0
Queensbridge & DB	0	0	0	0	0	0	0	0	0	0	0	0	0
Shoreditch	0	0	0	0	0	0	0	0	0	0	0	0	0
TMO/Others	2	1	1	2	2	1	1	1	1	1	1	1	1
Hackney Homes Total	5	4	4	5	5	3	3	3	3	3	3	3	3

Comments (Supplied by Clive Taber)

The figures show a reduction in the number of cases across each band that is in line with the level of overall reduction in rent arrears achieved in 2009/10.

Please note that the following neighbourhoods include the stated TMO figures, due to the fact that the particular neighbourhood manages the rent function for that TMO(s).

North West comprises; Stoke Newington & Lordship TMO

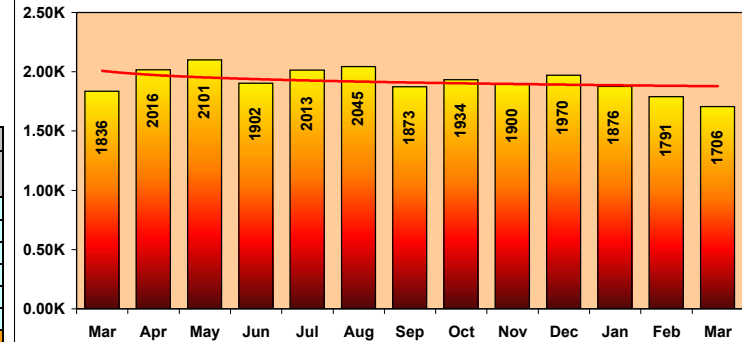
Queensbridge DB comprises; QDB & Tower TMO

Shoreditch comprises; Shoreditch & Arden TMO

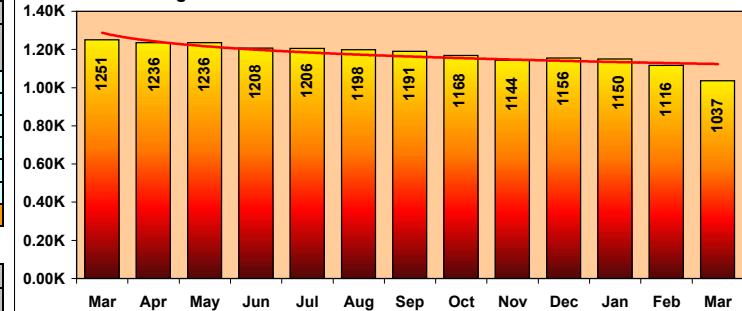
Also note that Targets, have therefore been adjusted to reflect this.

Variance to 08/09 methodology: Homerton previously included Wayman Court TMO, which, is now back in house. Shoreditch previously included Wenlock Barn TMO, but that TMO now

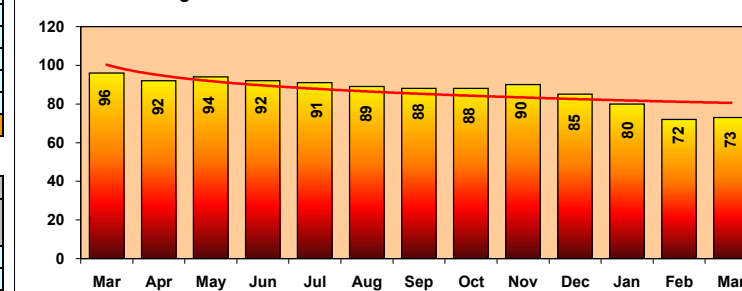
Boroughwide accounts in arrears movement - Band 250 - 1K



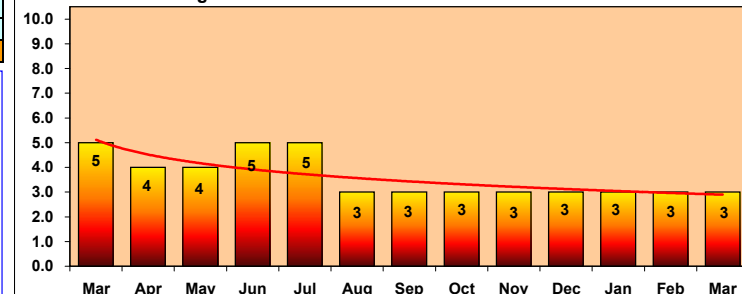
Boroughwide accounts in arrears movement - band £1K - £5K



Boroughwide accounts in arrears movement - band £5K - £10K



Boroughwide accounts in arrears movement - band £10K+



LII 4b

This information indicator tracks average arrears by neighbourhood as a monthly profile. Arrears are shown as a 13-month rollover for comparison (graphs). Data source: HSG Finance

Neighbourhood Average Arrears Report by Banding £250 - £1000

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52
North East	535	531	512	512	499	499	526	534	518	518	504	517	514
North West	528	507	515	510	500	506	508	503	515	522	523	500	528
Homerton	515	500	515	508	511	515	514	512	508	493	480	480	486
Queensbridge & DB	498	499	498	511	483	503	487	489	483	494	499	497	508
Shoreditch	527	516	527	523	539	530	530	511	512	509	500	494	520
TMO/Others	541	529	530	539	534	527	528	519	531	508	539	520	526
Hackney Homes Total	523	513	515	515	509	512	515	512	510	507	504	500	511

Neighbourhood Average Arrears Report by Banding £1K - £5K

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52
North East	2,179	2,212	2,187	2,175	2,127	2,165	2,206	2,229	2,174	2,209	2,235	2,254	2,214
North West	2,333	2,362	2,399	2,345	2,369	2,329	2,328	2,266	2,325	2,316	2,350	2,367	2,390
Homerton	2,038	2,115	2,122	2,064	2,115	2,123	2,135	2,110	2,132	2,120	2,093	2,157	2,142
Queensbridge & DB	2,037	1,985	1,974	1,983	2,000	1,988	1,940	1,961	1,943	2,043	2,033	1,946	1,923
Shoreditch	1,973	1,983	1,984	2,011	1,961	1,939	1,882	1,909	1,894	1,833	1,788	1,809	1,881
TMO/Others	2,287	2,353	2,239	2,245	2,281	2,302	2,219	2,224	2,197	2,194	2,297	2,215	2,233
Hackney Homes Total	2,143	2,174	2,162	2,145	2,145	2,148	2,139	2,140	2,132	2,135	2,143	2,152	2,156

Neighbourhood Average Arrears Report by Banding £5K - £10K

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52
North East	6,474	6,477	6,372	6,390	6,146	6,206	6,234	6,169	6,094	6,069	6,194	6,227	6,236
North West	6,336	6,323	6,362	6,304	6,331	6,329	6,314	6,317	6,382	6,362	6,483	6,634	6,463
Homerton	5,689	6,013	5,845	5,663	5,683	5,788	5,875	6,054	6,183	6,350	6,455	7,149	6,197
Queensbridge & DB	5,993	5,909	5,883	6,009	5,907	5,940	5,976	6,031	5,849	6,109	6,060	6,059	5,891
Shoreditch	6,445	6,645	6,481	5,984	5,866	6,115	5,970	6,113	5,995	5,752	5,503	5,667	5,992
TMO/Others	6,300	6,273	6,267	6,101	6,055	6,322	6,259	6,271	6,310	6,178	6,415	6,277	6,240
Hackney Homes Total	6,307	6,349	6,285	6,200	6,095	6,191	6,184	6,200	6,180	6,172	6,277	6,342	6,259

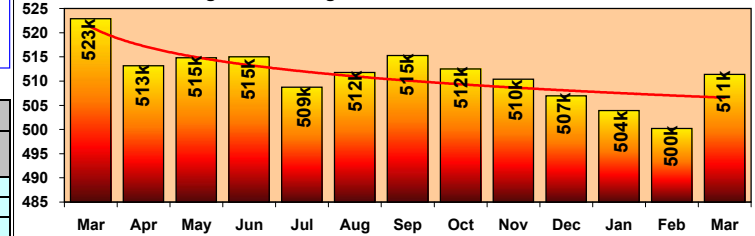
Neighbourhood Average Arrears Report by Banding £10K +

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
	Week 52	Week 4	Week 8	Week 13	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52
North East	20,895	21,095	21,294	21,526	21,720	11,199	11,186	11,176	11,166	11,152	11,139	11,126	11,109
North West	33,097	33,536	33,976	34,486	14,913	15,340	15,874	16,302	16,607	10,641	10,568	10,496	10,530
Homerton	0	0	0	0	0	0	0	0	0	0	0	0	0
Queensbridge & DB	0	0	0	0	0	0	0	0	0	0	0	0	0
Shoreditch	0	0	0	0	0	0	0	0	0	0	0	0	0
TMO/Others	13,114	13,095	13,127	11,820	12,136	13,868	13,434	13,206	13,358	13,824	13,766	13,538	14,004
Hackney Homes Total	20,223	22,205	22,423	20,235	16,525	13,469	13,498	13,561	13,710	11,872	11,824	11,720	11,881

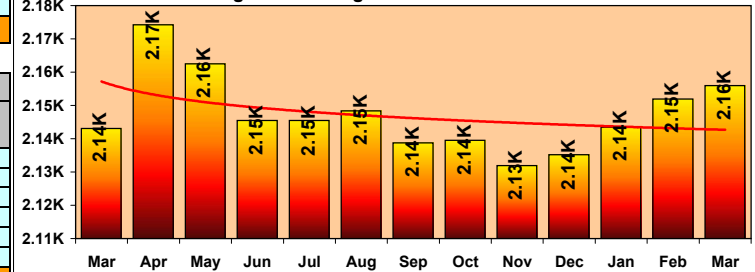
Please note that the following neighbourhoods include the TMO figures, for which they manage the rent function on behalf of the TMO(s). **North West comprises; Stoke Newington & Lordship TMO Queensbridge DB comprises; QDB & Tower TMO Shoreditch comprises; Shoreditch & Arden TMO** Also note that Targets, have been adjusted to reflect this.

Variance to 08/09 methodology: Homerton previously included Wayman Court TMO, which, is now back in house. Shoreditch previously included Wenlock Barn TMO, but that TMO now

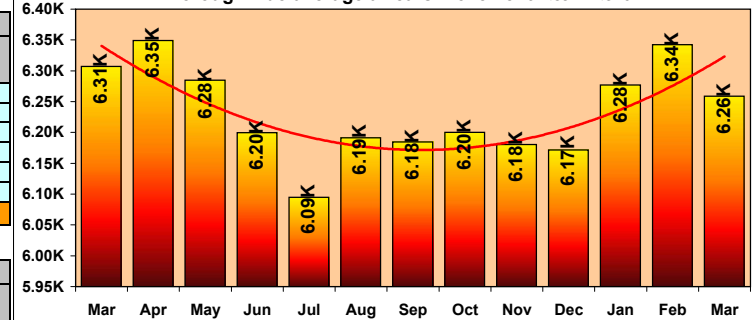
Boroughwide average arrears movements - Band 250 - 1K



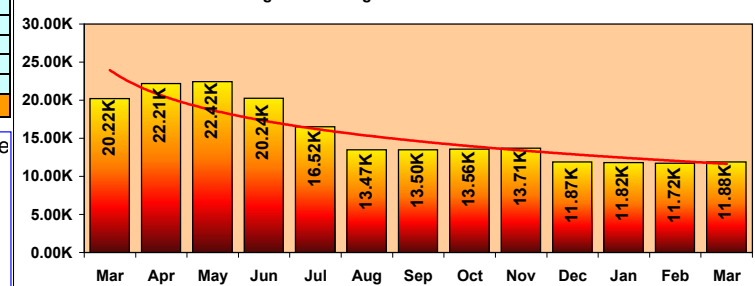
Boroughwide average arrears movements -£1K - £5K



Boroughwide average arrears movement - £5K - £10K



Boroughwide average arrears movement - £10K+



This report covers the following PIs:

LKPI's 33, 35, 36, 39, 41 & 42
 These are all Hackney Home Housemark Voids Benchmarking PIs
LKPI 44 - Tenancy Audit Completions Note:
 This excludes all re-development/re-generation dwellings

Verified - This may include case allocated in previous months which have been verified after investigation.

Properties Repossessed

- 1) Accounts terminated where an MPA is then created.
- 2) Evictions for Rent Arrears, where that process was near to completion when abandonment of illegal occupiers were found.
- 3) Abandoned Properties
- 4) Occupant has voluntarily terminated the property

LKPI 45, LKPI 46b, LKPI 34 & LII 16

Note: Wef April 09 data for all areas except tenancy audits are now being sourced directly from Saffron.

Comments (Supplied by Malcolm Brewer):

LKPI 44: We have audited 11.25% of the tenanted housing stock, which has exceeded the yearly target of 10% . As a direct result, we have also successfully re-possessed 38 properties, which are being re-let.

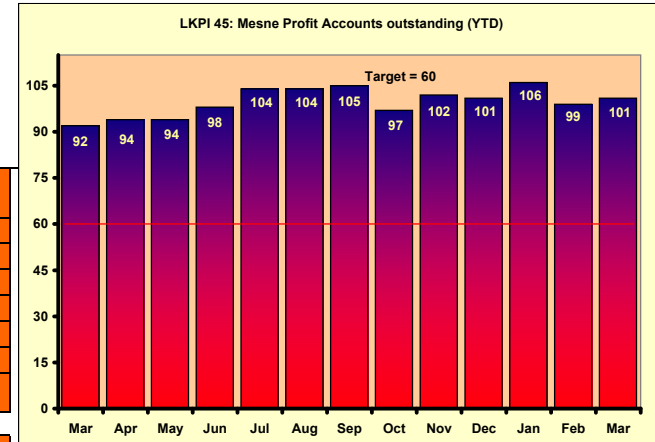
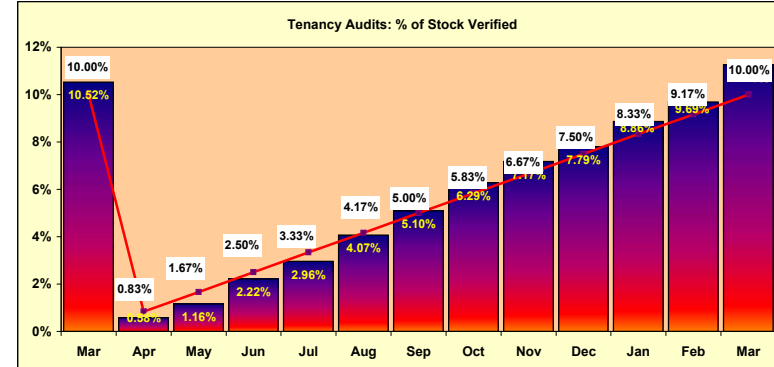
LKPI 45: The total number of unauthorized occupied properties has remained high, as more cases are brought to our attention despite cases being successfully closed.

LKPI 46b: The total number of squatted properties, has reduced to its lowest level, since October last year. The levels of squatted properties are still fairly minimal.

LII 16: The performance for March, mirrors February's which we hope to sustain at current level. The final YTD figure was 78.25%, which is slightly below, last years figure of 80.25% Wef 2010/11 new targets are being proposed for Initial Tenancy Visits.

Year to Date Tenancy Audit Outcomes

Neighbourhood	Tenancy Audits Allocated	Verified	Properties Repossessed / Terminated	% Verified / Completed against stock
North East	623	615	10	12.08%
North West	346	331	5	10.69%
Homerton	553	488	8	10.87%
Queensbridge	318	279	6	9.37%
Shoreditch	397	397	9	11.65%
Tower	47	47	0	41.23%
Hackney Homes Total	2284	2157	38	11.25%



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

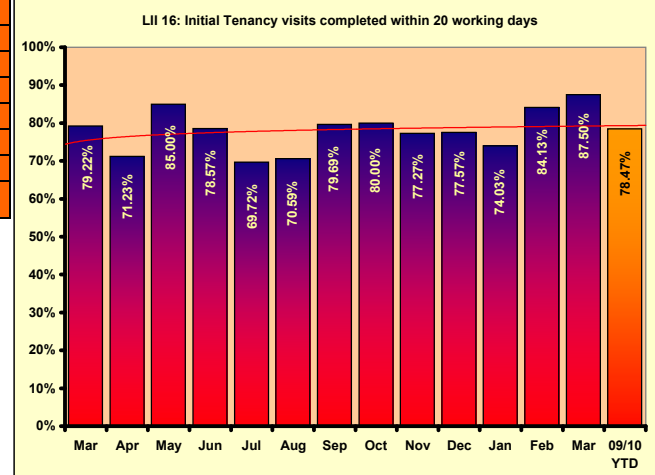
Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	New in Month	Closed in month	Target 09/10	Outturn 08/09
North East	29	30	27	27	27	25	25	24	22	21	24	23	21	1	3	N/A	29
North West	6	5	5	6	12	8	9	9	13	13	14	12	10	0	2	N/A	6
Homerton	20	20	24	22	25	25	22	20	23	25	26	25	28	4	1	N/A	20
Queensbridge	12	13	13	18	19	19	20	18	18	17	16	16	16	1	1	N/A	12
Shoreditch	12	14	13	14	10	15	17	14	12	12	15	13	15	3	1	N/A	12
Others/TMO	13	12	12	11	11	12	12	12	14	13	11	10	11	1	0	N/A	13
Hackney Homes Total	92	94	94	98	104	104	105	97	102	101	106	99	101	10	8	TBC	92

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

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	New in Month	Closed in month	Target 09/10	Outturn 08/09
North East	1	2	2	3	3	4	4	3	4	4	3	2	2	1	1	N/A	1
North West	0	0	0	1	1	1	0	0	0	0	2	3	2	0	1	N/A	0
Homerton	0	1	2	1	1	0	0	0	2	2	3	4	4	0	0	N/A	0
Queensbridge	1	1	3	2	2	2	1	1	1	1	1	1	1	0	0	N/A	1
Shoreditch	6	7	6	5	4	4	3	3	3	3	2	2	1	0	1	N/A	6
Others/TMO	0	1	1	1	2	2	3	2	1	1	1	1	0	0	1	N/A	0
Hackney Homes Total	8	12	14	13	13	13	11	9	11	11	12	13	10	1	4	TBC	8

LII 16 % of initial tenancy visits completed within 20 working days (as a proportion of those due in the month)

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	09/10 YTD	Outturn 08/09
North East	96.67%	100.00%	100.00%	93.10%	80.00%	90.48%	91.67%	77.78%	88.89%	92.31%	100.00%	100.00%	100.00%	92.59%	82.13%
North West	90.00%	71.43%	100.00%	66.67%	71.43%	84.21%	95.83%	78.57%	78.57%	100.00%	77.78%	83.33%	83.33%	82.10%	81.36%
Homerton	92.59%	41.67%	91.67%	75.00%	46.67%	42.11%	68.75%	96.15%	100.00%	100.00%	83.33%	100.00%	88.89%	78.26%	79.34%
Queensbridge	45.45%	64.71%	100.00%	68.75%	85.00%	81.25%	76.92%	83.33%	100.00%	31.58%	62.50%	90.91%	100.00%	82.35%	78.29%
Shoreditch + Arden TMO	90.00%	100.00%	100.00%	100.00%	83.87%	92.86%	90.00%	94.12%	76.92%	95.45%	75.00%	100.00%	95.45%	91.63%	79.71%
Others/TMO	N/A	40.00%	0.00%	46.15%	46.15%	23.08%	42.86%	30.77%	0.00%	47.06%	50.00%	20.00%	41.67%	34.42%	N/A
Hackney Homes Total	79.22%	71.23%	85.00%	78.57%	69.72%	70.59%	79.69%	80.00%	77.27%	77.57%	74.03%	84.13%	87.50%	78.47%	80.25%



LKPI 123 (Ex-BVPI 212) This PI measures the average re-let time for local authority dwellings. Expressed in whole calendar days.

LKPI 34 YTD relettable voids (empty property) as a percentage of the stock data

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

Comments (Supplied by Malcolm Brewer)
Overall:

The performance for March was fairly static, compared to February. There was a slight decrease in the overall monthly performance by 1 day.

The Final key YTD performance figure was 34 days as originally forecasted back in January 2009 this year. We did not achieve the target of 24 days.

The slow turnaround of the CBL short-lists, combined with the high level of applicant refusals recorded as 'Did not attend' is considered to be main reason for the the overall drop in void property turnaround times.

The percentage of re-lettable voids, has increased in March, compared to February. There has been a steady month on month increase since October, but a marked increase in March due to a number of void properties being held back, due to insufficient budget resources being available.

We have:

- decreased the number of major void works properties by over 68%
- let over 16% more properties this year when compared to last year.

Neighbourhoods:

Neighbourhood performances has greatly improved over the past 4 months, averaging out at 26 days, despite the difficulties outlined above.

Housemark Void LKPI's (YTD)

Hackney Homes Total	QTR 4 08/09	QTR 1 09/10	QTR 2 09/10	QTR 3 09/10	QTR 4 09/10	YTD 09/10	2008/09
LKPI 33 - % of rent lost through voids	0.63%	0.68%	0.65%	0.52%	0.48%	1.89%	2.30%
LKPI 35 - No. of major works voids	597	347	369	390	409	409	597
LKPI 36 - % Major Works Voids	2.53%	1.51%	1.62%	1.71%	1.80%	1.80%	2.53%
LKPI 39 - No. of Lettings	278	312	323	281	214	1130	968
LKPI 41 - No. of relettable voids at end of qtr	245	256	203	210	260	260	245
LKPI 42 - % of voids at end of qtr	3.83%	2.62%	2.51%	2.64%	2.94%	2.94%	3.83%

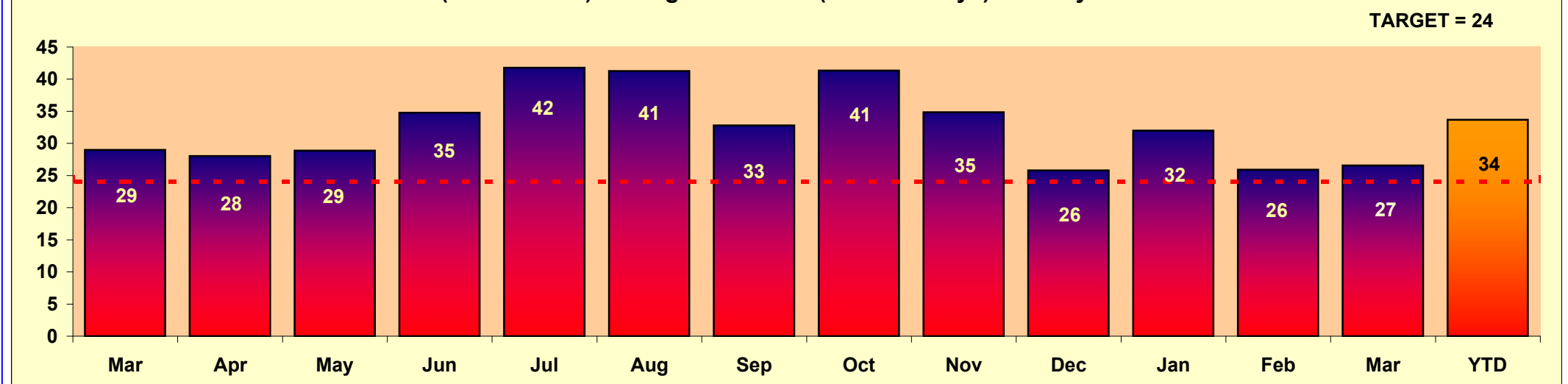
LKPI 123 (Ex-BVPI 212) Average re-let time

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Target 09/10 (days)	YTD 09/10	2008/09
North East	23	24	24	20	25	18	30	24	26	17	20	25	22	24	23	41
North West	34	82	41	48	85	49	50	62	33	19	22	28	27	24	48	25
Homerton	16	20	27	29	40	35	23	32	44	19	41	27	27	24	30	20
Queensbridge DB	40	28	22	33	29	23	43	26	27	37	34	10	26	24	28	26
Shoreditch	15	18	29	45	37	48	31	50	40	30	29	32	26	24	36	19
Neighbourhood Total	27	25	28	36	43	36	33	39	35	24	28	26	26	24	32	22
TMO	41	46	35	25	32	62	33	56	36	32	47	26	28	24	39	36
Hackney Homes Total	29	28	29	35	42	41	33	41	35	26	32	26	27	24	34	23

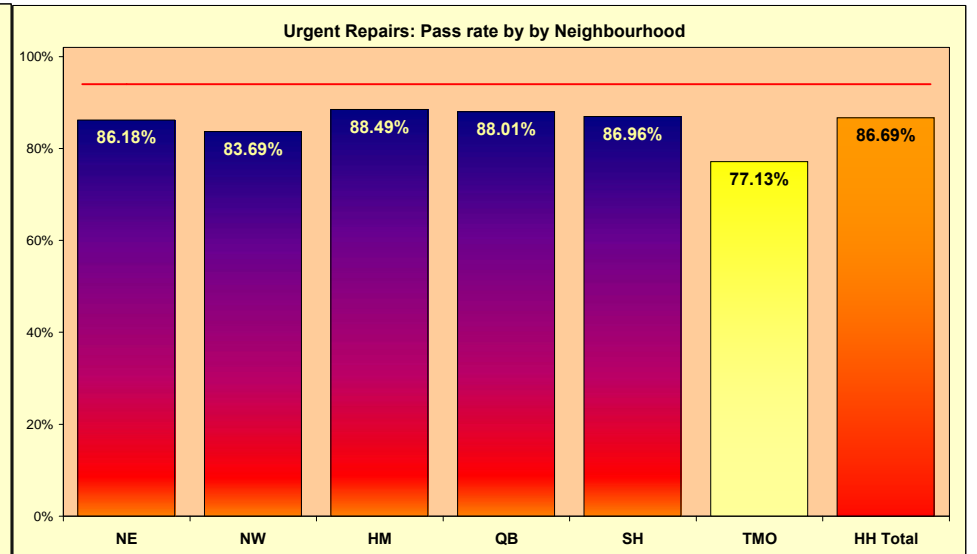
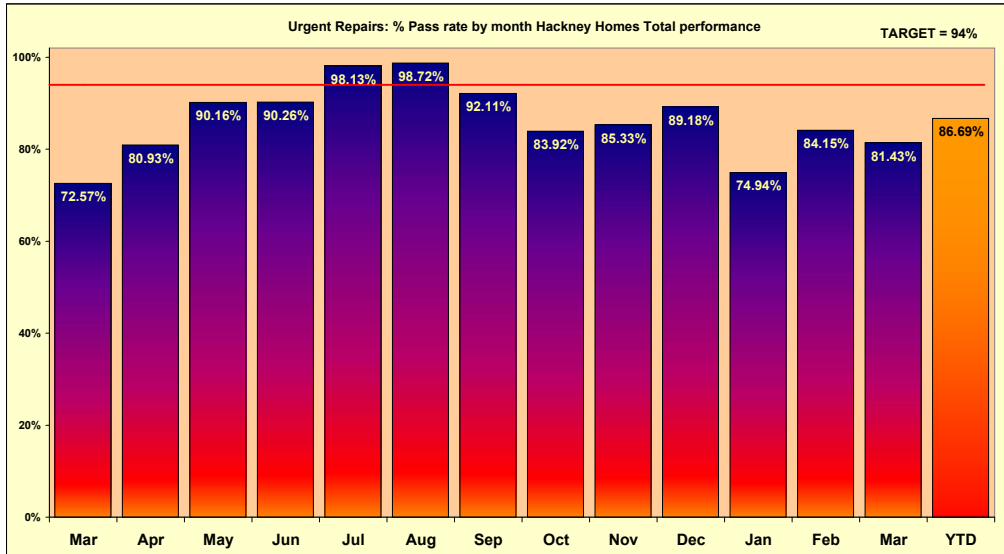
LKPI 34 YTD Relettable Voids as % of Stock (data source: Saffron)

Neighbourhoods	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Target 09/10	Outturn 08/09
North East	0.73%	0.84%	0.59%	0.90%	0.47%	0.54%	0.61%	0.69%	0.82%	0.82%	0.69%	0.65%	0.95%	N/A	0.73%
North West	1.24%	1.79%	1.66%	1.66%	1.04%	1.01%	0.82%	0.85%	0.72%	0.54%	0.47%	0.69%	1.01%	N/A	1.24%
Homerton	1.01%	1.03%	1.03%	1.03%	1.10%	1.69%	1.45%	0.86%	0.77%	1.06%	1.17%	1.10%	1.36%	N/A	1.01%
Queensbridge	0.91%	1.06%	1.03%	1.00%	0.83%	0.73%	0.60%	0.73%	0.66%	0.90%	0.63%	0.66%	0.93%	N/A	0.91%
Shoreditch	1.95%	1.89%	1.92%	1.44%	1.20%	1.24%	1.10%	1.41%	1.44%	1.44%	1.58%	1.61%	1.51%	N/A	1.95%
Others/TMO	0.77%	0.56%	0.69%	0.88%	0.93%	0.99%	0.75%	0.56%	0.93%	0.85%	0.91%	1.04%	1.15%	N/A	0.77%
Hackney Homes Total	1.04%	1.13%	1.07%	1.11%	0.89%	1.02%	0.89%	0.82%	0.87%	0.92%	0.90%	0.94%	1.14%	TBC	1.04%

LKPI 123 (Ex-BVPI 212) Average re-let time (calendar days) monthly Performance



LKPI 3: Percentage of Urgent Repairs responded to within government time limits (Note this PI is not calculated in accordance with Ex BVPI 72 Methodology)	MAR		APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC		JAN		FEB		MAR		YEAR TO DATE 2009/10		08/09 outcome	
	% 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	% Pass	Total Orders	% Pass	Total Orders
	North East	73.96%	192	83.78%	148	88.52%	122	84.87%	119	97.70%	87	100.00%	55	96.63%	89	84.06%	138	83.80%	179	88.24%	153	61.21%	116	87.88%	66	95.95%	74	86.18%	1346	88.55%
North West	75.22%	113	74.78%	115	90.91%	88	88.75%	80	94.23%	52	95.56%	45	91.67%	48	81.94%	72	78.57%	112	87.23%	94	75.00%	60	77.27%	44	76.19%	42	83.69%	852	88.01%	1852
Homerton	68.97%	145	86.99%	123	94.44%	90	94.95%	99	100.00%	61	97.87%	47	89.47%	57	79.09%	110	89.71%	136	90.00%	130	68.48%	92	87.67%	73	96.08%	51	88.49%	1069	89.04%	2391
Queensbridge	73.12%	93	80.68%	88	85.00%	60	88.37%	86	100.00%	49	100.00%	36	91.30%	46	82.89%	76	91.30%	92	94.25%	87	83.08%	65	75.00%	32	85.71%	42	88.01%	759	89.21%	1622
Shoreditch	71.97%	157	76.85%	108	90.91%	77	94.50%	109	98.59%	71	100.00%	51	89.06%	64	90.35%	114	84.56%	149	87.67%	146	91.18%	102	86.00%	50	56.34%	71	86.96%	1112	88.73%	2272
Hackney Homes Total	72.57%	700	80.93%	582	90.16%	437	90.26%	493	98.13%	320	98.72%	234	92.11%	304	83.92%	510	85.33%	668	89.18%	610	74.94%	435	84.15%	265	81.43%	280	86.69%	5138	88.70%	10957
TMO's	65.88%	85	67.35%	49	83.33%	48	84.21%	76	94.59%	37	95.83%	24	90.32%	31	87.80%	41	81.82%	77	84.15%	82	50.60%	83	53.33%	45	78.05%	41	77.13%	634	78.78%	1051



LKPI 3 (Former BVPI 72)

This PI measures the percentage of urgent repairs (as defined in the Government's Right to Repair legislation) responded to on time. Note this performance indicator is not calculated in accordance with ex BVPI72 methodology and includes most jobs raised under the immediate (make safe within 2 Hours), emergency (make safe within 24 Hours) and urgent (5 days jobs).

Target: 94%

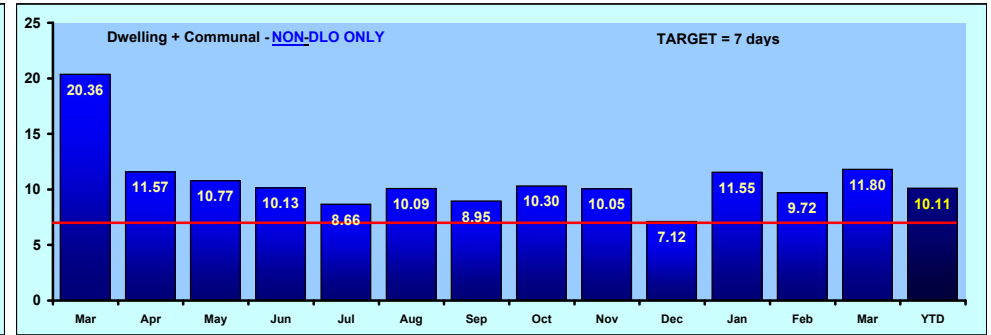
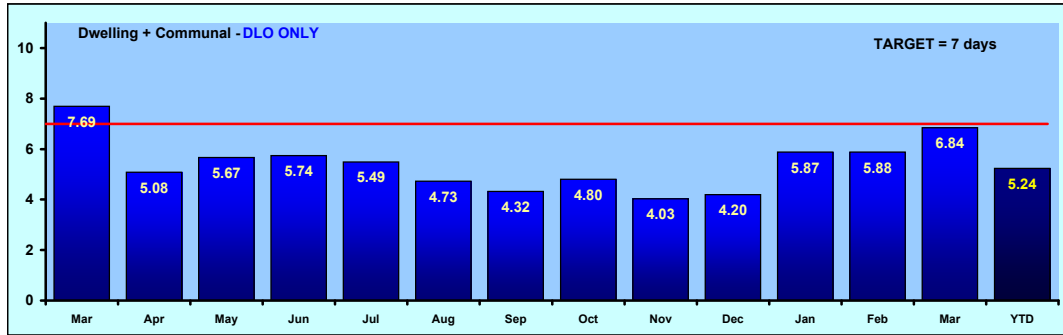
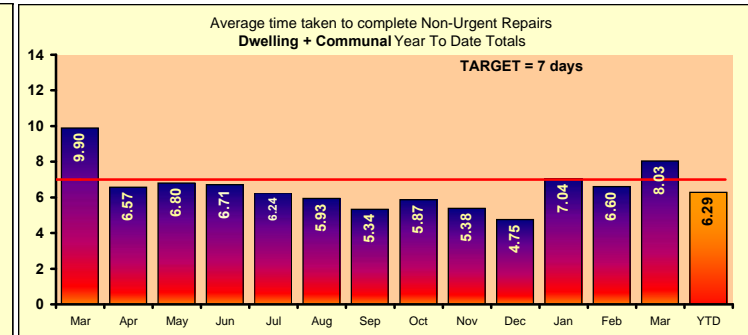
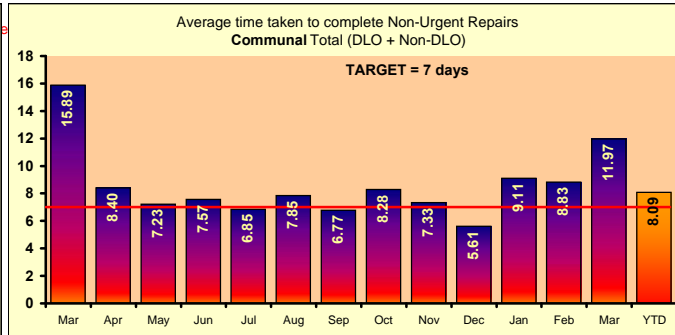
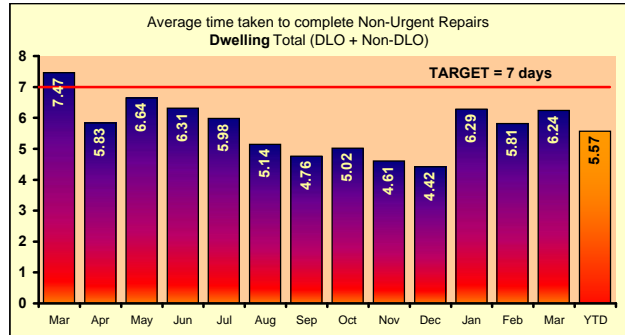
NA - Not available

Data source: Saffron, Data provider: Performance Team

Comments (Supplied by Jim Paterson, Property Services)

Virtually all of our current RTR jobs are with our Gas team as heating or boiler related jobs. The performance for 2009/10 has both been affected by increased volume of calls to the Repairs Call Centre and the need to increase the number of completed Landlord Gas Safety Certificates (CP12's). To cope with the amount of gas related requests received, sub-contractors will now be used to provide further operatives in line with known peaks in our service demand such as caused by recent extreme cold weather.

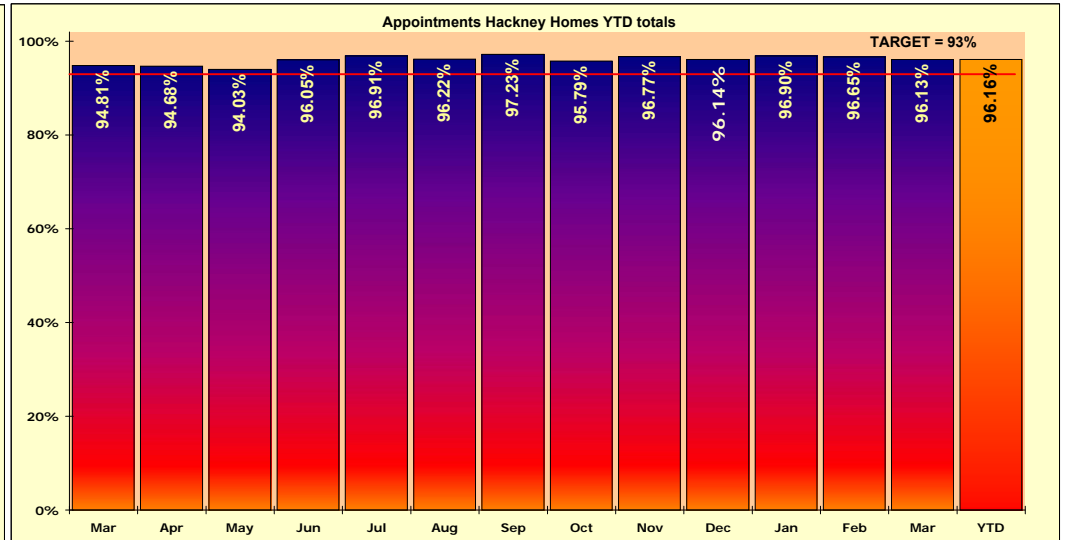
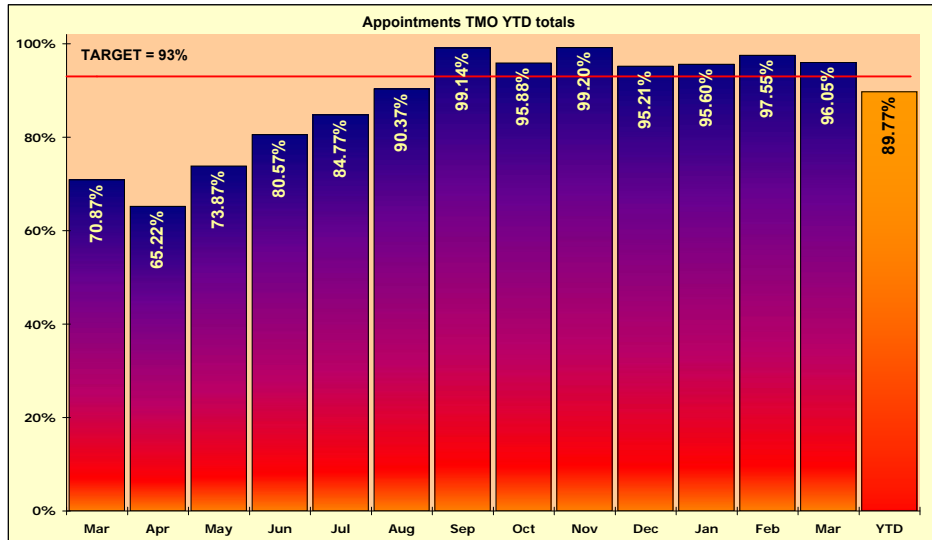
LKPI 4 (Ex BVPI 73): Average Time taken to complete Non-Urgent Repairs		MAR		APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC		JAN		FEB		MAR		YEAR TO DATE 2009/10		08/09 outturn	
		Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders	Average Days	Total Orders
NEIGHBOURHOODS:																															
Dwelling Repairs	DLO	6.72	3932	5.14	3549	5.73	3214	6.01	3679	5.62	3889	4.42	3621	4.04	4256	4.42	4546	3.86	4220	4.02	4121	5.70	4586	5.51	4748	5.74	4603	5.01	49032	6.64	47568
	Non DLO	17.42	294	10.92	487	13.23	445	8.90	429	8.87	486	11.72	398	11.51	449	10.68	480	9.91	598	8.17	431	11.53	510	8.87	471	10.17	587	10.36	5771	15.36	4546
Dwelling Repairs Total		7.47	4226	5.83	4036	6.64	3659	6.31	4108	5.98	4375	5.14	4019	4.76	4705	5.02	5026	4.61	4818	4.42	4552	6.29	5096	5.81	5219	6.24	5190	5.57	54803	7.40	52114
Communal Repairs	DLO	11.60	975	4.84	813	5.38	709	4.79	1027	4.96	915	6.15	783	5.61	896	6.66	943	4.74	996	4.90	1007	6.70	942	7.67	989	11.32	1126	6.25	11146	7.21	10751
	Non DLO	21.53	741	11.96	811	9.16	678	10.70	913	8.55	1016	9.36	881	7.81	1010	10.09	847	10.14	919	6.53	776	11.56	926	10.18	854	12.58	1231	9.97	10862	13.05	9872
Communal Repairs Total		15.89	1716	8.40	1624	7.23	1387	7.57	1940	6.85	1931	7.85	1664	6.77	1906	8.28	1790	7.33	1915	5.61	1783	9.11	1868	8.83	1843	11.97	2357	8.09	22008	10.01	20623
Communal & Dwelling total	DLO	7.69	4907	5.08	4362	5.67	3923	5.74	4706	5.49	4804	4.73	4404	4.32	5152	4.80	5489	4.03	5216	4.20	5128	5.87	5528	5.88	5737	6.84	5729	5.24	60178	6.75	58319
	Non DLO	20.36	1035	11.57	1298	10.77	1123	10.13	1342	8.66	1502	10.09	1279	8.95	1459	10.30	1327	10.05	1517	7.12	1207	11.55	1436	9.72	1325	11.80	1818	10.11	16633	13.78	14418
HACKNEY HOMES TOTAL		9.90	5942	6.57	5660	6.80	5046	6.71	6048	6.24	6306	5.93	5683	5.34	6611	5.87	6816	5.38	6733	4.75	6335	7.04	6964	6.60	7062	8.03	7547	6.29	76811	8.14	72737
TMO's		6.54	508	16.89	725	6.62	437	6.47	449	5.25	533	7.71	458	4.30	569	5.74	685	5.69	668	4.02	560	7.30	655	7.94	593	18.53	681	8.40	7013	12.66	7000



LKPI 4 (Ex-BVPI 73)
 This PI measures the average time taken to complete non-urgent repairs in calendar days i.e. those jobs not reported as urgent under the Government Right to Repair legislation.
Target:
 Data source: Saffron, Data provider: Performance Team

Comments (Supplied by Jim Paterson , Property Services)
 DLO performance in our dwellings (dwelling works account for 70% of the jobs here) has performed well this year at 5.01 days against our target of 7 days. This is a significant improvement on the 08/09 figure of 8.14%. Our DLO communal repairs took a slightly longer time to complete at 6.25 days, but performance is still within our 7 day target and again has achieved a 20% improvement on the 08.09 end of year performance. Contractor performance is less satisfactory, accounting for approximately 10% of our dwelling jobs on this page and 50% of our communal jobs. The poorer performance has in part been caused by the late submission of completion notices and this matter is now being raised formally as part of the Contract Review process.

LKPI 6 (Ex BVPI 185): Monthly Percentage of responsive repairs appointments made and kept	MAR		APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC		JAN		FEB		MAR		YEAR TO DATE 2009/10		08/09 outturn	
	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% 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
North East	93.55%	775	94.34%	760	95.44%	767	96.06%	863	97.07%	852	96.48%	795	96.74%	889	95.25%	864	96.47%	850	96.64%	745	95.48%	840	97.14%	839	96.04%	859	96.11%	9923	92.40%	9627
North West	93.35%	511	94.30%	509	90.38%	478	96.77%	495	97.12%	556	94.57%	460	97.52%	524	96.18%	576	94.59%	481	96.22%	423	96.72%	549	95.38%	520	96.05%	481	95.54%	6052	92.18%	5973
Homerton	96.42%	698	94.79%	748	96.05%	658	94.81%	732	96.05%	810	96.56%	698	97.38%	762	96.05%	759	96.93%	782	95.31%	682	98.11%	795	96.63%	771	96.57%	728	96.29%	8925	93.91%	8762
Queensbridge	95.78%	474	95.84%	457	92.64%	367	96.64%	447	96.86%	477	96.23%	424	97.34%	451	95.16%	537	99.10%	442	97.02%	403	97.91%	478	96.75%	493	95.86%	459	96.49%	5435	94.27%	5423
Shoreditch	95.12%	492	94.33%	476	93.67%	411	96.62%	503	97.74%	576	97.07%	376	97.46%	512	96.44%	562	97.08%	514	95.67%	416	96.61%	502	97.01%	569	95.97%	496	96.38%	5913	93.80%	6692
Hackney Homes Total	94.81%	2950	94.68%	2950	94.03%	2681	96.05%	3040	96.91%	3271	96.22%	2753	97.23%	3138	95.79%	3298	96.77%	3069	96.14%	2669	96.90%	3164	96.65%	3192	96.13%	3023	96.16%	36248	93.26%	36477
TMO's	70.87%	230	65.22%	230	73.87%	199	80.57%	211	84.77%	243	90.37%	187	99.14%	233	95.88%	243	99.20%	250	95.21%	188	95.60%	250	97.55%	245	96.05%	228	89.77%	2707	72.19%	2718



LKPI 6 (Ex-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.

Data source: Saffron

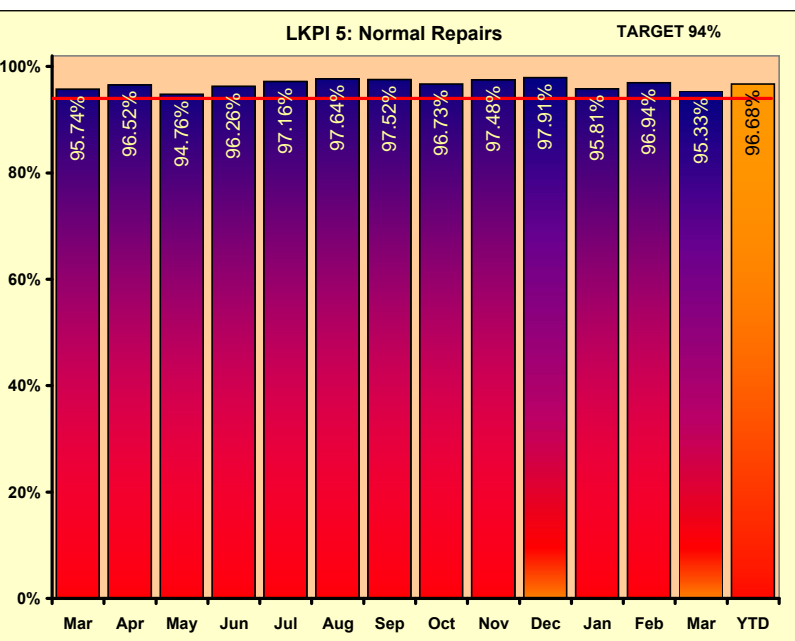
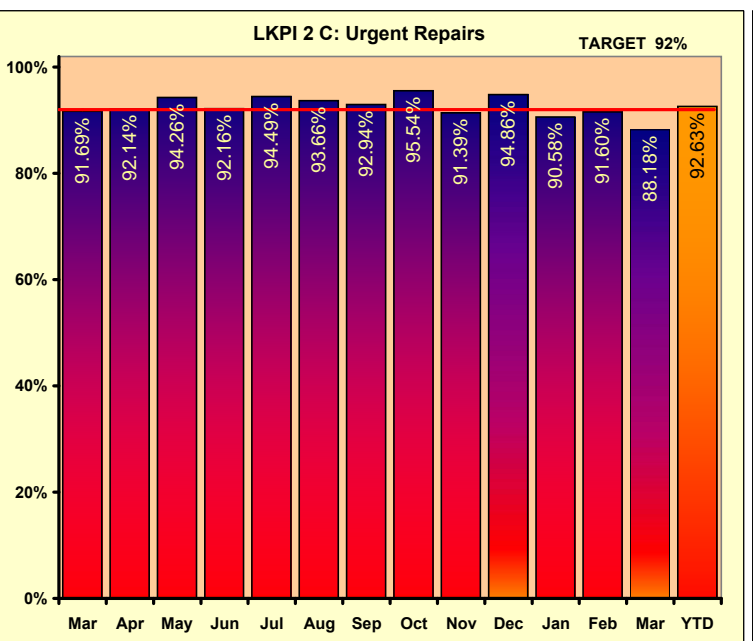
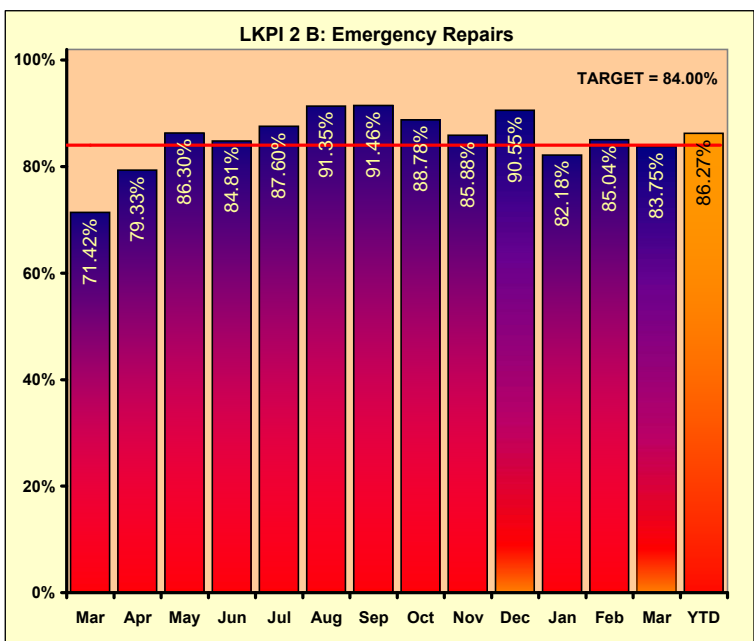
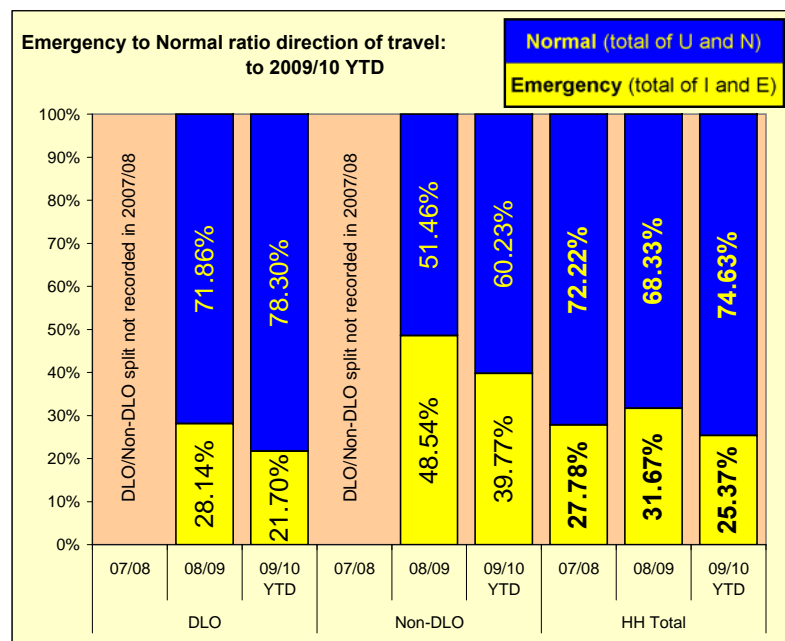
Data provider: Performance Team

Comments (Supplied by Jim Paterson, Property Services)

The new repairs appointment system (Opti time) is continuing to assist our present high level of attainment. We are setting a more challenging target for the new year, but have greatly exceeded the current target of 93%. Our external satisfaction survey company Kwest is also reflecting increased satisfaction in this area with residents currently reporting a 94 % satisfaction rate with appointment being kept and 95.6% for the appointment being convenient (of 742 residents)..

Contractor performance on appointments is slightly lower as they are not part of the Opti time system. It is planned to add them to the new Housing Management System (Universal Housing) once this goes live. It is expected that here will be a corresponding improvement as the new system provides for closer monitoring of external contractors.

LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time	MAR		APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC		JAN		FEB		MAR		YEAR TO DATE 2009/10		This Priority as % of total repairs	08/09 outturn		This Priority as % of total repairs	
	% 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	% Pass	Total Orders		% Pass	Total Orders		
DLO <small>(Direct Labour Organisation i.e. Hackney Building Maintenance)</small>	Immediate	79.19%	149	87.37%	95	75.00%	100	85.62%	153	87.10%	124	87.88%	66	84.85%	66	71.43%	56	72.04%	93	79.78%	89	75.27%	93	87.36%	87	85.54%	83	81.99%	1105	1.69%	94.04%	2398	3.47%
	Emergency	75.35%	1448	81.68%	1108	90.18%	794	90.28%	844	92.56%	726	94.53%	877	93.31%	956	89.41%	1171	86.71%	1242	92.18%	1330	82.58%	1217	87.62%	1373	86.27%	1449	88.52%	13087	20.01%	88.11%	17059	24.67%
	Urgent	92.50%	400	92.52%	254	96.96%	362	94.21%	432	96.86%	382	95.44%	307	95.08%	427	96.07%	788	94.26%	592	96.42%	586	92.25%	645	93.32%	524	90.12%	486	94.45%	5785	8.85%	93.71%	5658	8.18%
	Normal	96.43%	3643	97.17%	3501	96.44%	3119	97.44%	3782	98.34%	3905	98.53%	3390	99.20%	4016	97.92%	3989	98.61%	3957	98.98%	3736	97.91%	4012	98.06%	4021	96.82%	3992	97.98%	45420	69.45%	95.82%	44036	63.68%
DLO Neighbourhood Total	90.28%	5640	93.28%	4958	94.86%	4375	95.66%	5211	97.14%	5137	97.41%	4640	97.68%	5465	95.77%	6004	95.24%	5884	96.85%	5741	93.82%	5967	95.10%	6005	93.58%	6010	95.50%	65397		93.68%	69151		
NON DLO <small>(Not Direct Labour Organisation i.e. External Contractors)</small>	Immediate	94.24%	243	90.57%	350	97.10%	241	92.92%	325	91.06%	414	92.90%	338	96.68%	271	83.89%	298	84.64%	319	79.39%	228	80.77%	338	90.32%	248	84.50%	329	88.73%	3699	22.24%	96.92%	3703	25.60%
	Emergency	47.23%	235	67.84%	227	67.28%	162	68.44%	282	75.82%	306	81.72%	290	84.03%	238	85.53%	228	82.12%	274	80.00%	205	79.81%	208	71.96%	271	67.56%	225	76.20%	2916	17.53%	58.29%	3318	22.94%
	Urgent	76.19%	21	88.46%	26	69.23%	39	75.47%	53	81.94%	72	83.93%	56	81.93%	83	90.70%	86	67.14%	70	78.57%	56	71.43%	56	76.27%	59	81.43%	140	79.40%	796	4.79%	73.78%	389	2.69%
	Normal	91.04%	536	93.24%	695	87.08%	681	89.74%	682	90.70%	710	92.61%	595	89.73%	867	90.07%	715	92.27%	854	92.34%	718	85.73%	834	90.90%	747	90.04%	1124	90.29%	9222	55.44%	84.66%	7053	48.77%
Non-DLO Neighbourhood Total	81.55%	1035	87.98%	1298	85.75%	1123	85.47%	1342	87.35%	1502	89.84%	1279	89.65%	1459	87.94%	1327	87.67%	1517	87.16%	1207	83.15%	1436	86.26%	1325	85.59%	1818	86.95%	16633		81.46%	14463		
HACKNEY HOMES TOTAL:	88.93%	6675	92.18%	6256	93.00%	5498	93.58%	6553	94.92%	6639	95.78%	5919	95.98%	6924	94.35%	7331	93.69%	7401	95.16%	6948	91.75%	7403	93.51%	7330	91.72%	7828	93.77%	82030		91.57%	83614		
HH Performance Overall Total by Priority:																																	
LKPI 2A: Immediate	88.52%	392	89.89%	445	90.62%	341	90.59%	478	90.15%	538	92.08%	404	94.36%	337	81.92%	354	81.80%	412	79.50%	317	79.58%	431	89.55%	335	84.71%	412	87.18%	4804	5.86%	95.79%	6101	7.30%	
LKPI 2B: Emergency	71.42%	1683	79.33%	1335	86.30%	956	84.81%	1126	87.60%	1032	91.35%	1167	91.46%	1194	88.78%	1399	85.88%	1516	90.55%	1535	82.18%	1425	85.04%	1644	83.75%	1674	86.27%	16003	19.51%	83.25%	20377	24.37%	
LKPI 2C: Urgent	91.69%	421	92.14%	280	94.26%	401	92.16%	485	94.49%	454	93.66%	363	92.94%	510	95.54%	874	91.39%	662	94.86%	642	90.58%	701	91.60%	583	88.18%	626	92.63%	6581	8.02%	92.43%	6047	7.23%	
LKPI 5: Normal	95.74%	4179	96.52%	4196	94.76%	3800	96.26%	4464	97.16%	4615	97.64%	3985	97.52%	4883	96.73%	4704	97.48%	4811	97.91%	4454	95.81%	4846	96.94%	4768	95.33%	5116	96.68%	54642	66.61%	94.28%	51089	61.10%	
TMO'S	90.16%	630	73.94%	775	89.94%	487	92.76%	525	93.68%	570	92.98%	484	96.33%	600	93.94%	726	93.69%	745	94.24%	642	92.41%	738	92.16%	638	85.18%	722	90.56%	7652		85.05%	8075		



LKPI's: 2A, 2C & 5
 This displays the percentage of jobs in each priority response band completed per neighbourhood.

Priority banding definitions:
LKPI 2A (Immediate)
 make safe within 2 hrs
LKPI 2B (Emergency)
 make safe within 24 hrs.
LKPI 2C (Urgent)
 Complete within 5 working days
LKPI 5 (Normal)
 repair complete within 20 working days. (includes priorities X and C)
 Data source: Saffron, Data provider: Performance Team

Comments (Supplied by Jim Paterson, Property Services)

Performance on all key categories (Emergency, urgent and normal) has improved from the previous year and in all cases targets have been met in respect of the work carried out by the DLO. Whilst performance amongst contractors is still below target, there have been significant improvements in all categories from the previous year.

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

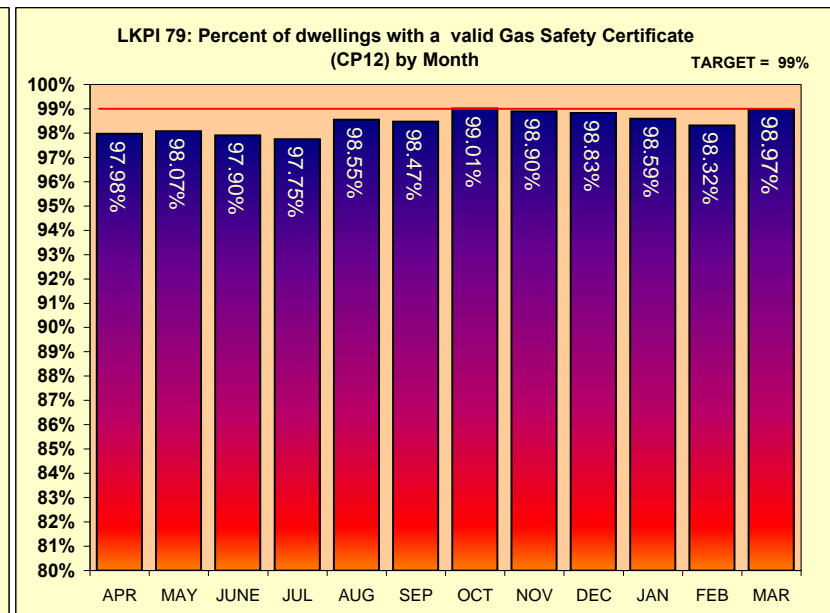
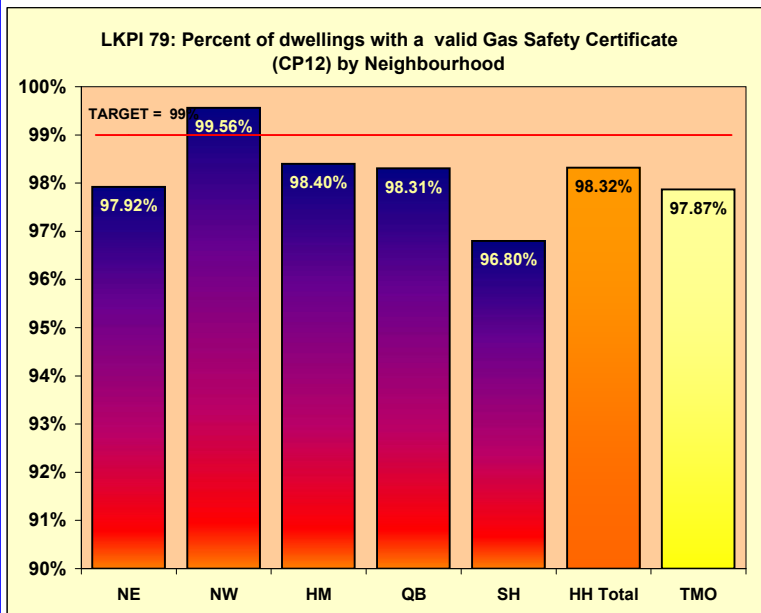
Data provider: Performance Team

Comments (Supplied by Jim Paterson)

The age profile of the outstanding CP12's has significantly improved over the last year and performance on completion of CP12 certificates has only missed the target by 0.03%. Measures are in place to deliver further improvements next year with the more challenging target of 99.2% and indeed the current performance is at 98.9%. It should be noted additionally that all but 20 of the outstanding properties are now the subject of court proceedings to enable access on account of persistent access denials.

More generally, Hackney Homes will be taking part in the new House Mark benchmarking club for gas servicing. This will add to our continued contribution to another benchmarking club specifically focusing on planned work called AMIP (Asset Management Improvement Partnership). We will be comparing our performance regularly with other landlords and begin peer reviews and audit in 10/11. This will greatly benefit both our process and performance management.

	APR	MAY	JUNE	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Number of CP12's overdue	Average time overdue in weeks	Target
North East	97.58%	97.74%	97.76%	97.87%	98.39%	98.03%	98.61%	98.88%	98.72%	98.72%	97.92%	98.95%	38	5.18	99.00%
North West	98.43%	98.66%	98.60%	97.85%	98.62%	98.25%	98.99%	98.99%	98.92%	98.85%	99.56%	99.77%	10	5.16	99.00%
Homerton	98.55%	98.58%	98.28%	97.82%	97.86%	98.33%	98.81%	98.92%	98.76%	98.60%	98.40%	99.08%	23	8.42	99.00%
Queensbridge and DB	98.73%	98.57%	97.67%	97.27%	98.90%	99.06%	99.57%	98.31%	98.35%	98.19%	98.31%	98.77%	29	6.66	99.00%
Shoreditch	96.86%	97.02%	97.21%	97.78%	99.20%	98.99%	99.39%	99.26%	99.36%	98.47%	96.80%	97.81%	60	6.11	99.00%
Hackney Homes Total	97.98%	98.07%	97.90%	97.75%	98.55%	98.47%	99.01%	98.90%	98.83%	98.59%	98.32%	98.97%	160	6.26	99.00%
TMO Total	98.29%	98.67%	98.67%	98.33%	98.83%	98.77%	98.88%	98.66%	98.83%	98.10%	97.87%	98.90%	30	4.86	99.00%



(MAYORAL) KEY OBJECTIVE INDICATORS (KOI's)

KOI 1 No of Units completed (Council homes getting new roofs, windows or kitchens and bathrooms)

KOI 2 New door entry systems installed

KOI 3 Replacement of obsolete door entry systems

KOI 4

Upgrading of estate lighting through the installation of higher output lights such as communal ceiling lights and increasing the numbers to address poorly lit spots on estates

KOI 6 Upgrading of estate lighting through the installation of higher output lights on lamp columns.

KOI 7 Upgrading of estate lighting through the installation of brighter emergency lighting.

KOI 8 (Ex-BVPI 66a) Rent Collected by the local authority as a proportion of rents owed on HRA dwellings (see page

Comments (Vijay Pillai & Martin Weaver):

KOI 1: This is currently a provisional figure pending the update of further reconciliation. It is however expected meet target (see page 35 for further info).

KOI 2: The target met and surpassed by 2 additional systems installed . 14 schemes were dropped from the programme due to resident preferences and 1 due to planning issues. Substitute schemes have been progressed ensuring that the target was met.

KOI 3: The target met and surpassed by 15 additional systems installed . The additional systems were a result of specific requests and high maintenance costs and were able to be delivered within the budget due to the postponement of expensive new installation schemes and substitution of cheaper schemes [see above].

KOI 4: Targets was slightly exceeded.

KOI 6: Taking all three lighting targets together the number of fittings has been exceeded. However, this item has not been achieved due to the need to base the programme towards emergency lighting as below.

KOI 7: The target has been significantly exceeded due to needs identified from Fire Risk Assessments and lighting surveys

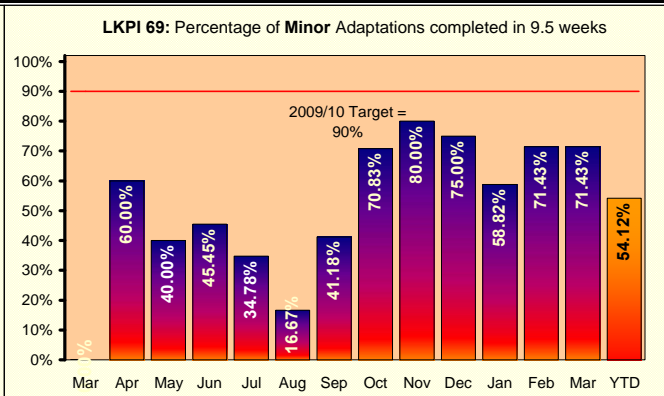
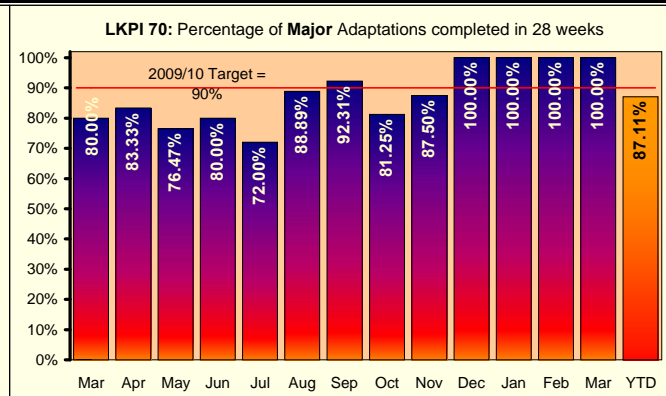
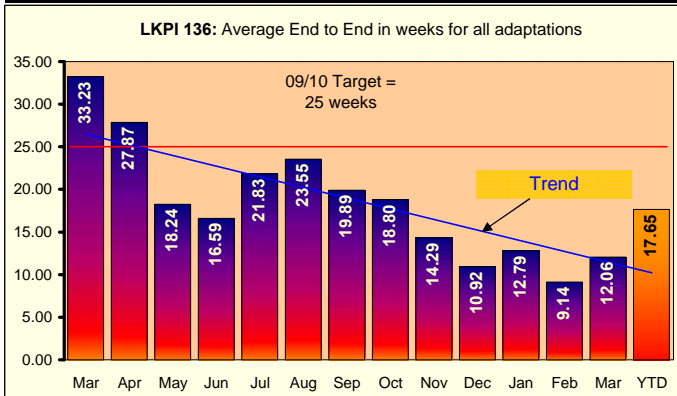
KOI 8: The target has been exceeded (see page 9 for further info)

Key Objective Indicators	2008/09		2009/10				Target 09/10	YTD 09/10	Currently on Target?	2008/09 outturn
	QTR 3 08/09	QTR 4 08/09	QTR 1 09/10	QTR 2 09/10	QTR 3 09/10	QTR 3 09/10				
KOI 1 Decent Homes - Units completed	32	196	190	372	439	188	1555	1189		508
KOI 2 New door entry systems	31	51	11	30	30	45	114	116		87
KOI 3 Replacement of obsolete door entry	17	31	13	9	1	12	20	35		49
KOI 4 Upgrading of estate lighting - communal ceiling lights / addressing poorly lit spots on estates	229	284	163	10	315	170	650	658		765
KOI 6 Upgrading of estate lighting	9	69	125	8	225	0	500	358		85
KOI 7 Upgrading of estate lighting - emergency lighting	119	0	50	27	102	229	200	408		341
KOI 8 (Ex BVPI 66a): Rent Collected as proportion of rent owed to LA	98.59%	98.70%	98.82%	98.94%	99.09%	99.24%	98.70%	99.24%		98.20%

Major Adaptations	2008/09	2009/10												Year to date 2009/10	2009-10 Target	2008/09 outturn
	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10			
Total Number of Work Completions in the period	10	24	17	25	25	18	26	16	16	15	9	18	16	225	N/A	330
LKPI 70: Percentage of MAJOR Adaptations completed in 28 weeks	80.00%	83.33%	76.47%	80.00%	72.00%	88.89%	92.31%	81.25%	87.50%	100.00%	100.00%	100.00%	100.00%	87.11%	90% in 28 Weeks	75.15%

Minor Adaptations	2009/10												Year to date 2009/10	2009-10 Target	2008/09 outturn	
	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10				Mar-10
Total Number of Work Completions in the period	7	10	20	33	23	6	17	24	15	8	17	14	7	194	N/A	99
LKPI 69: Percentage of MINOR Adaptations completed in 9.5 weeks	0.00%	60.00%	40.00%	45.45%	34.78%	16.67%	41.18%	70.83%	80.00%	75.00%	58.82%	71.43%	71.43%	54.12%	90% in 9.5 Weeks	27.27%

Occupational Therapy Assessments: Other Minor & Major	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Year to date 2009/10	2009-10 Target	2008/09 outturn
	LKPI 91: First Contact to Completion of Assessment (Timescale 4 WEEKS/28 days)	75.54%	78.79%	71.43%	69.64%	63.41%	66.67%	81.08%	80.65%	76.00%	86.36%	56.52%	61.29%	80.00%	72.27%	90% in 28 Days
LKPI 136: Average End to End Time taken for all adaptations to be completed (weeks)	33.23	27.87	18.24	16.59	21.83	23.55	19.89	18.80	14.29	10.92	12.79	9.14	12.06	17.65	Base Lining	28.59
LKPI 144: Percentage of tenants satisfied with disabled adaptations to their home (nb: this is reported quarterly)				80.82%	N/A	N/A	100.00%	N/A	N/A	85.71%	N/A	N/A	90.90%	91.30%	Base Lining	79.00%



Definitions:

Major Adaptations (LKPI 70): Refer to structural work that does require the services of a surveyor and will total in excess of £1,000.
Hackney Examples (Major Adaptations): widening doorways for wheelchair access, over bath and level access showers, re-siting toileting facilities, construction of permanent concrete installation of stair lifts or ceiling tracking hoists.
Minor Adaptations (LKPI 69): Refer to non-structural works that do not require a surveyor and cost in the range of £0 to £1,000 (approx)
Hackney Examples (Minor Adaptations): Fitting extra banister rails, changing standard fitting taps to lever taps, adjustments to the heights of shower rails, fitting grab rails internally or externally to assist mobility and navigation of steps or difference in floor levels.
Occupational Therapist Assessments (LKPI 91): The percentage of Occupational Therapist (OT) Assessments completed within the timescale of 4 weeks (28 days). Measured from **First Contact by resident to Completion of Assessment** by OT for both Major and Other Minor adaptations.
LKPI 136 Average End to End Time taken for all adaptations completed: This indicator has been introduced as a comparator and to be consistent with the HouseMark quarterly PI tracking system to compare measure the overall time taken for all adaptations to be completed.

Comments (Supplied by: Carlo Gizzarelli - Community Services/LB&H & Martin Weaver - Property Services/HH):

Please note the comments are produced jointly between Hackney Homes and Hackney Community Service. In brief, this is because the service is shared between the two, with Community Services carrying out the Occupational Therapy stages and assessment regime and Property Services carrying out or managing contractors to carry out the actual installation of the adaptation.

Property Services

Despite some negative fall out from earlier arrangements for adaptations work in the early part of 2009/10. Improvements in service delivery in the second half of the year has provided an overall satisfactory service delivery. All areas of the adaptations assessment and delivery have shown marked improvement. The improvements noted are borne out by improving customer feedback which has also been used to deal with performance issues as well as operational monitoring

Officers in both Hackney Homes and Community Services are expecting a further significant improvement in performance through 2010/11 as the negative effects of earlier processes diminish. An improvement action plan has been running for some time with regular updates and assessments of achievements which has provided officers across the service with a targeted action plan.

Community Services

Comments for March: Major works completed this month continues to reflect the sustained improvement in performance in this area with all 18 adaptations being completed within target periods. Minor adaptation performance during this month has been hampered by some requests requiring more intervention than would ordinarily be required due to the complexity of the works being recommended.

Overall comments for 2009-10: The adaptation performance during the final quarter of this year has reflected the improvements which have been made and consolidated between the Occupational Therapy Service and Hackney Homes. The emphasis has been placed on developing a more cohesive working relationship between the two divisions in order to regularly review where strengths and weaknesses exist in the delivery of specialist adaptations. In turn this approach has allowed measures to be introduced when necessary in order to change or eliminate inefficiencies of the programme and to improve the delivery of the adaptations service.

The most primary goal for the next year is to focus on increasing the turn around times of providing disabled residents with minor adaptations whilst also ensuring the excellent developments made with the major adaptation programme continues.

LKPIs 11 & 12

Provide the overall resident satisfaction with the Repairs Call Centre service (LKPI 12) and the quality of repair work carried out by operatives (LKPI 11). The information

LII 14

Provides resident perception of the No. of repairs completed on the first visit.

Data source: Survey based on HHCC calling back a sample of tenants.

Data provider: Property Services

NP - Data not provided

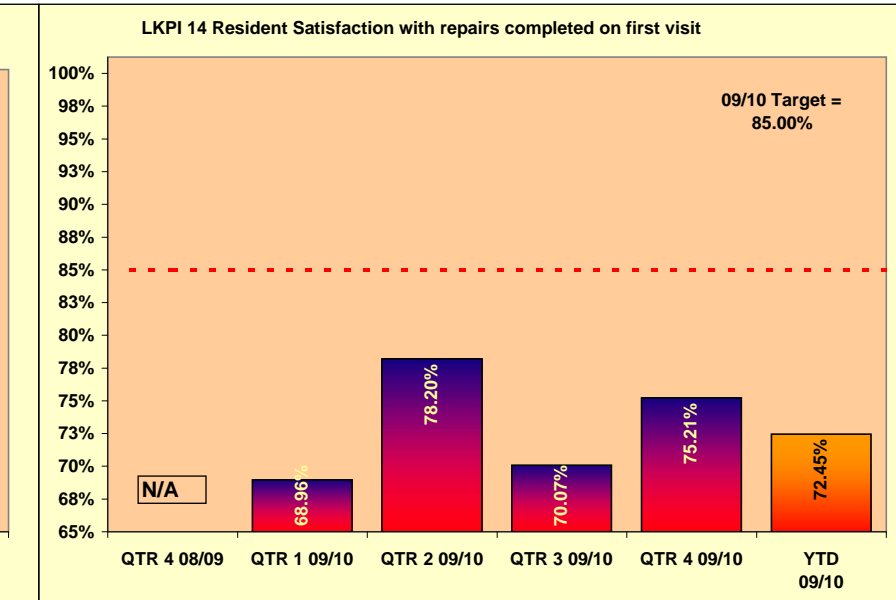
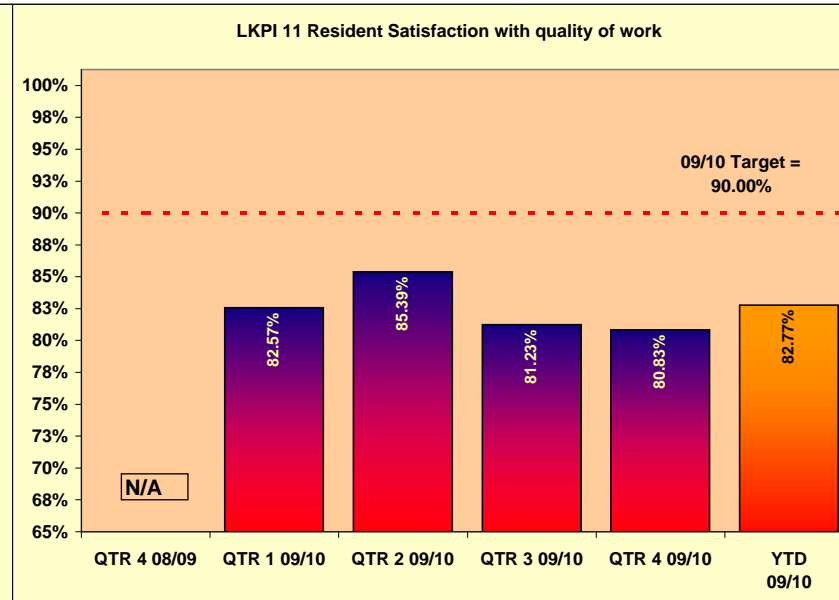
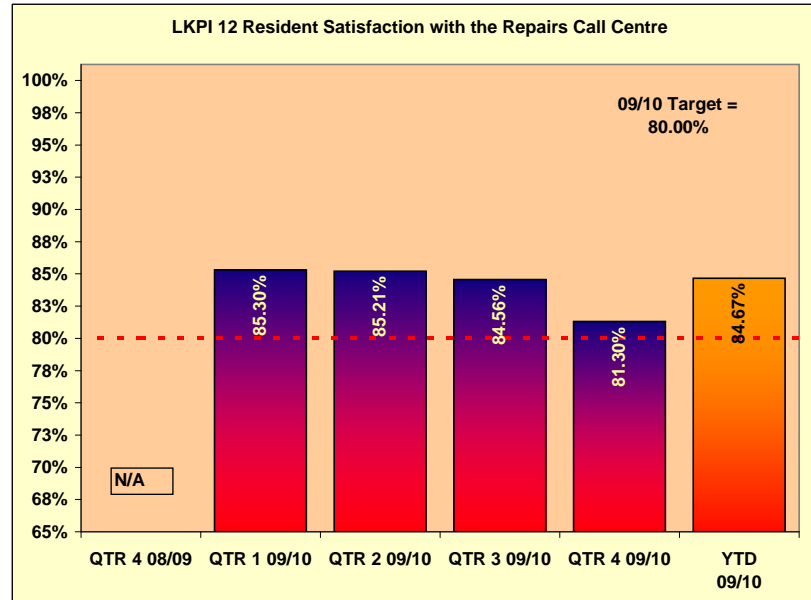
Comments (Supplied by Vijay Pillai, Performance Team):

During 2009/10 resident satisfaction with the service was collated and validated by an independent research company. Overall, satisfaction levels for the repairs service has remained just above 70%, this is slightly better than the annual STATUS survey outturn of 68%. This shows that both methods are broadly on par. Satisfaction with repairs completed on first visit remains somewhat below target and it is an area where the service intends to focus more attention next year.

The repairs call centre has largely remained above 80%, which is where we would expect it to be. The target was exceeded marginally despite the severe winter conditions prompting more calls than usual.

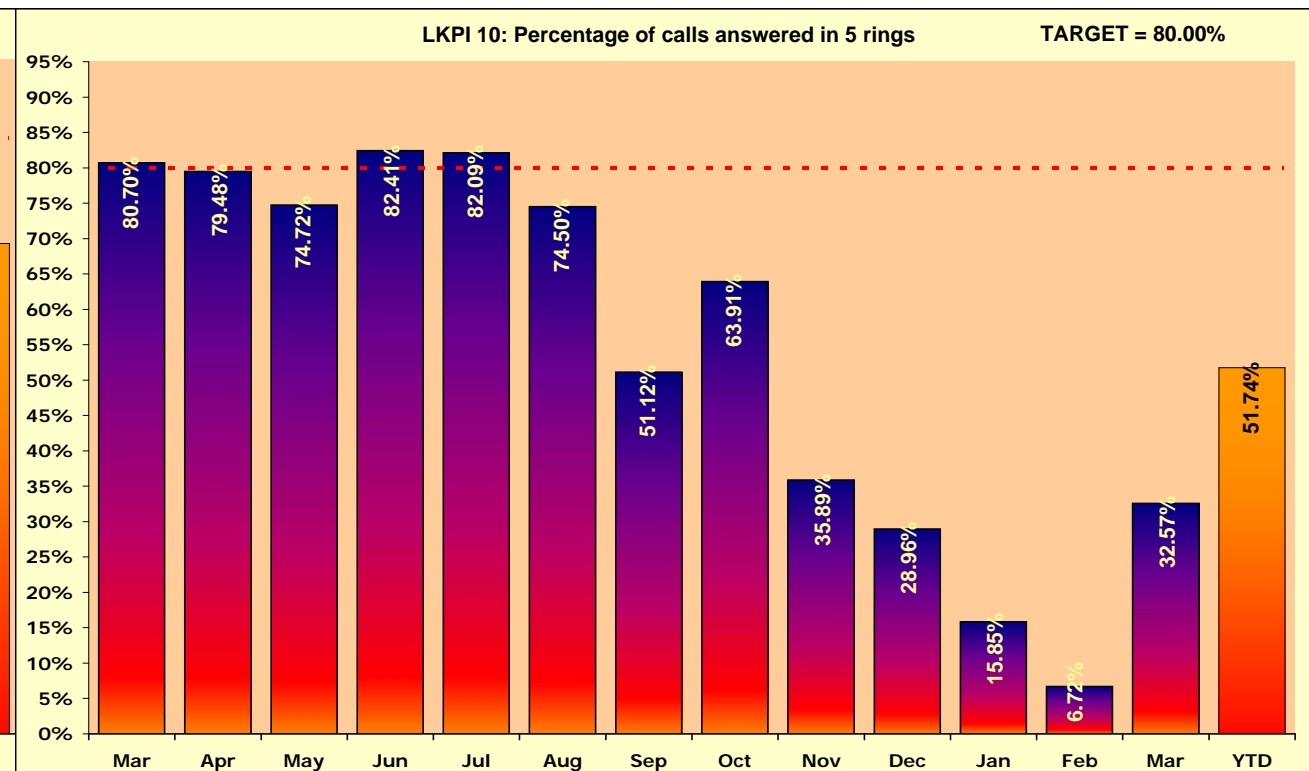
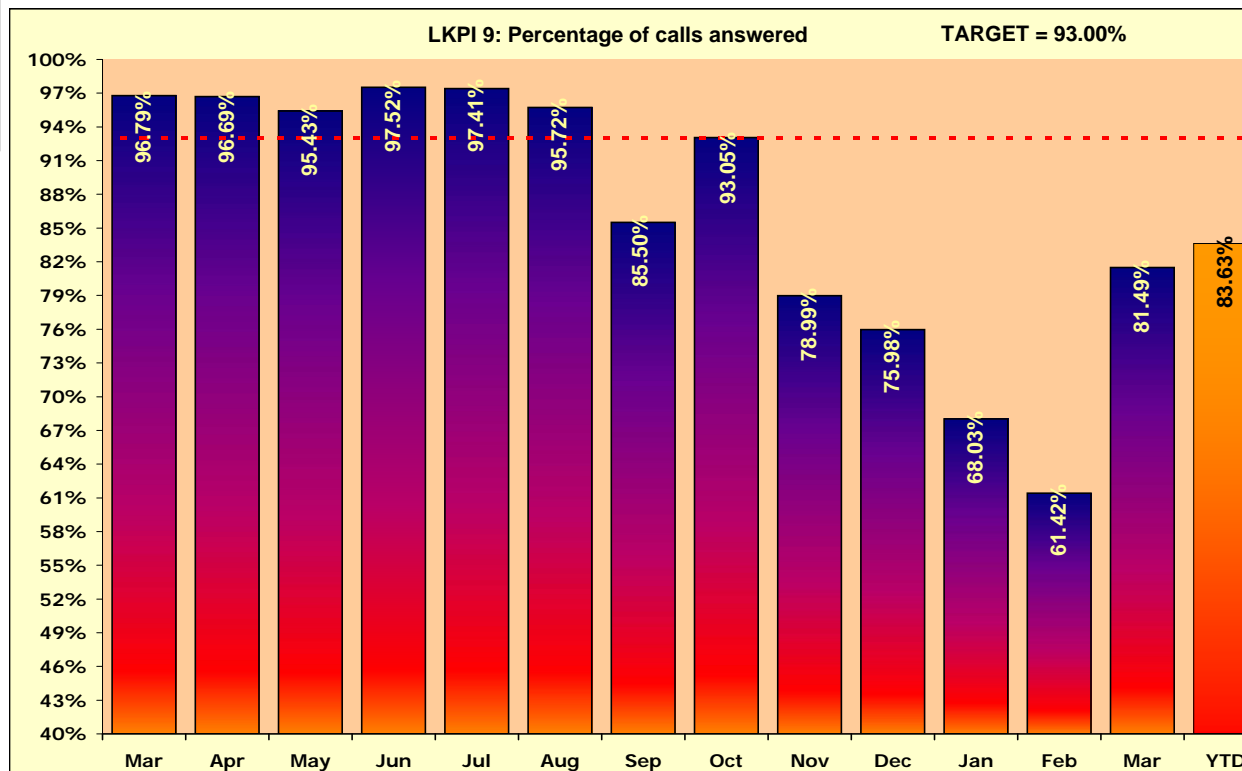
Monthly Satisfaction Repairs Call Centre (RCC) & Quality of Work

Services	QTR 4 08/09	QTR 1 09/10	QTR 2 09/10	QTR 3 09/10	QTR 4 09/10	Targets 09/10	YTD 09/10	08/09 Outturn
LKPI 133 All tenants satisfaction with the landlord's responsive repair service (Non-STATUS call back survey)		70.00%	72.98%	71.46%	72.13%	71.00%	71.47%	
LKPI 12 Resident Satisfaction with the Repairs Call Centre		85.30%	85.21%	84.56%	81.30%	80.00%	84.67%	
LII 14 Repairs Completed on first Visit		68.96%	78.20%	70.07%	75.21%	85.00%	72.45%	
LKPI 11 Resident Satisfaction with quality of work		82.57%	85.39%	81.23%	80.83%	90.00%	82.77%	



Monthly Repairs Call Centre Telephone Answering

Repairs Call Centre Response	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Targets 09/10	YTD 09/10	Outturn 08/09
Total Volume of calls	14,287	12,465	12,354	15,612	11,832	12,839	12,689	15,990	16,109	17,313	20,726	20,010	20,153	N/A	188,092	193,702
LKPI 9 % Calls answered	96.79%	96.69%	95.43%	97.52%	97.41%	95.72%	85.50%	93.05%	78.99%	75.98%	68.03%	61.42%	81.49%	93.00%	83.63%	90.86%
LKPI 10 Of those answered % answered within 5 rings	80.70%	79.48%	74.72%	82.41%	82.09%	74.50%	51.12%	63.91%	35.89%	28.96%	15.85%	6.72%	32.57%	80.00%	51.74%	60.79%



LKPI 9 & LKPI 10

These PIs summarise the Repair Call Centre's key responses against target.

N/A - Not applicable

Data source: Property Services Repair Call Log System

Data provider: Property Services

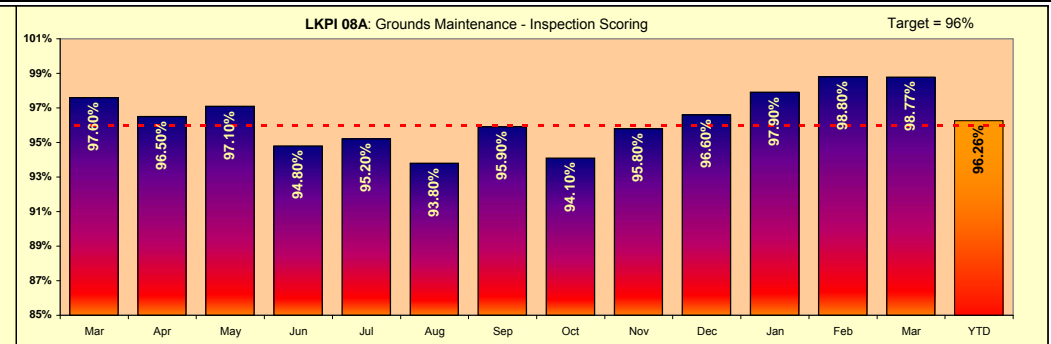
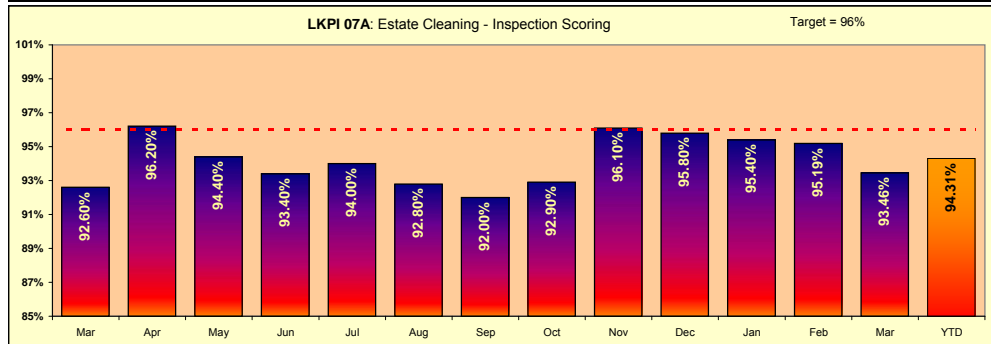
Comments (Supplied by Humara Qayyum, Property Services)

Performance in March has increased and the number of issues that affected February's performance has shown to be working.

Annual Performance

For the Repairs Call Centre (RCC) performance dipped significantly since November last year. This was affected by a number of factors including technical difficulties with the system, which have been reported monthly, but the main issue is related to the extreme cold weather and the number of residents experiencing boiler breakdowns. These issues are being addressed and forecasting is being undertaken to manage calls in the RCC to help them achieve performance targets set for the forthcoming years.

LKPI 07A: Estate Cleaning - Inspection Scoring	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Target	YTD	08/09 outturn	Within the month			
																	A's	B's	C's	D's
North East	90.40%	97.10%	93.60%	92.50%	90.70%	88.80%	87.80%	94.60%	95.90%	93.20%	91.30%	90.64%	87.85%	96.00%	-	-	81%	7%	12%	1%
North West	93.00%	92.80%	93.10%	93.90%	96.20%	97.20%	96.00%	95.10%	95.50%	96.50%	97.20%	96.14%	95.42%	96.00%	-	-	61%	34%	5%	0%
Homerton	95.30%	96.00%	91.90%	93.00%	93.80%	91.90%	93.50%	94.70%	97.40%	96.80%	97.50%	98.14%	98.12%	96.00%	-	-	5%	93%	2%	0%
Queensbridge	85.50%	94.70%	93.90%	88.50%	93.30%	92.00%	92.10%	84.80%	91.10%	90.30%	92.88%	92.38%	0.00%	96.00%	-	-	0%	0%	0%	0%
Shoreditch	100.00%	100.00%	99.90%	98.60%	97.80%	95.20%	93.10%	91.10%	96.60%	98.00%	98.40%	99.34%	98.34%	96.00%	-	-	45%	53%	2%	0%
Number of tasks inspected	22376	16999	18724	21034	20654	16262	16033	17853	17979	16917	19871	16289	18489	N/A	217104	221927	10095	7184	1172	38
Hackney Homes Total	92.60%	96.20%	94.40%	93.40%	94.00%	92.80%	92.00%	92.90%	96.10%	95.80%	95.40%	95.19%	93.46%	96.00%	94.31%	94.34%	54.60%	38.90%	6.30%	0.20%
LKPI 7 (b) Satisfaction	87.88%	85.92%	94.68%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	94.00%	-	88.00%	-	-	-	-



LKPI 08A: Grounds Maintenance - Inspection Scoring	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Target	YTD	08/09 outturn	Within the month			
																	A's	B's	C's	D's
North East	99.80%	100.00%	99.60%	100.00%	99.70%	99.50%	99.30%	99.50%	100.00%	99.50%	99.70%	99.72%	99.76%	96.00%	-	-	96%	4%	0%	0%
North West	99.30%	98.60%	97.70%	96.20%	95.20%	89.90%	94.40%	94.80%	94.50%	96.90%	98.90%	99.59%	99.63%	96.00%	-	-	73%	27%	0%	0%
Homerton	98.40%	92.50%	94.60%	92.50%	91.20%	91.10%	94.50%	94.10%	97.00%	97.60%	99.60%	99.58%	99.72%	96.00%	-	-	4%	96%	0%	0%
Queensbridge	86.00%	95.20%	93.30%	86.80%	89.20%	92.50%	88.40%	93.60%	88.10%	89.70%	89.80%	97.06%	0.00%	96.00%	-	-	0%	0%	0%	0%
Shoreditch	100.00%	100.00%	99.80%	99.80%	99.30%	99.10%	98.20%	89.30%	94.80%	93.40%	94.10%	94.28%	94.13%	96.00%	-	-	41%	53%	6%	0%
Number of tasks inspected	3589	2718	2995	3328	3222	2609	2586	2762	3014	2771	2895	2626	2843	N/A	34369	34642	1626	1184	32	1
Hackney Homes Total	97.60%	96.50%	97.10%	94.80%	95.20%	93.80%	95.90%	94.10%	95.80%	96.60%	97.90%	98.80%	98.77%	96.00%	96.26%	96.77%	57.20%	41.60%	1.10%	0.00%
LKPI 8 (b) Satisfaction	98.48%	94.37%	96.81%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	94.00%	-	93.05%	-	-	-	-

Offensive Graffiti removal	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD 09/10	08/09
Number of cases	5	4	13	5	3	0	0	2	7	6	0	1	4	45	76
Time to remove (mins)	01:15	01:23	01:10	01:23	01:25	00:00	00:00	00:52	00:58	01:03	00:00	01:05	01:07	01:10	01:02

CLEANING
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. Only A and B scores are counted as passes.
LKPI 07B This indicator records the percentage satisfaction rate (with estate cleaning) of residents who have had repairs completed in the last month and then have been contacted by telephone.

GROUND'S MAINTENANCE
LKPI 08A This Indicator measures grounds maintenance 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. Only A and B scores are counted as passes.
LKPI 08B This indicator records the percentage satisfaction rate (with grounds maintenance) of residents who have had repairs completed in the last month and been contacted by telephone.
 Data source (ALL): Estate inspection database, RCC Call Back Reports

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 Christophe Tabi, Estate Environment Services)
Estate Cleaning & Grounds Maintenance
 The Year to date figures for both Estate Cleaning (94.31%) and Grounds Maintenance (96.26%) for 09/10 is almost identical to the corresponding figures for 08/09 demonstrating consistency of the service delivery as a whole despite the severe weather and the lack of extra resources to deal with seasonal variation. This is particularly evident with Grounds Maintenance, which has comfortably exceeded the set target of 96%. With regard to the Estate Cleaning, there was a small dip in the second quarter, where performance was just below target for a couple of months. This was possibly due to factors such as increased annual leave during the peak summer season which was in addition to a recruitment drive and changes to existing infrastructure at a senior level. Despite these factors, Estate Cleaning's overall performance has not been adversely affected and has only just missed target.
Offensive Graffiti removal
 During the course of 09/10, 45 separate incidents of offensive / hate graffiti were reported and took an average of 70 minutes to be removed.

LKPIs 14, 15, 16 & 17. LII 8
This data displays key statistics of the Leasehold & Right to Buy Services.

LKPI 15 shows the % collection rate for standard service charges.
LKPI 16 shows the service charge arrears as a % of invoices raised.
LII 8 displays the number of RTB applications and income generated through disposals. The monthly figures are reconciled on a quarterly basis to account for late notification of sales.

Targets: Note: Service Charge billing occurs in April for current financial year (2009/10 estimates) and in September for previous year (2008/09 actuals)

Service charge collection (inclusive of arrears): £8.1M
Service Charge collection rate: 101%
Service Charge arrears as % of invoices raised: 29%
Service Charge arrears £2.4M
Total value of estimated invoices raised in 2009: £9.0M.

Data source: LRTBS own data set

Comments (Supplied by Judith Morrison)

Service Charge
LKPI14: Increased cash collection has resulted in annual target being exceeded by £75K.

LKPI15: Consistent good cash collection over the course of the year. With a record average of 117% has allowed us to exceed the year target by more than a 9%.

LKPI16: Service charge arrears as % of invoices raised was down by 2% at the end of March, compared to yearly target of 27%. This indicates an improvement in cash collection.

LKPI17: The arrears figure is £2M against the yearly target of £2.4M. This depicts a 16.67% reduction in arrears. This is as a result of increased cash collection. $(2.4 - 2.0) / 2.4 * 100 = 16.67\%$

Right to Buy

127 Section 1 applications received year to date with 100% processed within statutory time.

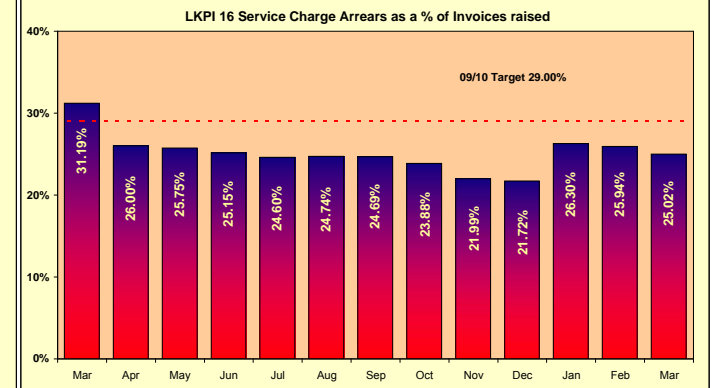
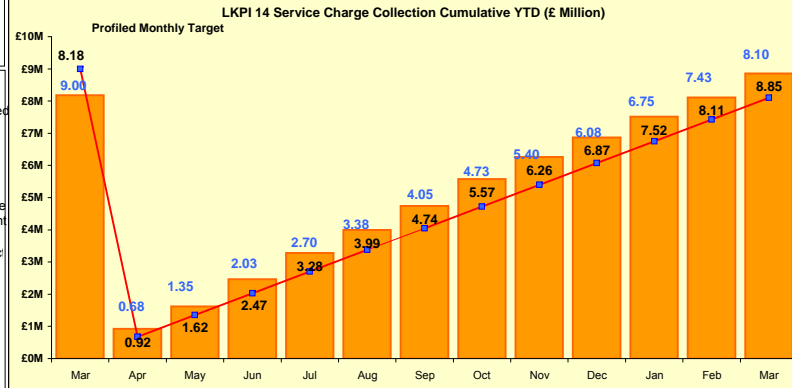
109 Section 125 offer notices issued year to date.

Three completed leasehold sale this year.

Data source: LRTBS own data set.

Service Charge Performance data	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	08/09 Outturn	Target 09/10
LKPI 14 Service Charge Collection Cumulative YTD (£)	8.18 M	0.92 M	1.62 M	2.47 M	3.28 M	3.99 M	4.74 M	5.57 M	6.26 M	6.87 M	7.52 M	8.11 M	8.85 M	8.18 M	8.10 M
LKPI 15 Service Charge Collection Rate	90.86%	138.00%	121.16%	123.07%	122.70%	119.51%	118.24%	119.12%	117.08%	114.20%	112.46%	110.34%	110.31%	90.86%	101.00%
LKPI 16 Service Charge Arrears as a % of Invoices raised	31.19%	26.00%	25.75%	25.15%	24.60%	24.74%	24.69%	23.88%	21.99%	21.72%	26.30%	25.94%	25.02%	31.19%	29.00%
LKPI 17 Service Charge Arrears Cumulative YTD (£)	2.49 M	2.37 M	2.36 M	2.31 M	2.27 M	2.28 M	2.27 M	2.20 M	2.20 M	2.17 M	2.11 M	2.08 M	2.00 M	2.49 M	2.40 M

LII 8 RTB and Income (count)	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	08/09 Outturn	YTD 09/10
Applications Received	18	14	10	15	11	15	12	11	10	6	11	11	16	180	143
Offers Made Over The Year (S125 notices)	8	8	12	9	15	12	13	10	13	4	5	8	6	153	115
Number of Sales	1	0	0	0	0	0	0	0	0	1	0	0	2	26	3
Annual Sales (£)	0.14 M	0.00 M	0.00 M	0.00 M	0.00 M	0.00 M	0.00 M	0.00 M	0.00 M	0.20 M	0.00 M	0.00 M	0.47 M	4.19 M	0.68 M



LKPIs 50, 51, 107, 53 & 54. LII 7

The information presented here provides a monthly profile of leaseholders' major works, invoicing, collections and arrears positions.

Also provided is data on Section 20 invoices (Notifications to leaseholders of pending recharge on major works).

Targets

Total major works invoice: £6.8M
Total major works collection: £4.5M
Major works collection rate: 66%
Expected Arrears: £4.6M

Data source: LRTBS own data set.

Comments (Supplied by Judith Morrison)

MAJOR WORKS

LKPI50: Invoices raised this year has exceeded the target by £300K.

LPI51: Cash collection has surpassed the yearly target by £2M largely due to improved recovery practices.

LKPI107: Cash collection as a percentage of invoices raised is above target by 24% due to increase in cash collection against invoices issued.

LKPI53: Positive result with arrears lower than year target.

LII7: 2755 Section 20 notices issued year to date with estimated value of £11.42M.

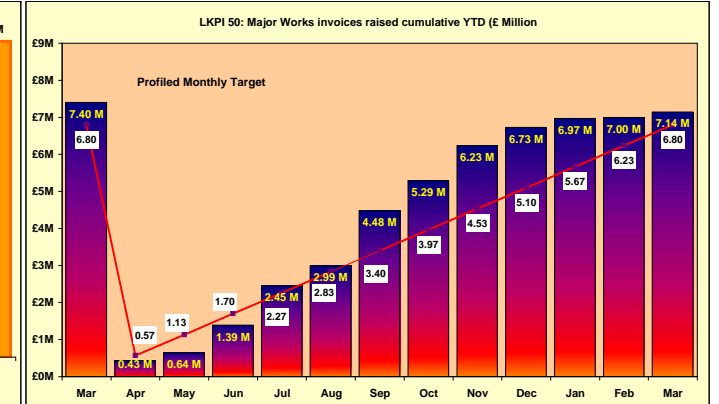
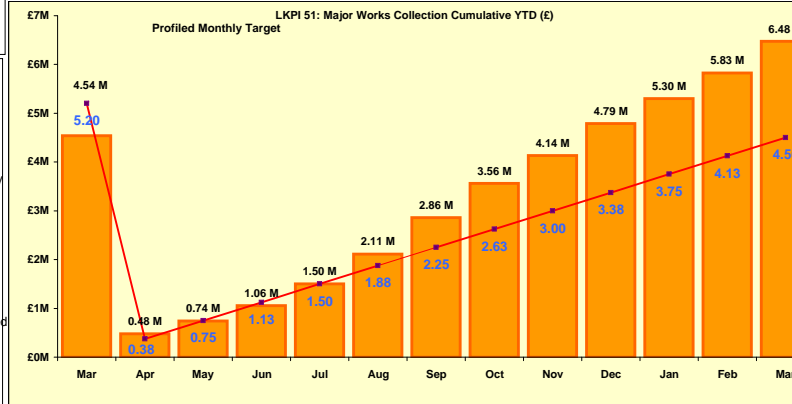
Point to Note

The extension of the payment arrangement to 5 years for those leaseholders with large bills may lead to larger sums being collected over a longer period and a reduction in arrears. The current arrears balance takes into account increased billing in current and previous years.

Data source: LRTBS own data set

Major Works Performance data	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	08/09 Outturn	Target 09/10
LKPI 50 Major Works Invoices Raised YTD (£)	7.40 M	0.43 M	0.64 M	1.39 M	2.45 M	2.99 M	4.48 M	5.29 M	6.23 M	6.73 M	6.97 M	7.00 M	7.14 M	7.40 M	6.80 M
LKPI 51 Major Works Collection Cumulative YTD (£)	4.54 M	0.48 M	0.74 M	1.06 M	1.50 M	2.11 M	2.86 M	3.56 M	4.14 M	4.79 M	5.30 M	5.83 M	6.48 M	4.54 M	4.50 M
LKPI 107: Leaseholder major works charges collected as a percentage of invoices raised		110.90%	114.48%	76.26%	61.29%	70.58%	63.82%	67.23%	66.35%	71.15%	76.10%	83.28%	90.70%	N/A	66.00%
LKPI 53 Major Works Arrears Cumulative YTD (£)	4.99 M	5.42 M	5.10 M	5.32 M	5.43 M	5.57 M	5.75 M	6.02 M	5.05 M	5.00 M	4.44 M	4.53 M	4.19 M	4.99 M	4.6M

LII 7 - Section 20s	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	08/09 Outturn	YTD 09/10
Total number of Section 20s served with leaseholder charges	211	242	297	234	202	109	367	165	57	433	163	144	342	1754	2755
Total value of Section 20s served (£)	2.14 M	0.86 M	1.22 M	1.03 M	1.53 M	1.09 M	0.77 M	0.51 M	0.43 M	0.39 M	2.05 M	0.51 M	1.03 M	8.09 M	11.42 M

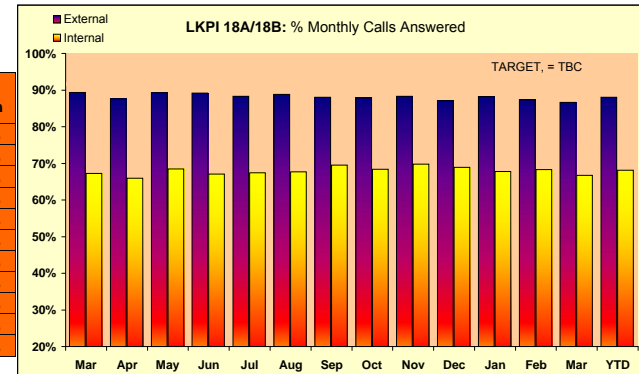


N/A - Not Available
 0% - Did not meet target
 TBC - To be confirmed

Nil - Nothing to report.
 NP - Not provided

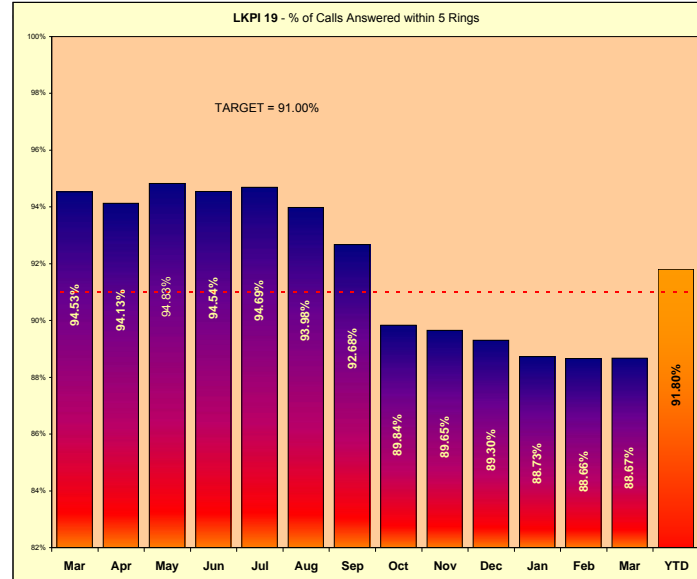
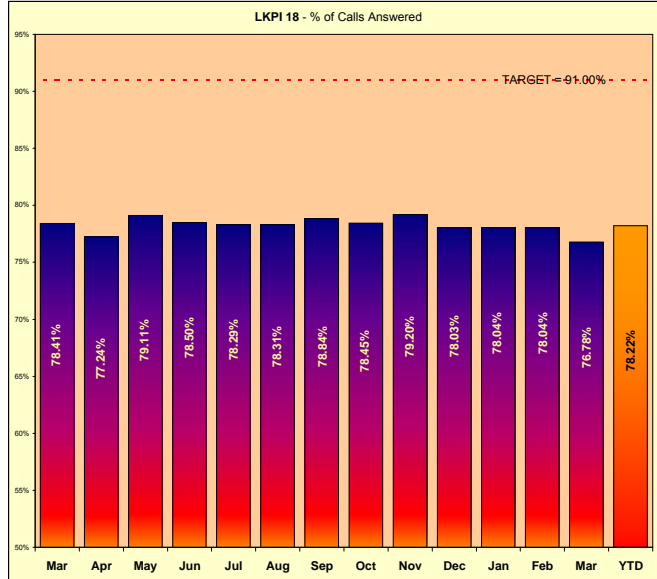
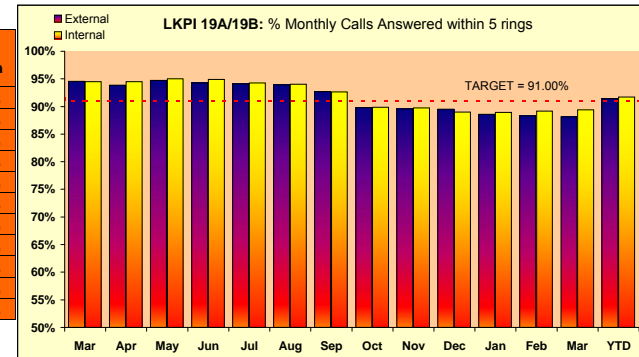
LKPI 18 - Monthly % of Calls Answered

Departments / Divisions	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD 09/10		09/10 YTD	08/09 Outturn
														LKPI18A: External	LKPI18B: Internal		
Chief Executive's Offices	82.39%	76.52%	79.05%	83.70%	78.72%	78.78%	77.86%	77.37%	78.71%	81.82%	73.71%	78.27%	77.66%	84.39%	75.27%	79.63%	81.10%
Finance & Resources	82.35%	81.14%	83.76%	82.64%	82.44%	81.67%	82.89%	80.31%	80.05%	79.98%	79.29%	81.72%	80.19%	88.81%	75.89%	81.41%	83.79%
Residents Services	80.63%	78.68%	80.46%	80.99%	81.00%	81.74%	81.31%	80.69%	82.43%	81.76%	79.78%	82.72%	81.81%	89.80%	73.04%	79.28%	78.75%
Property Services	70.60%	72.08%	73.74%	71.68%	70.98%	71.85%	74.81%	74.92%	75.22%	70.91%	72.71%	70.51%	68.50%	80.01%	65.23%	72.75%	73.70%
NorthEast NHD	82.52%	81.68%	81.76%	81.40%	82.15%	82.13%	80.06%	81.20%	82.32%	84.08%	82.63%	82.87%	81.52%	94.09%	66.02%	82.01%	79.71%
NorthWest NHD	85.97%	77.62%	84.30%	84.50%	83.04%	82.97%	84.48%	88.12%	85.53%	85.44%	86.42%	84.04%	86.10%	93.79%	73.10%	83.92%	86.21%
Homerton NHD	80.48%	80.88%	82.51%	81.04%	78.71%	80.59%	82.73%	83.16%	81.73%	80.94%	80.68%	80.61%	77.97%	92.38%	65.98%	80.86%	80.62%
Queensbridge & DB	79.16%	79.17%	81.28%	79.70%	79.03%	79.98%	79.62%	81.22%	82.48%	82.28%	78.39%	79.89%	75.92%	93.11%	59.12%	79.90%	81.08%
Shoreditch NHD	74.22%	69.77%	71.13%	71.60%	75.98%	76.96%	73.63%	75.53%	78.39%	76.27%	78.13%	80.92%	77.78%	86.44%	60.59%	74.99%	78.54%
TMO/Others	80.40%	79.45%	78.45%	80.25%	76.39%	70.58%	73.17%	65.29%	68.10%	72.29%	76.23%	73.72%	77.11%	87.07%	52.84%	76.61%	79.60%
Borough Wide	78.41%	77.24%	79.11%	78.50%	78.29%	78.31%	78.84%	78.45%	79.20%	78.03%	78.04%	78.04%	76.78%	88.04%	68.11%	78.22%	79.01%



LKPI 19 - of Calls Answered, % of those within 5 Rings

Departments / Divisions	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD 09/10		09/10 YTD	08/09 Outturn
														LKPI19A: External	LKPI19B: Internal		
Chief Executive's Offices	98.20%	97.32%	98.14%	98.66%	96.88%	97.07%	95.19%	94.69%	93.59%	94.61%	92.84%	90.30%	91.95%	94.44%	95.59%	95.12%	97.65%
Finance & Resources	97.26%	96.95%	97.21%	97.14%	97.11%	94.70%	97.10%	94.53%	93.40%	93.40%	94.06%	94.34%	94.46%	95.17%	95.80%	95.80%	97.81%
Residents Services	99.14%	99.03%	98.99%	99.15%	98.87%	98.92%	97.94%	97.12%	96.78%	96.53%	96.60%	97.38%	97.13%	98.25%	97.42%	95.43%	98.00%
Property Services	88.35%	89.13%	90.30%	89.28%	88.92%	88.43%	87.84%	83.55%	83.67%	82.80%	81.67%	80.52%	79.79%	85.60%	84.75%	85.92%	92.86%
NorthEast NHD	97.72%	96.25%	96.50%	97.10%	96.76%	96.35%	94.42%	90.68%	93.56%	93.84%	93.61%	92.64%	93.71%	94.43%	95.10%	94.95%	96.24%
NorthWest NHD	97.08%	95.57%	98.82%	98.38%	98.14%	98.59%	97.56%	96.48%	96.40%	95.66%	97.00%	96.44%	96.48%	97.27%	96.97%	95.86%	98.21%
Homerton NHD	93.58%	92.51%	92.17%	91.12%	87.46%	91.07%	90.20%	86.30%	81.38%	78.91%	78.02%	78.79%	75.64%	84.70%	86.73%	86.20%	89.27%
Queensbridge & DB	93.40%	92.30%	93.57%	93.35%	94.66%	94.46%	88.42%	88.05%	89.65%	91.49%	85.12%	89.02%	87.19%	90.67%	90.66%	90.76%	93.90%
Shoreditch NHD	93.26%	92.66%	91.00%	90.31%	92.02%	93.94%	91.67%	86.51%	86.03%	86.93%	88.99%	90.03%	92.03%	89.51%	91.03%	89.79%	93.98%
TMO/Others	94.68%	93.50%	95.54%	96.62%	95.37%	90.79%	89.49%	86.72%	83.53%	84.06%	85.07%	85.86%	90.28%	89.25%	91.62%	89.18%	95.82%
Borough Wide	94.53%	94.13%	94.83%	94.54%	94.69%	93.98%	92.68%	89.84%	89.65%	89.30%	88.73%	88.66%	88.67%	91.42%	91.72%	91.80%	95.31%



LKPI 18 - % of Calls Answered
 18a: External; 18b: Internal. **Target for 2009/10 = TBC**
LKPI 19 - of Calls Answered, % of those within 5 Rings
 18a: External; 18b: Internal. **DP Target = 91%**
 Data source: Telecommunication

Comments (Supplied by Malcolm Brewer)

LKPI 18:
 There was a slight overall dip in performance during March in phone calls answered for all divisions except for the North West Neighbourhood & the TMO / others. The final outturn figure for 2009/10 was 78.22% which was slightly lower than the previous year's outturn of 79.01%.

The number of overall external phone calls answered remains at 88.04%

LKPI 19:
 There was a static overall performance compared to the previous month (February) for phone calls answered within 5 rings. The final outturn figure for 2009/2010 was 91.8% which has exceeded the target by 0.81%, although it was lower than the previous year's outturn (95.31%).

The number of overall external phone calls answered within 5 rings remains high at 91.42% as does the number of internal phone calls answered within 5 rings at 91.72%

LII23a Visitors to the Office seen within 5 minutes.
This PI measures the percentage of Visitors to Neighbourhood Offices being attended to within 5 minutes on the queue.

LII23b Visitors to the Office interviewed within 15 minutes.
This PI measures the percentage of Visitors to Neighbourhood Offices requiring an interview being seen within 15 minutes.

Target for 2009 -2010 TBC
NA - Not available
Data source: MMR
Data provider: N'hd

Comments (Supplied by Malcolm Brewer)

LII 23a:
The number of visitors to the office and seen within 5 minutes remains at a consistent high figure of around 92%. This high performance level has been maintained over the past 11 months.

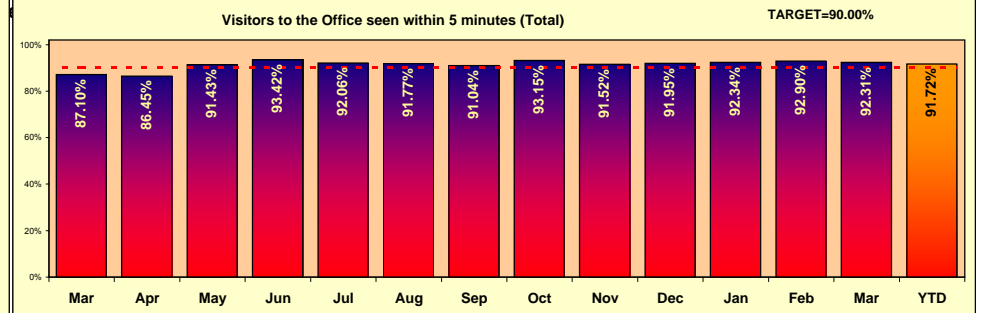
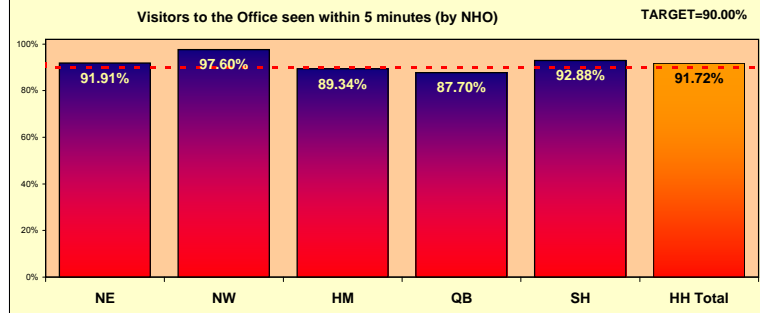
The Year-end figure for 2009/10 is 91.72% which exceeds target and is just under a 5% improvement on the previous year's (2008/9) final outturn.

LII 23b:
The number of visitors to the office and interviewed within 15 minutes remains at a consistent high figure of around 91% - 97% in the past 10 months with an exception in August. In March, a performance of 98.9% was achieved which is the best monthly performance since this performance measure was introduced.

The Year-end figure for 2009/10 is 93.26% which exceeds the target and is just over a 1.5% improvement on the previous year's (2008/9) final outturn.

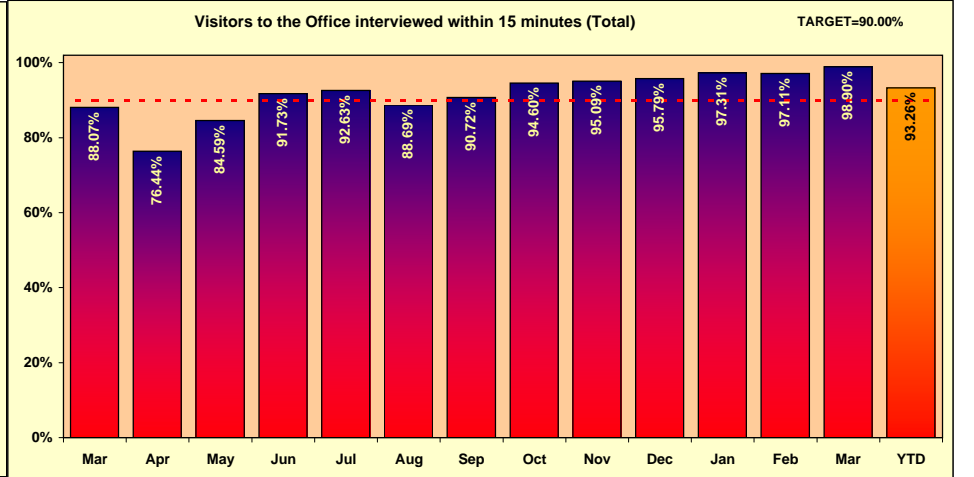
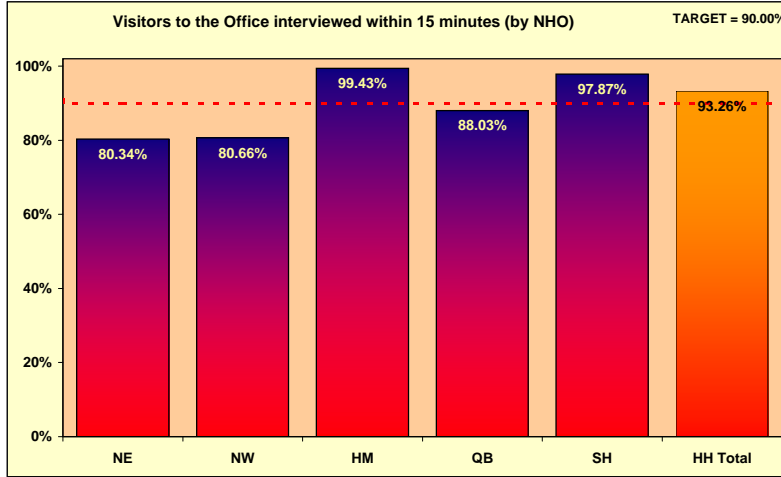
LII23a Visitors to the Office seen within 5 minutes

Neighbourhoods												09/10 YTD Volume		09/10 YTD	08/09 Outturn		
	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10			Total visitors	seen in 5 mins
North East	90.53%	89.36%	92.43%	96.48%	86.08%	88.79%	88.98%	87.30%	94.19%	92.70%	94.03%	96.20%	95.37%	14992	13779	91.91%	82.34%
North West	98.10%	97.94%	98.07%	96.78%	95.52%	97.58%	98.83%	97.49%	96.97%	98.85%	98.65%	98.25%	97.24%	10855	10594	97.60%	95.23%
Homerton	77.05%	86.65%	87.77%	93.55%	91.82%	88.94%	86.81%	91.82%	90.22%	88.49%	90.62%	87.29%	85.96%	15194	13574	89.34%	88.24%
Queensbridge & DB	84.49%	64.90%	84.26%	83.92%	93.69%	91.22%	91.20%	91.88%	93.24%	95.72%	88.63%	91.11%	87.04%	10274	9010	87.70%	84.89%
Shoreditch	89.03%	93.18%	95.41%	94.38%	95.86%	95.22%	93.44%	99.65%	82.17%	85.23%	90.91%	92.66%	93.32%	9608	8924	92.88%	83.71%
Hackney Homes Total	87.10%	86.45%	91.43%	93.42%	92.06%	91.77%	91.04%	93.15%	91.52%	91.95%	92.34%	92.90%	92.31%	60923	55881	91.72%	86.78%



LII23b Visitors to the Office interviewed within 15 minutes

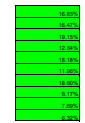
Neighbourhoods												09/10 YTD Volume		09/10 YTD	08/09 Outturn		
	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10			Total req interview	interviewed in 15 mins
North East	64.10%	69.33%	66.43%	82.61%	77.31%	74.69%	72.03%	68.09%	86.40%	83.22%	84.62%	91.84%	98.57%	1740	1398	80.34%	68.34%
North West	NP	51.49%	73.89%	67.72%	80.42%	84.43%	74.78%	90.27%	91.03%	87.76%	89.62%	85.84%	94.53%	1541	1243	80.66%	99.29%
Homerton	95.74%	98.02%	98.92%	99.75%	99.30%	98.36%	98.23%	99.43%	99.05%	99.50%	99.91%	99.89%	99.89%	7030	6990	99.43%	96.79%
Queensbridge & DB	85.71%	57.55%	81.97%	89.60%	94.92%	89.91%	86.89%	94.03%	93.46%	95.48%	92.78%	92.42%	92.42%	1454	1280	88.03%	89.04%
Shoreditch	100.00%	97.30%	96.30%	95.51%	100.00%	100.00%	100.00%	100.00%	94.61%	97.50%	98.54%	98.96%	100.00%	1314	1286	97.87%	88.85%
Hackney Homes Total	88.07%	76.44%	84.59%	91.73%	92.63%	88.69%	90.72%	94.60%	95.09%	95.79%	97.31%	97.11%	98.90%	13079	12197	93.26%	91.71%



Hackney Homes Ltd - Performance Report **RESPONSES TO COMPLAINTS & ALL OTHER TYPES OF WRITTEN COMMUNICATION** End of March 2010

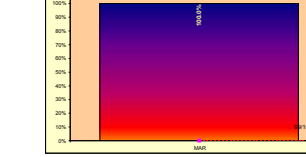
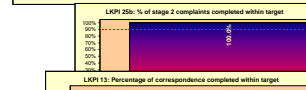
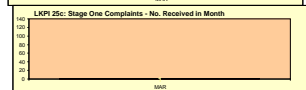
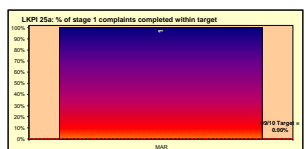
Task Type	Division	Year to Date												Year To Date Volume		Target	Outturn								
		Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Total received Mar-10			Total processed in Time in Mar-10	Total received YTD 09/10	Total processed in Time in YTD 09/10					
LKPI 25a: Stage One Complaints	Resident Services	91%	91%	88%	94%	95%	90%	90%	92%	83%	92%	95%	83%	82.93%	31	41	34	89.89%	497	412	367	18.87	91.00%	88.62%	
	Essate Services	100%	92%	100%	87%	95%	95%	100%	100%	100%	100%	100%	100%	100.00%	4	4	2	68.99%	49	47	32	16.51	91.00%	79.77%	
	Leasehold & RTB	87%	80%	17%	63%	78%	100%	100%	100%	80%	75%	100%	100%	100.00%	5	4	4	72.00%	66	68	49	28.90	91.00%	71.68%	
	Property Services	92%	95%	95%	98%	95%	91%	91%	93%	93%	89%	90%	94%	92.11%	70	76	70	91.63%	679	681	624	13.24	91.00%	91.68%	
	Finance & Resources	100%	N/A	100%	50%	100%	100%	N/A	N/A	100%	0%	0%	20%	100.00%	2	2	2	83.33%	21	19	12	28.60	91.00%	98.00%	
TOTAL	TOTAL	93%	91%	87%	90%	92%	91%	92%	93%	88%	94%	87%	88.28%	112	128	113	88.35%	1222	1227	1084	18.44	91.00%	88.38%		
LKPI 25b: Stage Two Complaints	Resident Services	50%	50%	67%	86%	100%	80%	100%	100%	100%	0%	0%	85.00%	3	5	4	74.68%	66	59	44	21.88	91.00%	33.33%		
	Essate Services	96%	N/A	N/A	N/A	100%	N/A	100%	100%	100%	100%	N/A	N/A	N/A	0	0	N/A	N/A	100.00%	5	5	5	33.00	91.00%	63.24%
	Leasehold & RTB	87%	100%	N/A	100%	N/A	N/A	0%	100%	0%	100%	0%	N/A	N/A	0	N/A	N/A	60.00%	9	18	6	24.00	91.00%	54.55%	
	Property Services	98%	44%	88%	100%	80%	75%	67%	100%	87%	33%	50%	30.00%	13	10	3	61.18%	87	85	52	25.65	91.00%	83.33%		
	Finance & Resources	N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	N/A	N/A	100.00%	2	1	1	4.00	91.00%	100.00%	
TOTAL	TOTAL	82%	63%	92%	78%	71%	93%	73%	88%	89%	33%	35%	46.67%	23	19	7	37.50%	163	160	108	23.02	91.00%	57.79%		
LKPI 99: Stage Two Validated		60%	78%	95%	42%	91%	90%	27%	33%	90%	14%	90%	79.00%				64.45%						56.00%	31.87%	
LKPI 111: % of formal complaints (Stage 1 & 2)		89%	87%	77%	18%	86%	91%	90%	92%	88%	85%	79%	81%	83.82%	135	143	129	85.84%	139	137	118	18.61	91.00%	N/A	
LKPI 109: % of Stage 2 complaints (within 12 mths of RTI)		17%	16%	19%	13%	18%	12%	19%	9%	8%	0%	12%	11.83%				13.65%						18.00%	N/A	
LKPI 31: FOI Requests		75%	100%	100%	100%	100%	80%	94%	100%	83%	73%	27%	43%	71.43%	20	20	15	75.00%	3	11	8	10.00	TBC	70.37%	
LKPI 27: % of Ombudsman in target		33%	N/A	100%	100%	100%	75%	75%	0%	100%	100%	50%	100.00%	3	1	1	75.00%	27	28	21	18.67	TBC	76.74%		
LKPI 110: % of Ombudsman with local settlement																	59.26%						50.00%	N/A	
LKPI 22: Board Member Enquiries		100%	0%	100%	100%	N/A	100%	N/A	100%	0%	100%	N/A	100.00%	1	1	1	70.00%	8	10	7	17.20	TBC	100.00%		
LKPI 23: Members Enquiries	Resident Services	67%	62%	83%	91%	100%	95%	84%	95%	100%	100%	85%	84%	84.65%	70	66	66	89.31%	498	393	351	8.10	85.00%	82.31%	
	Essate Services	50%	0%	100%	63%	67%	33%	100%	67%	67%	18%	33%	67%	40.00%	14	20	8	48.68%	80	76	37	14.80	85.00%	47.83%	
	Leasehold & RTB	50%	N/A	100%	100%	100%	N/A	N/A	100%	100%	100%	100%	100.00%	4	2	2	95.45%	25	22	21	11.18	85.00%	57.58%		
	Property Services	80%	48%	74%	97%	97%	77%	95%	92%	100%	94%	96%	96%	92.46%	169	157	113	97.94%	638	597	565	10.92	85.00%	83.98%	
	Finance & Resources	100%	0%	100%	100%	0%	67%	75%	100%	100%	N/A	0%	100.00%	0	2	2	78.57%	38	28	22	11.50	85.00%	85.71%		
TOTAL	TOTAL	68%	52%	80%	84%	82%	82%	88%	91%	88%	88%	87%	85%	80%	227	227	181	85.66%	1179	1116	936	16.67	85.00%	78.46%	
LKPI 24: Mayor's Enquiries	Resident Services	70%	39%	75%	92%	83%	82%	83%	88%	84%	77%	77%	86%	93.55%	27	31	29	81.91%	198	199	163	8.28	85.00%	71.78%	
	Essate Services	N/A	0%	N/A	N/A	0%	100%	100%	0%	N/A	0%	0%	100.00%	2	1	1	27.50%	19	8	3	11.80	85.00%	71.43%		
	Leasehold & RTB	0%	0%	N/A	0%	100%	33%	100%	N/A	N/A	N/A	N/A	100.00%	7	5	5	68.67%	17	15	10	10.47	85.00%	41.18%		
	Property Services	33%	36%	60%	71%	75%	63%	70%	85%	100%	85%	82%	73.08%	21	28	19	78.44%	160	159	112	9.20	85.00%	69.70%		
	Finance & Resources	100%	100%	100%	N/A	80%	100%	75%	N/A	50%	100%	50%	0%	0.00%	1	1	0	83.33%	22	21	13	18.81	85.00%	58.00%	
TOTAL	TOTAL	61%	38%	68%	80%	80%	80%	80%	80%	79%	84.58%	78%	84.58%	58	64	54	78.00%	407	402	301	8.91	85.00%	69.30%		
LKPI 13: Correspondence	Resident Services	96%	96%	96%	96%	96%	97%	96%	96%	96%	96%	96%	98.83%	225	256	253	96.84%	2089	2059	1996	6.78	91.00%	95.71%		
	Essate Services	100%	100%	100%	100%	100%	90%	0%	100%	N/A	0%	100%	N/A	0	N/A	N/A	54.55%	22	22	12	15.41	91.00%	86.36%		
	Leasehold & RTB	33%	33%	33%	33%	33%	33%	33%	33%	33%	33%	33%	33.33%	3	3	3	100.00%	24	24	18	9.27	91.00%	60.00%		
	Property Services	57%	60%	91%	62%	62%	81%	100%	82%	93%	89%	86%	100%	93.10%	26	29	27	88.53%	267	263	211	13.20	91.00%	62.69%	
	Finance & Resources	N/A	100%	N/A	100%	100%	75%	50%	N/A	87%	100%	100%	100.00%	2	3	3	80.00%	21	20	16	5.00	91.00%	84.62%		
TOTAL	TOTAL	90%	90%	94%	89%	89%	94%	96%	94%	98%	95%	92%	85%	98.28%	258	291	286	94.47%	2423	2385	2253	9.35	91.00%	89.19%	

1009



14 10.94%

8889 Target = 96.00%



Comments (Supplied by Alex Jarosz)
 Despite a significant increase in Members' Enquiries, Hackney Homes have in fact exceeded the target, achieving an end of year outturn of 85.66% against the 85% target. This is also an improvement on the 08/09 outturn of 79.46%. Responses to Mayor's Enquiries have not met the target and further work is progressing across all service units to improve the performance. This is in fact reflected in the improved March performance (85.38%) and the end of year outturn shows an improved position from 08.09 end of year outturn. Performance on complaints at Stage 1 and 2 combined has ended the year at 85.94% which is less than 5% behind the target and this position will improve in 10/11 where fewer resources will be drawn away to deal with the higher volume of Members' Enquiries experienced in 09.10.
 With regards to progression to Stage 2, the numbers of complaints progressing to Stage 2 ended the year at 13.06% against the target of 18% and indeed Hackney Homes continues to sample check the quality of all responses, taking account also of relevant customer satisfaction surveys carried out by the Council.

Subject Matter	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	Total YTD	% of total YTD
Compensation	2		8	12	6	2	4	12	8	15	10	10	89	4.16%
Crime & Anti-Social Behaviour	6	8	19	13	9	6	5	10	13	11	6	9	115	5.37%
Decent Homes	1	5	9	5	9	2	14	28	4	16	7	16	116	5.42%
Employee Behaviour or Attitude	9	6	10	7	13	9	3	11	7	5	14	6	100	4.67%
Environmental Services	1	4	7	6	10	4	2	9	6	4	6	4	63	2.94%
Estate Management Issue	1	1	7	7	5	7	7	10	5	5	10	2	67	3.13%
Estate Parking	1	2	2	6	3			5	3	1	2		25	1.17%
Leasehold & RTB Services	10	6	9	5	6	6	5	8	5	1		2	63	2.94%
Occupation Issue			1			3			1	1			6	0.28%
Rents Issues	1	1	4	7	1	2	3		1		5	1	26	1.21%
Repairs & Maintenance	53	62	88	85	50	57	103	150	96	182	115	105	1146	53.55%
Resident Participation				1				1					2	0.09%
RSL Partner Complaint		1	1	1				1					4	0.19%
Transfers/Rehousing	2	1	7	3	3	3	3	8	3	1	2	1	37	1.73%
Other	32	16	25	29	19	25	29	22	28	22	22	12	281	13.13%
Monthly Total	119	113	197	187	134	126	178	275	180	264	199	168	2140	

Note: N/A denoted no comparable category last year.

LII 3 - ENQUIRIES BY SUBJECT MATTER

This page provides a summary of the type of complaints and Members enquiries received within Hackney Homes. Data Source - Respond

LKPI 113 (Ex - BVPI 12) Average days lost through Sickness Absence

Monthly Avg Sickness Days	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Target 09/10	Outturn 08/09
Chief Executive	0.00	0.00	0.00	0.00	0.00	0.33	0.00	0.00	0.00	0.00	0.00	0.50	0.50		0.12
Estate Services	1.19	0.75	0.71	0.93	1.34	1.11	1.65	1.68	1.52	1.44	1.14	1.19	1.34		1.03
Finance and Resources	0.16	0.16	0.53	0.14	0.23	0.30	0.65	0.78	0.73	0.29	0.75	0.72	0.46		0.45
Leasehold & RTB	0.25	0.10	0.96	1.08	1.09	0.86	0.77	0.52	0.29	0.39	0.30	0.65	0.52		0.43
Property Services	0.66	0.85	0.92	1.20	1.56	0.91	1.12	1.11	1.07	0.82	1.13	0.91	0.57		0.91
Residents Services	0.21	0.66	0.48	0.41	0.32	0.20	0.92	0.63	0.63	1.11	0.94	0.33	0.15		0.35
Hackney Homes Total	0.73	0.71	0.80	0.96	1.30	0.87	1.20	1.18	1.10	0.96	1.03	0.92	0.76		0.86

Annualised YTD Avg Sickness Days	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Target 09/10	Outturn 08/09
Chief Executive	1.43	0.00	0.00	0.00	0.00	0.80	0.67	0.57	0.43	0.38	0.34	0.94	1.43		1.43
Estate Services	12.33	9.06	8.79	9.84	11.65	12.24	13.66	14.79	15.39	15.77	14.82	14.80	14.89		12.33
Finance and Resources	5.38	1.97	4.14	3.24	3.15	3.41	3.98	4.81	5.34	5.42	5.51	6.07	5.69		5.38
Leasehold & RTB	5.20	1.24	6.36	8.56	9.30	9.79	9.18	8.75	8.08	7.68	7.27	7.31	7.21		5.20
Property Services	10.94	10.16	10.60	11.83	13.60	13.01	12.99	13.09	13.06	12.74	13.03	12.73	12.16		10.94
Residents Services	4.21	7.95	7.09	5.94	5.93	4.47	5.05	5.12	5.25	5.87	6.84	6.69	6.33		4.21
Hackney Homes Total	10.26	8.48	9.01	9.84	11.32	11.09	11.48	11.87	12.03	12.05	12.13	12.05	11.71	9.50	10.26

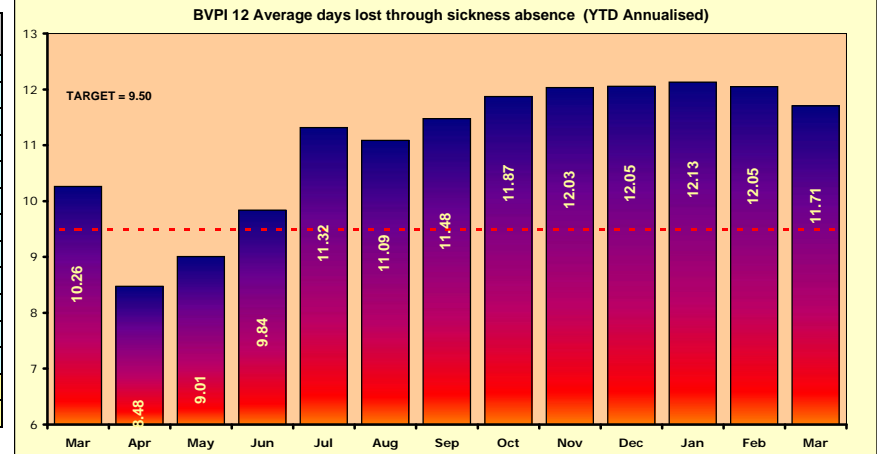
YTD profile of sickness:

Divisions	Data	1 to 13 days	14 to 27 days	over 28 days	Grand Total
Chief Executive Office	No of Employees	2	0	0	2
	Days of sickness	5	0	0	5
Estate Services	No of Employees	89	20	28	137
	Days of sickness	513	381	2659	3553
Finance and Resources	No of Employees	34	5	1	40
	Days of sickness	129	99	108	336
Leasehold & RTB	No of Employees	29	2	2	33
	Days of sickness	148	29	132	309
Property Services	No of Employees	204	31	39	274
	Days of sickness	1061	615	2981	4657
Residents Services	No of Employees	31	1	4	36
	Days of sickness	124	23	219	366
Total No of Employees took sick leave		389	59	74	522
Total Days of sickness		1980	1147	6099	9225

HR BVPI performance data:

HR Ex - BVPI Performances	QTR 1	QTR 2	QTR 3	QTR 4	Targets 09/10	Outturn 08/09
EX -BVPI 16a Proportion of staff with a disability	5.00%	4.53%	4.68%	4.66%	4.50%	4.43%
Ex - BVPI 17a Proportion of staff from BME communities	50.00%	49.82%	49.63%	49.87%	50.00%	49.51%

HR LKPI Performances	QTR 1	QTR 2	QTR 3	QTR 4	Targets 09/10	Outturn 08/09
LII 29 Proportion of staff without a disability	41.00%	41.62%	41.99%	43.45%	41.10%	61.54%
LII 30 Proportion not declaring disability status	55.00%	53.86%	53.32%	51.89%	54.60%	30.77%
LKPI 80 Proportion of top earners (women)	11.54%	16.00%	16.66%	19.05%	11.50%	11.54%
LKPI 81 Proportion of top earners (BME)	23.08%	24.00%	25.00%	28.57%	23.10%	23.08%
LKPI 82 Proportion of top earners (disabled)	7.69%	8.00%	8.33%	9.52%	7.70%	7.69%



Ex-BVPI 12 - Average days Sickness, Ex-BVPI 16a - Proportion of staff with a disability
 LII 29 - Proportion of staff without a disability, LII 30 - Proportion not declaring disability status
 LKPI 80 - Proportion of top earners (women), LKPI 81 - Proportion of top earners (BME)
 LKPI 82 - Proportion of top earners (disabled), EX -BV17a - Proportion of staff from BME communities

Comments (Supplied by Odile Anderson):

Although sickness has been running at 12 average working days throughout most of the year, managers have been taking proactive steps in trying to reduce this, which is evident in the slight dip in sickness by year end, averaging at 11.7 working days. Sickness is above the 9.5 days average for a number of reasons: we have an aging workforce who are predominantly manual workers who in turn have long term illnesses such as industrial injuries which in turn has an adverse affect on this performance target. HR have in the past predominantly focused on long term illnesses with managers. Now the focus is on employees who hit the sickness trigger. The status of sickness is now shared with senior managers on a one to one basis every quarter for decisions to be made on rectifying this more effectively. More service based mini work shops on sickness management need to take place, and a review of all managers who have not attended mandatory sickness absence training courses is also being encouraged.

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

Comments(supplied by Wayne Hylton):

The number of new cases in Quarter 4 was 7% lower than for Quarter 3 (not significant); although the volume of such cases was significantly greater in 2009/10 compared with the previous year (up by 29%). This increase is due to the fact that complainants now have more ways to report ASB than previously. The number of closed cases has increased significantly over 2009/10 compared to 2008/09 (by 71%), as has the number of resolved cases (up 12%), with a numerically insignificant increase in the number of unresolved cases (just 7%), showing that the ASB service is coping well with increased demand, due to increases in efficiency.

40% of all reported ASB's in 2009/10 was noise nuisance-related, easily the most significant category in terms of size. Verbal abuse /harassment etc. was next, at 12% of the total. This correlates with our research into out-of-hours ASB, and justifies our focus on this issue.

Hackney Homes missed it's "case processing" target - satisfaction with how complaints were dealt with – by just 2.8%, which is insignificant compared to the solid over-performance on outcomes (satisfaction with outcome of complaint). Arguably, outcome is more significant to customers than process, therefore this indicates that the service is well-regarded by those it serves, as well as being highly effective in meeting its objectives, and processes are subject to continuous quality review which will address the deficiencies noted.

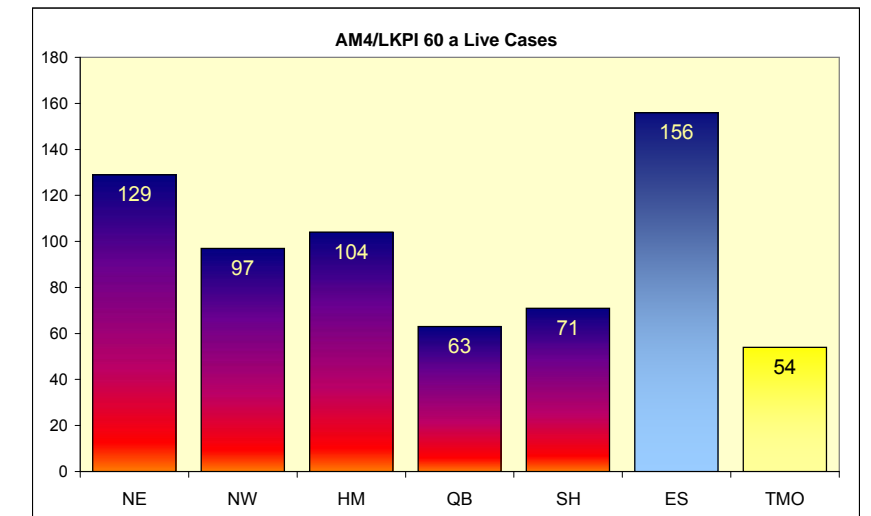
AM1/LKPI 58 - New cases	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	08/09
North East	33	30	24	27	31	17	21	29	18	25	29	21	27	299	305
North West	20	8	8	23	24	15	15	19	15	9	10	23	13	182	106
Homerton	25	43	34	32	42	23	29	17	15	27	11	18	19	310	213
Queensbridge & DB	37	13	5	60	24	15	15	9	14	22	16	12	8	213	102
Shoreditch	17	11	28	26	15	23	21	26	18	17	15	20	19	239	247
Neighbourhood Total	132	105	99	168	136	93	101	100	80	100	81	94	86	1243	973
Estate Safety	33	17	26	10	25	34	12	41	24	11	12	44	6	262	165
TMO's	15	25	27	21	10	5	3	7	4	8	5	8	13	136	139
Total New Cases	180	147	152	199	171	132	116	148	108	119	98	146	105	1641	1277

AM4/LKPI 60b & LKPI 60c: Closed Cases	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	08/09
North East	17	32	23	24	13	28	23	46	27	18	14	19	19	286	371
North West	4	3	14	10	9	2	5	30	26	19	3	9	26	156	35
Homerton	13	1	5	31	34	95	46	37	27	24	10	18	15	343	135
Queensbridge & DB	3	2	1	18	44	50	25	24	9	25	6	24	9	237	65
Shoreditch	11	14	32	27	17	26	25	25	25	24	10	27	20	272	155
Neighbourhood Total	48	52	75	110	117	201	124	162	114	110	43	97	89	1294	761
Estate Safety	1	34	1	2	46	1	1	43	18	25	3	1	44	219	44
TMO's	-	6	7	19	6	16	7	9	9	9	9	10	18	125	155
LKPI 60b: Total Resolved Cases	74	66	60	97	150	179	105	190	113	123	41	99	140	1363	1218
LKPI 60c - Number of Closed Not-Resolved	25	26	23	34	19	39	27	24	28	21	14	9	11	275	258
Total closed cases	49	92	83	131	169	218	132	214	141	144	55	108	151	1638	960

Count of Incident Type (for current live cases)	Neighbourhood Housing Offices (NHO)					NHO Total	Estate Safety	Tenant Mgmt Organisations	Grand Total
	NE	NW	HN	QB	SH				
Alcohol Related		2	1	1	1	5	1		6
Allegation	10		1			11	103		114
Begging	1				2	3	1		4
Crackdown		4	4	1	3	12	35		47
Domestic Abuse	5	7	17	5	2	36		1	37
Drugs/substance misuse/drug dealing	12	12	8	3	4	39	4	3	46
Hate Related Incident		1	3	2	5	11	1		12
Litter/Rubbish/Fly-tipping	11	8	11	6	2	38	1	7	46
Misuse of Communal Area/public space or loitering	13	10	16	12	12	63	1	6	70
Noise	114	101	58	29	65	367	3	48	418
Nuisance from Vehicles	3	1		1		5			5
Other Criminal behaviour/Crime	1	6	3	4		14	1	1	16
Other Physical Violence	3	3	8	1		15	1		16
Pets and Animal Nuisance	13	22	10	5	3	53		6	59
Pirate Radio Station							5		5
Prostitution/Sexual Acts/Kerb Crawling	2	3				5		1	6
Tenancy Related Issues	1	4	1	2	1	9	9	1	19
Vandalism and Damage to Property	6	5	4	4	1	20		3	23
Verbal Abuse/harassment/threatening behaviour/intimidation	43	22	19	16	16	116	2	9	127
Grand Total	238	211	164	92	117	822	168	86	1076

	Q1	Q2	Q3	Q4	YTD	Target
LKPI 61 a: Satisfaction with how complaint was dealt with	63.64%	43.33%	58.14%	46.34%	52.21%	55.00%
LKPI 61 b: Satisfaction with outcome of complaint	54.55%	40.00%	46.51%	48.78%	47.06%	37.87%

AM4/LKPI 60 a - Live cases	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4 current position
North East	106	117	127	102	129
North West	68	84	107	93	97
Homerton	140	210	118	102	104
Queensbridge	88	144	74	67	63
Shoreditch	97	89	90	74	71
NHO Total	499	644	516	438	464
Estate Safety	123	139	173	156	156
TMO's	43	90	76	73	54
Total Live	665	873	765	667	674



The purpose of this page is to provide neighbourhood compliance with the following ASB Service Standards criteria:

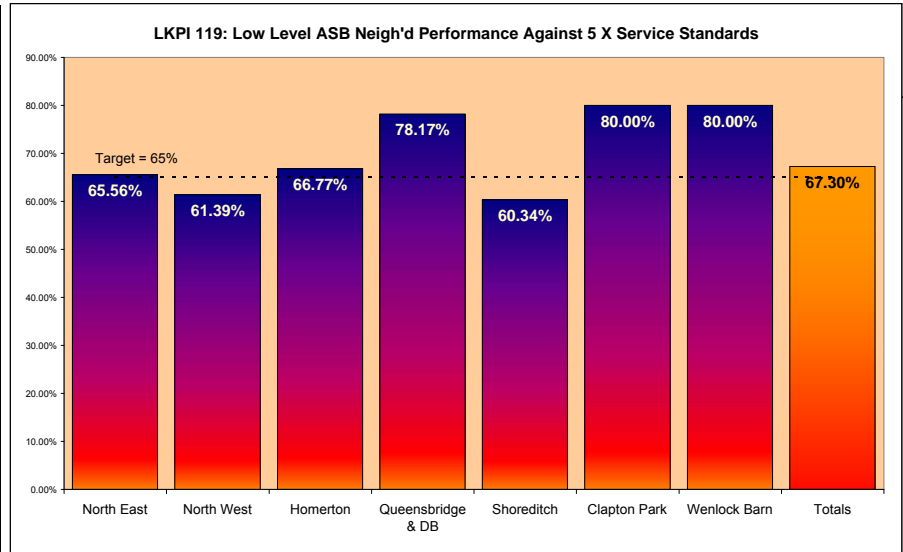
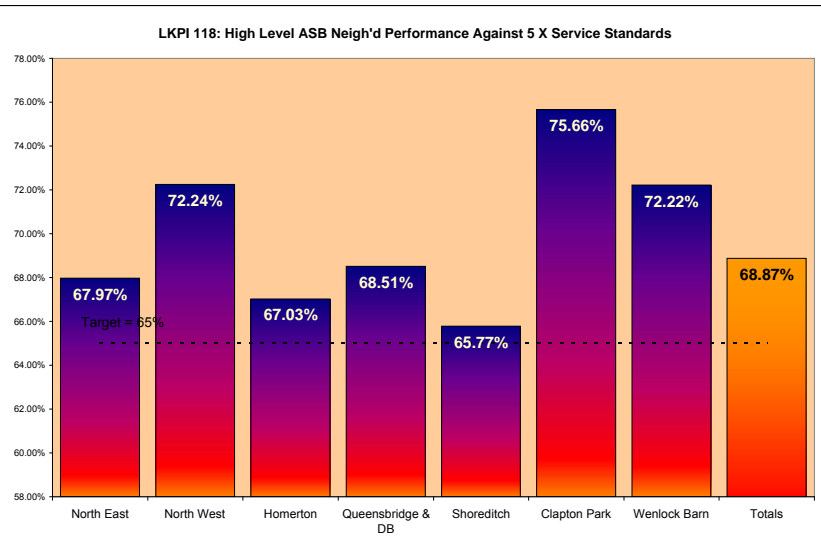
1. Respond within 3 days
2. Full interview within 5 Days
3. Interview alleged offender within 5 working days of identification
4. Complainant received an Action Plan within 10 working days of the case being reported
5. Review carried out monthly.

LKPI 118: High Level Anti-Social Behaviour Cases	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
North East	50.00%	51.85%	42.11%	66.00%	60.00%	53.33%	74.58%	74.29%	100.00%	60.00%	75.00%	62.50%	67.97%
North West	N/A	68.42%	77.78%	N/A	N/A	80.00%	70.00%	65.00%	35.00%	40.00%	65.00%	80.00%	72.24%
Homerton	37.78%	18.92%	82.22%	93.33%	65.00%	80.00%	80.95%	90.00%	80.00%	90.00%	100.00%	64.00%	67.03%
Queensbridge & DB	40.00%	40.00%	84.09%	100.00%	100.00%	N/A	90.00%	85.45%	86.67%	88.57%	80.00%	100.00%	68.51%
Shoreditch	N/A	42.59%	41.67%	60.00%	55.00%	68.00%	86.21%	60.00%	80.00%	70.00%	100.00%	100.00%	65.77%
Clapton Park	60.00%	N/A	N/A	N/A	N/A	N/A	N/A	80.00%	N/A	90.00%	N/A	N/A	75.66%
Wenlock Barn	80.00%	80.00%	80.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	80.00%	72.22%
Totals	43.53%	42.68%	67.04%	75.00%	64.29%	70.00%	79.07%	78.75%	72.63%	74.74%	76.36%	71.11%	68.87%

Comments(Wayne Hylton):

Neighbourhood performance against the five customer-facing ASB service standards increased significantly over the year, by 58% in the case of high-level ASB cases, and by 28% (low level cases), as a result of enhanced procedures and effective training. In aggregate, no neighbourhood scored less than 65% for high level ASB activity, or below 60% (low level ASB activity) that year, representing a significant improvement for most areas from the start of the year, where two neighbourhoods scored 40% and under against high level ASB, and the same two scored below 30% under the low level ASB standard. The range of variation in performance was lower at the end of the year than at the beginning: 42 percentage points for low level ASB and 60 points for high-level in April 2009 compared to 36 and 44 points respectively in April 2010. This indicates improved consistency in good service delivery across the management patch, which is progress towards a high quality service for residents.

LKPI 119: Low Level Anti-Social Behaviour Cases	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
North East	56.67%	52.13%	51.00%	61.82%	52.86%	55.38%	67.06%	76.00%	67.00%	67.41%	62.86%	80.00%	65.56%
North West	77.50%	46.43%	75.00%	63.20%	68.89%	66.15%	68.75%	78.18%	96.67%	77.50%	68.57%	56.67%	61.39%
Homerton	29.71%	40.88%	77.39%	85.37%	68.33%	70.00%	78.00%	73.33%	64.55%	76.00%	85.71%	78.57%	66.77%
Queensbridge & DB	20.00%	26.67%	65.66%	81.54%	73.68%	66.67%	77.14%	85.45%	78.75%	78.00%	65.71%	46.67%	78.17%
Shoreditch	52.00%	62.92%	45.28%	51.43%	61.18%	57.89%	55.29%	60.00%	61.54%	75.71%	73.75%	70.59%	60.34%
Clapton Park	76.25%	69.47%	74.74%	68.00%	100.00%	86.67%	88.00%	90.00%	73.33%	100.00%	100.00%	90.00%	80.00%
Wenlock Barn	80.00%	76.67%	80.00%	50.00%	90.00%	80.00%	60.00%	66.67%	63.33%	60.00%	60.00%	60.00%	80.00%
Totals	48.79%	54.71%	66.71%	71.37%	67.95%	64.71%	67.95%	74.00%	69.77%	73.61%	73.42%	69.75%	67.30%



Ex-BVPI 08, Ex-BVPI 08a (non-delegated) & Ex-BVPI 08b (delegated)
 This PI measures the % of undisputed invoices paid on time (30 days).
 The *numerator* is total invoices paid within 30 days.
 The *denominator* is total invoices paid this month.
 Data source:
 Cedar, Alex Fetuga
 Hackney Homes Finance

Comments (Supplied by Sunil Desai)

Hackney Homes delegated budget in March was 85.12% which has declined slightly since last month. The year to date figure of 78.31% did not meet the target of 90% due to the continued problems Hackney Homes experienced with the Task system. With the implementation of the Servitor system in June 2010, which is a replacement for Task system, there will be improvements in the monthly statistics in the near future once we overcome any teething problems that we may experience initially.
 The performance on HH non delegated budgets has consistently met the year end target, achieving 98.00% for the month of March and 95.30% for the year to date figure.

LKPI 112 (Ex-BVPI 8) - Monthly percentage of undisputed invoices paid on time (30 days)

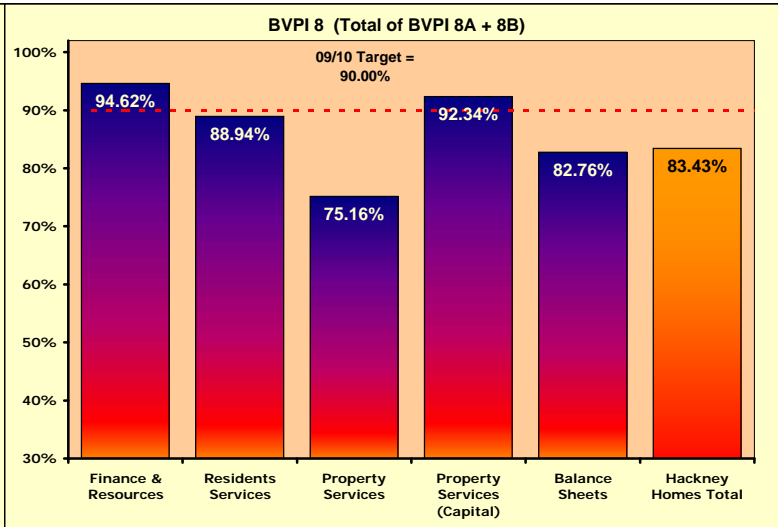
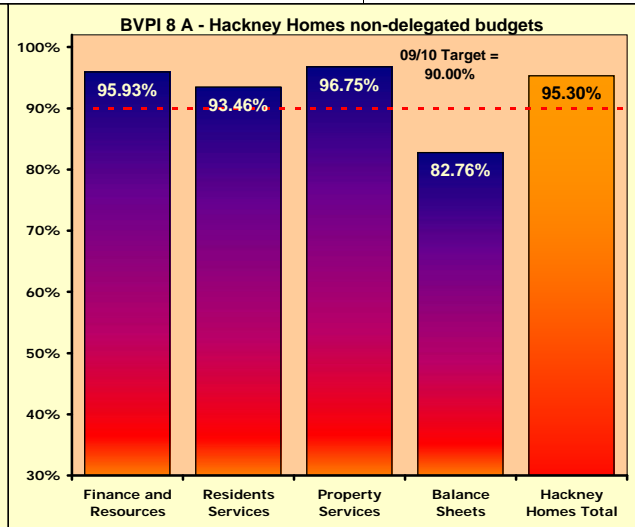
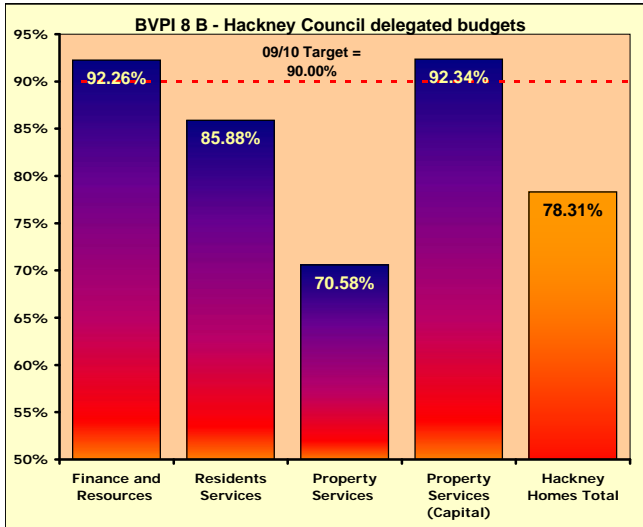
Service Divisions	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD 09/10	Target 09/10	Outturn 08/09
Finance & Resources	93.54%	97.64%	93.41%	89.01%	96.99%	97.06%	93.90%	97.07%	95.90%	94.20%	91.33%	88.41%	94.75%	94.62%	90.00%	92.76%
Residents Services	91.50%	91.45%	92.63%	91.96%	88.98%	89.33%	90.41%	88.40%	93.60%	85.56%	81.45%	87.20%	83.41%	88.94%	90.00%	86.60%
Property Services	66.67%	77.96%	65.67%	58.99%	66.48%	56.41%	64.76%	91.37%	86.38%	89.05%	84.63%	88.99%	85.11%	75.16%	90.00%	77.32%
Property Services (Capital)	86.05%	90.79%	91.25%	92.31%	98.08%	91.14%	85.31%	89.12%	92.92%	97.67%	80.73%	96.72%	97.45%	92.34%	90.00%	86.64%
Balance Sheets	100.00%	100.00%	-	33.33%	100.00%	100.00%	100.00%	-	66.67%	100.00%	100.00%	100.00%	100.00%	82.76%	90.00%	100.00%
Hackney Homes Total	73.86%	85.89%	80.23%	74.46%	78.90%	72.21%	75.90%	91.98%	90.25%	89.80%	84.75%	89.17%	88.00%	83.43%	90.00%	81.87%

LKPI 112 (Ex-BVPI 8a) - Monthly percentage of undisputed invoices paid on time (30 days)(Hackney Homes non-delegated budgets)

Service Divisions	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD 09/10	Target 09/10	Outturn 08/09
Finance and Resources	96.31%	100.00%	90.72%	95.40%	97.73%	99.13%	94.63%	96.43%	97.97%	97.99%	92.79%	88.70%	96.43%	95.93%	90.00%	94.49%
Residents Services	95.21%	98.57%	95.76%	91.26%	87.58%	100.00%	91.40%	92.75%	96.88%	86.55%	88.24%	86.67%	97.73%	93.46%	90.00%	89.25%
Property Services	84.43%	98.56%	97.73%	97.30%	92.00%	93.81%	96.94%	99.02%	98.04%	95.05%	95.37%	93.39%	100.00%	96.75%	90.00%	93.39%
Balance Sheets	100.00%	100.00%	-	33.33%	100.00%	100.00%	100.00%	-	66.67%	100.00%	100.00%	100.00%	100.00%	82.76%	90.00%	100.00%
Hackney Homes Total	93.43%	98.99%	94.92%	93.92%	92.67%	97.46%	94.43%	96.46%	97.48%	93.09%	93.01%	90.27%	98.00%	95.30%	90.00%	92.08%

LKPI 112 (Ex-BVPI 8b) - Monthly percentage of undisputed invoices paid on time (30 days)(Hackney Council delegated budgets)

Service Divisions	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD 09/10	Target 09/10	Outturn 08/09
Finance and Resources	84.27%	92.62%	100.00%	75.86%	95.93%	94.38%	92.19%	98.29%	93.33%	86.92%	89.41%	88.04%	92.70%	92.26%	90.00%	86.90%
Residents Services	83.23%	79.10%	85.26%	92.45%	90.05%	85.28%	89.89%	86.74%	92.47%	84.86%	79.70%	87.31%	79.83%	85.88%	90.00%	83.57%
Property Services	63.19%	70.56%	55.39%	52.26%	62.37%	50.00%	60.39%	90.03%	84.28%	87.87%	82.02%	88.15%	82.01%	70.58%	90.00%	74.28%
Property Services (Capital)	86.05%	90.79%	91.25%	92.31%	98.08%	91.14%	85.31%	89.12%	92.92%	97.67%	80.73%	96.72%	97.45%	92.34%	90.00%	86.64%
Hackney Homes Total	77.44%	76.57%	67.62%	66.25%	73.64%	64.44%	70.19%	90.26%	87.92%	88.04%	82.06%	88.88%	85.12%	78.31%	90.00%	77.44%



LII 6 This is a revised table and it describes various activities in respect of Estate Safety carried out by the Estate Safety Team. Data source: Estate Safety Team

Estate Safety Performance Indicators													YTD Performance	YTD Vs Target	
		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10		%
LII 6 (a) Number of ASB / Crime & Disorder Initial Contact made within 3 working days	Neighbourhoods	17	21	18	24	35	25	29	13	14	30	17	17	260	
	Police	37	27	61	54	44	55	40	32	26	38	27	37	478	
	Govn't Dept's	2	3	1	2	5	7	0	0	0	0	0	0	20	
	Audit and Anti Fraud Division	1	4	1	5	13	7	0	0	0	0	0	0	31	
	Other local authorities	11	6	9	2	4	0	0	0	1	0	0	0	33	
	DPA Checks	11	6	9	4	13	8	3	0	0	3	2	0	59	
	Housing Fraud	2	3	4	1	2	17	8	5	5	0	0	0	47	
	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	81	70	103	92	116	119	80	50	46	71	46	54	928	
LII 6 (b) Number of programmed block / case related audits completed (Annual Target 500)	Block audits brought forward	500	482	380	191	58	44	44	30	30	30	30	30		104.00%
No. of audits done	18	102	189	133	14	0	0	14	0	0	0	50	520		
% of audits done	3.60%	21.16%	49.74%	69.63%	24.14%	0.00%	0.00%	31.82%	0.00%	0.00%	0.00%	166.67%			
Balance outstanding	482	380	191	58	44	44	44	30	30	30	30	-20			
No. of actions recommended	2	2	1	3	2	0	0	3	0	0	0	2			
LII 6 (c) Home Office NFI Operation Number of referrals verified (Annual Target 90%)	Number of NFI referrals outstanding brought forward	0	0	0	141	135	135	127	107	82	62	42	19		109.93%
Number of referrals completed	0	0	0	6	0	8	20	25	20	20	23	33	155		
% done in target	0	0	0	4.26%	0.00%	5.93%	15.75%	23.36%	24.39%	32.26%	54.76%	173.68%			
No of NFI Referrals outstanding	0	0	0	135	135	127	107	82	62	42	19	-14			
LKPI 75 % of initial investigations completed in 15 days	No investigations completed in 15 days	0	0	0	6	0	8	20	25	20	20	23	33	155	N/A
% done in target	N/A	N/A	N/A	100%	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100.0%	
LII 6 (e) Pirate Radio	No visits completed	4	3	3	10	7	1	4	2	5	2	0	2	43	N/A
Total number of days taken	4	1	3	5	3	1	4	5	5	2	0	0	33		
Average number of days per visit	4	1	1	1	1	1	1	2.5	1	1	0	1	15.5		
No. of Pirate Radio equipment removed	4	3	3	10	7	1	1	2	5	2	0	0	38		
LII 6 (f) No. of Surveillance Undertaken (Target 35)	Relocatable/ Overt Cameras deployed	0	2	3	3	3	3	0	1	2	0	1	0	18	111.43%
Surveillance Vehicle deployed	0	2	10	3	0	0	0	0	0	0	0	0	15		
Covert operations	0	0	1	1	1	0	0	1	1	1	0	0	6		
Total	0	4	14	7	4	3	0	2	3	1	1	0	39		
LII 6 (g) Drug Activities	Evidence not Admissible	30	41	35	1	0	0	0	0	0	0	0	1	108	N/A
Drug referrals	1	2	3	0	3	1	1	2	0	0	0	0	13		
Stairwell notices	8	12	13	8	13	19	9	11	0	0	0	3	96		
Closure orders / Premises HH	1	1	0	0	0	3	1	26	0	0	0	1	33		
Crime & Disorders issue	2	1	2	5	9	7	10	8	0	0	0	0	44		
Total	42	57	53	14	25	30	21	47	0	0	0	5	294		
LII 6 (h) Estate CCTV	No of CCTV evidence requests	20	28	23	42	24	20	32	30	24	22	18	22	305	N/A
CCTV coverage obtained	7	11	10	25	12	10	12	16	4	4	8	20	139		
Outcomes:	2	1	1	0	2	8	0	0	0	0	0	2	16		
No of prosecutions	1	0	0	0	1	1	0	0	0	0	0	1	4		
No of warnings	1	1	1	0	1	1	0	0	0	0	0	0	5		
No ABC/ASBO/ASBI	0	0	0	1	1	0	2	0	0	0	0	3	7		
Total	31	41	35	68	41	40	46	46	28	26	26	48	476		

LII 6 Comments supplied by Wayne Hylton

LII 6(a) - In March, initial contact was made within 3 working days for 54 cases of which 69% were police referrals. These referrals peaked between August and September, with relative stability between November and March (minor increase in January). In 2009/10, 52% of the cases were police referrals and 28% were neighbourhood referrals.

LII 6(b) - The number of audits completed in March has exceeded the outstanding block audits by 67%. The overall performance for 2009/10 has also exceed the annual target with 520 audits completed against the target of 500 audits.

LII 6(c) - Performance was effective and was at 174% of the verification target, showing significant improvement on a month by month basis indicating continuous improvement. The overall performance for 2009/10 has exceeded the target by 20%.

LKPI 75 - March reflected the annual trend with 100% of investigations completed within the target timescale due to efficient joint working. All investigations were completed within target times throughout the year.

L11 6(e) - This month showed a slight increase in activity compared to January 2009/10. The annual ratio of equipment removal to visits stood at 88% which could be publicised to deter this form of ASB.

LII 6 (f) - No cameras were deployed in March as the annual programme has been completed by Feb 2009/10. The camera deployment exceeded its annual target by 11.5% indicating HH's commitment to ensure estate safety through surveillance.

LII 6 (g) - Only 5 drugs related activities were completed in March 2010. Detection and resolution activity was concentrated in the first half of the year which may have had a deterrent effect lessening the need for remedial activity in the second half of the year.

LII 6 (h) - There were 22 CCTV evidence requests in March which has increased by 4 requests since last month. In 2009/10, 64% of all activity under this PI group were in the form of evidence requests with highest overall activity occurring in July, and a sudden rise in March accounted by increased CCTV coverage obtained, which indicates ASB service improvement.

Housing Disrepair

DEFINITION:
Please note that there are no nationally agreed guidelines as to the exact definition of a disrepair claim. Hackney Homes employs the widest possible definition which includes:

- Cases where proceedings have been issued under either Sec. 11, Landlord & Tenant Act 1985 or Sec 79, Environmental Protection Act 1990
- Counterclaims to rent arrears actions or service charge arrears action.
- Proceedings issued by leaseholders for disrepair
- Solicitor's letters that refer to 'disrepair', outstanding repairs, or the Housing Disrepair Protocol
- Cases referred by the Insurance Section where the claim appears to be the result of disrepair as opposed to a one off incident.

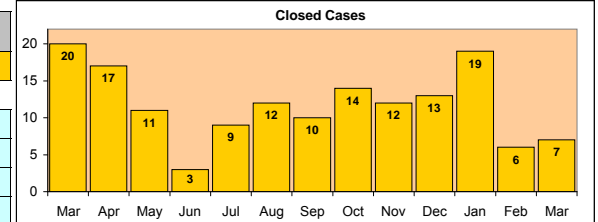
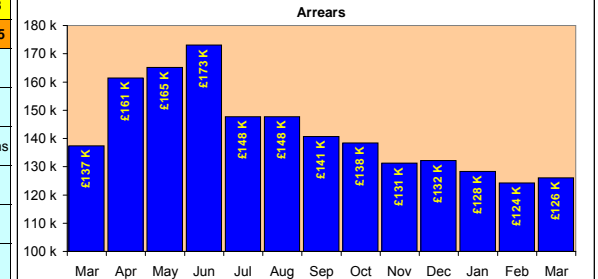
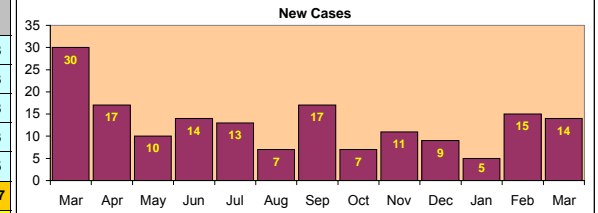
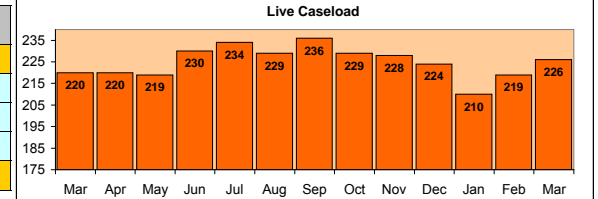
Proceedings Issued:
(1) Under L&T Act; EPA or by a leaseholder.
(2) All proceedings including counterclaims for rent arrears or service charges.

Neighbourhood Profiles
Please note figures for the neighbourhoods are obtained from Saffron and any discrepancies arise from result of disrepair as opposed to a one off incident.

Repairs Performance
This has been added to monitor/display the disrepair turn around times. All targets as per normal repairs, with the exception of Normal which is 56 calendar days.

Data source:
Data Ease and Saffron

Total Monthly Housing Disrepair Caseload		Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
New cases		30	17	10	14	13	7	17	7	11	9	5	15	14
Counterclaims received		0	0	0	3	0	0	2	2	1	1	0	1	5
No. where proceedings issued		0	0	0	0	0	0	0	0	0	0	0	0	0
Insurance claims		1	0	0	0	1	0	0	0	0	0	0	0	0
Total Live caseload		220	220	219	230	234	229	236	229	228	224	210	219	226
Arrears		Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
North East		£51,073	£50,878	£52,330	£55,481	£55,999	£53,202	£50,756	£48,852	£54,477	£55,370	£60,072	£53,133	£58,778
North West		£39,128	£54,704	£55,056	£57,042	£36,877	£38,048	£38,795	£39,152	£27,879	£25,299	£24,853	£18,525	£20,333
Homerton		£23,788	£23,919	£22,677	£24,432	£23,592	£24,531	£20,099	£20,341	£20,586	£22,928	£14,857	£17,985	£17,488
Queensbridge		£12,078	£16,272	£15,692	£15,696	£12,213	£18,982	£18,872	£19,304	£18,979	£18,200	£18,120	£19,074	£17,003
Shoreditch		£11,299	£15,695	£19,362	£20,494	£19,055	£12,984	£12,187	£10,755	£9,360	£10,340	£10,420	£15,493	£12,495
Total Neighbourhood Arrears		£137,367	£161,468	£165,118	£173,144	£147,736	£147,747	£140,708	£138,403	£131,281	£132,137	£128,322	£124,210	£126,097
Total TMO arrears		£18,766	£16,804	£20,017	£21,539	£20,892	£21,980	£20,296	£15,683	£15,027	£14,318	£15,651	£20,306	£17,928
Grand Total Disrepair Arrears		£156,133	£178,272	£185,135	£194,683	£168,628	£169,727	£161,005	£154,087	£146,308	£146,455	£143,974	£144,517	£144,025
LKPI 30 Disrepair claims as a Percentage of live tenancies		0.95%	0.95%	0.94%	0.95%	1.01%	1.00%	1.04%	1.01%	0.98%	1.00%	0.95%	0.97%	1.00%
Leasehold Disrepair claims as a Percentage of leasehold properties		0.11%	0.12%	0.12%	0.14%	0.12%	0.08%	0.07%	0.06%	0.06%	0.06%	0.05%	0.05%	0.07%
Cases closed - no proceedings issued: average period cases opened.		14 months	20 months	10 months	6 months	13 months	10 months	14 months	16 months	9 months	11 months	14 months	19 months	29 months
Cases closed - proceedings issued: average period cases opened.		16 months	35 months	None	None	None	52 months	12 months	None	None	None	None	None	None
LII 12 Percentage of claims with legal proceedings issued		20.00%	9.95%	10.31%	10.48%	10.26%	10.64%	10.17%	10.48%	11.56%	11.61%	12.15%	11.37%	13.22%
Cases referred by Insurance section as a % of live caseload		2.27%	3.17%	2.24%	1.31%	0.85%	0.85%	0.42%	0.44%	0.44%	0.45%	0.00%	0.00%	0.44%
Closed Cases		Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Number of cases closed		20	17	11	3	9	12	10	14	12	13	19	6	7
Percentage of closed cases where:														
Only damages were paid		15.00%	11.76%	27.27%	33.33%	33.33%	41.67%	46.15%	28.57%	16.67%	30.77%	36.84%	16.67%	57.14%
Damages & costs paid		0.90%	11.76%	18.18%	33.00%	11.11%	33.33%	30.00%	14.29%	8.33%	15.38%	21.05%	16.67%	57.14%
Works undertaken		75.00%	70.59%	65.52%	66.67%	88.89%	91.67%	100.00%	50.00%	91.67%	84.62%	68.42%	66.67%	71.43%
Av cost of damages (all closed)		£550	£5,000	£1,771	£3,000	£3,733	£16,841	£3,417	£5,518	£2,185	£1,550	£1,907	£1,200	£4,374
Repairs Performance	Priority/Neighbourhood	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
By Priority	Emergency	0.00%	100.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Urgent	16.67%	50.00%	66.67%	61.11%	40.91%	50.00%	50.00%	78.57%	70.00%	56.25%	87.50%	100.00%	33.33%
	Normal	55.74%	72.50%	82.28%	94.50%	73.27%	77.78%	62.64%	88.19%	98.58%	80.28%	97.40%	98.21%	94.20%
By Neighbourhood	North East	57.58%	93.75%	70.49%	96.67%	75.00%	88.57%	77.36%	76.92%	98.28%	73.81%	95.00%	94.44%	90.91%
	North West	45.65%	92.31%	75.00%	82.76%	63.89%	68.18%	45.95%	60.00%	100.00%	72.22%	85.71%	100.00%	91.30%
	Homerton	42.22%	50.00%	96.00%	86.84%	64.71%	92.50%	71.88%	83.67%	83.33%	68.57%	88.89%	92.86%	92.59%
	Queensbridge	57.14%	61.54%	100.00%	71.43%	76.47%	47.22%	70.59%	96.15%	83.33%	94.12%	83.33%	100.00%	83.33%
	Shoreditch	66.67%	100.00%	100.00%	95.65%	71.43%	96.30%	40.43%	97.06%	100.00%	82.35%	96.00%	100.00%	94.74%
Neighbourhood Total		51.11%	70.37%	80.74%	88.98%	70.40%	77.47%	60.22%	85.33%	94.93%	76.71%	93.10%	96.23%	92.03%
TMO		73.33%	100.00%	0.00%	100.00%	0.00%	69.23%	69.23%	100.00%	100.00%	91.67%	50.00%	100.00%	80.00%
Grand Total		53.06%	71.76%	80.74%	89.06%	69.78%	76.92%	60.80%	86.25%	95.42%	77.85%	92.13%	96.61%	91.61%



Comments
The total number of live cases is now 226 cases ; There has been an increase of 7 cases from last month due to closure of 6 cases against an addition of 14 new cases. 5 of these new cases are counterclaims, the highest number over the last twelve months.
Overall rent arrears have fallen slightly by £492.00 to £144,025. This is primarily due to the decrease in the TMO arrears from £20,306 to £17,928, despite the increase in the neighbourhood arrears by £1,887.00
There has been a slight increase in the percentage of disrepair properties in relation to live properties, the total being 1%. Cases referred by the insurance section as percentage of live cases has also increased to 0.45%.
The average costs of cases has also increased to £4,374 from last months total of £1,200. This reflects the nature of the complex and protracted cases which were resolved last month
The urgent repair cases completed within target has fallen significantly this month from 100.00% to 33.33% and the emergency cases performance has also dipped slightly from 100% to 94.20%. This is partly a reflection of staffing resource issue which is being reviewed. The overall effect is that the total repairs completion has fallen to 91.61% from 96.61%.

This page displays key statistics of the Decent Homes programme via the following indicators:

LKPI 121 (NI 158) (EX BV184a) - % non-decent council homes.
Therefore, the target has been adjusted to meet new definitions.

LKPI 77 (KOI 1)
Total number of homes made decent in period

LI121: Decent Homes Phase 2 Expenditure

Shows the proportional spend, commitment and uncommitted expenditure profile for Decent Homes Phase 2 as compared to the forecast position for 2009/10. The information reported provides the budgetary position.

Data source: Asset Management

Comments (supplied by Jonathan Oxlade):

Please note that this is a provisional information at present pending the update of further reconciliation.

The 2009/10 accounts had not been closed at the time of writing. However, all output targets are expected to be exceeded and the budget to be fully spent once the final reconciliation has been completed.

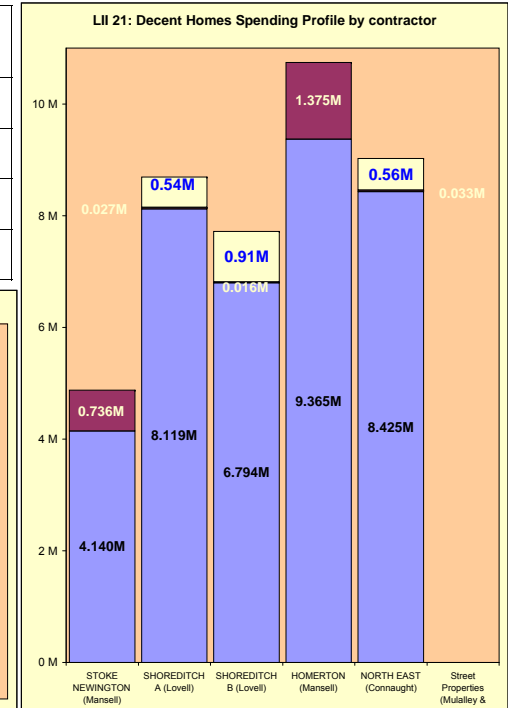
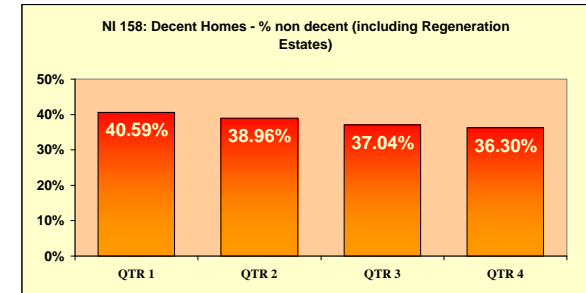
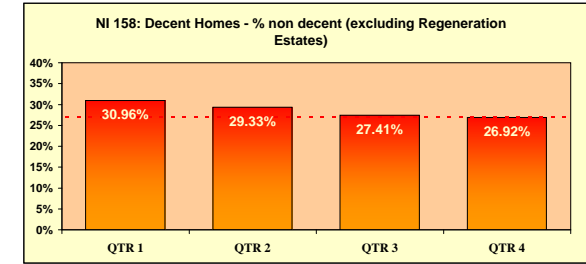
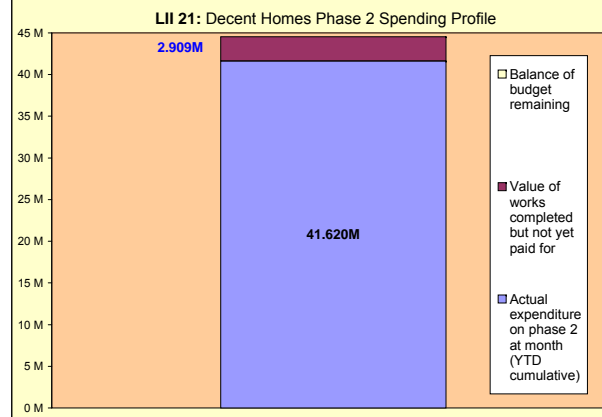
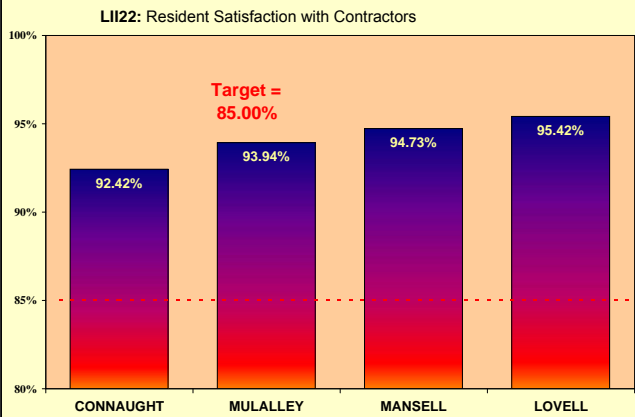
We continue to show two versions of the National Indicator, including and excluding regeneration estates. The version which includes regeneration estates conforms to the revised definition of the indicator. Although there are plans to re-develop these estates, they will not technically achieve the Decent Homes standard by the deadline.

The original version which excludes regeneration estates shows that full decency will be achieved on the rest of the housing stock.

Indicator description (excluding Regeneration Estates)	1st April 09 (Opening Balance)	QTR 1	QTR 2	QTR 3	QTR 4	Targets (09/10)
LKPI 121 (NI 158) (EX BV184a)	31.79%	30.96%	29.33%	27.41%	26.92%	27.00%
LKPI 77 (KOI 1)	508	190	372	439	188	1,555
<i>Number of decent homes to date</i>	13,386	13,576	13,948	14,387	14,575	14,941
<i>Number of non decent homes to date</i>	7,265	7,075	6,703	6,264	6,076	5,710

Indicator description (including Regeneration Estates)	1st April 09 (Opening Balance)	QTR 1	QTR 2	QTR 3	QTR 4	Targets (09/10)
LKPI 121 (NI 158) (EX BV184a)	41.42%	40.59%	38.96%	37.04%	36.30%	
LKPI 77 (KOI 1)	508	190	372	439	188	1,555
<i>Number of decent homes to date</i>	13,386	13,576	13,948	14,387	14,575	14,941
<i>Number of non decent homes to date</i>	9,465	9,275	8,903	8,464	8,276	

LI1 21: Decent Homes phase 2 (year 3) spending profile	STOKE NEWINGTON (Mansell)	SHOREDITCH A (Lovell)	SHOREDITCH B (Lovell)	HOMERTON (Mansell)	NORTH EAST (Connaught)	Street Properties (Mulalley & Connaught)	WHOLE 2009/10 PROGRAMME
Approved 2009/10 budget	4.120M	8.690M	7.720M	10.474M	9.023M	4.308M	44.335M
Actual expenditure on phase 2 at month (YTD cumulative)	4.140M	8.119M	6.794M	9.365M	8.425M	4.776M	41.620M
Value of works completed but not yet paid for	0.736M	0.027M	0.016M	1.375M	0.033M	0.723M	2.909M
Balance of budget remaining	-0.756M	0.544M	0.910M	-0.266M	0.565M	-1.191M	-0.194M



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

Area Breakdown	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Outturn 08/09
North East	5,530	5,398	5,398	5,399	5,399	5,399	5,399	5,399	5,401	5,400	5,402	5,412	5,288	5,530
North West	3,195	3,198	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,141	3,142	3,141	3,195
Homerton	4,597	4,601	4,605	4,605	4,605	4,605	4,605	4,605	4,605	4,605	4,605	4,607	4,606	4,597
DBQ	2,984	2,990	2,996	2,996	2,996	2,996	2,996	2,996	2,996	2,996	2,996	3,000	3,000	2,984
Shoreditch	2,882	2,895	2,896	2,896	2,896	2,896	2,896	2,896	2,896	2,896	2,896	2,911	2,912	2,882
Clapton Park TMO	794	794	794	794	794	794	794	794	794	794	794	794	794	794
Cranston TMO	159	159	159	159	159	159	159	159	159	159	159	160	160	159
Downs TMO	168	170	170	170	170	170	170	170	170	170	170	170	170	168
Lordship TMO	185	186	186	186	186	186	186	186	186	186	185	185	185	185
Suffolk	205	205	205	205	205	205	205	205	205	205	205	205	205	205
Tower TMO	114	114	114	114	114	114	114	114	114	114	114	114	114	114
Wick TMO	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Wyke TMC	333	333	333	333	333	333	333	333	333	333	333	333	333	333
Arden TMO	545	544	544	544	544	544	544	544	544	544	544	545	545	545
Wenlock Barn TMO	1,059	1,059	1,060	1,060	1,060	1,060	1,060	1,060	1,060	1,060	1,060	1,062	1,062	1,059
TOTAL	22,850	22,746	22,701	22,702	22,702	22,702	22,702	22,702	22,704	22,703	22,704	22,704	22,615	22,850

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

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

Comments: (Supplied by Performance Team)

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

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

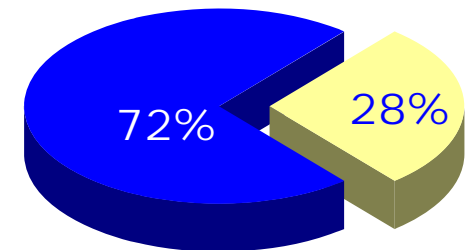
LKPI 40(b): Boroughwide stock breakdown & movements - Leasehold + Freehold with Service Charges

Area Breakdown	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Outturn 08/09
North East	1,986	1,984	1,982	1,980	1,979	1,979	1,979	1,979	1,977	1,977	1,975	1,974	1,975	1,986
North West	1,427	1,428	1,425	1,425	1,425	1,425	1,426	1,426	1,425	1,425	1,425	1,426	1,427	1,427
Homerton	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,731
DBQ	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123	1,123
Shoreditch	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,061	1,060	1,062
Clapton Park	373	373	373	373	373	373	373	373	373	373	372	372	372	373
Cranston	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Downs TMO	40	40	40	40	40	40	40	40	40	40	40	40	40	40
Lordship South	76	76	76	76	76	76	76	76	76	77	77	77	77	76
Suffolk	92	92	92	92	92	92	92	92	92	92	92	92	92	92
Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wick	18	18	18	18	18	18	18	18	18	18	18	18	18	18
Wyke	84	84	84	84	84	84	84	84	84	84	84	84	84	84
Arden	193	194	194	194	194	194	194	194	194	194	194	194	194	193
Wenlock Barns	415	415	415	415	415	415	415	415	415	415	415	415	415	415
TOTAL	8,675	8,675	8,675	8,670	8,667	8,667	8,667	8,667	8,665	8,666	8,663	8,662	8,663	8,675

Percentage of total housing by rentable and leasehold stock

LKPI 40 (a) Rentable = 72%

LKPI 40 (b) Leasehold = 28%



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