



**PERFORMANCE
REPORT
March 2009
& Quarter 4 End of Year
REPORT No: 12**

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HACKNEY HOMES PERFORMANCE REPORT

REPORTING PERIOD: 1st APRIL 2008 TO 31st MARCH 2009

KEY MESSAGES

General Position

The 2008/09 financial year has been a landmark year for Hackney Homes as the one in which the Audit Commission two star rating was achieved, releasing the much needed capital funding for the Decent Homes Programme with 7000 homes in Hackney about to benefit from new kitchens and bathrooms. Critical too has been the last round of Comprehensive Performance Assessments where the Council was rated a three star authority with the housing element (which includes Hackney Homes) having risen from 2 (adequate) to 4 (performing strongly). Finally, with regards the Mayoral Key Objectives, all of these targets have been fully met across a range of indicators including Decent Homes, door entry systems, estate lighting and rent collection.

Tenant Satisfaction

The 2008/09 status survey which gages tenant satisfaction across a wide range of indicators has produced the core data to support the increased satisfaction amongst tenants. With an increase in those responding, overall satisfaction has risen to 68% with a 13% rise in those satisfied with the repairs and maintenance service. Whilst it is acknowledged that in some areas, challenging targets have not been met, the overall message from tenants is positive.

Resident Services

The core achievement with regards financial stability is the achievement of the all important BV66a rent collection target with an 08.09 outturn of 98.70% against the target of 98.20% and this actually reflects top quartile performance and well above the national average. This has also been achieved with a reduced number of evictions and Court Orders. Other areas to note include the achievement of top quartile performance for the management of empty properties with an average void period of 23 days and the achievement of the 10% target for tenancy checks.

Property Services

Hackney Homes' Property Services and Asset Management Division has this year been subject to a route and branch review of performance data methodology and this has resulted in reduced outturns for the 08.09 financial year. The changes in revised criteria for performance will be reflected in next year's targets. Despite this, urgent and immediate repairs completions continue to perform well at 86% on time and for normal repairs to dwellings, these are being completed within an average of 7.5 days with even better performances from the Direct Labour Organisation of 6.74 days. Performance on repair appointments made and kept is at 93.25% with performance showing a steady improvement over the last three months. Finally with regards gas servicing, Hackney Homes have ended the year with 98.16% of services complete and this has been achieved using Court Orders on cases of persistent access denial.

Customer Care

On Customer Services, telephone answering continues to show performance at almost 90% of external calls being answered and over 95% of these within 5 rings. More generally, there remain challenges in improving performance in this area to drive up the response to internal calls where performance is affecting the overall figures across all Service Units. With regards complaints, the year has started well for both Stage 1 Complaints responses and responses to Members' Enquiries both showing performances at in excess of 90%. Performance for Mayor's Enquiries and Stage 2 Complaints is less satisfactory, though the last three months has shown a significant improvement in the numbers of Stage 2 responses completed within the 15 day target. With regards complaints more generally, Hackney Homes is now working closely with the Council to measure the quality of complaints work in terms of the degree to which responses properly address all the concerns raised by residents and to use the information for future service improvement.

Alex Jarosy ▶▶▶

Head of Performance & Complaints

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Hackney Homes Limited

MAYORAL KEY OBJECTIVE INDICATORS

(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 (by Vijay Pillai Performance Team).

KOI 1: With the award of two star status came the release of much needed funds for the Decent Homes programme. This has largely boosted the number of completions at Q4 and has helped to contribute towards the target being exceeded at year end (see also comments on Decent Homes page 36)

Comments (Supplied by Martin Weaver):

KOI 2: Door Entry Programme - 87 New Systems were completed and this figures met & exceeded the Mayor's target by 2.

KOI 3: 49 Replacement Door Entry Systems were completed and the number met & exceeded the Mayor's target by 19.

KOI 4: 6 & 7: KOI4, The target of 750 communal light units in blocks has been exceeded by 15.

KOI6: The target of 75 communal light units external to blocks has been exceeded.

KOI7: the target of 300 has been exceeded by 41.

KOI 8: The target has been achieved. This is an improvement of 0.58% compared with last year. Based on the 2007/08 Audit Commission published BVPI data suggests HH performance is commensurable with top quartile performance (see also comments on page 12 for Ex BV 66a)

Please also note that there is currently no KOI 5

| Key Objective Indicators | 2008/09 | | | | | Target 08/09 | YTD 08/09 | Currently on Target? | 2007/8 outturn |
|--|-------------|-------------|-------------|-------------|-------------|--------------|-----------|----------------------|----------------|
| | QTR 3 07/08 | QTR 1 08/09 | QTR 2 08/09 | QTR 3 08/09 | QTR 4 08/09 | | | | |
| KOI 1 Decent Homes - Units completed | - | 121 | 159 | 32 | 196 | 400 | 508 | △ | 688 |
| KOI 2 New door entry systems | - | 0 | 5 | 31 | 51 | 85 | 87 | △ | 67 |
| KOI 3 Replacement of obsolete door entry | - | 0 | 1 | 17 | 31 | 30 | 49 | △ | 33 |
| KOI 4 Upgrading of estate lighting - communal ceiling lights / addressing poorly lit spots on estates | - | 89 | 163 | 229 | 284 | 750 | 765 | △ | 967 |
| KOI 6 Upgrading of estate lighting - lamp columns | - | 7 | 0 | 9 | 69 | 75 | 85 | △ | 79 |
| KOI 7 Upgrading of estate lighting - emergency lighting | - | 146 | 76 | 119 | 0 | 300 | 341 | △ | 358 |
| KOI 8 (Ex BVPI 66a): Rent Collected as proportion of rent owed to LA | - | 98.30% | 98.51% | 98.59% | 98.70% | 98.20% | 98.20% | △ | 98.13% |

HACKNEY HOMES PERFORMANCE SUMMARY - Business Critical PI's

| KEY | | PERFORMANCE AGAINST ANNUAL TARGET 2008/09 | | | | | | | | | | | | | DATA MONTH | | TARGET | FORECAST | EOY 07/08 | Frequency of reporting |
|---|--|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|------------|---------|--------|----------|-----------|------------------------|
| | | | MAR | QTR 1 | | | QTR 2 | | | QTR 3 | | | QTR 4 | | MAR | YTD | | | | |
| ▲ | | THE ANNUAL OUT TURN FOR THIS PI ACHIEVES OR EXCEEDS TARGET. | | | | | | | | | | | | | | | | | | |
| ◀▶ | | THE ANNUAL OUT TURN IS UP TO 15% BELOW TARGET | | | | | | | | | | | | | | | | | | |
| ▼ | | THE ANNUAL OUT TURN IS 15% OR MORE BELOW TARGET | | | | | | | | | | | | | | | | | | |
| RENT COLLECTION & ARREARS | LKPI 48 Total Value of Rent Arrears (YTD - £M) | £5.29 M | £5.30 M | £5.37 M | £5.34 M | £5.14 M | £5.26 M | £4.96 M | £5.00 M | £4.92 M | £4.95 M | £4.92 M | £4.86 M | £4.63 M | £4.63 M | £4.34 M | ◀▶ | £5.29 M | M | |
| | LKPI 47c YTD Total Collection as % of Rent Debit | 100.67% | 99.03% | 98.68% | 99.02% | 99.69% | 99.43% | 99.89% | 99.74% | 99.83% | 99.80% | 99.80% | 99.85% | 100.04% | 100.04% | 100.91% | ◀▶ | 100.67% | M | |
| BVPI RENT COLLECTION INDICATORS | Ex-BVPI 66a YTD Total Collection as % of Rent+arrears brought forward from previous years | 98.13% | N/A | N/A | 98.30% | N/A | N/A | 98.51% | N/A | N/A | 98.59% | N/A | N/A | 98.70% | 98.70% | 98.20% | ▲ | 98.13% | Q | |
| FORMER TENANT ARREARS | LKPI 56 Cash Collected as % of debt (gross arrears EOY Target) | 12.85% | N/A | N/A | 2.74% | N/A | N/A | 6.09% | N/A | N/A | 8.75% | N/A | N/A | 14.63% | 14.63% | 10.00% | ▲ | 12.85% | Q | |
| TENANCY MANAGEMENT & AUDITS | LKPI 34 YTD Relettable Voids as % of Stock | 0.89% | 0.67% | 0.60% | 0.57% | 0.67% | 0.55% | 0.66% | 0.67% | 0.72% | 0.84% | 0.72% | 0.88% | 1.04% | 1.04% | 0.90% | ▼ | 0.89% | M | |
| EMPTY PROPERTY MANAGEMENT | Ex-BVPI 212 Average re-let time | 17 | 18 | 29 | 24 | 19 | 21 | 20 | 19 | 23 | 29 | 27 | 23 | 30 | 25 | 25 | ▲ | 21 | M | |
| | LKPI 67 Percentage of new tenants satisfied with property | N/A | N/A | N/A | N/A | N/A | N/A | 71% | N/A | N/A | 72% | N/A | N/A | 87% | 77% | 77% | ▲ | N/A | Q | |
| REPAIRS | APPOINTMENTS | LKPI 06 % of Responsive Repairs Appointments Kept | 95.23% | 94.72% | 90.91% | 91.06% | 90.91% | 90.37% | 92.94% | 93.93% | 95.07% | 95.78% | 93.50% | 93.82% | 94.81% | 93.26% | 99.00% | ◀▶ | 98.01% | M |
| | IMMEDIATE + EMERGENCY | LKPI 02 (GNPI 18) % of Immediate & Emergency Repairs jobs completed within target (2 - 24 hours) | 89.05% | 93.87% | 93.71% | 91.69% | 90.44% | 91.64% | 89.74% | 90.76% | 85.17% | 82.83% | 73.72% | 76.63% | 74.65% | 86.14% | 97.00% | ◀▶ | 92.02% | M |
| | MAJOR ADAPTATIONS | LKPI 70: Percentage of MAJOR Adaptations completed in 30 weeks (referral - job done) | 76.92% | 66.67% | 75.61% | 85.19% | 68.75% | 86.36% | 71.43% | 80.65% | 63.89% | 77.78% | 63.64% | 100.00% | 80.00% | 72.94% | 90.00% | ▼ | 62.75% | M |
| | SATISFACTION | LKPI 12 Resident Satisfaction with Repairs Call Centre | 98.80% | 100.00% | 97.80% | 98.32% | 96.84% | NP | 98.43% | 95.05% | 100.00% | 99.73% | 100.00% | 98.89% | 100.00% | 98.57% | 99.00% | ◀▶ | 98.99% | M |
| LKPI 11 Resident Satisfaction with quality of work | | 96.39% | 100.00% | 100.00% | 97.21% | 97.89% | NP | 97.64% | 96.53% | 98.47% | 96.00% | 98.66% | 95.93% | 96.83% | 97.55% | 98.80% | ◀▶ | 98.51% | M | |
| CLEANING | LKPI 7A Total % of inspections (% Pass) | 94.50% | 94.76% | 94.80% | 94.10% | 94.80% | 94.90% | 94.80% | 95.40% | 94.70% | 94.80% | 93.60% | 93.00% | 92.60% | 94.34% | 93.00% | ▲ | 92.85% | M | |
| GROUNDS MAINTENANCE | LKPI 8A Total % of inspections (% Pass) | 99.20% | 97.80% | 96.50% | 95.80% | 92.40% | 94.90% | 94.60% | 97.10% | 97.40% | 98.30% | 98.90% | 99.00% | 97.60% | 96.77% | 93.00% | ▲ | 94.94% | M | |
| LEASEHOLD & RIGHT TO BUY SERVICES | LKPI 14 Service Charge Collection Cumulative YTD (£) | £8.66 M | £0.76 M | £1.57 M | £2.26 M | £2.92 M | £3.54 M | £4.23 M | £4.97 M | £5.70 M | £6.25 M | £6.85 M | £7.46 M | £8.18 M | £8.18 M | £9.00 M | ◀▶ | £8.66 M | M | |
| COMPLAINTS | LKPI 25a % of Formal Stages 1 Complaint Responses completed within target time | 92.59% | 91.45% | 85.85% | 84.69% | 85.71% | 87.14% | 78.10% | 85.23% | 92.00% | 92.63% | 93.67% | 90.77% | 92.45% | 88.81% | 97.00% | ◀▶ | 94.74% | M | |
| | LKPI 25c Total Number of Stage one complaints | 107 | 117 | 92 | 100 | 82 | 87 | 91 | 110 | 100 | 87 | 67 | 111 | 100 | 1144 | N/A | N/A | 1172 | M | |
| | LKPI 23 Members Enquiries | 82.69% | 90.00% | 69.81% | 72.31% | 80.25% | 85.71% | 83.33% | 82.14% | 88.64% | 70.97% | 91.67% | 89.13% | 64.47% | 79.45% | 92.00% | ▼ | 94.66% | M | |
| | LKPI 72 No. of Ombudsman Complaints | 3 | 6 | 3 | 4 | 3 | 7 | 2 | 2 | 3 | 2 | 2 | 4 | 4 | 42 | 36 | ▼ | 41 | M | |
| HUMAN RESOURCES | Ex-BVPI 12 No. of days lost to sickness | 0.65 | 0.71 | 0.71 | 0.68 | 0.88 | 0.87 | 1.00 | 1.08 | 0.83 | 0.89 | 0.97 | 0.80 | 0.73 | 10.29 | 8.40 | ▼ | 10.31 | M | |
| INVOICE PAYMENTS | Ex-BVPI 08 Monthly % of undisputed invoices paid on time (30 calendar days)(Ind LBH non+delegated) | 94.52% | 84.33% | 82.70% | 88.74% | 79.58% | 77.82% | 78.92% | 83.47% | 83.30% | 85.56% | 75.85% | 83.88% | 73.86% | 81.87% | 87.00% | ◀▶ | 88.55% | M | |
| ASB | LKPI 61A Tenant Satisfaction with response to ASB | N/A | N/A | N/A | N/A | N/A | N/A | 37.37% | N/A | N/A | 37.63% | N/A | N/A | 68.00% | 46.89% | N/A | N/A | N/A | Q | |
| PROPERTY SERVICES Moving towards Decent Homes | NI 158 (Formerly BV 184a) Proportion of homes non-decent - current FY | 35.16% | N/A | N/A | 33.19% | N/A | N/A | 32.51% | N/A | N/A | 32.37% | N/A | N/A | 32.32% | 32.32% | 33.60% | ▲ | 35.16% | Q | |
| | LKPI 77 (KOI 1) Total number of homes made decent in period | 35 | N/A | N/A | 121 | N/A | N/A | 159 | N/A | N/A | 32 | N/A | N/A | 196 | 508 | 400 | ▲ | 484 | Q | |

Key Survey Satisfaction: Top Headlines

Comments (supplied by Vijay Pillai):

This page summarises the key outcomes of the recent STATUS tenant survey conducted by Ipsos MORI. Where possible comparisons has been drawn between the outcomes of the last survey (2006/07) and the current year (2008/09) to establish the direction of travel.

NI 160 (Ex-BVPI 74): Tenant Satisfaction with Overall Service provided by their landlord

Comparative analysis shows tenant satisfaction with overall service provided has improved by a variation of **15%** (9 percentage points) since 2006/07. Conversely, the overall share of those dissatisfied with the overall service provided has reduced by **23%** (5 percentage points).

Ex-BVPI 75: Tenant Satisfaction with opportunities for participation in management & decision-making

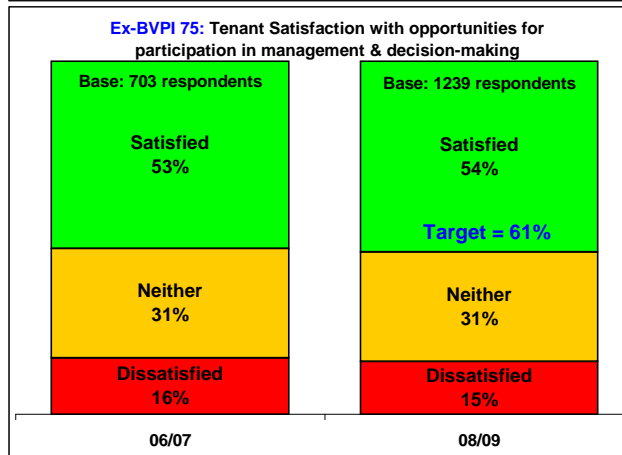
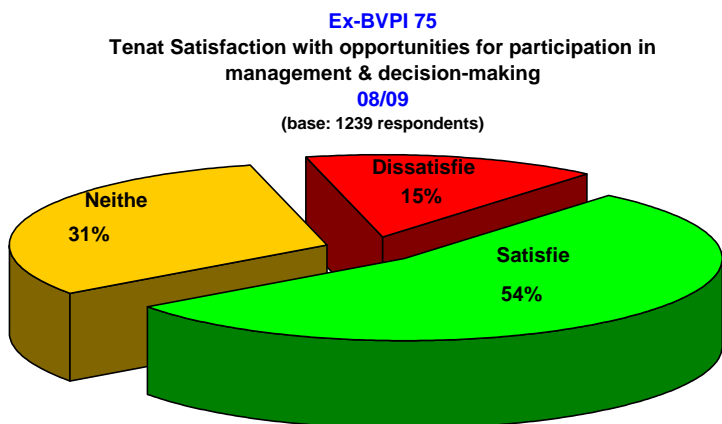
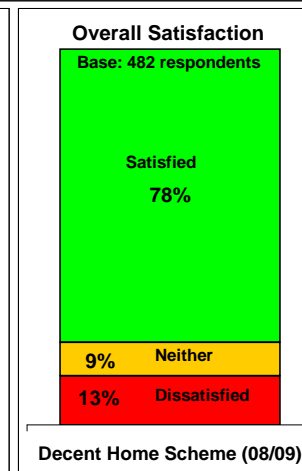
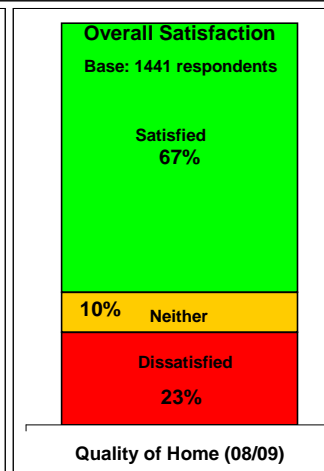
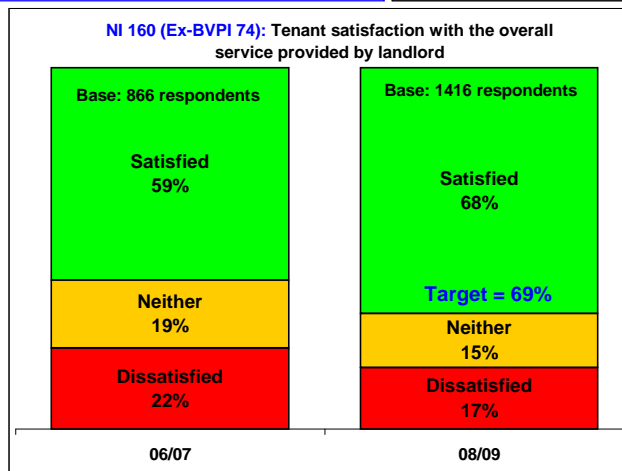
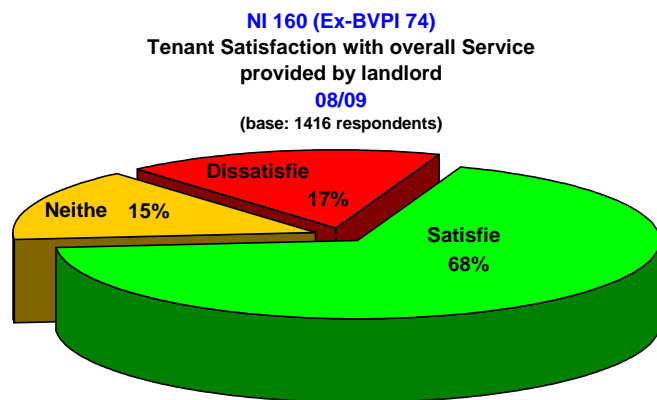
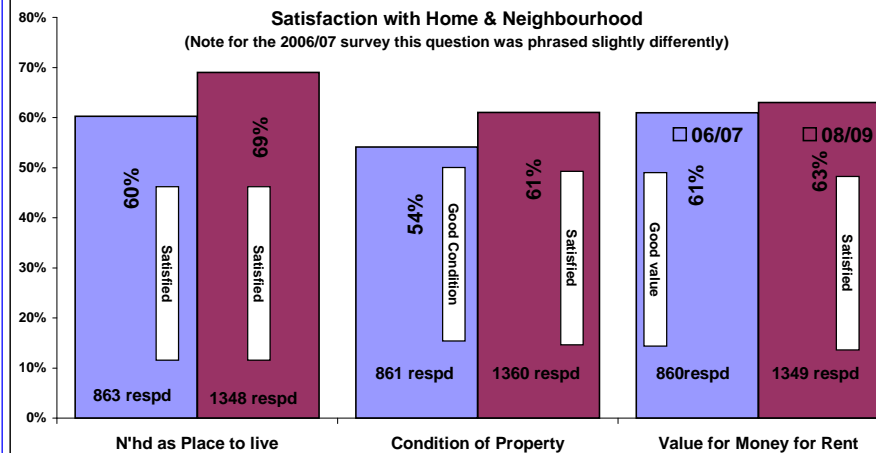
Comparative analysis shows overall tenant satisfaction with opportunities for participation has marginally improved by a variation of **2%** (1% points) since 2006/07. There has been a by recent re-structuring of the resident initiatives services and as this service beds down future surveys are expected to show improvements.

Other key features include:

Significant improvements in condition of property improved by **13%**
Neighbourhood as a Place to live improved by **15%**

Tenants Top 3 Priorities include (of 1499 surveyed):

1. Improving the Repairs & Maintenance Service (**79%**)
2. Improving the overall Quality of Homes (**49%**)
3. Dealing with Anti-Social Behavior more effectively (**42%**)



| Priority | Percentage |
|------------------------------------|------------|
| Repairs and maintenance | 79.00% |
| Overall quality of your home | 49.00% |
| Dealing with anti-social behaviour | 42.00% |

| Problem | Percentage Unsatisfied |
|-----------------------|------------------------|
| Rubbish or litter | 40% Unsatisfied |
| Car parking | 39% Unsatisfied |
| Drug abuse or dealing | 32% Unsatisfied |

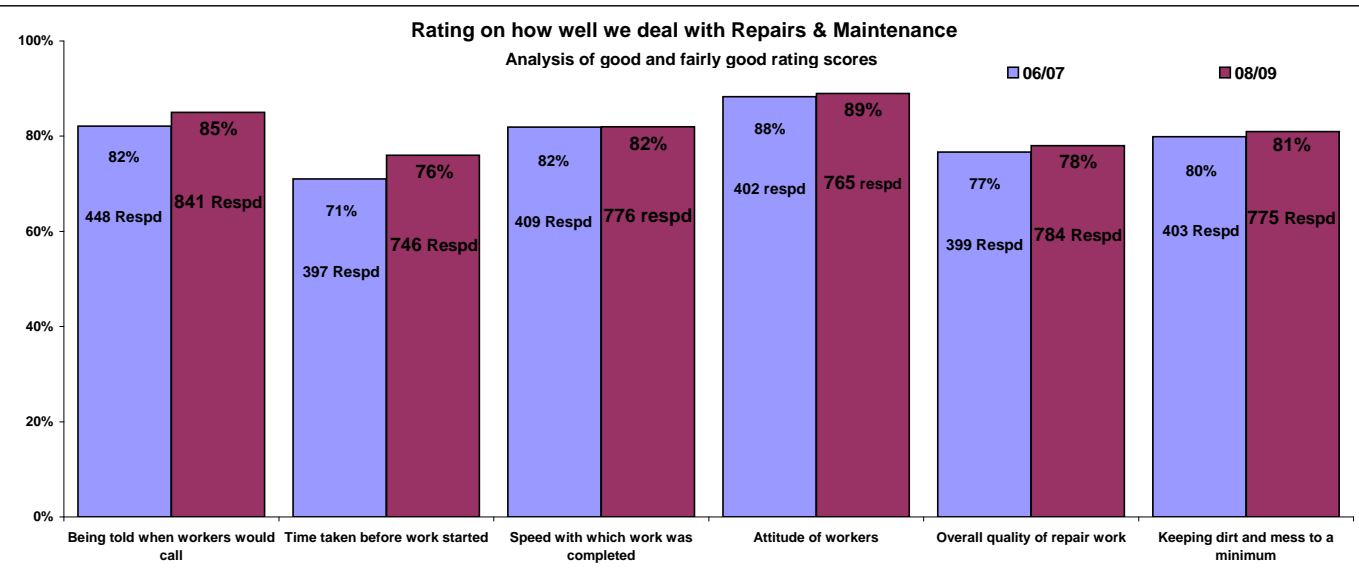
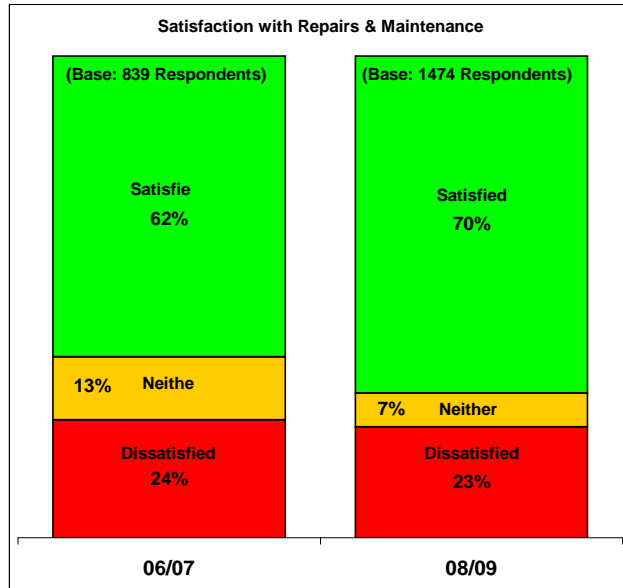
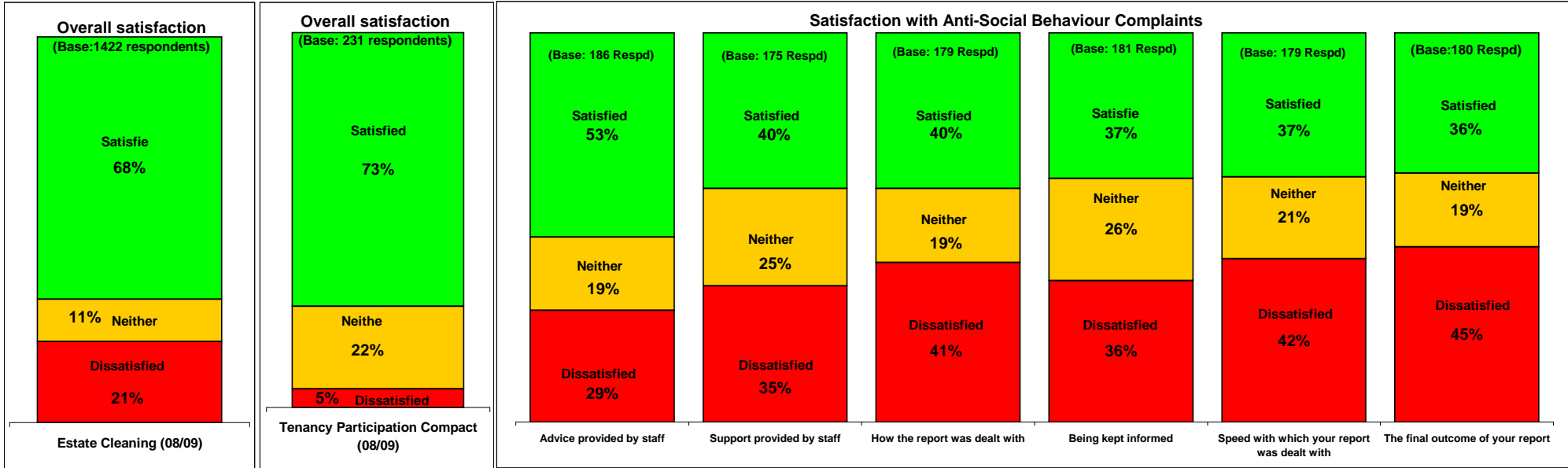
Key Survey Outcomes - Top Line

Comments(supplied by Vijay Pillai):

This page provides additional information from the **STATUS Tenant Survey** and highlights certain key outcomes from the survey analysis. A clear area of improvement is the overall number of respondents responding to the survey. 22% (899 respondents) in 2006/07 to 35% (1497 respondent) in 2008/09.

Compared with 2006/07 tenant satisfaction with repairs has improved by 13% (8 percentage points).

Clearly, of those responding the Repairs & Maintenance Service has been highlighted as one of the key service areas where service improvements have been formally recognised by tenants. Clearly, the recent service initiatives and improvements are now beginning to make an impact on tenants impression of the service overall.

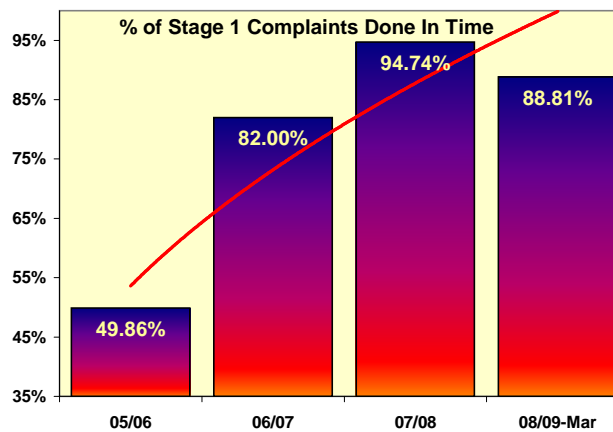
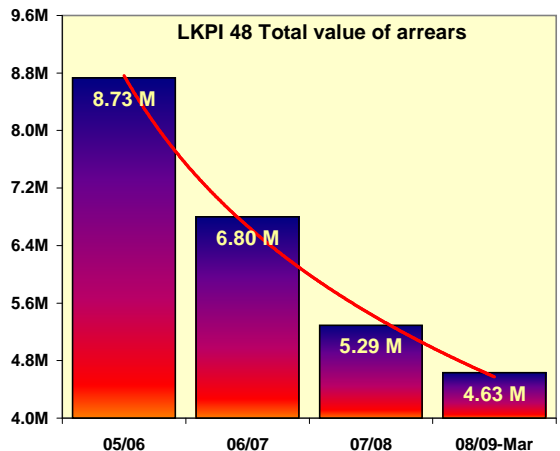
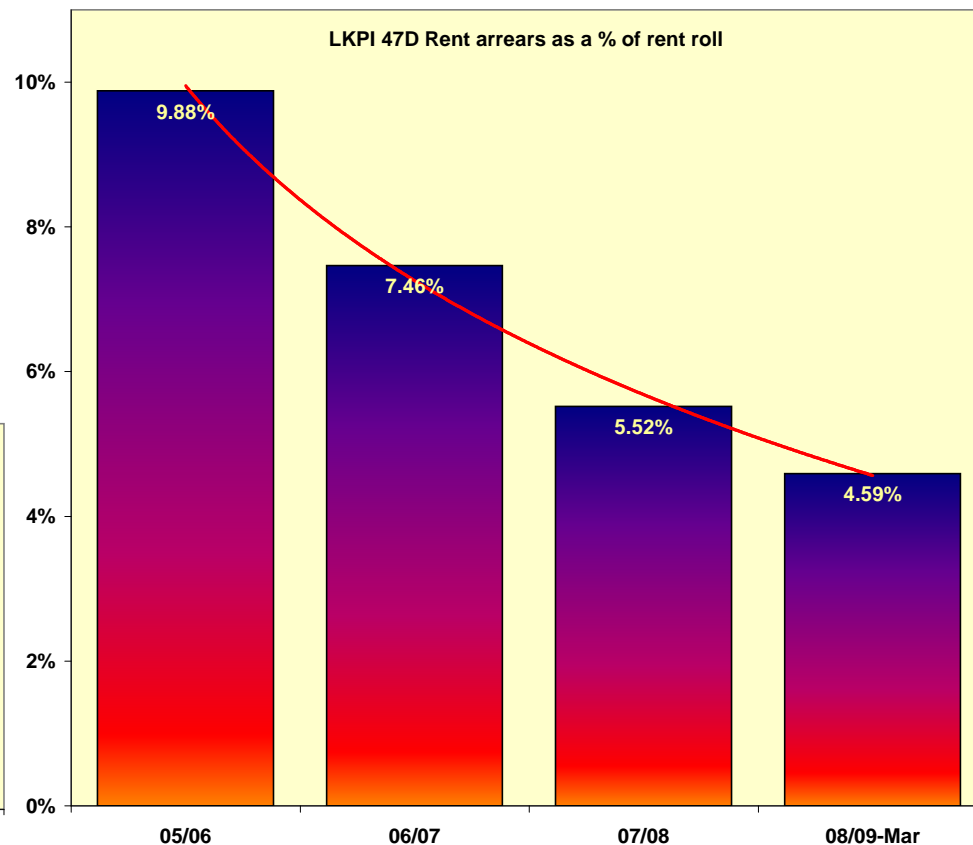
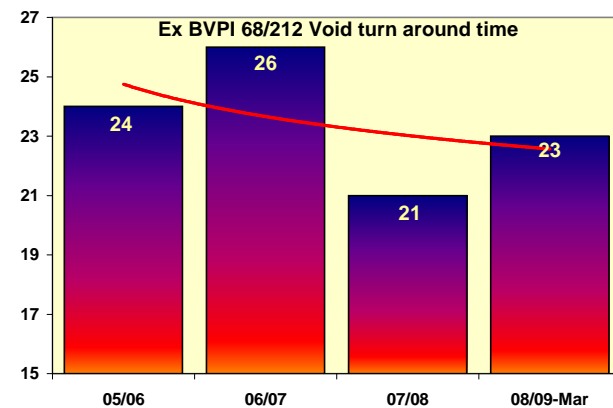
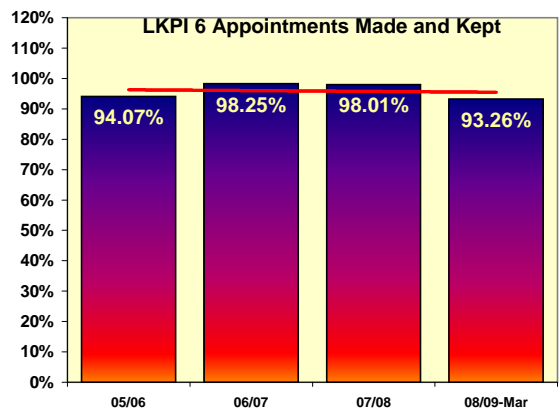
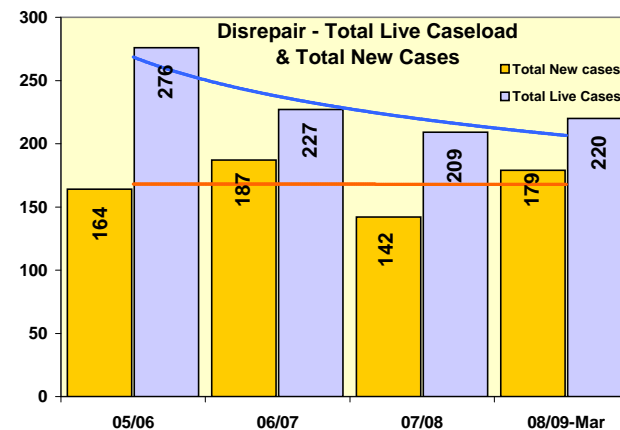
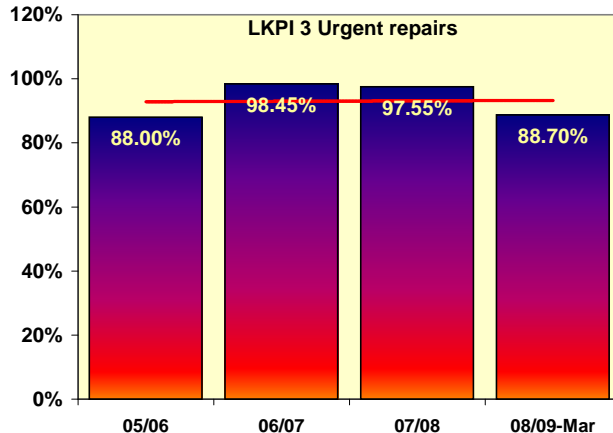
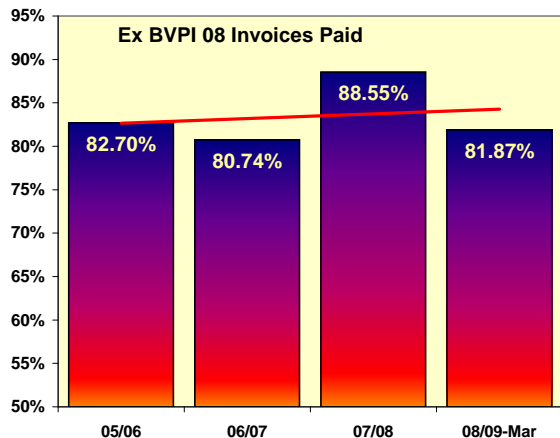


DIRECTION OF TRAVEL

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 BEST VALUE PERFORMANCE INDICATORS OUTURNS AND TARGETS

| This page is updated annually dependent on Ex-BVPI out-turns | | | | | | Out-turns | | | Performance Compared to 2006/07 | Performance Against 2007/08 Target | All England (2007/08) | | | TARGETS 2007 - 2008 |
|--|--|-------------------------------|----------|------------------|----------------------------------|------------------------|---------|------------------------|---------------------------------|------------------------------------|-----------------------|--------|--------|---------------------|
| Reference | Description | Collection | Division | Collector | S. Area | 2005/06 | 2006/07 | 2007/08 | | | TQ | Median | BQ | |
| Ex-BVPI 63 | The average SAP rating of local authority owned dwellings. | A | P/S | Angela Okoh | Energy | 69 | 70 | 72 | ▲ | ↕ | 73 | 70 | 66 | 72 |
| Ex-BVPI 66a | Rent Collected by the local authority as a proportion of rents owned on HRA dwellings | M/Q/A | H/S | Lloyed Carter | Tenancy Management | 95.05% | 96.73% | 98.13% | ▲ | ▲ | 98.63% | 98.08% | 97.34% | 97.50% |
| Ex-BVPI 66B | The number of local authority tenants with more than seven weeks of gross rent arrears as a percentage of the total number of Council tenants | M/Q/A | H/S | Lloyed Carter | Tenancy Management | 16.39% | 10.54% | 6.17% | ▲ | ▲ | 3.54% | 5.19% | 6.95% | 8.53% |
| Ex-BVPI 66C | Percentage of local authority tenants in arrears who have had Notice Seeking Possession served. | M/Q/A | H/S | Performance Team | Tenancy Management | 61.8% | 12.22% | 17.00% | ▼ | ▼ | 14.83% | 24.54% | 32.66% | 11.00% |
| Ex-BVPI 66D | Percentage of local authority tenants evicted as a result of rent arrears | M/Q/A | H/S | Performance Team | Tenancy Management | 0.97% | 0.51% | 0.44% | ▲ | ▲ | 0.20% | 0.30% | 0.44% | 0.50% |
| NEW NI 160 Ex-BVPI 74A | The percentage of all Council tenants or a representative sample of Council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed | A (3-Year Reporting Cycle) | H/S | Sharan Sewa | Customer Service | Not required this year | 59.0% | Not required this year | N/A | N/A | 83% | 79% | 73% | 61.0% |
| Ex-BVPI 74B | Satisfaction of ethnic minority local authority tenants (exclude white minority tenants) with the overall service provided by their landlord | A (3-Year Reporting Cycle) | H/S | Sharan Sewa | Customer Service | Not required this year | 56.0% | Not required this year | N/A | N/A | 83% | 73% | 66% | 58.0% |
| Ex-BVPI 74C | Satisfaction of non ethnic minority local authority tenants with the overall service provided by their landlord | A (3-Year Reporting Cycle) | H/S | Sharan Sewa | Customer Service | Not required this year | 59.0% | Not required this year | N/A | N/A | 83% | 79% | 74% | 63.0% |
| Ex-BVPI 75A | Tenant satisfaction with Participation - All / Satisfaction with council housing tenants with opportunities for participation in management and decision making in housing services provided by the landlord. | A (3-Year Reporting Cycle) | H/S | Sharan Sewa | Customer Service | Not required this year | 53.0% | Not required this year | N/A | N/A | 70% | 65% | 61% | 55.0% |
| Ex-BVPI 75B | Tenant satisfaction with Participation - Ethnic minority tenants / Satisfaction of ethnic minority tenants with opportunities for participation in management and decision making in relation to housing services provided by the landlord. | A (3-Year Reporting Cycle) | H/S | Sharan Sewa | Customer Service | Not required this year | 54.0% | Not required this year | N/A | N/A | 71% | 61% | 52% | 56.0% |
| Ex-BVPI 75C | Satisfaction of non ethnic minority local authority tenants with their opportunities for participation in management and decision making in relation to housing services provided by the landlord. | A (3-Year Reporting Cycle) | H/S | Sharan Sewa | Customer Service | Not required this year | 53.0% | Not required this year | N/A | N/A | 70% | 65% | 61% | 55.0% |
| Ex-BVPI 164 | Equal access to social housing / Does the Authority follow: 1) The Commission for Racial Equality 's Code of Practice in rented housing and; - Not required from the ALMO 2) The good practice standards for social landlords on tackling harassment | N/A | H/S | Belinda Jones | Diversity | YES | YES | NO | ▼ | ▼ | N/A | N/A | N/A | YES |
| NEW NI158 Ex-BVPI 184a | The proportion of local authority dwellings which were non decent at the start of the financial year. | A | P/S | Raj Sunmugam | Decent H | 54% | 42% | 36% | ▲ | ▲ | 9% | 22% | 39% | 37% |
| Ex-BVPI 184b | The percentage change in the proportion of non decent dwellings between the start and end of the financial year. | A | P/S | Raj Sunmugam | Decent H | 9.3% | 12.9% | 7.6% | ▼ | ▼ | 32.7% | 18.3% | 2.6% | 16.2% |
| Ex-BVPI 212 | Average time taken to re let local authority housing (Days) | M/Q/A | H/S | Performance Team | Maintenance / Tenancy Management | 24 | 26 | 21 | ▲ | ▲ | 25 | 31 | 39 | 25 |

Status:
Key

Performance has improved
Performance has decreased
Performance has not changed

TQ - Top Quartile
BQ - Top Quartile

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.

Data Source: Saffron, Data provider: HH Finance

Comments (Supplied by Clive Taber)

The current economic climate created a difficult environment in which to recover arrears. During 2008/09 we managed to reduce arrears by £660K from £5.29 million to £4.63m. However, this was £290K short of the challenging end of year target.

Two neighbourhoods, Queensbridge DeBeauvoir and Homerton, and the TMO sector achieved or got very close to their target.

Three neighbourhoods, North East, North West and Shoreditch were short of their target. A significant improvement in performance by these neighbourhoods is required during 2009/10. Each HM Partner has prepared an action plan to achieve targets for the first quarter.

Please note that the methodology for 08/09 has now changed as follows;

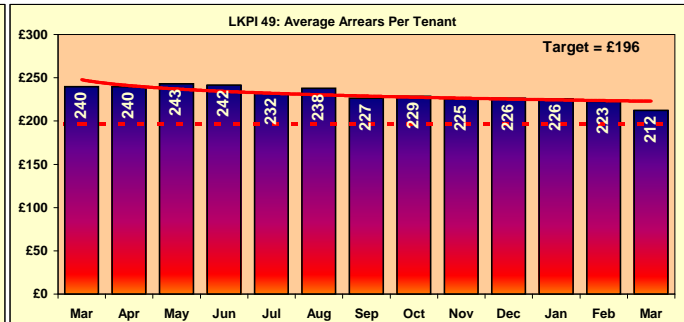
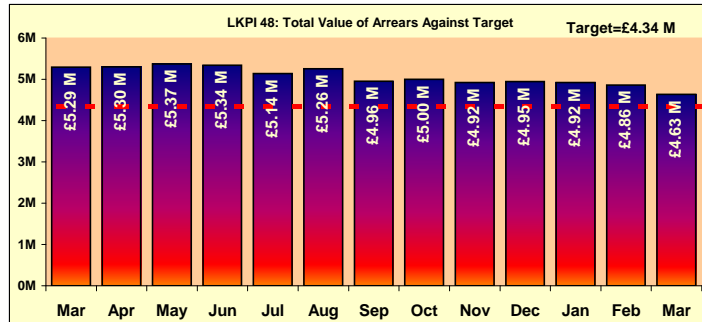
- North West** comprises; Stoke Newton & Lordship TMO
- Homerton** comprises; Homerton & Wayman Court (previously TMO)
- Queensbridge DB** comprises; QDB & Tower TMO
- Shoreditch** comprises; Shoreditch, Arden TMO & Wenlock TMO

Previously the neighbourhoods were reported separately from the TMO.

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

| LKPI 48: Total Value of Rent Arrears (YTD - £M) | Mar 08 | Apr 08 | May 08 | Jun 08 | Jul 08 | Aug 08 | Sep 08 | Oct 08 | Nov 08 | Dec 08 | Jan 09 | Feb 09 | Mar 09 | Targets (08/09) | 2007/08 Outturn |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------|-----------------|
| | Week 53 | Week 04 | Week 08 | Week 12 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 | Week 43 | Week 47 | Week 52 | | |
| North East | 1.44 M | 1.44 M | 1.44 M | 1.45 M | 1.41 M | 1.44 M | 1.38 M | 1.40 M | 1.38 M | 1.39 M | 1.40 M | 1.38 M | 1.30 M | 1.18 M | 1.44 M |
| North West | 0.93 M | 0.92 M | 0.94 M | 0.93 M | 0.90 M | 0.90 M | 0.88 M | 0.88 M | 0.86 M | 0.86 M | 0.85 M | 0.85 M | 0.83 M | 0.76 M | 0.86 M |
| Homerton | 0.98 M | 0.98 M | 1.00 M | 0.99 M | 0.96 M | 0.97 M | 0.91 M | 0.92 M | 0.91 M | 0.90 M | 0.90 M | 0.89 M | 0.82 M | 0.80 M | 0.95 M |
| Queensbridge DB | 0.63 M | 0.63 M | 0.64 M | 0.63 M | 0.60 M | 0.61 M | 0.53 M | 0.54 M | 0.53 M | 0.53 M | 0.52 M | 0.50 M | 0.49 M | 0.52 M | 0.62 M |
| Shoreditch | 0.94 M | 0.95 M | 0.96 M | 0.96 M | 0.90 M | 0.94 M | 0.91 M | 0.91 M | 0.90 M | 0.90 M | 0.92 M | 0.91 M | 0.88 M | 0.77 M | 0.94 M |
| TMO/Others | 0.38 M | 0.38 M | 0.38 M | 0.38 M | 0.36 M | 0.39 M | 0.35 M | 0.34 M | 0.34 M | 0.35 M | 0.33 M | 0.31 M | 0.31 M | 0.31 M | 0.49 M |
| Hackney Homes Total | £5.29 M | £5.30 M | £5.37 M | £5.34 M | £5.14 M | £5.26 M | £4.96 M | £5.00 M | £4.92 M | £4.95 M | £4.92 M | £4.86 M | £4.63 M | £4.34 M | £5.29 M |

| LKPI 49: Average Arrears per tenant | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec 08 | Jan 09 | Feb 09 | Mar 09 | Targets (08/09) | 2007/08 Outturn |
|-------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------------|-----------------|
| | Week 53 | Week 04 | Week 08 | Week 12 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 | Week 43 | Week 47 | Week 52 | | |
| North East | £286 | £287 | £288 | £288 | £280 | £288 | £277 | £280 | £270 | £279 | £282 | £278 | £262 | £235 | £286 |
| North West | £294 | £291 | £297 | £295 | £284 | £285 | £276 | £277 | £270 | £271 | £267 | £266 | £260 | £241 | £288 |
| Homerton | £218 | £217 | £221 | £219 | £213 | £215 | £202 | £205 | £202 | £201 | £201 | £196 | £183 | £178 | £215 |
| Queensbridge DB | £195 | £194 | £197 | £194 | £186 | £189 | £172 | £177 | £173 | £173 | £169 | £164 | £159 | £160 | £197 |
| Shoreditch | £212 | £214 | £218 | £218 | £205 | £214 | £207 | £207 | £205 | £206 | £210 | £207 | £200 | £174 | £212 |
| TMO/Others | £218 | £219 | £220 | £217 | £208 | £222 | £200 | £197 | £195 | £203 | £192 | £192 | £181 | £179 | £233 |
| Hackney Homes Total | £240 | £240 | £243 | £242 | £232 | £238 | £227 | £229 | £225 | £226 | £226 | £223 | £212 | £197 | £240 |



| LII 13 - Arrears Action Summary for previous year | End 07/08 | Mar 07/08 | Mar 08/09 | End 07/08 | Mar 07/08 | Mar 08/09 | End 07/08 | Mar 07/08 | Mar 08/09 | End 07/08 | Mar 07/08 | Mar 08/09 | End 07/08 | Mar 07/08 | Mar 08/09 |
|---|----------------|-------------|-------------|------------|------------|------------|-------------------|------------|------------|---------------------|------------|------------|-----------------------|------------|------------|
| | Notices Served | | | PO Granted | | | Eviction Warrants | | | Evictions Suspended | | | Evictions Carried out | | |
| North East | 898 | 898 | 623 | 68 | 68 | 60 | 79 | 79 | 51 | 84 | 84 | 30 | 35 | 35 | 27 |
| North West | 727 | 727 | 556 | 39 | 39 | 25 | 92 | 92 | 45 | 46 | 46 | 41 | 18 | 18 | 21 |
| Homerton | 969 | 969 | 781 | 59 | 59 | 34 | 41 | 41 | 56 | 19 | 19 | 27 | 19 | 19 | 26 |
| Queensbridge DB | 1016 | 1016 | 815 | 48 | 48 | 58 | 101 | 101 | 53 | 50 | 50 | 38 | 15 | 15 | 8 |
| Shoreditch | 661 | 661 | 478 | 69 | 69 | 30 | 107 | 107 | 72 | 52 | 52 | 32 | 24 | 24 | 22 |
| Hackney Homes Total | 4271 | 4271 | 3253 | 283 | 283 | 207 | 420 | 420 | 277 | 251 | 251 | 168 | 111 | 111 | 104 |

LII 13

This Information Indicator shows legal action taken on rent arrears recovery.

For comparison, the 2007/08 statistics are also shown.

Data source: Neighbourhood local records
Data provider: Neighbourhood MMR

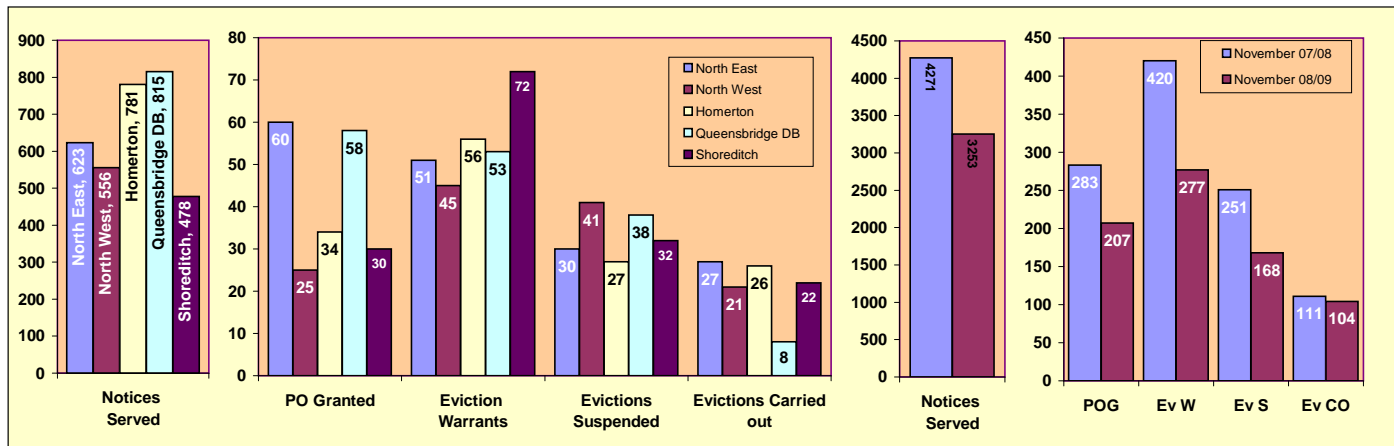
Comments (Supplied by Clive Taber)

Rent Arrears Actions

The number of notices served was down by a quarter from last year. The neighbourhoods serving the most were Queensbridge and Homerton and these neighbourhoods recorded the best performance. We will be looking for the other neighbourhoods to substantially increase activity in this area consistently.

The number of possession orders are down by 27% and this is largely to be expected with reducing arrears and our approach of Court action being a last resort. The NE neighbourhood kept levels similar to last year and this reflects the level of arrears in this neighbourhood.

Evictions are down by 6% and this is what we would expect given reducing arrears and our approach of Possession being a last resort to sustain tenancies in the long term.



RENT COLLECTION

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

| Neighbourhoods | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan 09 | Feb 09 | Mar 09 | Targets (08/09) | 2007/08 Outturn |
|----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|-----------------|
| | Week 53 | Week 04 | Week 08 | Week 12 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 | Week 43 | Week 47 | Week 52 | | |
| North East | 59.13% | 58.54% | 58.53% | 58.70% | 58.76% | 58.87% | 58.80% | 58.78% | 58.87% | 58.85% | 58.78% | 58.84% | 58.82% | N/A | 59.13% |
| North West | 60.88% | 60.77% | 60.84% | 60.65% | 60.49% | 60.63% | 60.66% | 60.67% | 60.74% | 60.80% | 60.77% | 60.82% | 60.74% | N/A | 60.89% |
| Homerton | 58.67% | 58.18% | 58.31% | 58.27% | 58.05% | 58.17% | 58.29% | 58.17% | 58.11% | 58.17% | 58.23% | 58.20% | 58.09% | N/A | 58.75% |
| Queensbridge DB | 58.27% | 58.53% | 58.41% | 58.67% | 58.48% | 58.51% | 58.93% | 58.85% | 58.88% | 58.86% | 58.82% | 58.84% | 58.82% | N/A | 57.97% |
| Shoreditch | 56.31% | 55.90% | 56.10% | 56.05% | 56.13% | 56.09% | 56.16% | 56.13% | 56.12% | 56.09% | 55.98% | 55.96% | 56.01% | N/A | 56.31% |
| TMO/Others | 56.46% | 55.69% | 55.78% | 56.47% | 56.75% | 56.90% | 56.87% | 56.80% | 56.90% | 56.86% | 56.81% | 56.52% | 56.74% | N/A | 57.27% |
| Hackney Homes Total | 58.39% | 58.04% | 58.10% | 58.19% | 58.15% | 58.23% | 58.31% | 58.26% | 58.29% | 58.29% | 58.25% | 58.24% | 58.23% | N/A | 58.39% |

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

| Neighbourhoods | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan 09 | Feb 09 | Mar 09 | Targets (08/09) | 2007/08 Outturn |
|----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|-----------------|
| | Week 53 | Week 04 | Week 08 | Week 12 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 | Week 43 | Week 47 | Week 52 | | |
| North East | 41.47% | 40.18% | 40.24% | 40.36% | 40.87% | 40.48% | 40.96% | 40.80% | 40.83% | 40.84% | 40.85% | 40.88% | 41.21% | N/A | 41.47% |
| North West | 39.95% | 38.28% | 37.42% | 37.99% | 38.91% | 38.54% | 38.90% | 38.71% | 38.89% | 38.85% | 38.89% | 38.79% | 38.91% | N/A | 39.94% |
| Homerton | 42.21% | 41.04% | 40.50% | 40.89% | 41.66% | 41.53% | 41.99% | 41.91% | 42.02% | 41.93% | 41.84% | 41.92% | 42.30% | N/A | 42.10% |
| Queensbridge DB | 42.36% | 41.06% | 40.57% | 40.82% | 41.54% | 41.37% | 41.33% | 41.17% | 41.24% | 41.22% | 41.34% | 41.41% | 41.51% | N/A | 42.71% |
| Shoreditch | 44.18% | 42.68% | 42.41% | 42.65% | 43.52% | 43.17% | 43.41% | 43.39% | 43.38% | 43.42% | 43.45% | 43.52% | 43.65% | N/A | 44.18% |
| TMO/Others | 44.11% | 43.70% | 42.87% | 42.67% | 42.99% | 42.03% | 43.14% | 43.22% | 43.18% | 42.93% | 43.27% | 43.62% | 43.56% | N/A | 43.33% |
| Hackney Homes Total | 42.28% | 40.99% | 40.57% | 40.83% | 41.54% | 41.20% | 41.59% | 41.49% | 41.55% | 41.50% | 41.55% | 41.61% | 41.82% | N/A | 42.28% |

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

| Neighbourhoods | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan 09 | Feb 09 | Mar 09 | Targets (08/09) | 2007/08 Outturn |
|----------------------------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|-----------------|-----------------|
| | Week 53 | Week 04 | Week 08 | Week 12 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 | Week 43 | Week 47 | Week 52 | | |
| North East | 100.60% | 98.72% | 98.77% | 99.06% | 99.63% | 99.35% | 99.76% | 99.58% | 99.70% | 99.69% | 99.63% | 99.72% | 100.04% | 101.09% | 100.60% |
| North West | 100.84% | 99.05% | 98.25% | 98.64% | 99.40% | 99.17% | 99.57% | 99.38% | 99.63% | 99.65% | 99.67% | 99.61% | 99.65% | 101.11% | 100.83% |
| Homerton | 100.88% | 99.23% | 98.81% | 99.16% | 99.71% | 99.70% | 100.28% | 100.08% | 100.13% | 100.10% | 100.06% | 100.12% | 100.38% | 100.83% | 100.84% |
| Queensbridge DB | 100.63% | 99.59% | 98.99% | 99.49% | 100.02% | 99.88% | 100.26% | 100.02% | 100.13% | 100.08% | 100.16% | 100.25% | 100.33% | 100.73% | 100.69% |
| Shoreditch | 100.50% | 98.58% | 98.51% | 98.71% | 99.65% | 99.27% | 99.57% | 99.52% | 99.50% | 99.51% | 99.43% | 99.48% | 99.66% | 100.83% | 100.50% |
| TMO/Others | 100.57% | 99.38% | 98.65% | 99.15% | 99.74% | 98.93% | 100.01% | 100.02% | 100.09% | 99.79% | 100.08% | 100.15% | 100.30% | 100.80% | 100.60% |
| Hackney Homes Total | 100.67% | 99.03% | 98.68% | 99.02% | 99.69% | 99.43% | 99.89% | 99.74% | 99.83% | 99.80% | 99.80% | 99.85% | 100.04% | 100.91% | 100.67% |

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

| Neighbourhoods | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan 09 | Feb 09 | Mar 09 | Targets (08/09) | 2007/08 Outturn |
|----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----------------|-----------------|
| | Week 53 | Week 04 | Week 08 | Week 12 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 | Week 43 | Week 47 | Week 52 | | |
| North East | 6.62% | 6.08% | 6.08% | 6.12% | 5.97% | 6.13% | 5.91% | 5.99% | 5.94% | 5.98% | 6.04% | 5.98% | 5.66% | 4.99% | 6.62% |
| North West | 6.74% | 6.10% | 6.24% | 6.20% | 5.99% | 6.03% | 5.88% | 5.94% | 5.80% | 5.81% | 5.72% | 5.73% | 5.61% | 5.05% | 6.59% |
| Homerton | 5.07% | 4.62% | 4.72% | 4.68% | 4.56% | 4.61% | 4.33% | 4.40% | 4.35% | 4.35% | 4.35% | 4.27% | 3.99% | 3.79% | 5.00% |
| Queensbridge DB | 4.39% | 4.02% | 4.09% | 4.03% | 3.87% | 3.94% | 3.58% | 3.70% | 3.62% | 3.63% | 3.55% | 3.46% | 3.36% | 3.30% | 4.46% |
| Shoreditch | 4.98% | 4.60% | 4.69% | 4.70% | 4.44% | 4.64% | 4.50% | 4.52% | 4.48% | 4.51% | 4.58% | 4.43% | 4.43% | 3.76% | 4.98% |
| TMO/Others | 4.87% | 4.48% | 4.50% | 4.46% | 4.29% | 4.59% | 4.14% | 4.09% | 4.05% | 4.23% | 4.01% | 4.02% | 3.79% | 3.67% | 5.24% |
| Hackney Homes Total | 5.52% | 5.06% | 5.13% | 5.11% | 4.94% | 5.06% | 4.83% | 4.88% | 4.82% | 4.85% | 4.84% | 4.80% | 4.59% | 4.15% | 5.52% |

LII 17, LII 18, LKPI 47c LKPI 47d

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

Data source: Saffron, Data provider: HH Finance

Please note that the methodology for 08/09 has now changed and now includes the following TMO adjustments;

- North West** comprises; Stoke Newton & Lordship TMO
- Homerton** comprises; Homerton & Wayman Court (previously TMO)
- Queensbridge DB** comprises; QDB & Tower TMO
- Shoreditch** comprises; Shoreditch, Arden TMO & Wenlock TMO

Previously the neighbourhoods were reported separately from the TMO. Also note that Targets, have therefore been adjusted to reflect these changes.

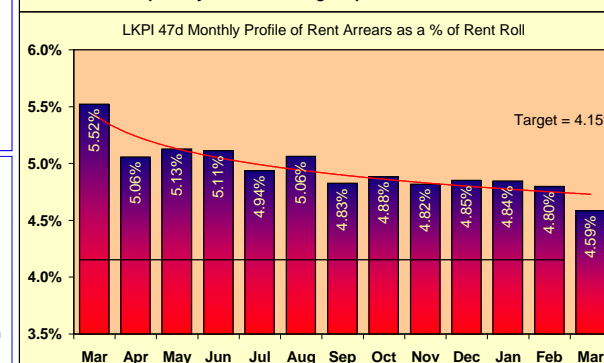
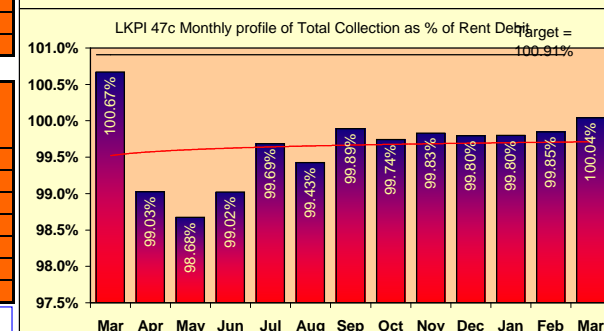
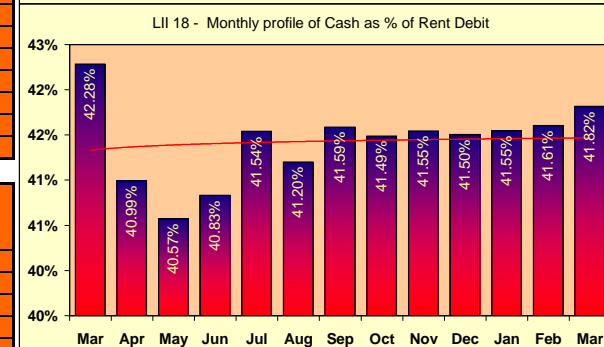
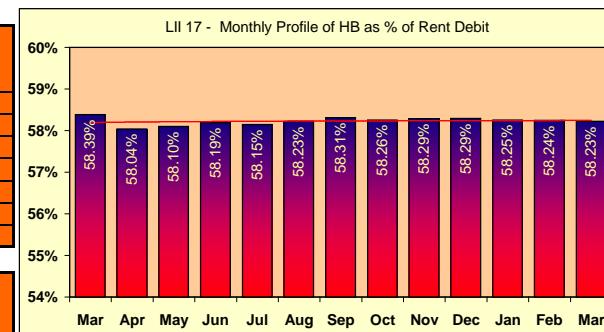
Comments: (Supplied by Clive Taber)

Value of Rent Arrears

The current economic climate created a difficult environment in which to recover arrears. During 2008/09 we managed to reduce arrears by £660k from £5.29 million to £4.63m. However, this was £290k short of the challenging end of year target.

Two neighbourhoods, Queensbridge DeBeauvoir and Homerton, and the TMO sector achieved or got very close to their target.

Three neighbourhoods, North East, North West and Shoreditch were short of their target. A significant improvement in performance by these neighbourhoods is required during 2009/10. Each HM Partner has prepared an action plan to achieve targets for the first quarter.



BVPI RENT COLLECTION INDICATORS

BVPI RENT COLLECTION INDICATORS

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.

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

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

Ex-BVPI 66d - shows the percentage of tenants evicted as a result of rent arrears at the end of the quarter.

Data source: Saffron

Data provider: Hackney Homes Finance and Performance Team

BVPI RENT COLLECTION:

| BVPI 66a (+ KOI 8) | 07/08 (2008/09) | | | | | Targets (08/09) | 2007/08 Outturn |
|----------------------------|-----------------|---------------|---------------|---------------|---------------|--------------------------------|-----------------|
| | QTR 4 | QTR 1 | QTR 2 | QTR 3 | QTR 4 | | |
| | Week 53 | Week 12 | Week 25 | Week 39 | Week 52 | | |
| North East | 97.40% | 97.68% | 97.90% | 98.01% | 98.16% | Summary data was reported only | |
| North West | 96.95% | 97.33% | 97.68% | 97.82% | 97.97% | | |
| Homerton | 98.69% | 98.74% | 98.88% | 99.00% | 99.17% | | |
| Queensbridge DB | 98.85% | 98.99% | 99.17% | 99.16% | 99.29% | | |
| Shoreditch | 98.75% | 98.73% | 98.94% | 99.19% | 99.25% | | |
| TMO/Others | 98.16% | 98.42% | 98.64% | 98.62% | 98.59% | | |
| Hackney Homes Total | 98.13% | 98.30% | 98.51% | 98.59% | 98.70% | 98.20% | 98.13% |

| | | | | | | |
|--------------|--------|-------|-------|--------|--------|--------|
| Ex-BVPI 66 B | 5.02% | 5.84% | 5.60% | 4.72% | 5.25% | 3.36% |
| Ex-BVPI 66 C | 17.00% | 2.94% | 8.49% | 10.87% | 13.74% | 17.00% |
| Ex-BVPI 66 D | 0.59% | 0.10% | 0.19% | 0.30% | 0.39% | 0.44% |

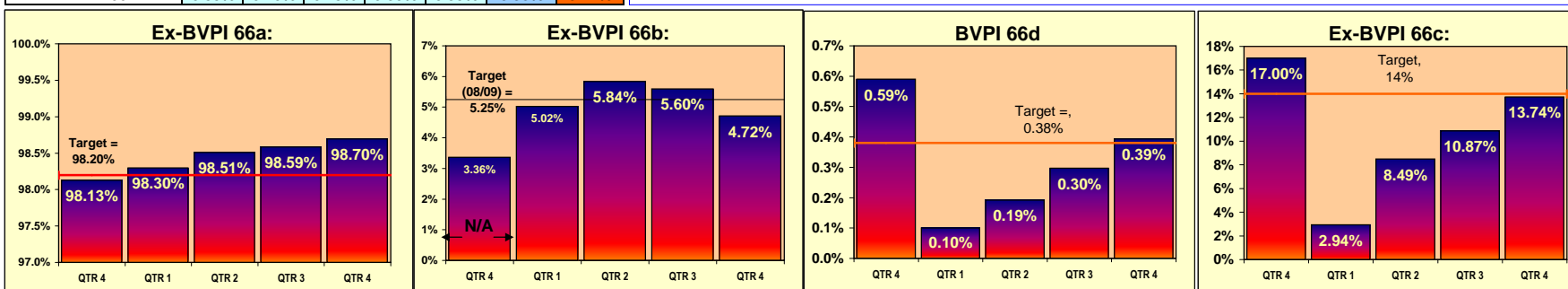
Comments (supplied by Vijay Pillai):

EE-BVPI 66a (KOI 8): The target has been achieved. This is an improvement of 0.58% compared with last year. Based on the 2007/08 Audit Commission published BVPI data, Hackney Homes current performance is above the national average and London top quartile. Comparisons of the Housemark National ALMO performance for 2008/09 (Q3) also demonstrates the fact Hackney Homes is one of best performing ALMO's in the country, well above the upper quartile position.

Ex-BVPI 66b: The position on this indicators shows we have again met the target, however the arrears situation has declined in performance since last year. Overall, comparison with 2007/08 shows our performance from a national perspective remains at the upper middle quartile and 1.38% better than the London top quartile position. In terms of current year the Housemark data for Q3 shows we are again within the upper middle quartile.

Ex-BVPI 66c: Again our target has been achieved and is performing well above the national and London top quartiles based on the 2007/08 BVPI data set. For the current year using Housemark Q3 National ALMO club data suggests 13.74% is within the upper middle quartile.

Ex-BVPI 66d: The target for 2008/09 has been met. However comparisons with other benchmarks suggest Hackney Homes performance largely remains within the lower middle quartile ranks, broadly the same as it was in previous year comparisons. However, given the level of historic arrears this is to be expected for a number of years.



FORMER TENANT ARREARS PERFORMANCE

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

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 | 07/08 (2008/09) | | | | | Target (08/09) | Last Year Outturn |
|---|-----------------|---------|---------|---------|---------|----------------|-------------------|
| | QTR 4 | QTR 1 | QTR 2 | QTR 3 | QTR 4 | | |
| | Week 53 | Week 13 | Week 26 | Week 39 | Week 52 | | |
| LKPI 21 | £4.1M | £4.3M | £4.5M | £3.2M | £3.4M | £3.9M | |
| LKPI 55 | 54.07% | 21.39% | 51.87% | 76.80% | 97.82% | 100.00% | |
| LKPI 56 | 7.21% | 2.74% | 6.09% | 8.75% | 14.63% | 12.85% | |
| LKPI 57 | 21.50% | 32.85% | 37.03% | 40.16% | 41.07% | 25% | |
| LII 22 - Rental income payment methods | | | | | | | |
| Paypoint | 17.23% | 18.20% | 19.64% | 20.56% | 22.10% | N/A | 17.58% |
| Credit /Debit card | 6.05% | 6.55% | 7.23% | 7.24% | 7.18% | N/A | 6.45% |
| Cash office | 7.65% | 8.78% | 7.64% | 8.42% | 8.47% | N/A | 9.41% |
| Giro bank | 44.73% | 43.19% | 41.94% | 39.45% | 37.41% | N/A | 43.14% |
| Standing order | 7.40% | 7.49% | 7.51% | 7.48% | 7.46% | N/A | 7.51% |
| Direct debit | 12.32% | 13.01% | 13.49% | 14.13% | 14.70% | N/A | 12.88% |
| Other | 4.62% | 2.78% | 2.56% | 2.72% | 2.68% | N/A | 3.03% |

Comments (Supplied by Ibrahim Ali):

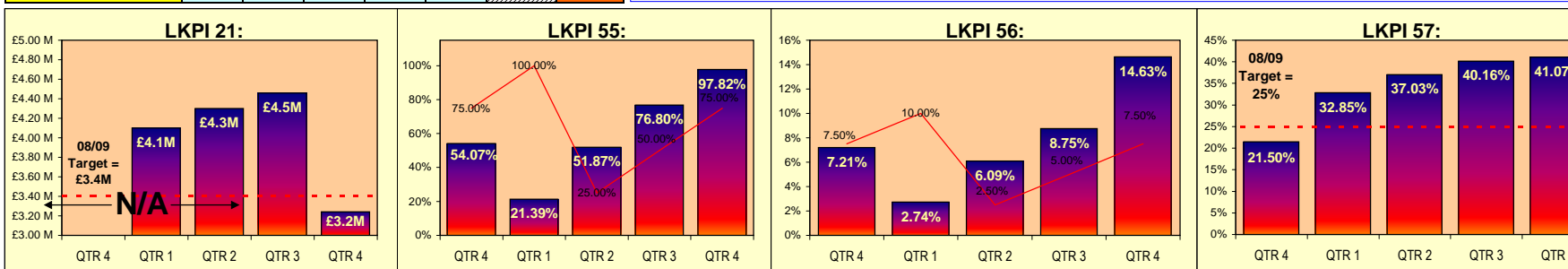
LKPI 21: For the year as whole the FTA debt has reduced by £700K from £3.9M to £3.2M. This has been possible due to former tenants teams prompt, robust and effective approach to minimising former tenant arrears, instigating action at the earliest possible stage in order to maximise collection. Target met

LKPI 55: A total of £489K (97.82%) was collected in 2008/9 against a target of £500K. The current economic down-turn has made an impact on the collection performance this year for both current and former tenants.

LKPI 56: £489K (14.63%) cash and HB collected against former tenants debt of £3.2M debt as at end of March 09 and the target has been achieved.

LKPI 57: LB Hackney approved the write off £1.3M bad debts submitted beginning of the year 2008/9 and the target has been achieved.

LII 22: We are continuing to promote cost effective payments methods. There has been small increase in Direct Debit and Paypoint usage. We are continuing to send Direct Debit forms with the quarterly rent statements and rent arrears letters.



25% 50% 75% 100% 25% 50% 75% 100%

RENT ARREARS BANDING 1

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 @ 01/04/2008 | Current arrears Balance | No of Accounts | Current Average Arrears |
|-------------------|------------------------------|-------------------------|----------------|-------------------------|
| North East | 521 | 214,160 | 400 | 535 |
| North West | 520 | 129,309 | 245 | 528 |
| Homerton | 538 | 205,915 | 400 | 515 |
| Queensbridge & DB | 532 | 157,378 | 316 | 498 |
| Shoreditch | 533 | 199,506 | 375 | 532 |
| TMO/Others | 543 | 53,770 | 100 | 538 |
| Total | 531 | 960,038 | 1,836 | 523 |

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

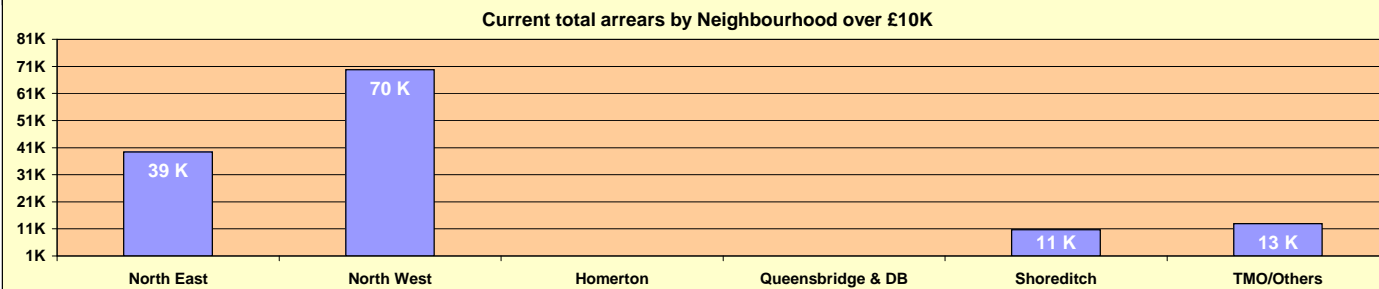
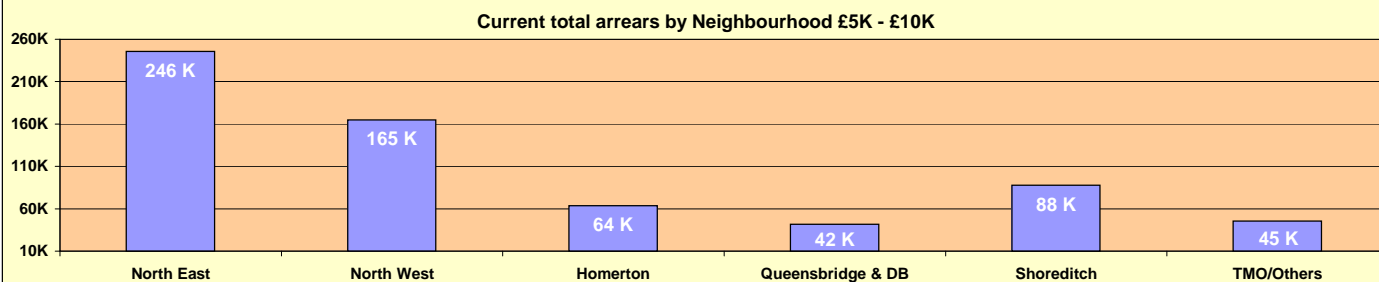
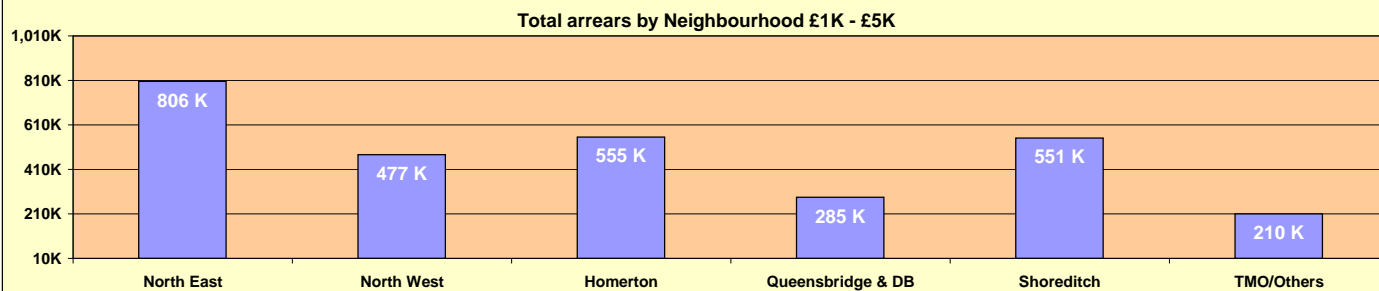
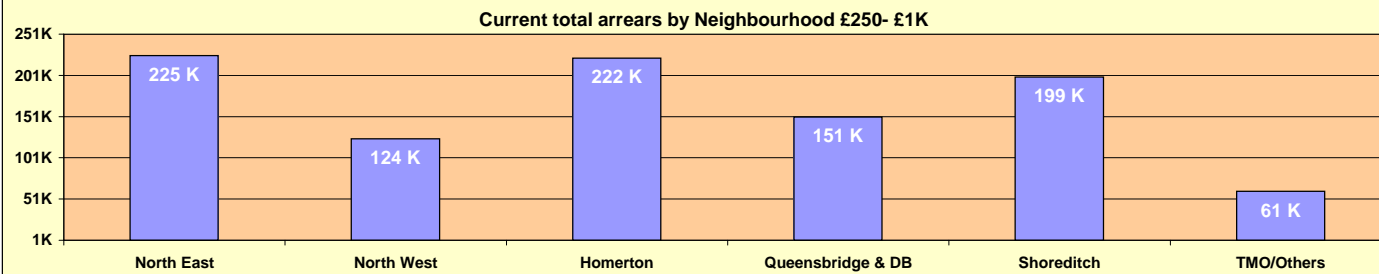
| Neighbourhood | Average Arrears @ 01/04/2008 | Current arrears Balance | No of Accounts | Current Average Arrears |
|-------------------|------------------------------|-------------------------|----------------|-------------------------|
| North East | 2,178 | 758,359 | 348 | 2,179 |
| North West | 2,387 | 485,337 | 208 | 2,333 |
| Homerton | 2,130 | 505,474 | 248 | 2,038 |
| Queensbridge & DB | 1,980 | 246,489 | 121 | 2,037 |
| Shoreditch | 2,184 | 504,047 | 253 | 1,992 |
| TMO/Others | 2,532 | 181,304 | 73 | 2,484 |
| Total | 2,206 | 2,681,010 | 1,251 | 2,143 |

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

| Neighbourhood | Average Arrears @ 01/04/2008 | Current arrears Balance | No of Accounts | Current Average Arrears |
|-------------------|------------------------------|-------------------------|----------------|-------------------------|
| North East | 6,377 | 226,578 | 35 | 6,474 |
| North West | 6,672 | 139,395 | 22 | 6,336 |
| Homerton | 5,843 | 51,204 | 9 | 5,689 |
| Queensbridge & DB | 5,633 | 35,960 | 6 | 5,993 |
| Shoreditch | 6,602 | 101,033 | 16 | 6,315 |
| TMO/Others | 6,199 | 51,328 | 8 | 6,416 |
| Total | 6,311 | 605,498 | 96 | 6,307 |

Neighbourhood Arrears Report by Banding £10K+

| Neighbourhood | Average Arrears @ 01/04/2008 | Current arrears Balance | No of Accounts | Current Average Arrears |
|-------------------|------------------------------|-------------------------|----------------|-------------------------|
| North East | 15,875 | 41,791 | 2 | 20,895 |
| North West | 16,169 | 33,097 | 1 | 33,097 |
| Homerton | 0 | | | |
| Queensbridge & DB | 0 | | | |
| Shoreditch | 11,234 | 13,114 | 1 | 13,114 |
| TMO/Others | 13,246 | 13,113 | 1 | 13,113 |
| Total | 15,198 | 101,115 | 5 | 20,223 |



Please note that the methodology for 08/09 has now changed as follows;

- North West** comprises; Stoke Newton & Lordship TMO
- Homerton** comprises; Homerton & Wayman Court (previously TMO)
- Queensbridge DB** comprises; QDB & Tower TMO
- Shoreditch** comprises; Shoreditch, Arden TMO & Wenlock TMO

Previously the neighbourhoods were reported separately from the TMO's. Targets, have therefore been adjusted to reflect these changes.

RENT ARREARS BANDING 2

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-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar 09 |
|----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | Week 53 | Week 04 | Week 08 | Week 12 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 | Week 43 | Week 47 | Week 52 |
| North East | 402 | 404 | 455 | 455 | 410 | 466 | 435 | 437 | 437 | 446 | 441 | 435 | 400 |
| North West | 217 | 229 | 234 | 241 | 226 | 234 | 235 | 246 | 246 | 246 | 228 | 253 | 245 |
| Homerton | 475 | 467 | 462 | 484 | 439 | 478 | 432 | 440 | 442 | 460 | 469 | 480 | 400 |
| Queensbridge & DB | 311 | 333 | 358 | 365 | 347 | 378 | 295 | 316 | 316 | 307 | 307 | 322 | 316 |
| Shoreditch | 374 | 383 | 392 | 406 | 372 | 405 | 380 | 363 | 420 | 406 | 404 | 387 | 375 |
| TMO/Others | 92 | 98 | 121 | 114 | 115 | 109 | 112 | 159 | 100 | 101 | 116 | 102 | 100 |
| Hackney Homes Total | 1,871 | 1,914 | 2,022 | 2,065 | 1,909 | 2,070 | 1,889 | 1,961 | 1,961 | 1,966 | 1,965 | 1,979 | 1,836 |

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

| Neighbourhoods | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 |
|----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|--------------|--------------|
| | Week 53 | Week 04 | Week 08 | Week 12 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 | Week 43 | Week 47 | Week 52 |
| North East | 392 | 395 | 384 | 385 | 386 | 382 | 375 | 374 | 367 | 363 | 365 | 356 | 348 |
| North West | 215 | 209 | 214 | 219 | 207 | 212 | 200 | 208 | 210 | 203 | 208 | 210 | 208 |
| Homerton | 279 | 280 | 288 | 286 | 284 | 272 | 262 | 262 | 257 | 252 | 250 | 244 | 248 |
| Queensbridge & DB | 167 | 168 | 178 | 168 | 161 | 165 | 144 | 151 | 143 | 149 | 139 | 130 | 121 |
| Shoreditch | 272 | 273 | 283 | 278 | 272 | 273 | 266 | 263 | 230 | 263 | 262 | 259 | 253 |
| TMO/Others | 94 | 91 | 97 | 98 | 91 | 90 | 83 | 86 | 118 | 82 | 82 | 83 | 73 |
| Hackney Homes Total | 1,419 | 1,416 | 1,444 | 1,434 | 1,401 | 1,394 | 1,330 | 1,344 | 1,325 | 1,312 | 1306 | 1,282 | 1,251 |

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

| Neighbourhoods | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 |
|----------------------------|------------|------------|------------|------------|------------|-----------|------------|-----------|-----------|-----------|------------|------------|-----------|
| | Week 53 | Week 04 | Week 08 | Week 12 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 | Week 43 | Week 47 | Week 52 |
| North East | 40 | 40 | 39 | 42 | 36 | 38 | 39 | 41 | 39 | 40 | 44 | 41 | 35 |
| North West | 30 | 31 | 31 | 28 | 28 | 23 | 26 | 24 | 23 | 22 | 22 | 22 | 22 |
| Homerton | 10 | 9 | 12 | 10 | 10 | 10 | 11 | 8 | 8 | 9 | 9 | 8 | 9 |
| Queensbridge & DB | 14 | 13 | 9 | 10 | 9 | 7 | 7 | 6 | 6 | 5 | 5 | 5 | 6 |
| Shoreditch | 12 | 14 | 15 | 16 | 13 | 13 | 14 | 13 | 9 | 14 | 16 | 17 | 16 |
| TMO/Others | 11 | 12 | 11 | 12 | 9 | 8 | 7 | 7 | 12 | 7 | 6 | 7 | 8 |
| Hackney Homes Total | 117 | 119 | 117 | 118 | 105 | 99 | 104 | 99 | 97 | 97 | 102 | 100 | 96 |

Neighbourhood Accounts in Arrears Report by Banding £10K+

| Neighbourhoods | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 |
|----------------------------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| | Week 53 | Week 04 | Week 08 | Week 12 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 | Week 43 | Week 47 | Week 52 |
| North East | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| North West | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 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 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| TMO/Others | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Hackney Homes Total | 9 | 10 | 9 | 9 | 9 | 9 | 8 | 8 | 8 | 8 | 7 | 6 | 5 |

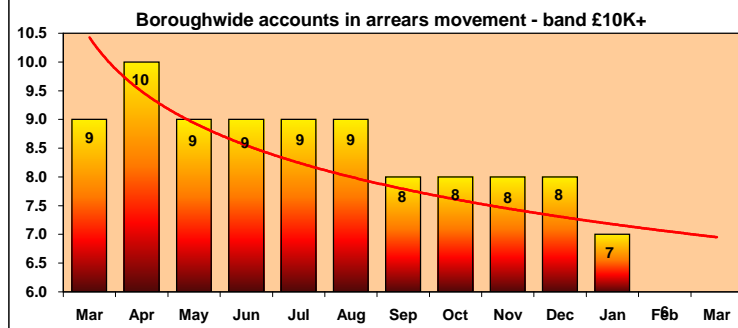
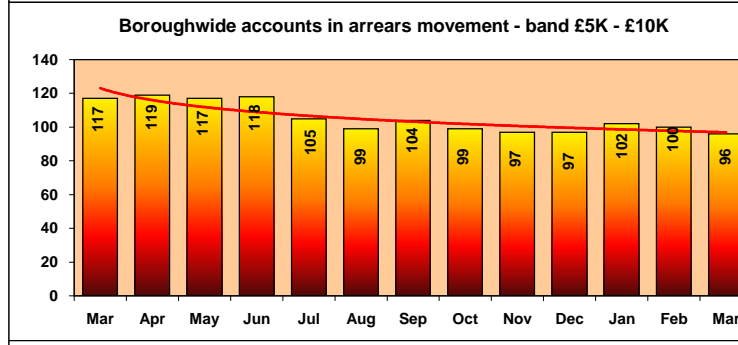
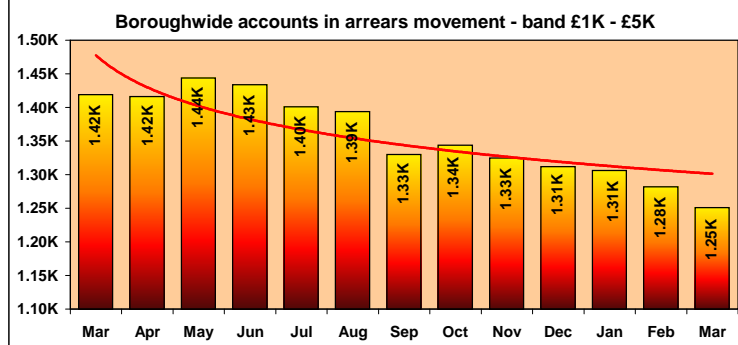
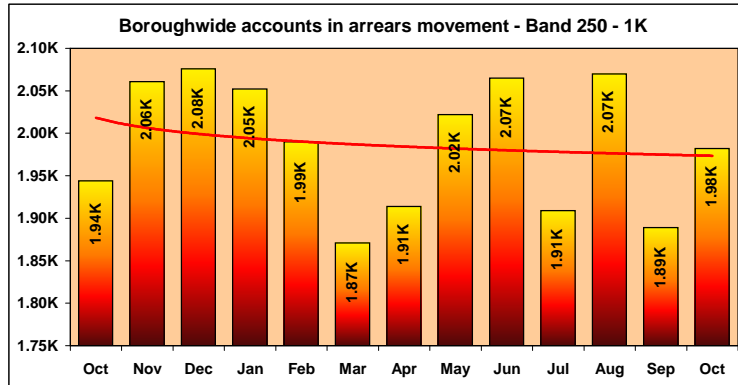
Comments (supplied by Clive Taber):

There has been very little change in number of accounts in arrears in each band with a small increase in number of accounts in the £250-1000 band.

Please note that the methodology for 08/09 has no changed as follows;

- North West** comprises; Stoke Newton & Lordship TMO
- Homerton** comprises; Homerton & Wayman
- Queensbridge DB** comprises; QDB & Tower TMO
- Shoreditch** comprises; Shoreditch, Arden TMO & Wenlock TMO

Previously the neighbourhoods were reported separately from the TMO. Also note that Targets, have therefore been adjusted to reflect these changes.



TENANCY MANAGEMENT AND AUDITS

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

Comments (Supplied by Malcolm Brewer)

LKPI 44 - The annual target was to achieve a 10% audit of all tenanted properties. This was exceeded and we verified 10.52%; subsequently achieving an overall excellent final YTD performance of 102.29%.

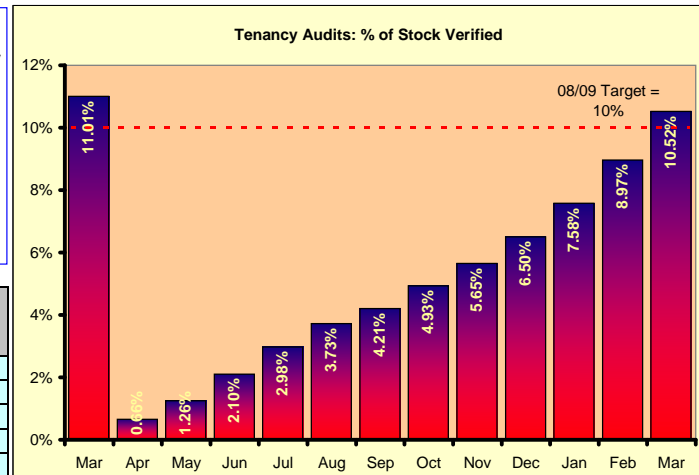
LKPI 45 - The high level of Mesne Profit Accounts is a reflection of the outcomes from the Tenancy Audits programme and these accounts are set-up, until verification of either lawful occupation or a proper succession is established.

LKPI 46b - 6 out of 8 squatted properties are on the Colville Estate, a regeneration estate with long term voids. Legal action is in progress. All long term voids are now being brought back into social housing use which will considerably reduce the opportunities to squat.

LII 16 - March performance was 84% a five percent increase. However, DBQ dipped in performance below 50% and the second time recently for Mouchel who will ensure this is not repeated. Overall YTD of 80.25% is a significant increase on 2007/08.

Year to Date Tenancy Audit Outcomes

| Neighbourhood | Tenancy Audits Allocated | Verified | Properties Repossessed / Terminated | % Verified / Completed against stock |
|----------------------------|--------------------------|-------------|-------------------------------------|--------------------------------------|
| North East | 571 | 570 | 23 | 11.20% |
| North West | 337 | 343 | 7 | 11.08% |
| Homerton | 410 | 426 | 12 | 9.49% |
| Queensbridge | 306 | 309 | 10 | 9.75% |
| Shoreditch | 430 | 453 | 17 | 11.00% |
| Hackney Homes Total | 2054 | 2101 | 69 | 10.52% |

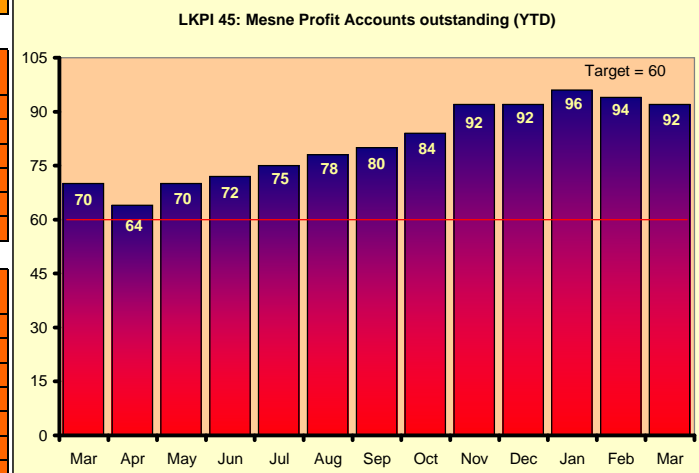


LKPI 44 Targeted tenancy audits verified & completed as a % of those allocated (YTD)

| Neighbourhoods | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD 08/09 | Outturn 07/08 |
|----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|----------------|---------------|
| North East | 83.69% | 39.66% | 40.00% | 56.25% | 69.75% | 67.65% | 71.76% | 76.98% | 83.21% | 80.87% | 91.69% | 95.55% | 99.82% | 99.82% | 83.72% |
| North West | 92.20% | 68.75% | 77.05% | 86.81% | 94.21% | 101.34% | 96.61% | 94.06% | 93.01% | 91.02% | 95.22% | 98.29% | 101.78% | 101.78% | 92.21% |
| Homerton | 88.38% | 102.56% | 71.79% | 76.56% | 80.95% | 83.73% | 80.16% | 88.13% | 98.97% | 99.68% | 101.50% | 102.53% | 103.90% | 103.90% | 88.38% |
| Queensbridge | 92.45% | 75.86% | 91.67% | 86.96% | 89.17% | 87.92% | 88.30% | 88.27% | 87.05% | 93.63% | 90.74% | 97.58% | 100.98% | 100.98% | 92.45% |
| Shoreditch | 91.24% | 79.49% | 87.01% | 88.71% | 85.80% | 82.35% | 76.86% | 73.76% | 80.07% | 86.14% | 89.02% | 102.73% | 105.35% | 105.35% | 91.24% |
| Hackney Homes Total | 89.04% | 70.05% | 72.19% | 78.61% | 83.08% | 83.39% | 81.77% | 83.47% | 88.39% | 90.14% | 93.56% | 99.12% | 102.29% | 102.29% | 89.05% |

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

| Neighbourhoods | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Target 08/09 | Outturn 07/08 |
|----------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|---------------|
| North East | 24 | 22 | 24 | 22 | 21 | 22 | 23 | 28 | 30 | 30 | 31 | 30 | 29 | N/A | 24 |
| North West | 5 | 3 | 5 | 6 | 7 | 7 | 6 | 4 | 4 | 4 | 5 | 5 | 6 | N/A | 5 |
| Homerton | 15 | 13 | 13 | 13 | 10 | 11 | 14 | 14 | 16 | 17 | 20 | 20 | 20 | N/A | 15 |
| Queensbridge | 15 | 13 | 14 | 14 | 16 | 17 | 16 | 15 | 16 | 13 | 13 | 13 | 12 | N/A | 15 |
| Shoreditch | 5 | 7 | 7 | 9 | 12 | 13 | 11 | 10 | 12 | 15 | 14 | 13 | 12 | N/A | 5 |
| Others/TMO | 6 | 6 | 7 | 8 | 9 | 8 | 10 | 13 | 14 | 13 | 13 | 13 | 13 | N/A | 6 |
| Hackney Homes Total | 70 | 64 | 70 | 72 | 75 | 78 | 80 | 84 | 92 | 92 | 96 | 94 | 92 | 60 | 70 |

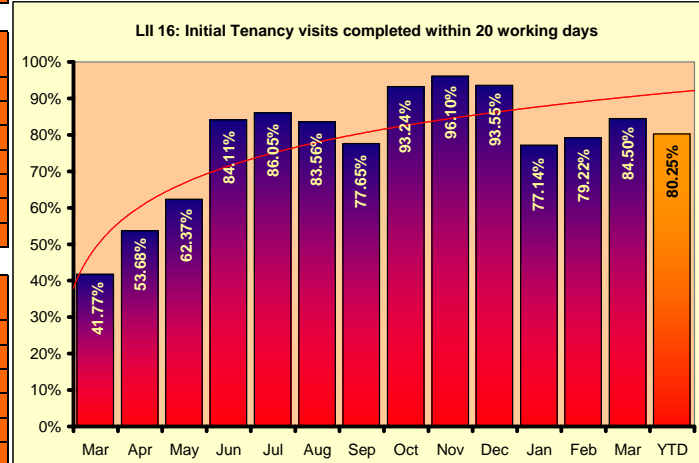


LKPI 46b YTD Number of squatted Properties outstanding (data source: Saffron)

| Neighbourhoods | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Target 08/09 | Outturn 07/08 |
|----------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--------------|---------------|
| North East | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 2 | 2 | 2 | 1 | 1 | N/A | 0 |
| North West | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | N/A | 1 |
| Homerton | 4 | 2 | 2 | 1 | 2 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | N/A | 4 |
| Queensbridge | 2 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | N/A | 2 |
| Shoreditch | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 5 | 6 | N/A | 0 |
| Others/TMO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | N/A | 0 |
| Hackney Homes Total | 7 | 4 | 4 | 2 | 5 | 3 | 2 | 2 | 3 | 3 | 7 | 8 | 8 | 5 | 7 |

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

| Neighbourhoods | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD (08/09) | Outturn 07/08 |
|----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| North East | 9.09% | 17.39% | 76.47% | 84.62% | 95.24% | 100.00% | 85.71% | 100.00% | 100.00% | 91.67% | 62.50% | 84.62% | 96.67% | 82.13% | 24.27% |
| North West | 73.33% | 57.14% | 68.18% | 58.82% | 64.29% | 73.33% | 100.00% | 91.67% | 93.10% | 91.67% | 100.00% | 86.67% | 90.00% | 81.36% | 50.85% |
| Homerton | 44.44% | 68.18% | 52.38% | 86.11% | 95.00% | 100.00% | 88.89% | 95.00% | 100.00% | 100.00% | 56.00% | 36.84% | 92.59% | 79.34% | 22.65% |
| Queensbridge | 60.00% | 73.33% | 55.56% | 100.00% | 100.00% | 60.00% | 71.43% | 100.00% | 100.00% | 100.00% | 87.50% | 100.00% | 45.45% | 78.29% | 46.04% |
| Shoreditch | 42.86% | 64.29% | 60.00% | 94.12% | 64.29% | 63.64% | 53.85% | 83.33% | 94.12% | 80.00% | 95.00% | 100.00% | 90.00% | 79.71% | 45.54% |
| Hackney Homes Total | 41.77% | 53.68% | 62.37% | 84.11% | 86.05% | 83.56% | 77.65% | 93.24% | 96.10% | 93.55% | 77.14% | 79.22% | 84.50% | 80.25% | 36.23% |



EMPTY PROPERTY MANAGEMENT

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

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

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

Housemark Void LKPI's (YTD)

| Hackney Homes Total | QTR 1 08/09 | QTR 2 08/09 | QTR 3 08/09 | QTR 4 08/09 | End 2007/8 |
|--------------------------------------|-------------|-------------|-------------|-------------|------------|
| LKPI 33 - % of rent lost through | 4.34% | 4.68% | 3.75% | 0.91% | 4.87% |
| LKPI 35 - No. of major works voids | 863 | 1042 | 671 | 597 | 926 |
| LKPI 36 - % Major Works Voids | 3.66% | 4.42% | 2.85% | 2.53% | 3.89% |
| LKPI 39 - No. of Lettings | 281 | 204 | 194 | 278 | 912 |
| LKPI 41 - No. of voids at end of qtr | 134 | 155 | 199 | 245 | 252 |
| LKPI 42 - % of voids at end of qtr | 4.23% | 5.08% | 3.69% | 3.83% | 4.78% |

Comments: (Supplied by Malcolm Brewer)

The poor overall performance for March, of 29 days, was due to staffing difficulties within the Councils CBL Allocations Team, which resulted in delayed CBL short-lists being sent to Neighbourhoods, for property viewings. That situation has now been addressed. Including those difficulties and the very poor void repairs turnaround performance, from the newly appointed frame work contractors, from November to February, this resulted in a final YTD performance of 23 days. This is 2 days down, compared to 2007/8. This figure is still 2 days within the target of 25 days.

Hackney Homes overall performance for 2008/9, continues to demonstrate Top Quartile for London & the UK

Neighbourhoods:

The difficulties outlined above, are the reasons for the severe decline in the March performance of 6 days. This resulted in a final YTD figure, for Neighbourhoods of 22 days. This is 2 days down, compared to 2007/8.

TMO's

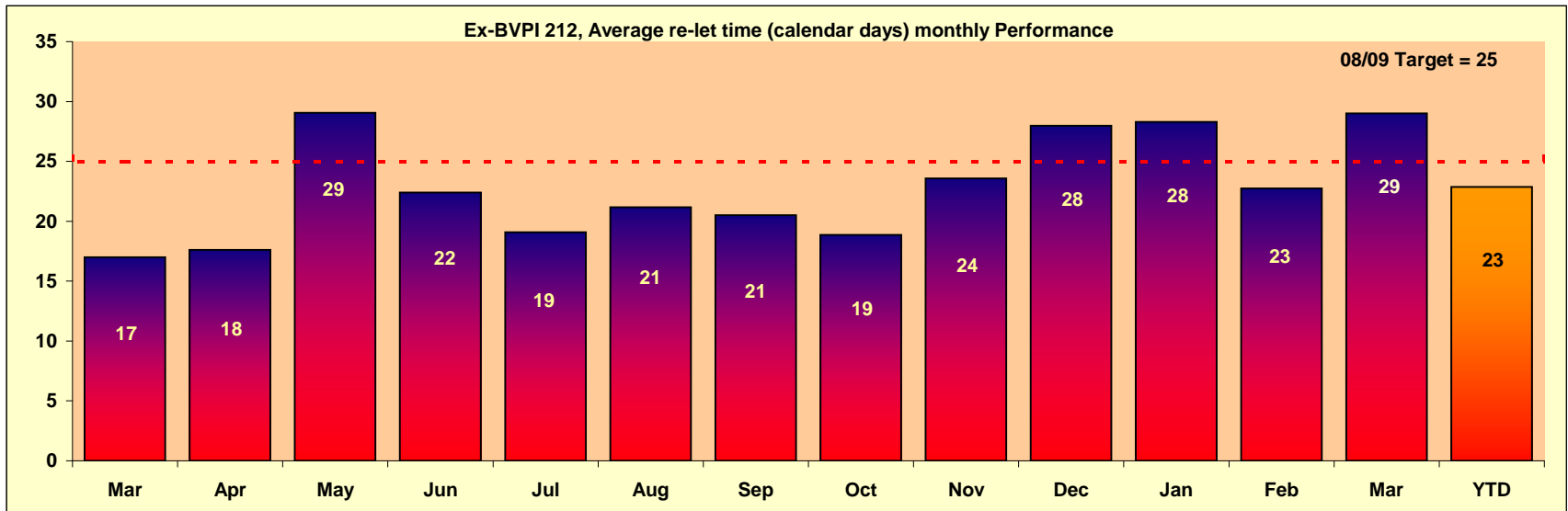
A total of 6 TMO's let properties in March, only 2 of those let properties within the target time. One TMO, who let only 1 property had an extremely poor turnaround time. This is being investigated, to establish the reasons for that. The TMO performance for March of 41 days is the worst performing month in 2008/9 and is down 4 days compared to February. The final YTD performance of 28 days is 5 days down, compared to 2007/8.

Ex-BVPI 212 Average re-let time

| Neighbourhoods | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Target 08/09 (days) | YTD 08/09 | 2007 /08 |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------------|-----------|----------|
| North East | 18 | 18 | 13 | 24 | 22 | 15 | 25 | 20 | 22 | 23 | 21 | 19 | 23 | 25 | 20 | 18 |
| North West | 19 | 11 | 21 | 22 | 23 | 24 | 28 | 18 | 24 | 46 | 30 | 28 | 34 | 25 | 25 | 21 |
| Homerton | 17 | 16 | 19 | 21 | 17 | 28 | 20 | 25 | 20 | 23 | 21 | 15 | 16 | 25 | 20 | 20 |
| Queensbridge DB | 14 | 16 | 19 | 19 | 14 | 28 | 21 | 28 | 26 | 29 | 32 | 32 | 40 | 25 | 26 | 25 |
| Shoreditch | 13 | 32 | 10 | 14 | 15 | 14 | 10 | 8 | 18 | 22 | 34 | 20 | 15 | 25 | 19 | 18 |
| Neighbourhood Total | 18 | 16 | 17 | 21 | 19 | 23 | 21 | 19 | 22 | 27 | 28 | 21 | 27 | 25 | 22 | 20 |
| TMO | 16 | 25 | 128 | 29 | 20 | 16 | 15 | 16 | 35 | 32 | 31 | 37 | 41 | 23 | 28 | 23 |
| Hackney Homes Total | 17 | 18 | 29 | 22 | 19 | 21 | 21 | 19 | 24 | 28 | 28 | 23 | 29 | 25 | 23 | 21 |

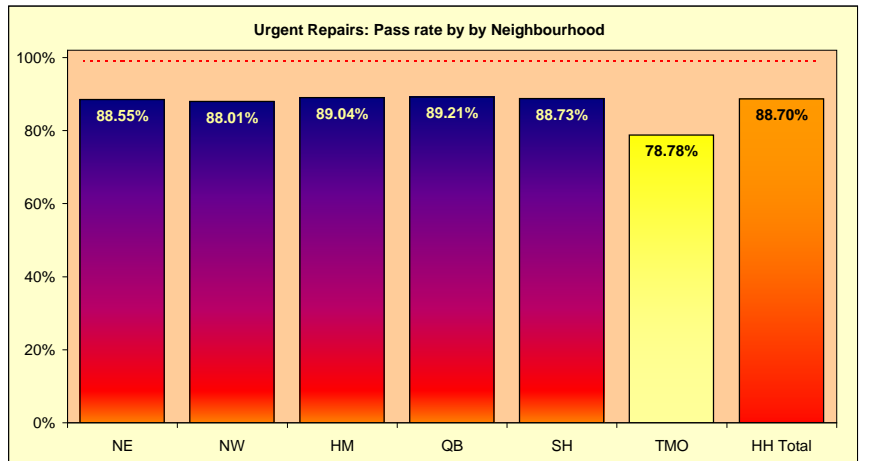
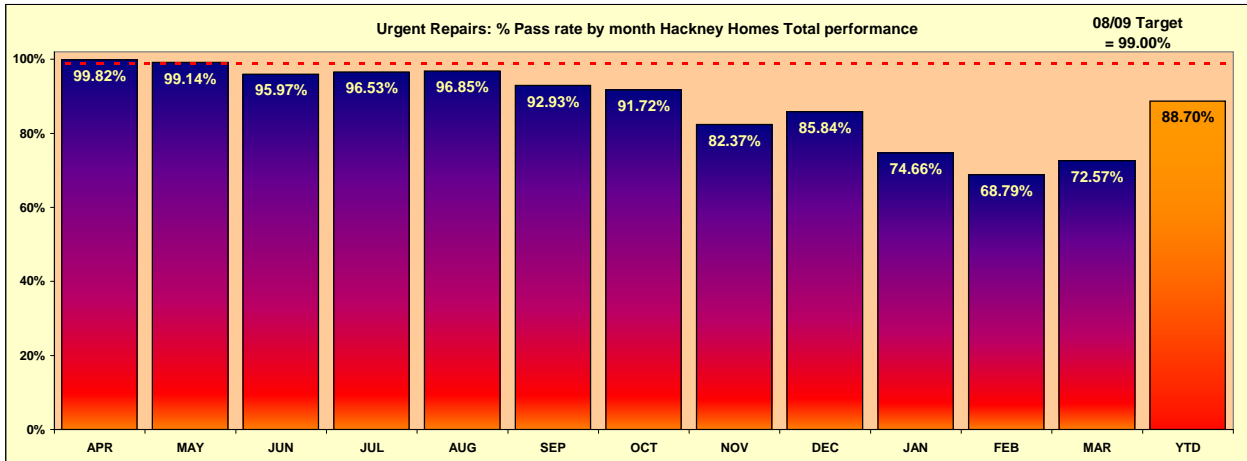
LKPI 34 YTD Relettable Voids as % of Stock (data source: Saffron)

| Neighbourhoods | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Target 08/09 | Outturn 07/08 |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------|---------------|
| North East | 0.67% | 0.54% | 0.54% | 0.39% | 0.59% | 0.54% | 0.55% | 0.54% | 0.50% | 0.70% | 0.57% | 0.52% | 0.73% | N/A | 0.67% |
| North West | 1.46% | 0.82% | 1.00% | 0.94% | 0.97% | 1.06% | 1.15% | 0.79% | 0.94% | 1.06% | 1.21% | 1.21% | 1.24% | N/A | 1.46% |
| Homerton | 1.11% | 1.01% | 0.61% | 0.53% | 0.55% | 0.44% | 0.70% | 0.94% | 0.99% | 0.77% | 0.75% | 0.68% | 1.01% | N/A | 1.11% |
| Queensbridge | 0.90% | 0.56% | 0.29% | 0.44% | 0.56% | 0.29% | 0.35% | 0.41% | 0.35% | 0.76% | 0.88% | 0.91% | 0.91% | N/A | 0.90% |
| Shoreditch | 0.48% | 0.62% | 0.51% | 0.62% | 0.92% | 0.68% | 0.68% | 0.82% | 0.96% | 0.96% | 1.06% | 1.68% | 1.95% | N/A | 0.48% |
| Others/TMO | 0.79% | 0.45% | 0.69% | 0.64% | 0.59% | 0.40% | 0.59% | 0.56% | 0.69% | 0.96% | 0.72% | 0.72% | 0.77% | N/A | 0.79% |
| Hackney Homes Total | 0.89% | 0.67% | 0.60% | 0.57% | 0.67% | 0.55% | 0.66% | 0.67% | 0.72% | 0.84% | 0.82% | 0.88% | 1.04% | 0.90% | 0.89% |



RIGHT TO REPAIR/URGENT REPAIRS 01/04/08 - 31/03/09 (Responsibility of Property Services)

| 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) | APR | | MAY | | JUN | | JUL | | AUG | | SEP | | OCT | | NOV | | DEC | | JAN | | FEB | | MAR | | YTD | |
|---|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
| | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders |
| North East | 100.00% | 269 | 98.70% | 230 | 94.68% | 188 | 97.50% | 240 | 94.79% | 192 | 93.13% | 262 | 89.67% | 300 | 79.57% | 235 | 87.36% | 269 | 76.96% | 230 | 71.83% | 213 | 73.96% | 192 | 88.55% | 2820 |
| North West | 100.00% | 193 | 98.76% | 161 | 99.15% | 117 | 95.63% | 160 | 97.76% | 134 | 94.94% | 158 | 91.33% | 196 | 76.50% | 183 | 79.52% | 166 | 74.69% | 162 | 65.14% | 109 | 75.22% | 113 | 88.01% | 1852 |
| Homerton | 99.60% | 252 | 100.00% | 191 | 95.73% | 164 | 98.21% | 224 | 95.60% | 182 | 91.83% | 208 | 90.87% | 252 | 87.44% | 199 | 89.10% | 211 | 72.25% | 209 | 66.88% | 154 | 68.97% | 145 | 89.04% | 2391 |
| Queensbridge | 99.34% | 152 | 100.00% | 146 | 98.43% | 127 | 92.81% | 139 | 98.04% | 102 | 91.67% | 144 | 91.93% | 161 | 85.52% | 145 | 85.37% | 164 | 73.43% | 143 | 74.53% | 106 | 73.12% | 93 | 89.21% | 1622 |
| Shoreditch | 100.00% | 238 | 98.51% | 202 | 93.68% | 174 | 96.84% | 158 | 99.35% | 153 | 93.16% | 190 | 95.20% | 250 | 83.78% | 185 | 86.03% | 179 | 75.35% | 215 | 65.50% | 171 | 71.97% | 157 | 88.73% | 2272 |
| Hackney Homes Total | 99.82% | 1104 | 99.14% | 930 | 95.97% | 770 | 96.53% | 921 | 96.85% | 763 | 92.93% | 962 | 91.72% | 1159 | 82.37% | 947 | 85.84% | 989 | 74.66% | 959 | 68.79% | 753 | 72.57% | 700 | 88.70% | 10957 |
| TMO's | 90.11% | 91 | 98.65% | 74 | 93.44% | 61 | 82.65% | 98 | 85.71% | 77 | 78.48% | 79 | 81.13% | 106 | 75.58% | 86 | 80.52% | 77 | 64.62% | 130 | 62.07% | 87 | 65.88% | 85 | 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: 99%

NA - Not available

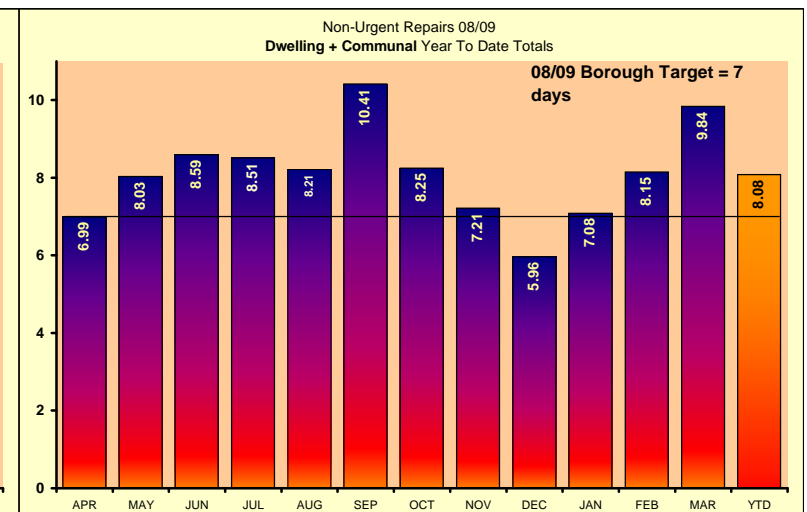
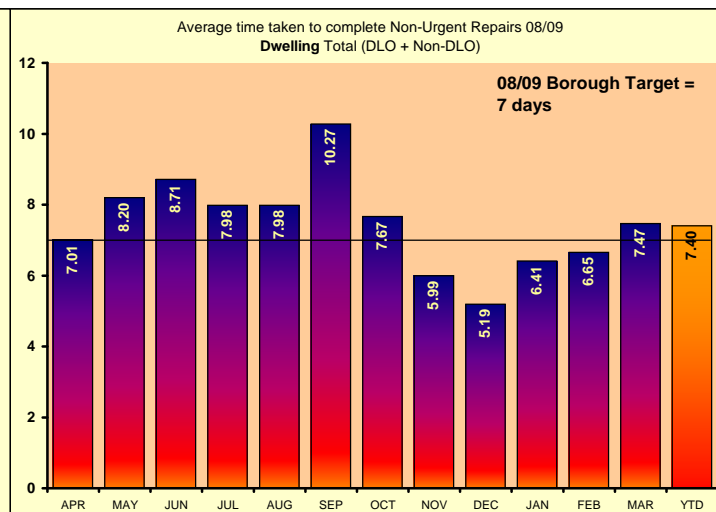
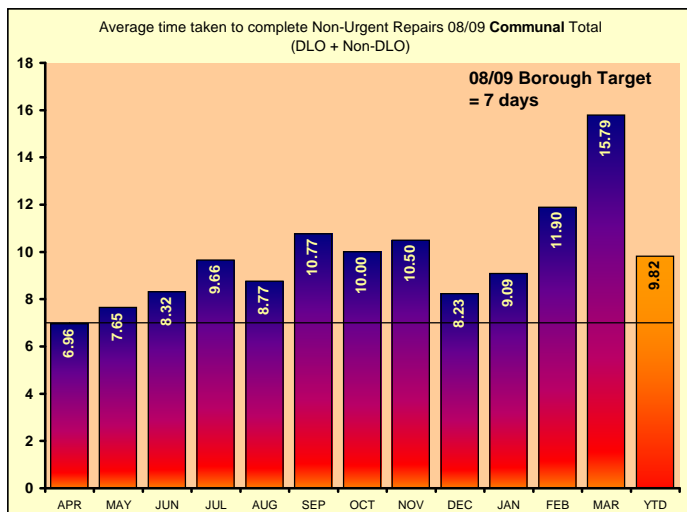
Data source: Saffron, Data provider: Performance Team

Comments (Supplied by Jerry Austin, Property Services)

LKPI 3: The outturn for 2008/09 is 91.57 against the target of 99. The performance was affected by the high level of heating breakdowns during the heating season. The target for 2009/10 has been adjusted to reflect this pressure.

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

| LKPI 4 (Ex BVPI 73): Average Time taken to complete Non-Urgent Repairs | | APR | | MAY | | JUN | | JUL | | AUG | | SEP | | OCT | | NOV | | DEC | | JAN | | FEB | | MAR | | YEAR TO DATE | |
|---|---------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | | 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 | 6.71 | 3982 | 7.23 | 3724 | 8.13 | 3716 | 7.60 | 3791 | 7.72 | 3280 | 9.25 | 3619 | 5.50 | 4693 | 5.02 | 4275 | 4.86 | 4023 | 5.91 | 4586 | 6.11 | 3947 | 6.72 | 3932 | 6.64 | 47568 |
| | Non DLO | 15.15 | 147 | 28.33 | 180 | 24.48 | 137 | 13.08 | 280 | 10.21 | 385 | 15.71 | 683 | 25.88 | 559 | 14.98 | 465 | 7.70 | 534 | 10.55 | 552 | 13.11 | 330 | 17.42 | 294 | 15.36 | 4546 |
| Dwelling Repairs Total | | 7.01 | 4129 | 8.20 | 3904 | 8.71 | 3853 | 7.98 | 4071 | 7.98 | 3665 | 10.27 | 4302 | 7.67 | 5252 | 5.99 | 4740 | 5.19 | 4557 | 6.41 | 5138 | 6.65 | 4277 | 7.47 | 4226 | 7.40 | 52114 |
| Communal Repairs | DLO | 5.52 | 913 | 5.61 | 899 | 6.13 | 996 | 7.22 | 901 | 7.24 | 731 | 10.01 | 877 | 4.66 | 917 | 4.70 | 935 | 6.17 | 828 | 7.20 | 915 | 10.44 | 849 | 11.56 | 974 | 7.20 | 10735 |
| | Non DLO | 8.80 | 709 | 9.80 | 852 | 11.21 | 756 | 11.90 | 981 | 10.25 | 751 | 11.57 | 826 | 16.06 | 809 | 17.06 | 826 | 10.65 | 706 | 11.26 | 795 | 13.35 | 856 | 21.58 | 712 | 12.77 | 9579 |
| Communal Repairs Total | | 6.96 | 1622 | 7.65 | 1751 | 8.32 | 1752 | 9.66 | 1882 | 8.77 | 1482 | 10.77 | 1703 | 10.00 | 1726 | 10.50 | 1761 | 8.23 | 1534 | 9.09 | 1710 | 11.90 | 1705 | 15.79 | 1686 | 9.82 | 20314 |
| HACKNEY HOMES TOTAL | | 6.99 | 5751 | 8.03 | 5655 | 8.59 | 5605 | 8.51 | 5953 | 8.21 | 5147 | 10.41 | 6005 | 8.25 | 6978 | 7.21 | 6501 | 5.96 | 6091 | 7.08 | 6848 | 8.15 | 5982 | 9.84 | 5912 | 8.08 | 72428 |
| TMO's | | 23.71 | 736 | 7.49 | 467 | 6.01 | 534 | 16.64 | 595 | 23.87 | 502 | 12.29 | 567 | 14.55 | 626 | 12.94 | 690 | 9.66 | 616 | 5.84 | 622 | 6.36 | 506 | 8.85 | 539 | 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. This excludes the number of immediate and emergency priority jobs where a response is usually required within 24hrs.

Target: 7 days

Data source: Saffron, Data provider: Performance Team

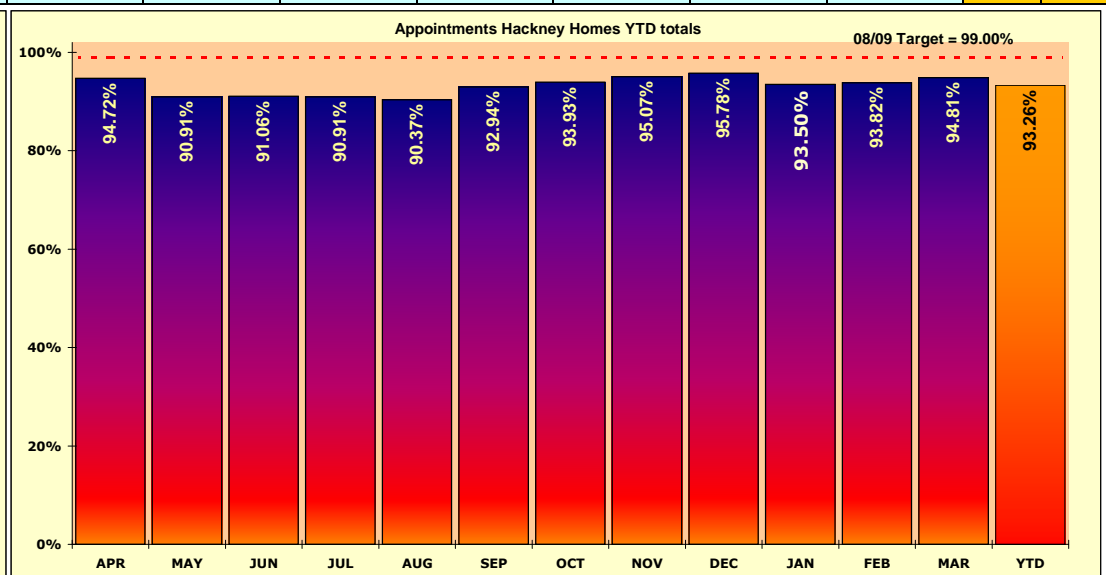
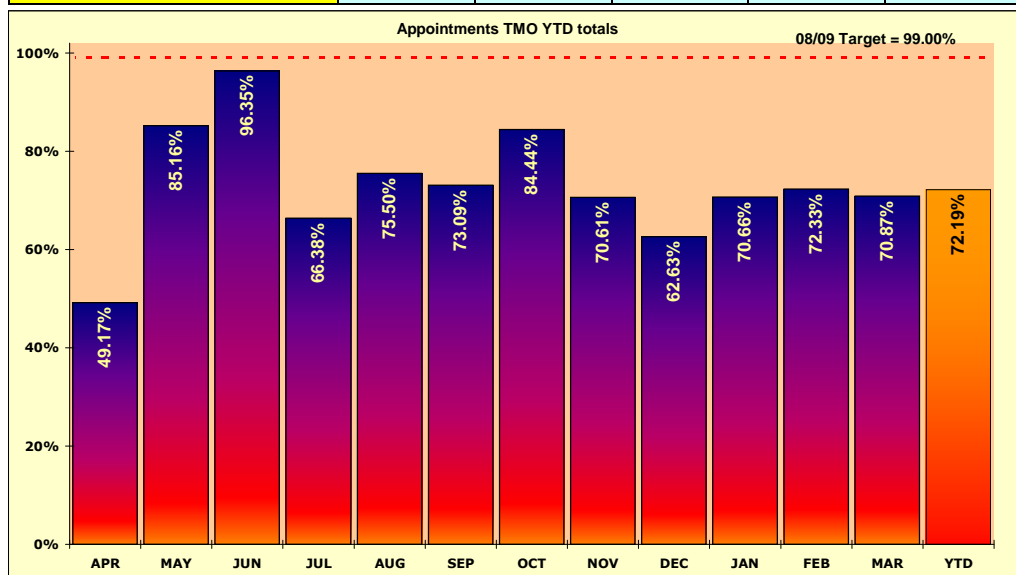
Comments (Supplied by Jerry Austin, Property Services)

LKPI 4: The average duration in 2008/09 was 8 days against the target of 7. The overall performance has been affected by the performance of non-DLO contractors. Overall, the DLO completed 58,350 repairs with an average performance of 6.74 days.

Additional efforts are being made with outside contractors to ensure they adhere to Hackney Homes completion targets

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

| LKPI 6 (Ex BVPI 185): Monthly Percentage of responsive repairs appointments made and kept | APR | | MAY | | JUN | | JUL | | AUG | | SEP | | OCT | | NOV | | DEC | | JAN | | FEB | | MAR | | YEAR TO DATE | |
|--|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
| | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders |
| North East | 94.52% | 675 | 86.36% | 645 | 90.09% | 686 | 90.46% | 776 | 89.99% | 759 | 92.33% | 926 | 93.30% | 970 | 94.71% | 832 | 94.87% | 857 | 93.14% | 948 | 93.57% | 778 | 93.55% | 775 | 92.40% | 9627 |
| North West | 92.89% | 436 | 88.14% | 413 | 87.99% | 408 | 90.07% | 453 | 89.30% | 458 | 92.83% | 544 | 93.52% | 633 | 93.68% | 538 | 94.81% | 539 | 93.86% | 586 | 92.95% | 454 | 93.35% | 511 | 92.18% | 5973 |
| Homerton | 95.42% | 633 | 93.45% | 580 | 91.95% | 596 | 90.56% | 699 | 91.11% | 641 | 92.54% | 804 | 93.28% | 893 | 96.13% | 827 | 97.04% | 709 | 94.56% | 901 | 93.73% | 781 | 96.42% | 698 | 93.91% | 8762 |
| Queensbridge | 96.20% | 368 | 94.57% | 387 | 93.91% | 427 | 93.67% | 395 | 90.80% | 402 | 92.84% | 461 | 94.28% | 559 | 95.60% | 477 | 95.67% | 462 | 92.32% | 560 | 95.79% | 451 | 95.78% | 474 | 94.27% | 5423 |
| Shoreditch | 94.64% | 504 | 93.22% | 516 | 91.39% | 511 | 90.68% | 515 | 90.66% | 471 | 94.57% | 608 | 95.58% | 770 | 94.93% | 651 | 96.63% | 534 | 93.23% | 576 | 93.38% | 544 | 95.12% | 492 | 93.80% | 6692 |
| Hackney HomesTotal | 94.72% | 2616 | 90.91% | 2541 | 91.06% | 2628 | 90.91% | 2838 | 90.37% | 2731 | 92.94% | 3343 | 93.93% | 3825 | 95.07% | 3325 | 95.78% | 3101 | 93.50% | 3571 | 93.82% | 3008 | 94.81% | 2950 | 93.26% | 36477 |
| TMO's | 49.17% | 301 | 85.16% | 182 | 96.35% | 192 | 66.38% | 229 | 75.50% | 200 | 73.09% | 223 | 84.44% | 270 | 70.61% | 228 | 62.63% | 198 | 70.66% | 259 | 72.33% | 206 | 70.87% | 230 | 72.19% | 2718 |



LKPI 06 (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. This excludes from both the numerator & the denominator the number of urgent and emergency priority jobs where a response is usually required within 24hrs.

Data source: Saffron

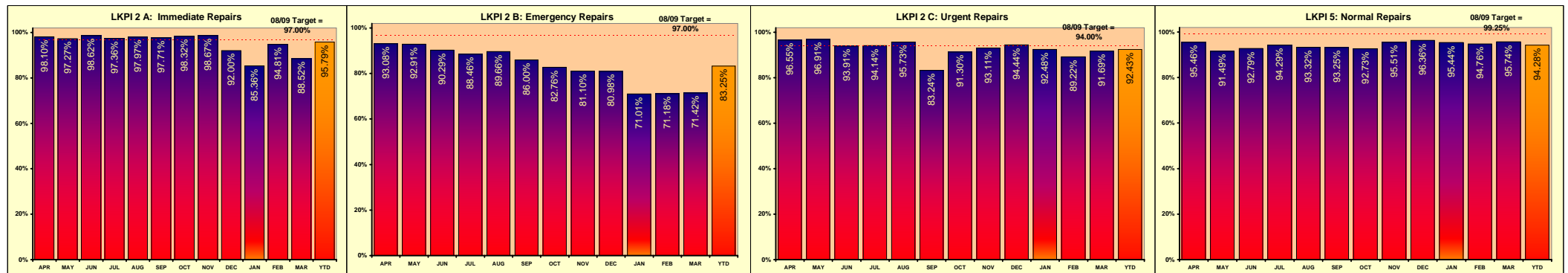
Data provider: Performance Team

Comments (Supplied by Jerry Austin, Property Services)

LKPI 6: 93.8% of repairs appointments were made and subsequently kept. This is below the target of 99%. The drop in performance is due to a change in methodology in calculating this statistic. The 2009/10 target has been changed to reflect the change in methodology.

PERFORMANCE AGAINST PRIORITY (Whilst data is by Neighbourhood, this is a Property Services Indicator)

| LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time | | APR | | MAY | | JUN | | JUL | | AUG | | SEP | | OCT | | NOV | | DEC | | JAN | | FEB | | MAR | | YEAR TO DATE | |
|---|------------------------------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
| | | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders |
| DLO (Direct Labour Organisation ie Hackney Building Maintenance) | Immediate | 100.00% | 126 | 97.60% | 125 | 99.14% | 116 | 96.52% | 115 | 98.18% | 110 | 97.55% | 204 | 99.53% | 846 | 99.06% | 212 | 85.83% | 120 | 67.52% | 157 | 80.51% | 118 | 79.19% | 149 | 94.04% | 2398 |
| | Emergency | 98.52% | 1966 | 98.81% | 1590 | 98.83% | 1448 | 97.43% | 1364 | 95.26% | 1182 | 91.37% | 811 | 89.74% | 819 | 85.16% | 1496 | 84.38% | 1607 | 73.58% | 1794 | 72.95% | 1534 | 75.35% | 1448 | 88.11% | 17059 |
| | Urgent | 98.68% | 303 | 98.11% | 371 | 95.83% | 312 | 94.70% | 415 | 96.46% | 396 | 84.30% | 484 | 91.88% | 887 | 94.74% | 723 | 96.07% | 560 | 93.92% | 444 | 91.46% | 363 | 92.50% | 400 | 93.71% | 5658 |
| | Normal | 96.41% | 3622 | 94.14% | 3484 | 94.21% | 3627 | 95.12% | 3726 | 94.21% | 3091 | 94.68% | 3703 | 96.61% | 4214 | 97.89% | 3741 | 97.61% | 3562 | 96.24% | 4067 | 95.87% | 3556 | 96.43% | 3643 | 95.82% | 44036 |
| | DLO Neighbourhood Total | 97.29% | 6017 | 95.82% | 5570 | 95.62% | 5503 | 95.68% | 5620 | 94.75% | 4779 | 93.31% | 5202 | 95.52% | 6766 | 94.48% | 6172 | 93.59% | 5849 | 89.09% | 6462 | 88.94% | 5571 | 90.28% | 5640 | 93.68% | 69151 |
| NON DLO (Not Direct Labour Organisation ie External Contractors) | Immediate | 97.28% | 294 | 97.13% | 314 | 98.38% | 247 | 97.61% | 377 | 97.90% | 333 | 97.81% | 320 | 94.70% | 283 | 98.41% | 314 | 94.90% | 255 | 94.08% | 321 | 99.00% | 402 | 94.24% | 243 | 96.92% | 3703 |
| | Emergency | 55.90% | 288 | 65.40% | 341 | 54.36% | 344 | 53.69% | 352 | 62.08% | 240 | 71.62% | 303 | 59.68% | 248 | 56.80% | 250 | 59.45% | 254 | 53.44% | 262 | 57.71% | 201 | 47.23% | 235 | 58.29% | 3318 |
| | Urgent | 56.25% | 16 | 70.59% | 17 | 75.76% | 33 | 86.21% | 29 | 84.62% | 26 | 70.73% | 41 | 75.76% | 33 | 67.39% | 46 | 67.65% | 34 | 79.17% | 48 | 71.11% | 45 | 76.19% | 21 | 73.78% | 389 |
| | Normal | 82.17% | 258 | 65.83% | 360 | 73.61% | 269 | 88.33% | 514 | 88.43% | 562 | 87.29% | 889 | 74.15% | 878 | 83.12% | 717 | 90.22% | 726 | 91.16% | 758 | 88.05% | 586 | 91.04% | 536 | 84.66% | 7053 |
| | Non-DLO Neighbourhood Total | 78.04% | 856 | 75.29% | 1032 | 73.12% | 893 | 81.45% | 1272 | 85.62% | 1161 | 85.96% | 1553 | 75.73% | 1442 | 81.24% | 1327 | 84.40% | 1269 | 84.31% | 1389 | 86.06% | 1234 | 81.55% | 1035 | 81.46% | 14463 |
| HACKNEY HOMES TOTAL: | | 94.89% | 6873 | 92.61% | 6602 | 92.48% | 6396 | 93.05% | 6892 | 92.96% | 5940 | 91.62% | 6755 | 92.04% | 8208 | 92.13% | 7499 | 91.95% | 7118 | 88.24% | 7851 | 88.42% | 6805 | 88.93% | 6675 | 91.57% | 83614 |
| HH Performance Overall Total by Priority: | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LKPI 2A: Immediate | | 98.10% | 420 | 97.27% | 439 | 98.62% | 363 | 97.36% | 492 | 97.97% | 443 | 97.71% | 524 | 98.32% | 1129 | 98.67% | 526 | 92.00% | 375 | 85.36% | 478 | 94.81% | 520 | 88.52% | 392 | 95.79% | 6101 |
| LKPI 2B: Emergency | | 93.08% | 2254 | 92.91% | 1931 | 90.29% | 1792 | 88.46% | 1716 | 89.66% | 1422 | 86.00% | 1114 | 82.76% | 1067 | 81.10% | 1746 | 80.98% | 1861 | 71.01% | 2056 | 71.18% | 1735 | 71.42% | 1683 | 83.25% | 20377 |
| LKPI 2C: Urgent | | 96.55% | 319 | 96.91% | 388 | 93.91% | 345 | 94.14% | 444 | 95.73% | 422 | 83.24% | 525 | 91.30% | 920 | 93.11% | 769 | 94.44% | 594 | 92.48% | 492 | 89.22% | 408 | 91.69% | 421 | 92.43% | 6047 |
| LKPI 5: Normal | | 95.46% | 3880 | 91.49% | 3844 | 92.79% | 3896 | 94.29% | 4240 | 93.32% | 3653 | 93.25% | 4592 | 92.73% | 5092 | 95.51% | 4458 | 96.36% | 4288 | 95.44% | 4825 | 94.76% | 4142 | 95.74% | 4179 | 94.28% | 51089 |
| TMO'S | | 69.96% | 829 | 91.90% | 543 | 93.33% | 600 | 77.55% | 695 | 79.73% | 582 | 86.76% | 627 | 89.69% | 737 | 83.78% | 783 | 84.63% | 696 | 89.01% | 755 | 89.63% | 598 | 90.16% | 630 | 85.05% | 8075 |



LKPIs: 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 Jerry Austin, Property Services)

LKPI 2 The outturn for 2008/09 is 88.7 against the target of 99. The performance was affected by the high level of heating breakdowns during the heating season. The target for 2009/10 has been adjusted to reflect this pressure.

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

Gas servicing programme completed year to date

| Number of services completed within the month | APR | MAY | JUNE | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | Total No Dwellings due a Service | Outstanding services | YTD Total completed | LII 2: YTD % of servicing complete |
|---|------------|------------|-------------|-------------|-------------|-------------|-------------|------------|------------|------------|------------|-------------|----------------------------------|----------------------|---------------------|------------------------------------|
| North East | 214 | 178 | 441 | 385 | 534 | 1174 | 412 | 177 | 27 | 177 | 237 | 513 | 4659 | 190 | 4469 | 95.92% |
| North West | 17 | 47 | 329 | 492 | 442 | 865 | 311 | 112 | 23 | 21 | 30 | 120 | 2849 | 40 | 2809 | 98.60% |
| Homerton | 31 | 52 | 371 | 786 | 573 | 995 | 394 | 109 | 21 | 36 | 61 | 157 | 3627 | 41 | 3586 | 98.87% |
| Queensbridge and DB | 21 | 121 | 447 | 373 | 294 | 457 | 192 | 79 | 20 | 26 | 29 | 397 | 2471 | 15 | 2456 | 99.39% |
| Shoreditch | 242 | 170 | 318 | 206 | 255 | 351 | 190 | 54 | 11 | 248 | 498 | 612 | 3177 | 22 | 3155 | 99.31% |
| Hackney Homes Total | 525 | 568 | 1906 | 2242 | 2098 | 3842 | 1499 | 531 | 102 | 508 | 855 | 1799 | 16783 | 308 | 16475 | 98.16% |
| % service completed | 3.13% | 6.51% | 17.87% | 31.23% | 43.73% | 66.62% | 75.55% | 78.72% | 79.32% | 82.35% | 87.45% | 98.16% | | | | |
| % complete in this month | 3.13% | 3.38% | 11.36% | 13.36% | 12.50% | 22.89% | 8.93% | 3.16% | 0.61% | 3.03% | 5.09% | 10.72% | | | | |
| TMO Total | 54 | 40 | 68 | 106 | 284 | 580 | 197 | 44 | 15 | 76 | 93 | 160 | 1734 | 17 | 1717 | 99.02% |

LII 2

Target

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

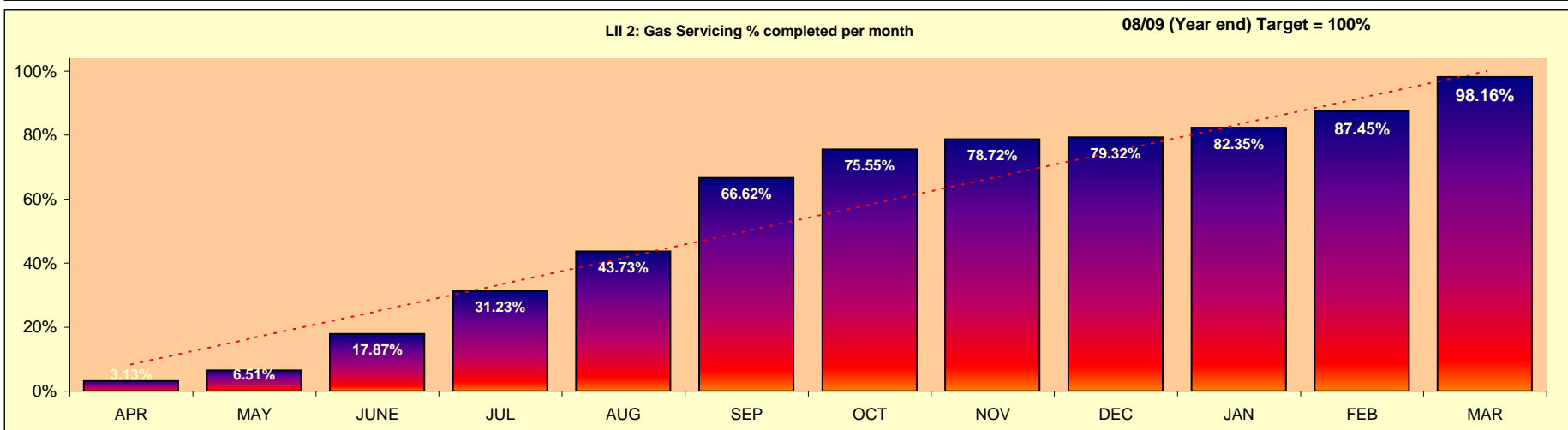
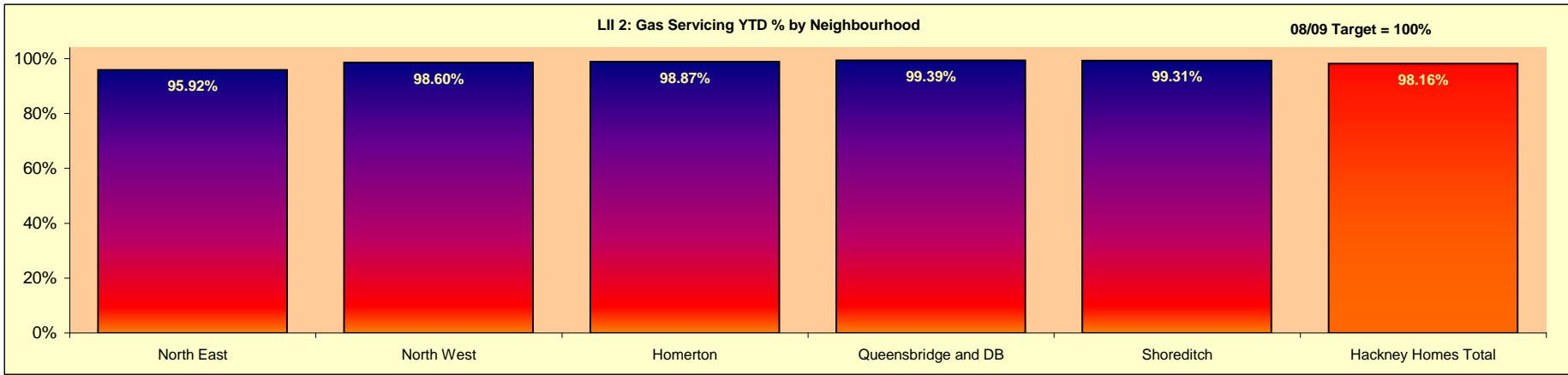
Secondly: To complete servicing of all borough dwellings by end of March 2009.

Data source: Saffron

Data provider: Performance Team

Comments (Supplied by Jerry Austin, Property Services)

LII 2: 325 out of 18517 services remained outstanding at the end of March. These properties are scheduled to have their service completed in April



ADAPTATIONS

| Major Adaptations | 2007/08 | 2008/09 | | | | | | | | | | | | Grand Total Year to date 2008/09 | 2008-09 Target | Grand Total 2007/08 outcome |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------------------------|----------------|-----------------------------|
| | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | | | |
| Total Number of Work Completions in the period | 13 | 27 | 41 | 27 | 32 | 22 | 42 | 31 | 36 | 24 | 16 | 19 | 10 | 327 | N/A | 102 |
| LKPI 70: Percentage of MAJOR Adaptations completed in 30 weeks | 76.92% | 66.67% | 75.61% | 85.19% | 68.75% | 86.36% | 71.43% | 80.65% | 63.89% | 75.00% | 75.00% | 84.21% | 80.00% | 74.92% | 90.00% | 62.75% |

| Fast Track - Minor Adaptations | 2007/08 | 2008/09 | | | | | | | | | | | | Grand Total Year to date 2008/09 | 2008-09 Target | Grand Total 2007/08 outcome |
|---|----------------|---------------|---------------|----------------|---------------|----------------|---------------|----------------|----------------|----------------|----------------|----------------|---------------|----------------------------------|----------------|-----------------------------|
| | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | | | |
| Total Number of Work Completions in the period | 7 | 13 | 9 | 12 | 13 | 9 | 11 | 14 | 12 | 9 | 14 | 9 | 17 | 142 | N/A | 163 |
| LKPI 90: Percentage of FAST TRACK MINOR Adaptations completed in 3 weeks | 100.00% | 92.31% | 77.78% | 100.00% | 76.92% | 100.00% | 81.82% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 94.12% | 93.66% | 90.00% | 81.60% |

| Other - Minor Adaptations | 2007/08 | 2008/09 | | | | | | | | | | | | Grand Total Year to date 2008/09 | 2008-09 Target | Grand Total 2007/08 outcome |
|--|---------------|---------------|---------------|---------------|---------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|----------------------------------|----------------|-----------------------------|
| | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | | | |
| Total Number of Work Completions in the period | 3 | 10 | 10 | 3 | 4 | 5 | 4 | 5 | 5 | 2 | 20 | 19 | 7 | 94 | N/A | 115 |
| LKPI 69: Percentage of MINOR Adaptations completed in 9 weeks | 33.33% | 50.00% | 40.00% | 33.33% | 25.00% | 0.00% | 50.00% | 40.00% | 60.00% | 20.00% | 25.00% | 10.53% | 0.00% | 26.60% | 90.00% | 30.43% |

| Occupational Therapy Assessments: Major | Other Minor & Major | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD | 2008-09 Target | Grand Total 2007/08 outcome |
|---|---------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|-----------------------------|
| LKPI 91: First Contact to Completion of Assessment (Timescale 4 WEEKS/28 days) | | 93.75% | 75.68% | 83.33% | 62.96% | 72.73% | 66.67% | 84.44% | 94.29% | 71.79% | 83.33% | 69.70% | 68.57% | 75.54% | 77.25% | 90.00% | 62.21% |

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.

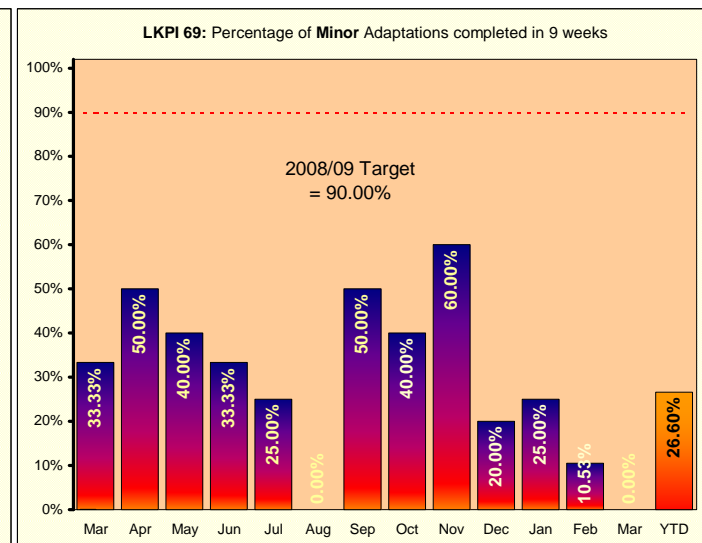
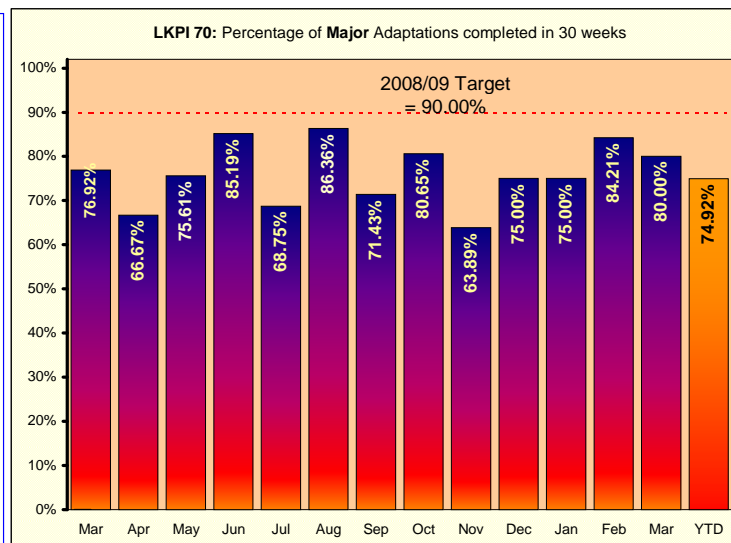
Fast Track Minor Adaptations (LKPI 90): Refer to Minor Adaptations that are prioritised as urgent - typically linked to actual or potential hospitalisation.

Other 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.

NP - Data not provided



Comments (Supplied by: Vijay Pillai Performance Team):

There have been some dips in performance caused by staff vacancies at a senior level and once these vacancies have been filled there will need to be a review of the direction of the team. Performance for the whole for 2008/09 has now been revised based on adjustments made by the Aids and Adaptations team. In terms of major adaptations performance, this did improve since February 2009, however for the year as whole it ended with 75% of all adaptations completed within 30 weeks against a target of 90%. In terms of minor adaptations performance has dipped considerably, one of the reasons for this is because of the end of year reconciliation process, which has effectively been revised since some of the completion dates. Nevertheless, performance attainment in this area has largely remained well below target and urgent action is needed for 2009/10 if performance is to improve. From HH perspective the work stage of the process (Stage 5) performance shows that on average 94.37% jobs were completed within 2 weeks.

REPAIRS CALL CENTRE SATISFACTION AND TELEPHONE ANSWERING

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 Jerry Austin)

LKPI 11/12: The overall target has not been met. However, following changes introduced in November, there has been month-on-month improvement culminating in the attainment of the targets in March. This level of performance is expected to continue into 2009/10

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 Jerry Austin)

LKPI 9 & LKPI 10: The overall target has not been met. However, following changes introduced in November, there has been month-on-month improvement culminating in the attainment of the targets in March. This level of performance is expected to continue into 2009/10

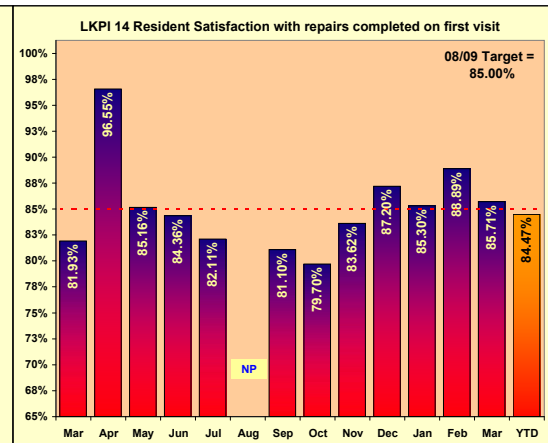
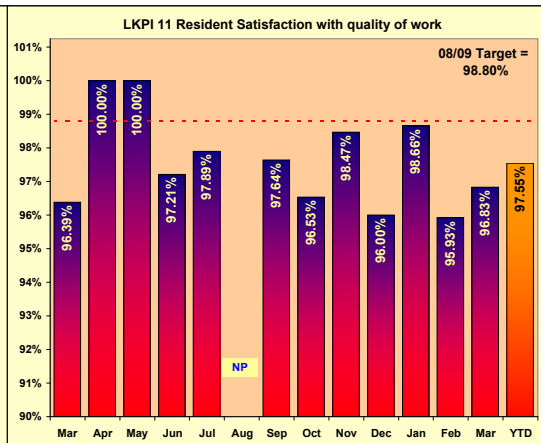
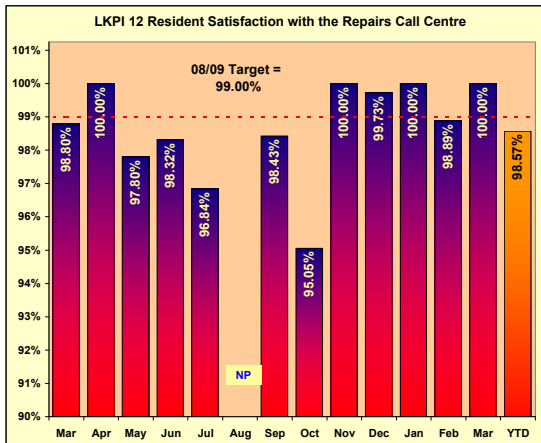
LKPI 11: The 08/09 outturn of 97.55% satisfaction with the quality of repair work carried out by operatives improved on the 07/08 outturn of 96.36% but full just short of the challenging target of 98.8%.

LKPI 12: The challenging target of 99% satisfaction with the Repairs Call Centre service was met.

LII 14: The 08/09 outturn of 84.47% for the proportion of repairs completed on first visit improved on the 07/08 outturn of 81.93% but fell just short of the target of 85%.

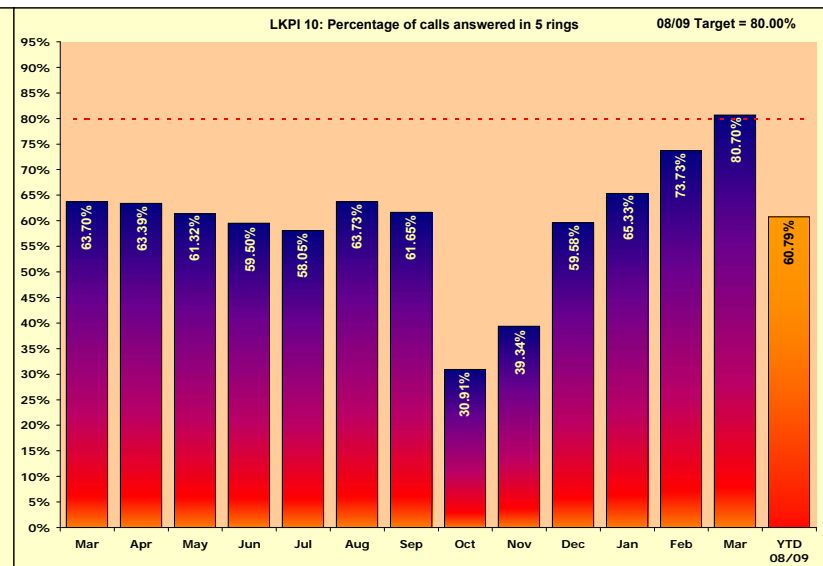
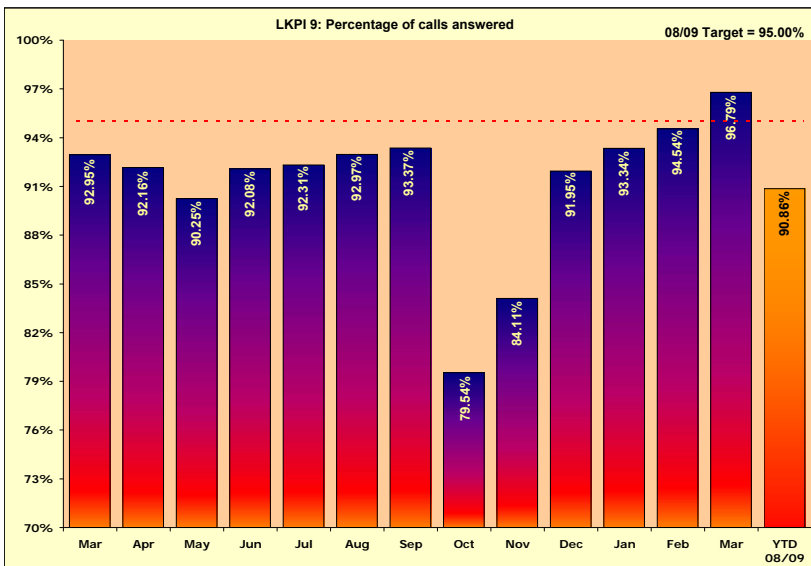
Monthly Satisfaction Repairs Call Centre (RCC) & Quality of Work

| Services | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Targets (08/09) | YTD 08/09 | 2007/08 Outturn |
|---|--------|---------|---------|--------|--------|-----|--------|--------|---------|--------|---------|--------|---------|-----------------|-----------|-----------------|
| LKPI 12 Resident Satisfaction with the Repairs Call Centre | 98.80% | 100.00% | 97.80% | 98.32% | 96.84% | NP | 98.43% | 95.05% | 100.00% | 99.73% | 100.00% | 98.89% | 100.00% | 99.00% | 98.57% | 98.80% |
| LII 14 Repairs Completed on first Visit | 81.93% | 96.55% | 85.16% | 84.36% | 82.11% | NP | 81.10% | 79.70% | 83.62% | 87.20% | 85.30% | 88.89% | 85.71% | 85.00% | 84.47% | 81.93% |
| LKPI 11 Resident Satisfaction with quality of work | 96.39% | 100.00% | 100.00% | 97.21% | 97.89% | NP | 97.64% | 96.53% | 98.47% | 96.00% | 98.66% | 95.93% | 96.83% | 98.80% | 97.55% | 96.39% |



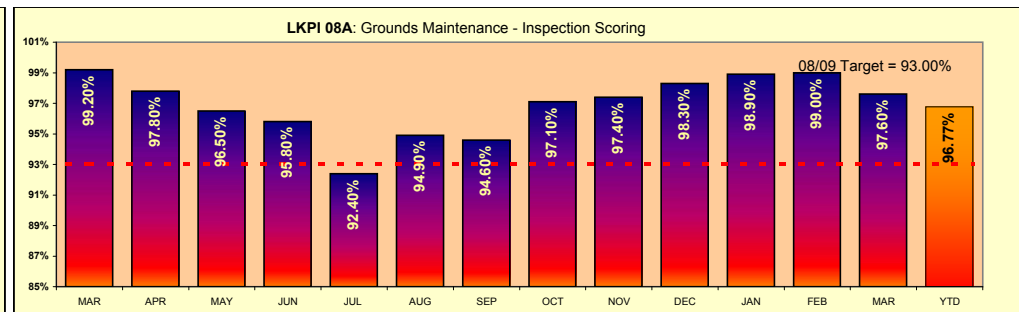
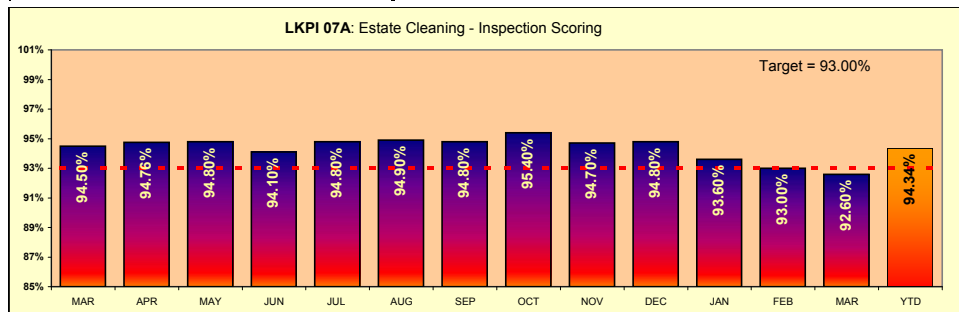
Monthly Repairs Call Centre Telephone Answering

| Repairs Call Centre Response | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Targets (08/09) | YTD 08/09 | 2007/08 Outturn |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|-----------|-----------------|
| Total Volume of calls | 15,060 | 14,985 | 14,431 | 15,034 | 14,977 | 13,729 | 18,675 | 19,808 | 16,641 | 15,383 | 18,729 | 17,023 | 14,287 | N/A | 193,702 | 171,657 |
| LKPI 9 % Calls answered | 92.95% | 92.16% | 90.25% | 92.08% | 92.31% | 92.97% | 93.37% | 79.54% | 84.11% | 91.95% | 93.34% | 94.54% | 96.79% | 95.00% | 90.86% | 95.27% |
| LKPI 10 Of those answered % answered within 5 rings | 63.70% | 63.39% | 61.32% | 59.50% | 58.05% | 63.73% | 61.65% | 30.91% | 39.34% | 59.58% | 65.33% | 73.73% | 80.70% | 80.00% | 60.79% | 79.86% |



Estate Cleaning & Grounds Maintenance

| LKPI 07A: Estate Cleaning - Inspection Scoring | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | Target | YTD | 2007/08 | Within the month | | | |
|--|--------|---------|--------|--------|--------|---------|--------|---------|---------|--------|--------|---------|---------|--------|--------|---------|------------------|-------|------|----|
| | A's | B's | C's | D's | | | | | | | | | | | | | | | | |
| North East | 95.50% | 95.60% | 94.90% | 95.80% | 95.80% | 95.50% | 95.20% | 95.70% | 93.30% | 92.40% | 91.00% | 88.60% | 90.40% | 93.00% | - | N/A | 84% | 6% | 10% | 0% |
| North West | 95.00% | 95.80% | 96.10% | 93.20% | 93.60% | 92.40% | 91.50% | 92.70% | 92.00% | 93.10% | 92.50% | 93.50% | 93.00% | 93.00% | - | N/A | 57% | 36% | 7% | 0% |
| Homerton | 93.10% | 93.40% | 94.80% | 93.60% | 94.40% | 94.70% | 95.30% | 95.60% | 96.00% | 95.50% | 93.40% | 94.20% | 95.30% | 93.00% | - | N/A | 2% | 94% | 5% | 0% |
| Queensbridge | 87.80% | 85.20% | 85.10% | 82.70% | 87.30% | 93.40% | 92.40% | 95.00% | 95.80% | 93.20% | 95.80% | 94.40% | 85.50% | 93.00% | - | N/A | 1% | 85% | 14% | 0% |
| Shoreditch | 99.50% | 99.00% | 98.90% | 99.90% | 99.70% | 100.00% | 99.80% | 100.00% | 100.00% | 99.50% | 99.20% | 100.00% | 100.00% | 93.00% | - | N/A | 50% | 50% | 0% | 0% |
| Number of tasks inspected | 18956 | 18690 | 18490 | 17724 | 16962 | 15556 | 19952 | 18290 | 17555 | 21667 | 18259 | 16406 | 22376 | N/A | 221927 | 182976 | 9628 | 11094 | 1641 | 13 |
| Hackney Homes Total | 94.50% | 94.76% | 94.80% | 94.10% | 94.80% | 94.90% | 94.80% | 95.40% | 94.70% | 94.80% | 93.60% | 93.00% | 92.60% | 93.00% | 94.34% | 92.85% | 43% | 50% | 7% | 0% |
| LKPI 7 (b) Satisfaction | 90.36% | 100.00% | 91.21% | 97.21% | 88.42% | NP | 84.25% | 87.87% | 87.12% | 85.60% | 86.86% | 86.67% | 87.88% | 94.00% | 88.00% | 92.86% | - | - | - | - |



| LKPI 08A: Grounds Maintenance - Inspection Scoring | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | Target | YTD | 2007/08 | Within the month | | | |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|--------|---------|------------------|------|-----|----|
| | A's | B's | C's | D's | | | | | | | | | | | | | | | | |
| North East | 100.00% | 98.60% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.70% | 99.80% | 93.00% | - | N/A | 95% | 5% | 0% | 0% |
| North West | 99.20% | 98.10% | 97.00% | 95.30% | 95.20% | 93.10% | 94.30% | 94.90% | 93.20% | 98.20% | 98.80% | 99.70% | 99.30% | 93.00% | - | N/A | 71% | 29% | 1% | 0% |
| Homerton | 99.30% | 98.40% | 97.70% | 92.60% | 88.60% | 91.30% | 91.30% | 97.20% | 97.90% | 97.00% | 97.30% | 98.70% | 98.40% | 93.00% | - | N/A | 4% | 95% | 1% | 0% |
| Queensbridge | 96.40% | 95.10% | 85.50% | 90.10% | 67.50% | 88.20% | 85.80% | 91.40% | 100.00% | 96.30% | 97.10% | 90.40% | 86.00% | 93.00% | - | N/A | 1% | 85% | 14% | 1% |
| Shoreditch | 100.00% | 96.80% | 97.20% | 100.00% | 99.50% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 93.00% | - | N/A | 39% | 61% | 0% | 0% |
| Number of tasks inspected | 2845 | 2739 | 2809 | 2732 | 2580 | 2522 | 3126 | 2884 | 2753 | 3363 | 2718 | 2827 | 3589 | N/A | 34642 | 30058 | 1569 | 1935 | 79 | 6 |
| Hackney Homes Total | 99.20% | 97.80% | 96.50% | 95.80% | 92.40% | 94.90% | 94.60% | 97.10% | 97.40% | 98.30% | 98.90% | 99.00% | 97.60% | 93.00% | 96.77% | 94.94% | 44% | 54% | 2% | 0% |
| LKPI 8 (b) Satisfaction | 93.98% | 100.00% | 95.60% | 94.97% | 93.68% | NP | 93.70% | 90.10% | 92.79% | 92.00% | 93.10% | 93.33% | 98.48% | 94.00% | 93.05% | 95.00% | - | - | - | - |

| Offensive Graffiti removal | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD(08/09) | 07/08 |
|----------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------------|-------|
| Number of cases | 6 | 11 | 2 | 1 | 22 | 1 | 6 | 3 | 6 | 6 | 11 | 2 | 5 | 76 | 149 |
| Time to remove (mins) | 01:28 | 01:10 | 01:07 | 01:20 | 00:33 | 01:00 | 01:08 | 01:40 | 01:20 | 01:17 | 01:10 | 01:15 | 01:15 | 01:02 | 00:46 |

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 **93%** 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 **93%** 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 Tom Hunt):
 There has been a slight fall in the monthly figure for March (-1%). This has been the result of an increase in the number of inspections and the standards being applied more accurately in the Queensbridge and De Beauvoir Neighbourhood. Inspections for this month in DBQ have been presented by 4 officers as opposed to 2. This has resulted in an 84% increase of returns against January and February 09.
 The YTD performance for 08/09 has increased by 1.7% on 07/08
 Offensive Graffiti removal has been removed in average time of 1hr 01mins this year to February 09 as opposed to an average of 46mins in 07/08.
 This has been as a result of the offensive graffiti removal team expanding their operation to cover those areas previously provided by external contractors whose target was 24 hours.
 Training of inspection staff continues and requests for training have been received from residents and Board members.
 This training will be undertaken during the next 6 weeks. □

LEASEHOLD & RIGHT TO BUY SERVICES - SERVICE CHARGES, RIGHT TO BUY AND MAJOR WORKS

LKPIs 14, 15, 16 & 17. LII8
 This data displays key statistics of the Leasehold & Right to Buy Services.
Targets:
 Note: Service Charge billing occurs in April for current financial year (2008/09 estimates) and in September for previous year (2007/08 actuals)

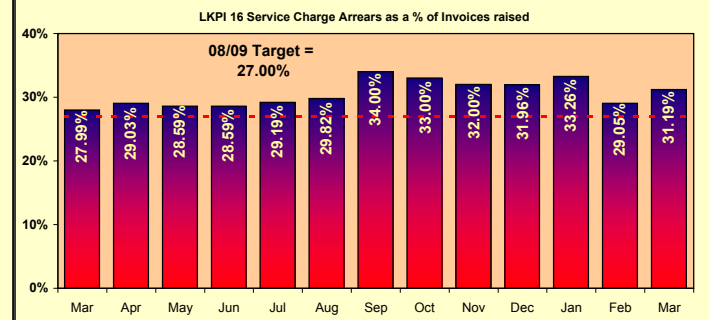
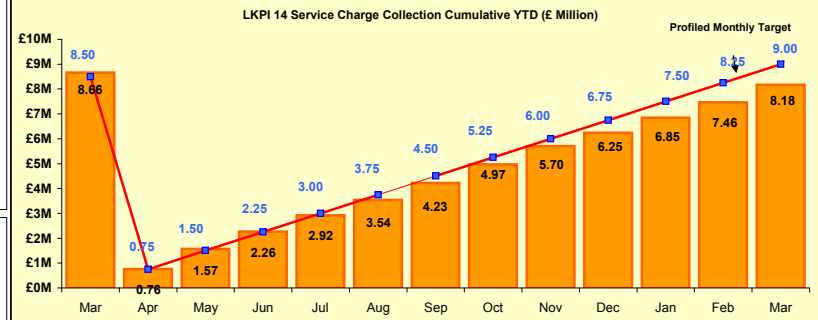
| Service Charge Performance data | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | 2007/08 Outturn | Targets-(08/09) |
|--|---------|---------|---------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|-----------------|
| LKPI 14 Service Charge Collection Cumulative YTD (£) | 8.66 M | 0.76 M | 1.57 M | 2.26 M | 2.92 M | 3.54 M | 4.23 M | 4.97 M | 5.70 M | 6.25 M | 6.85 M | 7.46 M | 8.18 M | 8.70 M | 9.00 M |
| LKPI 15 Service Charge Collection Rate | 102.55% | 100.97% | 104.36% | 100.55% | 99.00% | 94.42% | 94.00% | 95.00% | 95.00% | 92.55% | 91.38% | 90.46% | 90.86% | 102.55% | 103.00% |
| LKPI 17 Service Charge Arrears Cumulative YTD (£) | 2.42 M | 2.43 M | 2.38 M | 2.41 M | 2.46 M | 2.51 M | 2.81 M | 2.68 M | 2.64 M | 2.62 M | 2.67 M | 2.31 M | 2.49 M | 2.42 M | 2.50 M |
| LKPI 16 Service Charge Arrears as a % of Invoices raised | 27.99% | 29.03% | 28.59% | 28.59% | 29.19% | 29.82% | 34.00% | 33.00% | 32.00% | 31.96% | 33.26% | 29.05% | 31% | 27.99% | 27.00% |

Comments (Supplied by Judith Morrison)

Service Charges
 LKPI14: Cash collection this year is below the annual target by £700K.
 LKPI15: Despite additional initiatives being introduced over the course of the year annual collection rate is below target.
 LKPI16: The arrears % rate is 31% against to 27% target.

| LII 8 RTB and Income (count) | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | 2007/08 Outturn | YTD-(08/09) |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|-------------|
| Applications Received | 27 | 19 | 27 | 20 | 14 | 12 | 15 | 12 | 6 | 9 | 10 | 18 | 18 | 393 | 180 |
| Offers Made Over The Year (S125 notices) | 7 | 21 | 16 | 10 | 32 | 17 | 9 | 5 | 7 | 10 | 11 | 7 | 8 | 374 | 153 |
| Number of Sales | 7 | 4 | 4 | 3 | 8 | 3 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 123 | 26 |
| Annual Sales (£) | 1.19 M | 0.66 M | 0.65 M | 0.51 M | 1.27 M | 0.48 M | 0.31 M | 0.17 M | 0.00 M | 0.00 M | 0.00 M | 0.00 M | 0.14 M | 19.52 M | 4.19 M |

LKPI17: An annual arrears target figure is £2.5M which was met with arrears standing at £2.49M at the end of the year.
Right to Buy
 181 Section 1 applications received this year with 100% processed within statutory time.
 154 Section 125 notices offered this year.



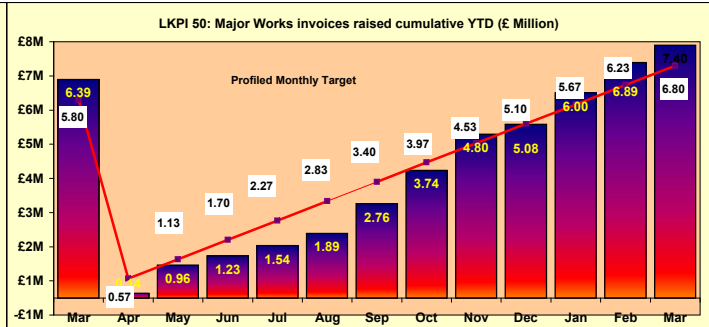
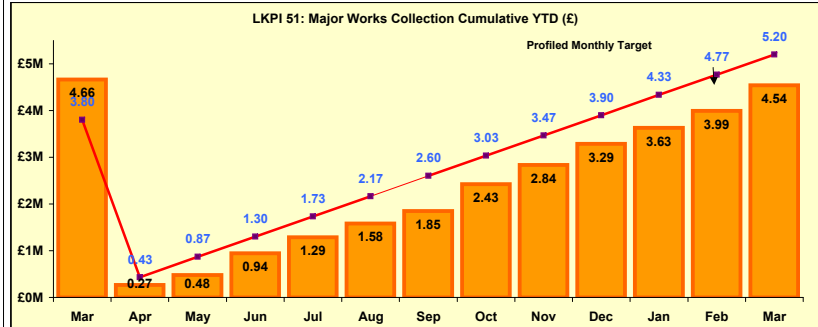
LKPIs 50, 51, 52, 53 & 54. LII 7
 The information presented here provides a monthly profile of leaseholders' major works, invoicing, collections and arrears positions.
 Also provided is data on Section 20 invoices (Notifications to leaseholders of pending recharge on major works).
 Data source: LRTBS own data set.
 Data source: LRS's own data set

| Major Works Performance data | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | 2007/08 Outturn | Targets-(08/09) |
|---|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|-----------------|
| LKPI 50 Major Works Invoices Raised YTD (£) | 6.39 M | 0.14 M | 0.96 M | 1.23 M | 1.54 M | 1.89 M | 2.76 M | 3.74 M | 4.80 M | 5.08 M | 6.00 M | 6.89 M | 7.40 M | 6.40 M | 6.80 M |
| LKPI 51 Major Works Collection Cumulative YTD (£) | 4.66 M | 0.27 M | 0.48 M | 0.94 M | 1.29 M | 1.58 M | 1.85 M | 2.43 M | 2.84 M | 3.29 M | 3.63 M | 3.99 M | 4.54 M | 4.70 M | 5.20 M |
| LKPI 52 Major Works Collection Rate | 122.68% | 61.41% | 55.55% | 72.47% | 67.00% | 73.00% | 71.06% | 80.00% | 81.81% | 84.23% | 83.78% | 83.80% | 87.28% | 122.68% | 90.00% |
| LKPI 53 Major Works Arrears Cumulative YTD (£) | 5.36 M | 3.39 M | 3.23 M | 3.29 M | 3.38 M | 3.45 M | 3.37 M | 3.43 M | 3.89 M | 3.92 M | 4.45 M | 4.70 M | 4.99 M | 5.36 M | 3.6M |

Comments (Supplied by Judith Morrison)
Major Works
 LKPI50: Invoices issued this year exceeds the target by £599K.
 LKPI51: Cash collection has improved in march however the annual sum collected this year is below the budgeted target. The collection trend in the last five months has been £410K, £449K, £345K, £364K, and £544K.
 LKPI52: The total invoices issued for the year is £7.4M compared to £6.4M in comparison to last year which was £6.4M.

| LII 7 - Section 20s | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | 2007/08 Outturn | YTD-(08/09) |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------|-------------|
| Total number of Section 20s served with leaseholder charges | 52 | 127 | 155 | 108 | 189 | 60 | 127 | 74 | 17 | 156 | 217 | 229 | 211 | 1978 | 1670 |
| Total value of Section 20s served (£) | 1.00 M | 1.09 M | 0.38 M | 0.45 M | 0.48 M | 0.35 M | 0.17 M | 0.06 M | 0.03 M | 0.27 M | 0.61 M | 1.01 M | 2.14 M | 9.54 M | 7.05 M |

LKPI53: Major Works arrears take into account the high level of billing over the course of the year.
 LII7: Accumulative Section 20 notices issued year to date is 1670 valued £7.05M.
 Over the course of the year extra effort were required to carry out additional recovery work and negotiate effectively with some customers experiencing difficulties paying. This contributed to lower sums being collected.
 Part of the action taken was to encourage leaseholders that could not afford to pay large bills in less than a year to enter into extended payment arrangement of 1 - 5 years. The impact of this was a reduction of arrears, an increase in outstanding balance and a reduction in cash collected.

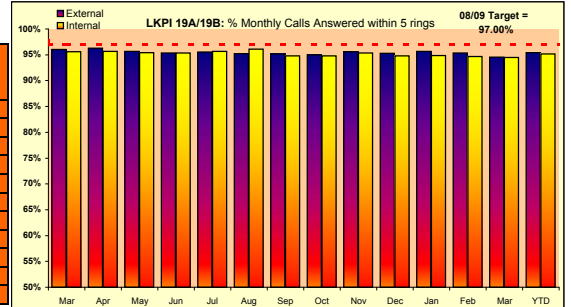


TELEPHONE ANSWERING

N/A - Not Available Nil - Nothing to report.
 0% - Did not meet target NP - Not provided
 TBC - To be confirmed

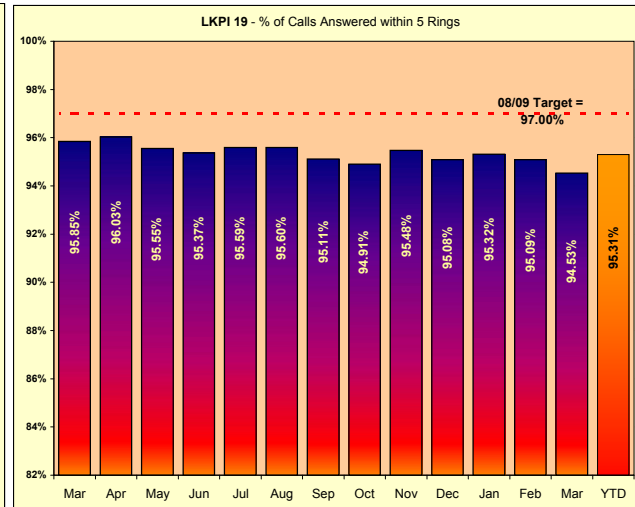
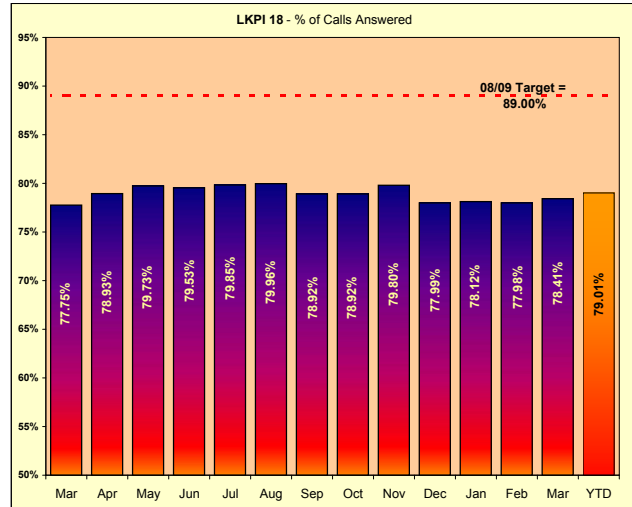
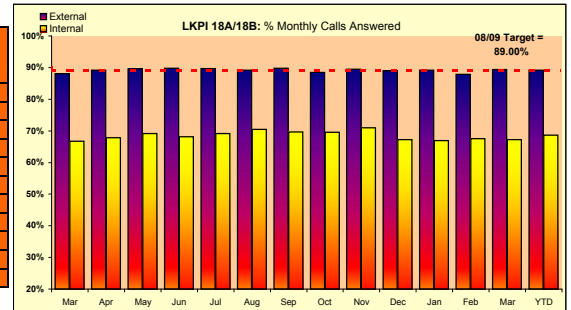
LKPI 18 - Monthly % of Calls Answered

| Departments / Divisions | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | YTD 08/09 | | YTD (08/09) | 2007/08 Outturn |
|---------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------------|-------------------|---------------|-----------------|
| | | | | | | | | | | | | | | LKPI18A: External | LKPI18B: Internal | | |
| Chief Executive's Offices | 78.40% | 81.31% | 78.50% | 80.02% | 81.19% | 80.50% | 80.52% | 79.98% | 81.85% | 76.78% | 81.75% | 73.76% | 82.39% | 87.15% | 75.42% | 81.10% | 83.73% |
| Finance & Resources | 85.10% | 85.97% | 85.44% | 85.40% | 86.30% | 86.05% | 84.95% | 83.54% | 84.81% | 82.23% | 83.63% | 82.50% | 82.35% | 92.53% | 78.24% | 83.79% | 82.58% |
| Housing Services | 76.19% | 76.32% | 79.65% | 79.03% | 80.08% | 79.78% | 80.35% | 81.02% | 82.30% | 81.07% | 79.54% | 78.48% | 80.63% | 87.37% | 72.45% | 78.75% | 79.26% |
| Property Services | 70.35% | 73.84% | 73.50% | 74.40% | 74.66% | 77.31% | 73.48% | 74.23% | 73.91% | 71.01% | 71.26% | 71.16% | 70.60% | 83.14% | 64.81% | 73.70% | 70.18% |
| NorthEast NHD | 80.78% | 79.29% | 80.54% | 79.91% | 78.29% | 75.70% | 78.52% | 76.89% | 79.11% | 79.05% | 82.31% | 82.57% | 82.52% | 92.21% | 63.56% | 79.71% | 74.24% |
| NorthWest NHD | 87.54% | 86.75% | 87.60% | 85.52% | 86.31% | 87.56% | 85.76% | 86.42% | 87.33% | 85.97% | 86.28% | 85.25% | 85.97% | 95.84% | 76.22% | 86.21% | 80.24% |
| Homerton NHD | 82.34% | 83.14% | 80.81% | 80.18% | 80.01% | 77.69% | 80.85% | 79.60% | 80.14% | 81.28% | 82.81% | 82.40% | 80.48% | 92.65% | 66.67% | 80.62% | 80.76% |
| Queensbridge & DB | 83.86% | 83.23% | 82.04% | 82.31% | 81.19% | 80.48% | 80.30% | 79.80% | 83.73% | 84.10% | 80.36% | 80.04% | 79.16% | 93.10% | 63.22% | 81.08% | 77.96% |
| Shoreditch NHD | 73.50% | 77.10% | 82.32% | 80.84% | 78.96% | 80.61% | 80.75% | 77.24% | 79.48% | 75.44% | 73.34% | 72.91% | 74.22% | 91.03% | 60.74% | 78.54% | 78.80% |
| TMO/Others | 87.34% | 87.87% | 88.34% | 87.73% | 92.53% | 88.96% | 88.13% | 88.32% | 89.37% | 89.10% | 75.68% | 80.83% | 80.40% | 92.87% | 66.34% | 79.60% | 83.99% |
| Borough Wide | 77.75% | 78.93% | 79.73% | 79.53% | 79.85% | 79.96% | 78.92% | 78.92% | 79.80% | 77.99% | 78.12% | 77.98% | 78.41% | 89.21% | 68.61% | 79.01% | 76.67% |



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

| Departments / Divisions | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | YTD 08/09 | | YTD (08/09) | 2007/08 Outturn |
|---------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------------|-------------------|---------------|-----------------|
| | | | | | | | | | | | | | | LKPI19A: External | LKPI19B: Internal | | |
| Chief Executive's Offices | 97.65% | 96.94% | 97.30% | 97.19% | 97.10% | 97.88% | 97.87% | 97.83% | 98.28% | 97.72% | 98.00% | 97.59% | 98.20% | 97.26% | 97.88% | 97.65% | 98.95% |
| Finance & Resources | 97.67% | 96.78% | 97.65% | 97.72% | 97.70% | 97.51% | 97.56% | 97.81% | 98.64% | 98.10% | 97.86% | 97.66% | 97.26% | 97.89% | 97.46% | 97.81% | 98.17% |
| Housing Services | 98.85% | 99.05% | 99.09% | 98.95% | 99.30% | 99.03% | 98.80% | 98.69% | 98.75% | 99.04% | 99.08% | 98.91% | 99.14% | 99.11% | 98.82% | 98.00% | 99.15% |
| Property Services | 93.95% | 94.41% | 93.68% | 93.58% | 93.74% | 94.70% | 92.93% | 92.19% | 92.66% | 91.95% | 91.95% | 90.85% | 88.35% | 93.46% | 91.57% | 92.86% | 93.92% |
| NorthEast NHD | 96.86% | 96.54% | 96.34% | 95.29% | 95.19% | 94.90% | 95.73% | 95.99% | 96.30% | 96.41% | 96.84% | 96.37% | 97.72% | 95.88% | 96.68% | 96.24% | 96.53% |
| NorthWest NHD | 99.03% | 99.23% | 98.95% | 98.91% | 98.67% | 98.54% | 98.54% | 98.63% | 98.74% | 98.33% | 97.96% | 97.65% | 97.08% | 98.45% | 98.41% | 98.21% | 99.19% |
| Homerton NHD | 90.68% | 90.64% | 86.80% | 86.71% | 88.56% | 85.94% | 88.64% | 86.67% | 88.22% | 87.94% | 92.57% | 93.86% | 93.58% | 88.72% | 90.19% | 89.27% | 90.55% |
| Queensbridge & DB | 93.61% | 94.60% | 92.00% | 93.58% | 93.08% | 94.11% | 93.01% | 92.44% | 96.50% | 96.51% | 94.39% | 95.28% | 93.40% | 94.14% | 93.87% | 93.90% | 91.65% |
| Shoreditch NHD | 93.47% | 94.16% | 96.09% | 95.66% | 93.13% | 94.42% | 93.02% | 91.68% | 93.35% | 92.58% | 94.66% | 93.42% | 93.26% | 93.52% | 94.44% | 93.98% | 94.84% |
| TMO/Others | 99.33% | 99.79% | 99.67% | 99.63% | 99.89% | 99.80% | 99.03% | 99.62% | 99.15% | 99.44% | 95.32% | 96.03% | 94.68% | 97.68% | 98.55% | 95.82% | 99.42% |
| Borough Wide | 95.85% | 96.03% | 95.55% | 95.37% | 95.59% | 95.60% | 95.11% | 94.91% | 95.48% | 95.08% | 95.32% | 95.09% | 94.53% | 95.40% | 95.19% | 95.31% | 95.95% |



LKPI 18 - % of Calls Answered

18a: External; 18b: Internal
 Target = 89%
 Data source: Telecommunication

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

18a: External; 18b: Internal
 Target = 97%
 Data source: Telecommunication

Comments (Supplied by Malcolm Brewer)

LKPI 18

There was a slight dip in the March performance, but this has not affected the overall YTD figure, which has consistently been around 79%. Compared with 2007/8, there has been a modest 2.34% increase in performance. There continues to be a high 90% response rate for answering external calls.

LKPI 19

The performance has been consistently maintained at around 95% for the year and is the same outturn figure as 2007/8.

Visitors to the Office

L1123a 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.

L1123b 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 90%
Not Available
NA - Not available
Data source: MMR

Comments (Supplied by Malcolm Brewer)

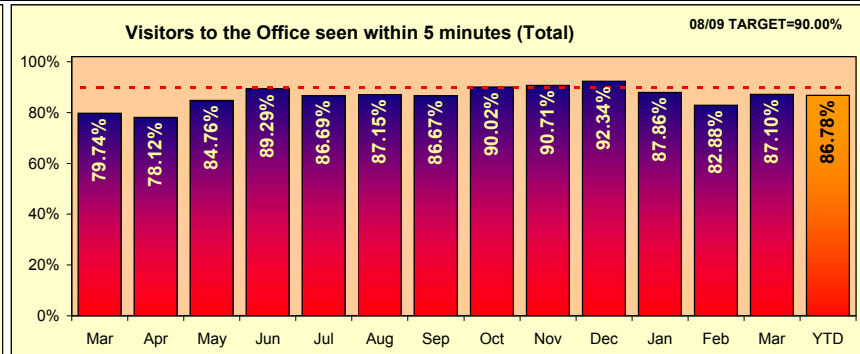
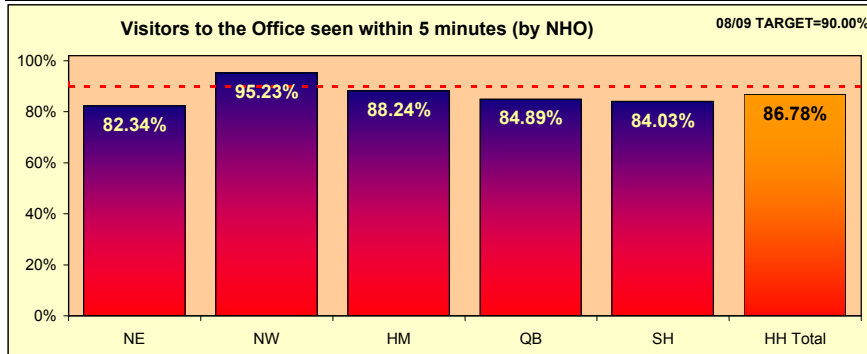
L1123a
There has been a significant improvement in the March performance, but figures rely upon staff entering timely data, once they have seen the customer and this is being emphasised to all staff carrying out interviews.

L1123b
There has been a significant improvement in the March performance, but once again, the figures are reliant upon staff entering timely data, once they have seen the customer.

We are still awaiting the installation of the NW system.

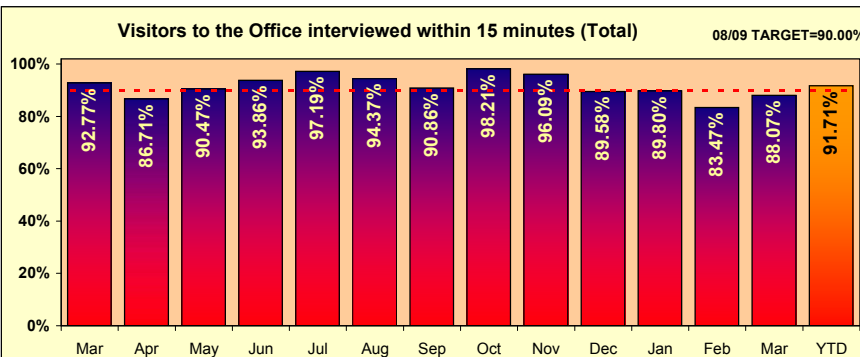
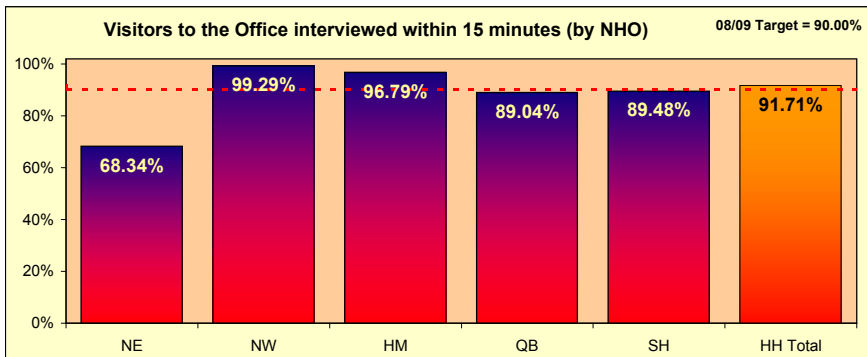
L1123a Visitors to the Office seen within 5 minutes

| Neighbourhoods | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD Volume | | YTD 08/09 |
|----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|----------------|---------------|
| | | | | | | | | | | | | | | Total visitors | seen in 5 mins | |
| North East | 57.46% | 53.81% | 72.94% | NP | NP | NP | 94.61% | 97.62% | 81.15% | 86.69% | 81.73% | 74.59% | 90.53% | 10892 | 8968 | 82.34% |
| North West | 94.36% | 96.68% | 100.00% | 99.24% | 94.41% | 92.08% | 90.85% | 91.70% | 93.00% | 97.90% | 99.16% | 97.28% | 98.10% | 10137 | 9653 | 95.23% |
| Homerton | 82.08% | 92.99% | 87.28% | 91.16% | 90.98% | 90.51% | 89.04% | 93.16% | 91.54% | 92.61% | 87.34% | 79.34% | 77.05% | 13936 | 12297 | 88.24% |
| Queensbridge & DB | 80.68% | 78.24% | 75.08% | 76.61% | 87.72% | 90.99% | 82.27% | 93.28% | 93.03% | 91.63% | 82.97% | 80.71% | 84.49% | 9107 | 7731 | 84.89% |
| Shoreditch | 73.69% | 72.92% | 88.49% | 89.38% | 76.64% | 76.54% | 75.94% | 77.30% | 94.94% | 95.97% | 91.95% | 87.50% | 89.03% | 14034 | 11793 | 84.03% |
| Hackney Homes Total | 79.74% | 78.12% | 84.76% | 89.29% | 86.69% | 87.15% | 86.67% | 90.02% | 90.71% | 92.34% | 87.86% | 82.88% | 87.10% | 57249 | 49679 | 86.78% |



L1123b Visitors to the Office interviewed within 15 minutes

| Neighbourhoods | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD Volume | | YTD 08/09 |
|----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------------|------------------------|---------------|
| | | | | | | | | | | | | | | Total req interview | interviewed in 15 mins | |
| North East | NP | 74.15% | 71.51% | NP | NP | NP | 87.72% | 100.00% | 78.57% | 61.73% | 57.50% | 24.14% | 64.10% | 717 | 490 | 68.34% |
| North West | 99.53% | 100.00% | 100.00% | 100.00% | 100.00% | 96.84% | 97.83% | 99.04% | NP | NP | NP | NP | NP | 847 | 841 | 99.29% |
| Homerton | 94.14% | 97.84% | 96.07% | 92.69% | 97.99% | 98.48% | 93.79% | 97.80% | 98.05% | 99.45% | 98.77% | 98.05% | 95.74% | 2957 | 2862 | 96.79% |
| Queensbridge & DB | 94.94% | 83.81% | 89.74% | 82.35% | 89.74% | 94.87% | 87.76% | 94.12% | 94.55% | 92.24% | 83.49% | 92.16% | 85.71% | 794 | 707 | 89.04% |
| Shoreditch | 72.73% | 68.38% | 94.16% | 95.24% | 98.11% | 75.00% | 84.21% | 97.92% | 96.55% | 96.00% | 95.56% | 88.89% | 100.00% | 941 | 842 | 89.48% |
| Hackney Homes Total | 92.77% | 86.71% | 90.47% | 93.86% | 97.19% | 94.37% | 90.86% | 98.21% | 96.09% | 89.58% | 89.80% | 83.47% | 88.07% | 6203 | 5689 | 91.71% |



VOLUME OF ENQUIRIES BY SUBJECT MATTERS

| Subject Matter | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | Total YTD | % of total YTD | 2007/08 Outturn |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|----------------|-----------------|
| Communal/Block Maintenance | 6 | 3 | 2 | 2 | 3 | 3 | 1 | 0 | 2 | 0 | 0 | 1 | 23 | 0.95% | 163 |
| Compensation+ | 11 | 7 | 11 | 9 | 2 | 5 | 14 | 12 | 4 | 3 | 0 | 1 | 79 | 3.28% | 166 |
| Compliment | 5 | 5 | 1 | 4 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 17 | 0.71% | 30 |
| Concierge Issue | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 3 | 0.12% | 6 |
| Crime & Anti-Social Behaviour+ | 24 | 27 | 26 | 28 | 18 | 15 | 7 | 17 | 9 | 4 | 15 | 4 | 194 | 8.05% | 283 |
| Decent Homes+ | 19 | 14 | 9 | 9 | 6 | 3 | 3 | 3 | 12 | 0 | 2 | 1 | 81 | 3.36% | 174 |
| Disposal Of Belongings | 0 | 0 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0.21% | 8 |
| Employee Behaviour or Attitude+ | 16 | 19 | 15 | 5 | 10 | 3 | 8 | 6 | 4 | 2 | 8 | 11 | 107 | 4.44% | 131 |
| Empty Property Issue | 2 | 0 | 0 | 2 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 9 | 0.37% | 15 |
| Environmental Improvement Budget | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0.21% | 1 |
| Environmental Services+ | 9 | 12 | 9 | 18 | 15 | 4 | 4 | 7 | 3 | 1 | 4 | 6 | 92 | 3.82% | 130 |
| Estate Management Issue+ | 9 | 7 | 18 | 19 | 6 | 13 | 10 | 9 | 6 | 9 | 14 | 7 | 127 | 5.27% | 90 |
| Estate Parking+ | 5 | 5 | 4 | 4 | 2 | 2 | 7 | 3 | 0 | 2 | 5 | 2 | 41 | 1.70% | 72 |
| Estates Plus Programme | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0.08% | N/A |
| Failure to Keep Appointment | 0 | 0 | 1 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 6 | 0.25% | 25 |
| Housing Disrepair Team (Legal Disrepair Only) | 2 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0.21% | 65 |
| Leasehold & RTB Services+ | 16 | 17 | 16 | 7 | 6 | 11 | 8 | 4 | 2 | 1 | 2 | 4 | 94 | 3.90% | 142 |
| Lost Records | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 3 |
| Media Interest Issue | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0.12% | N/A |
| No Reply to Correspondence | 0 | 0 | 0 | 3 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 1 | 8 | 0.33% | 36 |
| Occupation Issue+ | 3 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 7 | 0.29% | 14 |
| Refused Service | 0 | 1 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 6 | 0.25% | 34 |
| Rents Issues+ | 3 | 3 | 6 | 8 | 1 | 6 | 1 | 6 | 1 | 6 | 3 | 1 | 45 | 1.87% | 51 |
| Repairs & Maintenance | 159 | 81 | 136 | 84 | 65 | 130 | 122 | 120 | 93 | 84 | 87 | 81 | 1242 | 51.56% | 1171 |
| Request for Information+ | 1 | 3 | 3 | 3 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 14 | 0.58% | 18 |
| RSL Partner Complaint | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0.08% | 2 |
| Section 184 Budget | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 4 | 0.17% | 0 |
| Service Request | 9 | 4 | 2 | 8 | 6 | 2 | 2 | 2 | 0 | 0 | 0 | 1 | 36 | 1.49% | 146 |
| Tenant Participation+ | 1 | 1 | 10 | 1 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 17 | 0.71% | 25 |
| TMO Complaints Issues | 5 | 2 | 0 | 0 | 1 | 3 | 0 | 1 | 0 | 2 | 0 | 2 | 16 | 0.66% | 7 |
| Transfers/Rehousing+ | 21 | 7 | 11 | 11 | 4 | 11 | 0 | 1 | 0 | 3 | 3 | 2 | 74 | 3.07% | 213 |
| Unsatisfactory Telephone Service | 3 | 1 | 2 | 3 | 0 | 2 | 3 | 0 | 1 | 0 | 0 | 1 | 16 | 0.66% | 39 |
| Unsatisfactory Response to Previous Communication | 5 | 3 | 5 | 4 | 0 | 3 | 2 | 2 | 2 | 0 | 1 | 2 | 29 | 1.20% | 47 |
| Monthly Total | 340 | 226 | 295 | 238 | 153 | 223 | 202 | 196 | 142 | 118 | 146 | 130 | 2409 | | 3307 |

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

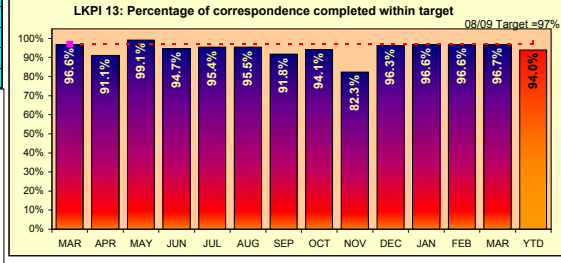
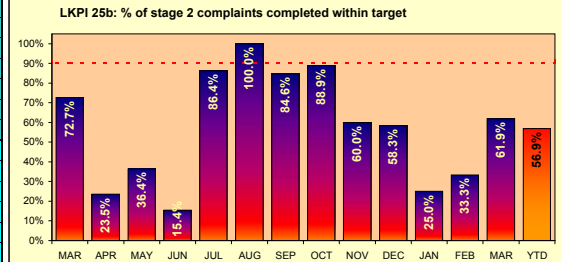
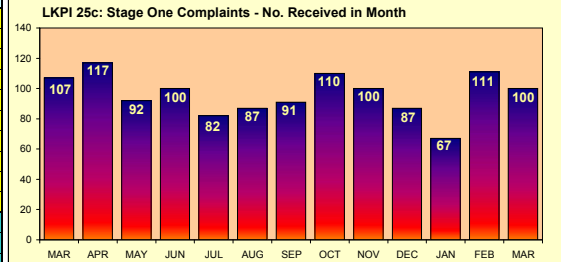
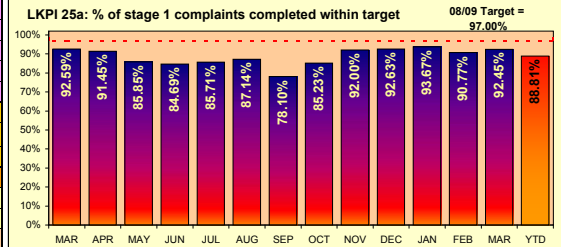
LII 3 - ENQUIRIES BY SUBJECT MATTER

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

RESPONSES TO COMPLAINTS & ALL OTHER TYPES OF WRITTEN COMMUNICATION

| Task Type | Neighbourhood / Division | Performance Metrics | | | | | | | | | | | | Volume | | YTD (08/09) | |
|---------------------------------|--------------------------|---------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------------|---------------|--------------------------|
| | | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Total due Mar 08/09 | | Answer in Time Mar 08/09 |
| LKP1 25a: Stage One Complaints | Property Services | 93.62% | 89.61% | 91.84% | 88.64% | 90.00% | 89.74% | 77.36% | 87.76% | 100.00% | 100.00% | 96.00% | 97.83% | 94.44% | 54 | 51 | 91.63% |
| | Housing Services | 85.71% | 100.00% | 61.90% | 72.22% | 69.23% | 80.00% | 57.89% | 71.43% | 57.14% | 53.85% | 75.00% | 33.33% | 70.00% | 10 | 7 | 71.92% |
| | North East NHO | 100.00% | 100.00% | 100.00% | 100.00% | 75.00% | 100.00% | 100.00% | 80.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 11 | 11 | 95.40% |
| | North West NHO | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 50.00% | 100.00% | 83.33% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 8 | 8 | 95.00% |
| | Homerton NHO | 100.00% | 100.00% | 87.50% | 100.00% | 83.33% | 83.33% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 66.67% | 6 | 4 | 90.91% |
| | DeBeauvoir/Queens NHO | 0.00% | 100.00% | 100.00% | 50.00% | 87.50% | 100.00% | 100.00% | 100.00% | 75.00% | 100.00% | N/A | N/A | 100.00% | 1 | 1 | 88.10% |
| | Shoreditch NHO | 100.00% | 66.67% | 100.00% | 75.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 9 | 9 | 95.45% |
| | TMO's | 100.00% | 50.00% | 0.00% | 100.00% | 100.00% | 0.00% | 50.00% | 0.00% | 66.67% | 50.00% | 75.00% | 0.00% | 100.00% | 6 | 6 | 65.71% |
| | Woodberry Down | N/A | 100.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 100.00% | 1 | 1 | 100.00% |
| | TOTAL | 92.59% | 91.45% | 85.85% | 84.69% | 85.71% | 87.14% | 78.10% | 85.23% | 92.00% | 92.63% | 93.67% | 90.77% | 92.45% | 106 | 98 | 88.81% |
| LKP1 25c: Complaints received | 107 | 117 | 92 | 100 | 82 | 87 | 91 | 110 | 100 | 87 | 67 | 111 | 100 | | | 1144 | |
| LKP1 25b: Stage Two Complaints | 72.73% | 23.53% | 36.36% | 15.38% | 86.36% | 100.00% | 84.62% | 88.89% | 60.00% | 58.33% | 25.00% | 33.33% | 61.90% | 21 | 13 | 56.85% | |
| LKP1 59: Stage Twos Upheld | 45.45% | 29.41% | 27.27% | 15.38% | 22.73% | 12.50% | 38.46% | 27.78% | 40.00% | 23.08% | 46.15% | 50.00% | 64.70% | | | 31.87% | |
| LII 28: Stage Three Complaints | N/A | 100.00% | 100.00% | 37.50% | 100.00% | 75.00% | 100.00% | 71.43% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 4 | 4 | 85.48% | |
| LKP1 31: FOI Requests | 0.00% | 100.00% | 0.00% | 15.38% | 22.73% | 12.50% | 100.00% | 60.00% | 20.00% | 100.00% | 50.00% | 100.00% | 75.00% | 4 | 3 | 69.57% | |
| LKP1 27: % Ombudsman in target | 50.00% | 83.33% | 60.00% | 50.00% | 100.00% | 0.00% | 85.71% | 33.33% | 100.00% | 100.00% | N/A | 100.00% | 66.67% | 3 | 2 | 78.05% | |
| LKP1 72: No. of Ombudsman items | 3 | 6 | 3 | 4 | 3 | 7 | 2 | 2 | 3 | 2 | 2 | 4 | 4 | | | 42 | |
| LKP1 58: TRA Enquiries | 88.89% | 86.11% | 72.97% | 31.43% | 41.51% | 21.25% | 57.14% | 41.67% | 90.00% | 100.00% | 66.67% | 68.42% | 100.00% | 28 | 28 | 55.28% | |
| LKP1 22: Board Member Enquiries | N/A | 100.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 100.00% | 100.00% | N/A | 100.00% | 1 | 1 | 100.00% | |
| LKP1 23: Members' Enquiries | Property Services | 80.00% | 89.29% | 57.89% | 73.91% | 83.33% | 85.00% | 87.50% | 95.24% | 100.00% | 84.38% | 83.33% | 95.45% | 29 | 18 | 83.75% | |
| | Housing Services | 85.71% | 80.00% | 60.00% | 47.37% | 55.56% | 70.00% | 77.78% | 41.67% | 20.00% | 25.00% | 100.00% | 70.00% | 14 | 9 | 56.92% | |
| | North East NHO | 66.67% | N/A | 66.67% | 87.50% | 100.00% | 100.00% | 100.00% | 100.00% | 50.00% | 100.00% | 100.00% | 100.00% | 2 | 2 | 91.67% | |
| | North West NHO | 100.00% | 100.00% | N/A | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 80.00% | 100.00% | 80.00% | 5 | 4 | 94.44% | |
| | Homerton NHO | 75.00% | 100.00% | 100.00% | 100.00% | 88.24% | 100.00% | 66.67% | 100.00% | 100.00% | 100.00% | 100.00% | 50.00% | 6 | 3 | 88.14% | |
| | DeBeauvoir/Queens NHO | 100.00% | 100.00% | 80.00% | 80.00% | 100.00% | 100.00% | 100.00% | 50.00% | 100.00% | 100.00% | 100.00% | 20.00% | 5 | 1 | 80.49% | |
| | Shoreditch NHO | N/A | 100.00% | 100.00% | 100.00% | 80.00% | N/A | 100.00% | 100.00% | 100.00% | 87.50% | 100.00% | 87.50% | 8 | 7 | 90.91% | |
| | TMO's | N/A | 100.00% | 100.00% | 100.00% | 100.00% | N/A | 0.00% | 50.00% | N/A | 0.00% | 100.00% | 66.67% | 7 | 5 | 61.90% | |
| | Woodberry Down | N/A | N/A | N/A | N/A | N/A | 100.00% | N/A | N/A | N/A | N/A | N/A | 100.00% | N/A | N/A | 100.00% | |
| | TOTAL | 82.69% | 90.00% | 69.81% | 72.31% | 80.25% | 85.71% | 83.33% | 82.14% | 88.64% | 70.97% | 91.67% | 89.13% | 64.47% | 76 | 49 | 79.45% |
| LKP1 24: Mayor's Enquiries | Property Services | 76.92% | 66.67% | 50.00% | 45.45% | 50.00% | 80.00% | 75.00% | 75.00% | 85.71% | 100.00% | 100.00% | 85.71% | 9 | 3 | 69.70% | |
| | Housing Services | 75.00% | 60.00% | N/A | 100.00% | 0.00% | 100.00% | N/A | 50.00% | 100.00% | 100.00% | 100.00% | 20.00% | 2 | 1 | 55.56% | |
| | North East NHO | 100.00% | 100.00% | 66.67% | 62.50% | 42.86% | 100.00% | 0.00% | 50.00% | 100.00% | 80.00% | 100.00% | 50.00% | 2 | 1 | 66.67% | |
| | North West NHO | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | N/A | 0.00% | 100.00% | 50.00% | 100.00% | 100.00% | 3 | 3 | 90.48% | |
| | Homerton NHO | 33.33% | 75.00% | 100.00% | 0.00% | 16.67% | 100.00% | 100.00% | 83.33% | 100.00% | 100.00% | 0.00% | 100.00% | 71.43% | 7 | 5 | 65.00% |
| | DeBeauvoir/Queens NHO | 100.00% | 100.00% | 50.00% | 0.00% | 50.00% | 75.00% | 100.00% | 75.00% | 0.00% | 50.00% | 100.00% | N/A | 4 | 1 | 66.67% | |
| | Shoreditch NHO | 100.00% | 100.00% | 66.67% | 0.00% | 100.00% | 66.67% | 50.00% | 100.00% | 85.71% | 100.00% | 100.00% | 66.67% | 5 | 5 | 78.26% | |
| | TMO's | N/A | 50.00% | N/A | 0.00% | 0.00% | 0.00% | 66.67% | N/A | 100.00% | 0.00% | 100.00% | 100.00% | 62.50% | 8 | 5 | 61.11% |
| | Woodberry Down | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | |
| | TOTAL | 81.25% | 77.78% | 58.33% | 48.39% | 53.33% | 81.82% | 66.67% | 69.44% | 86.96% | 73.08% | 93.33% | 77.78% | 60.00% | 40 | 24 | 69.35% |
| LKP1 13 - Correspondence | Property Services | N/A | 100.00% | 75.00% | 100.00% | 100.00% | 50.00% | 90.91% | 87.50% | 21.62% | 71.43% | 57.89% | 84.62% | 28 | 16 | 60.23% | |
| | Housing Services | N/A | 100.00% | 100.00% | 100.00% | 75.00% | 100.00% | 57.14% | 75.00% | 62.50% | 100.00% | 100.00% | 63.64% | 4 | 2 | 74.60% | |
| | Leasehold & RTB | 95.91% | 89.68% | 99.21% | 95.45% | 95.75% | 95.50% | 91.03% | 95.41% | 0.00% | 96.15% | 99.53% | 98.28% | 453 | 451 | 94.58% | |
| | North East NHO | 97.50% | 88.89% | 98.36% | 94.59% | 100.00% | 96.55% | 97.44% | 100.00% | 95.83% | 100.00% | 100.00% | 96.55% | 52 | 52 | 97.29% | |
| | North West NHO | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 71.88% | 100.00% | 100.00% | 100.00% | 100.00% | 30 | 30 | 96.97% | |
| | Homerton NHO | 100.00% | 100.00% | 100.00% | 100.00% | 97.06% | 95.83% | 83.33% | 93.55% | 85.71% | 100.00% | 100.00% | 92.31% | 42 | 39 | 95.32% | |
| | DeBeauvoir/Queens | 96.08% | 97.83% | 98.11% | 72.09% | 86.44% | 94.12% | 100.00% | N/A | 90.91% | 100.00% | 90.00% | 88.24% | 15 | 14 | 91.55% | |
| | Shoreditch NHO | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 95.45% | 87.50% | 96.15% | 100.00% | 94.44% | 18 | 17 | 97.79% | |
| | TMO's | N/A | 100.00% | 100.00% | 100.00% | N/A | N/A | N/A | N/A | 100.00% | N/A | N/A | N/A | N/A | N/A | N/A | 100.00% |
| | Woodberry Down | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 100.00% | 1 | 1 | 100.00% |
| TOTAL | 96.61% | 91.08% | 99.06% | 94.65% | 95.45% | 95.48% | 91.79% | 94.08% | 82.30% | 96.32% | 96.57% | 96.59% | 96.73% | 643 | 622 | 93.97% | |

LKP1 13 % of letters, faxes and emails responded to within target time (10 working days)
 LKP1 22 % of Board Member enquiries (ME) completed within target time - (98% within 15 days)
 LKP1 23 % of Members enquiries completed within target time - (92% within 10 days)
 LKP1 24 % of Mayor enquiries completed within target time - (90% within 10 days)
 LKP1 25 a % of stage 1 complaints completed within target time (97% within 15 days)
 LKP1 25 b % of stage 2 complaints completed within target time (90% within 15 days)
 LKP1 31 % of FOI Requests actioned in target time (75% within 20 days)
 LKP1 58: % of TRA Enquiries actioned in target time (75% within 15 days)
 LKP1 72: Number of Ombudsman enquiries - Target 36



Complaints comments (Approved by Alex Jarosz)
 Stage 1 response times for the year 2008/09 has been outside of target although since November performance has started to improve. Weak performances were identified for Housing Services and the TMO's. For 2008/09 it is proposed to split Housing Services to the different areas of responsibilities to identify problems. The TMO's will benefit from respond training and inclusion into respond access for the complaints handling system, this should positively impact on performance. Poor performance on stage 2 through much of the year made way for improvements towards the end of the year. No obvious reasons identified but tighter controls introduced around stage 2 complaints handling should make this sustainable with continued improvement to exceed the standard. Variable performance for Members and Mayors Enquiries across HH, many service areas produced some poor performance throughout the year. Communication with the service areas to be increased throughout the coming year has been commenced with a weekly report detailing outstanding and overdue cases. This reporting has resulted in a significant drop in overdue matters and feedback has indicated it is working as a warning marker. Complaints for the following year will be focusing on improving the quality of the complaints for our residents and on ensuring that response times are met within the service standards.

HUMAN RESOURCES (SICKNESS ABSENCE)

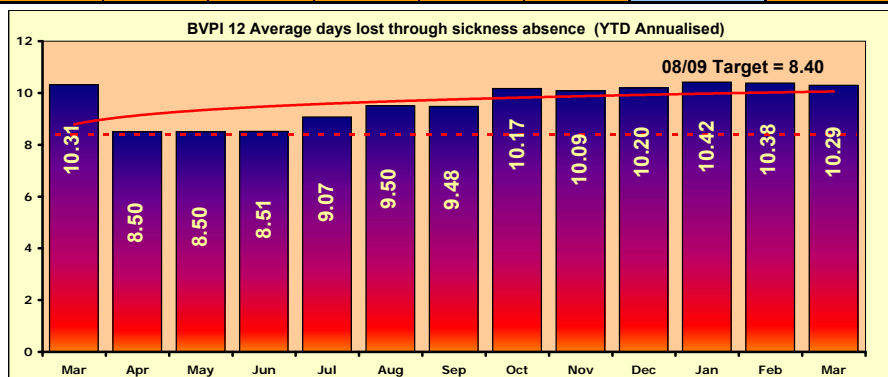
BVPI 12 Average days lost through Sickness Absence

| Monthly Avg Sickness Days | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Target 08/09 | End 2007/8 |
|----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|
| Director Office | 0.57 | 0.00 | 0.00 | 0.50 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.00 | 0.00 | 0.00 | 0.00 | | 0.57 |
| Finance and Resources | 0.63 | 0.22 | 0.41 | 0.21 | 0.70 | 0.47 | 0.87 | 0.76 | 0.56 | 0.60 | 0.15 | 0.41 | 0.16 | | 0.63 |
| Housing Services | 0.35 | 0.63 | 0.42 | 0.48 | 0.69 | 1.03 | 1.09 | 1.00 | 0.97 | 0.94 | 1.04 | 0.87 | 0.93 | | 0.35 |
| Property Services | 0.85 | 0.85 | 0.98 | 0.93 | 1.08 | 0.84 | 0.95 | 1.21 | 0.76 | 0.88 | 1.05 | 0.80 | 0.66 | | 0.85 |
| Hackney Homes Total | 0.65 | 0.71 | 0.71 | 0.68 | 0.88 | 0.87 | 1.00 | 1.08 | 0.83 | 0.89 | 0.97 | 0.80 | 0.73 | | 0.65 |

| Annualised YTD Avg Sickness Days | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Target 08/09 | End 2007/8 |
|----------------------------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Director Office | 2.86 | 0.00 | 0.00 | 2.00 | 1.50 | 1.20 | 1.00 | 0.98 | 0.86 | 1.90 | 1.71 | 1.56 | 1.43 | | 2.86 |
| Finance and Resources | 5.40 | 2.68 | 3.82 | 3.35 | 4.65 | 4.80 | 5.60 | 6.16 | 6.18 | 6.26 | 5.83 | 5.74 | 5.38 | | 5.40 |
| Housing Services | 10.68 | 7.54 | 6.22 | 6.17 | 6.80 | 8.37 | 8.33 | 9.05 | 9.55 | 9.90 | 10.26 | 10.38 | 10.56 | | 10.68 |
| Property Services | 10.92 | 10.19 | 11.00 | 11.18 | 11.53 | 11.04 | 11.05 | 11.78 | 11.18 | 11.20 | 11.33 | 11.18 | 10.94 | | 10.92 |
| Hackney Homes Total | 10.31 | 8.50 | 8.50 | 8.51 | 9.07 | 9.50 | 9.48 | 10.17 | 10.09 | 10.20 | 10.42 | 10.38 | 10.29 | 8.40 | 10.31 |

YTD profile of sickness:

| Divisions | Data | Days of Sickness | | | Grand Total |
|--|------------------|------------------|---------------|--------------|-------------|
| | | 1 to 13 days | 14 to 27 days | over 28 days | |
| Director Office | No of Employees | 2 | 0 | 0 | 2 |
| | Days of sickness | 5 | 0 | 0 | 5 |
| Finance and Resources | No of Employees | 28 | 1 | 2 | 31 |
| | Days of sickness | 134 | 20 | 145 | 299 |
| Housing Services | No of Employees | 145 | 22 | 21 | 188 |
| | Days of sickness | 687 | 424 | 1484 | 2595 |
| Property Services | No of Employees | 222 | 30 | 29 | 281 |
| | Days of sickness | 1032 | 550 | 2149 | 3730 |
| Total No of Employees took sick leave | | 397 | 53 | 52 | 502 |
| Total Days of sickness | | 1857 | 993 | 3778 | 6629 |



HR BVPI performance data:

| HR Ex - BVPI Performances | QTR 1 | QTR 2 | QTR 3 | QTR 4 | Targets (08/09) | 2007/08 Outturn |
|--|--------|--------|--------|--------|-----------------|-----------------|
| EX -BVPI 16a Proportion of staff with a disability | 4.53% | 4.63% | 4.53% | 4.43% | 12.00% | 11.53% |
| Ex - BVPI 17a Proportion of staff from BME communities | 52.13% | 51.04% | 49.20% | 49.51% | 50.00% | 49.71% |

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)

| HR LKPI Performances | QTR 1 | QTR 2 | QTR 3 | QTR 4 | Targets (08/09) | 2007/08 Outturn |
|---|--------|--------|--------|--------|-----------------|-----------------|
| LII 29 Proportion of staff without a disability | 37.65% | 40.93% | 41.25% | 61.54% | | |
| LII 30 Proportion not declaring disability status | 57.83% | 54.45% | 54.22% | 30.77% | | |
| LKPI 80 Proportion of top earners (women) | NA | 8.33% | 8.33% | 11.54% | 9.50% | 18.70% |
| LKPI 81 Proportion of top earners (BME) | NA | 12.50% | 23.81% | 23.08% | | 24.58% |
| LKPI 82 Proportion of top earners (disabled) | NA | 4.16% | 7.69% | 7.69% | 5.10% | 8.70% |

Comments: (Supplied by Odile Anderson):
 Sickness had improved significantly by year end. Improvements with sickness management can be attributed to the introduction of the twelve month rolling sickness programme in June 2008, which culminated in a monthly trigger report for more effective management of sickness. This initiative allowed managers to work closer with HR in trying to address sickness issues more proactively. For the coming year HR is to continue to work closely with managers to monitor sickness; and to get more managers trained on sickness management. HH are working closely with the LBH equalities team and job centre plus to attract more applicants with disabilities. HH are aiming to get the Two Ticks accreditation award by 2010, which would demonstrate that we are an employer who actively seeks to employ and develop people with disabilities. The proportion of staff in HH without a disability increased from 37.65% in quarter one to 61.54% by quarter four, this would demonstrate a positive increase although HH still needs to do more, to attract more disabled people into the organisation. The proportion of staff declaring their disability status went from 57.83% in quarter one to 30.77% in quarter four. HR will be carrying out a new initiative in 2009/10 to encourage staff to fill in data on equality monitoring, to ensure that such data reflects the organisation by 2010.
 There has been a significant improvement in the number of top earners who are female within the organisation. There was a steady growth from 8.33% by the beginning of the year to 11.54% by year end, beating the target figure of 9.50%. This growth can be attributed to the fact that nearly 40% of female managers occupied front line management positions throughout most of 2008/09. The proportion of top earners from BME groups also increased from 12.50% in quarter two to 23.08% by quarter four. The monitoring and promotion poster campaign PEQT and formal training for access and equalities, may have contributed to this increase. The proportion of BME staff joining the organisation fell from 52.13% in quarter one to 49.20% by quarter three. Recruitment last year during the second and third quarter was very low and was largely responsible for this fall.

INVOICE PAYMENTS

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

Comments: by Vijay Pillai:

BVPI 8a, performance on the whole for all HH non-delegated budgets has been on or above target for 11 months, cumulating in a year to date attainment of 92.08%, just over 5% above target.

BV8b: In terms of the delegated begets apart from 1 month, the performances throughout year has been below target, with the YTD attainment being nearly 10 percentage points below target.

BV08: Overall the aggregate performance is nearly 5 % points below target. Key areas with below target performances are Property Services and Capital invoices.

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

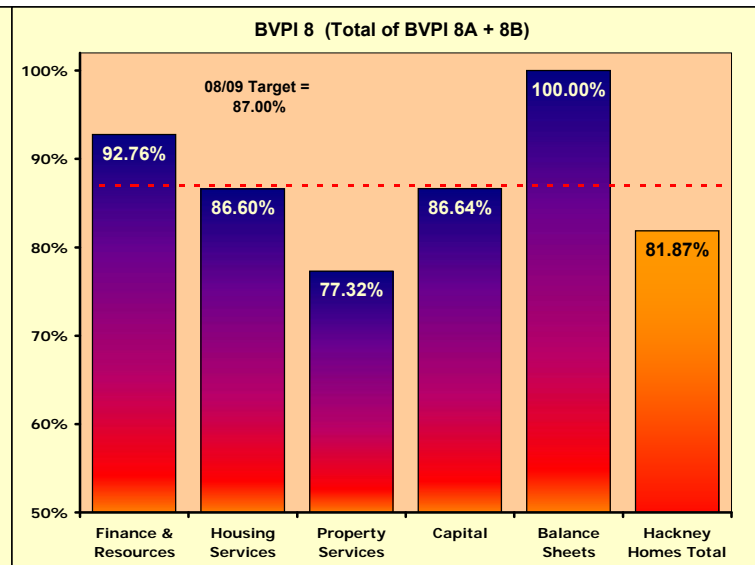
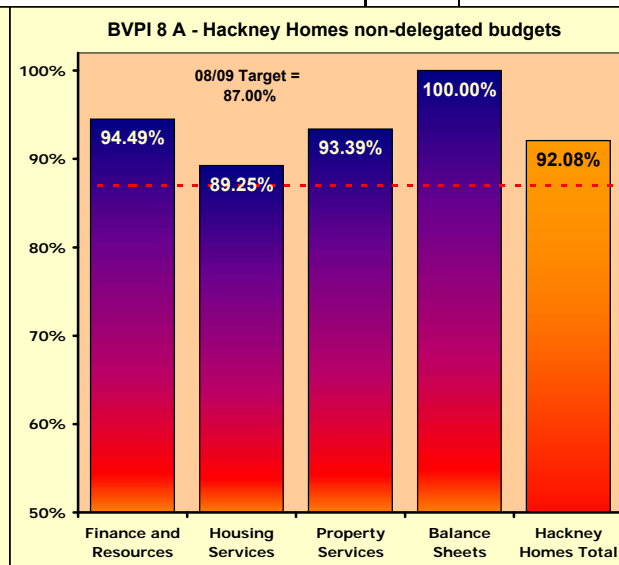
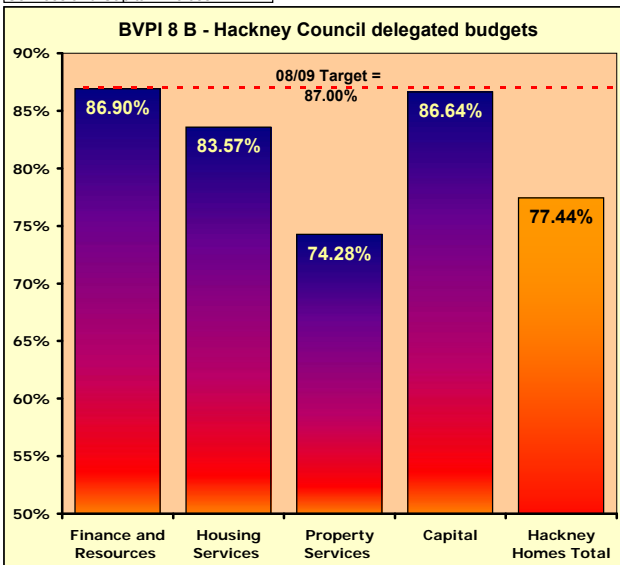
| Service Divisions | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | YTD 2008/9 | Targets (08/09) | Outturn 2007/8 |
|--------------------------------|--------|--------|---------|---------|--------|---------|--------|---------|---------|---------|---------|---------|---------|------------|-----------------|----------------|
| Finance & Resources | 95.83% | 95.29% | 88.24% | 91.97% | 90.73% | 90.67% | 91.23% | 94.19% | 95.00% | 97.08% | 88.93% | 95.51% | 93.54% | 92.76% | 87.00% | 93.80% |
| Housing Services | 91.53% | 92.97% | 83.54% | 90.26% | 79.30% | 91.15% | 86.07% | 87.68% | 90.50% | 86.86% | 77.75% | 88.27% | 91.50% | 86.60% | 87.00% | 89.14% |
| Property Services | 96.15% | 78.72% | 79.04% | 87.62% | 76.42% | 69.35% | 75.66% | 80.69% | 78.45% | 83.13% | 71.62% | 78.81% | 66.67% | 77.32% | 87.00% | 84.87% |
| Capital | | 88.18% | 93.64% | 95.91% | 91.25% | 87.06% | 86.17% | 81.32% | 92.83% | 90.35% | 80.56% | 83.33% | 86.05% | 86.64% | 87.00% | N/A |
| Balance Sheets | n/a | - | 100.00% | 100.00% | - | 100.00% | - | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 87.00% | N/A |
| Hackney Homes Total | 94.52% | 84.16% | 82.06% | 89.41% | 80.02% | 77.73% | 79.43% | 83.21% | 84.34% | 86.05% | 76.08% | 83.88% | 79.90% | 81.87% | 87.00% | 88.55% |

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

| Service Divisions | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | YTD 2008/9 | Targets (08/09) | Outturn 2007/8 |
|------------------------------|--------|--------|---------|---------|--------|---------|--------|---------|---------|---------|---------|---------|---------|------------|-----------------|----------------|
| Finance and Resources | n/a | 96.77% | 94.18% | 92.56% | 92.90% | 93.04% | 93.41% | 92.98% | 94.79% | 99.15% | 90.60% | 95.93% | 96.31% | 94.49% | 87.00% | N/A |
| Housing Services | n/a | 91.91% | 81.60% | 89.73% | 74.82% | 94.94% | 94.08% | 88.18% | 93.98% | 87.69% | 84.29% | 91.29% | 95.21% | 89.25% | 87.00% | N/A |
| Property Services | n/a | 93.92% | 90.11% | 95.92% | 94.55% | 93.10% | 95.22% | 93.41% | 97.86% | 93.77% | 90.45% | 95.74% | 84.43% | 93.39% | 87.00% | N/A |
| Balance Sheets | n/a | - | 100.00% | 100.00% | - | 100.00% | - | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 87.00% | N/A |
| Hackney Homes Total | n/a | 94.85% | 89.56% | 93.24% | 86.12% | 93.74% | 94.39% | 91.74% | 95.32% | 93.90% | 87.13% | 93.39% | 93.43% | 92.08% | 87.00% | N/A |

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

| Service Divisions | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | YTD 2008/9 | Targets (08/09) | Outturn 2007/8 |
|------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|-----------------|----------------|
| Finance and Resources | n/a | 88.52% | 74.70% | 89.83% | 84.62% | 85.07% | 85.25% | 97.56% | 95.59% | 84.21% | 80.43% | 93.48% | 84.27% | 86.90% | 87.00% | N/A |
| Housing Services | n/a | 93.79% | 84.40% | 90.77% | 83.39% | 87.86% | 81.82% | 87.32% | 84.06% | 86.28% | 62.50% | 83.33% | 83.23% | 83.57% | 87.00% | N/A |
| Property Services | n/a | 76.96% | 77.05% | 84.91% | 72.01% | 65.14% | 72.53% | 78.71% | 74.57% | 81.02% | 67.87% | 75.87% | 63.19% | 74.28% | 87.00% | N/A |
| Capital | n/a | 88.18% | 93.64% | 95.91% | 91.25% | 87.06% | 86.17% | 81.32% | 92.83% | 90.35% | 80.56% | 83.33% | 86.05% | 86.64% | 87.00% | N/A |
| Hackney Homes Total | n/a | 80.83% | 79.54% | 87.41% | 77.13% | 71.98% | 75.38% | 80.76% | 79.30% | 83.16% | 68.41% | 78.45% | 77.44% | 77.44% | 87.00% | N/A |



ESTATE SAFETY AND CRACK DOWN

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

| Estate Safety Performance Indicators | | | | | | | | | | | | | | | YTD Performance | YTD Vs Target | |
|---|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------|---------------|-----|
| | | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | 172 | % | |
| LII 6 (a) Number of ASB / Crime & Disorder Initial Contact made within 3 working days | Neighbourhoods | 16 | 6 | 7 | 14 | 11 | 22 | 13 | 13 | 10 | 14 | 9 | 16 | 37 | 172 | N/A | |
| | Police | 33 | 36 | 91 | 18 | 35 | 25 | 20 | 34 | 25 | 12 | 38 | 35 | 17 | 386 | | |
| | Gov'n't Dept's | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | Audit and Anti Fraud Division | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | Other local authorities | 1 | 8 | 8 | 6 | 4 | 2 | 5 | 8 | 4 | 1 | 7 | 4 | 8 | 65 | | |
| | Other | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 10 | | |
| | Total | | 54 | 50 | 106 | 38 | 50 | 49 | 38 | 55 | 49 | 27 | 54 | 55 | 62 | | 633 |
| LII 6 (b) Number of programmed block / case related audits completed (Annual Target 500) | No of NTQ recommended | | 3 | 3 | 3 | 0 | 3 | 3 | 4 | 0 | 0 | 0 | 1 | 2 | 22 | 4.40% | |
| | No of PO's obtained | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | No of unauthorised occupiers identified | | | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 4 | | |
| | No of Squatters identified | | | 0 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 2 | 0 | 0 | 8 | | |
| | No of NOSP recommended | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 111 | 111 | | |
| | No of evictions | | | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 1 | | 4 |
| | Total | | | 3 | 6 | 6 | 0 | 3 | 4 | 7 | 0 | 4 | 0 | 2 | 114 | | 149 |
| LII 6 (c) Home Office NFI Operation Number of referrals verified (Annual Target 50) | Number of NFI referrals from the Home Office | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | N/A | N/A | |
| | Number of referrals completed | 0 | 0 | 0 | 0 | 0 | 91 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | N/A | | |
| | No of NFI Referrals outstanding | 200 | 200 | 200 | 200 | 200 | 109 | 109 | 109 | 109 | 109 | 109 | 109 | 109 | 109 | | |
| LKPI 75 % of referral investigated completed in 15 days | No investigations completed in 15 days | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | N/A | |
| | % done in target | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| LII 6(e) Pirate Radio | No visits completed | | 11 | 7 | 6 | 8 | 10 | 12 | 2 | 0 | 4 | 6 | 3 | 4 | 73 | N/A | |
| | Total number of days taken | | 11 | 7 | 6 | 8 | 10 | 12 | 2 | 0 | 4 | 6 | 3 | 1 | 70 | | |
| | Average number of days per visit | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 0.25 | 10.25 | | |
| | No. of Pirate Radio equipment removed | 18 | 11 | 3 | 5 | 8 | 7 | 12 | 2 | 0 | 4 | 6 | 3 | 3 | 64 | | |
| LII 6 (f) No. of Surveillance Undertaken (Target 35) | Relocatable/ Overt Cameras deployed | 0 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | N/A | |
| | Surveillance Vehicle deployed | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | | |
| | Covert Equipment deployed | 0 | 2 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | | |
| | Total deployment | 0 | 3 | 1 | 0 | 5 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | | |
| LII 6 (g) Crackdown | Total closure orders obtained | | 1 | 4 | 4 | 1 | 0 | 4 | 3 | 2 | 2 | 1 | 2 | 2 | 26 | N/A | |
| | Of the Total Actions undertaken; relates to No of NOSP recommended (Target 2%) | | 1 | 4 | 2 | 2 | 0 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 22 | 14.2% | |
| | Of the Total Actions undertaken; relates to action against vulnerable persons (Target - 28%) | | 0 | 5 | 6 | 1 | 1 | 4 | 5 | 1 | 1 | 2 | 2 | 3 | 31 | 20.0% | |
| | Of the Total Actions undertaken; relates to individuals accessing drug treatment (Target - 10%) | | 0 | 3 | 6 | 1 | 0 | 2 | 4 | 1 | 0 | 1 | 0 | 3 | 21 | 13.5% | |
| | Of the Total Actions undertaken; ABC (specific for class 'A' drugs) (Target - 10%) | | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 1.9% | |
| | Of the Total Action undertaken; ASBO's (specific for class 'A' drugs) (Target - 2%) | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0.6% | |
| | Of the Total Actions undertaken; are referrals to other agencies (Target - 38%) | | 0 | 5 | 6 | 1 | 0 | 4 | 5 | 1 | 1 | 2 | 2 | 3 | 30 | 19.4% | |
| | % of the Total Actions undertaken; are referrals to other agencies (Target - 10%) DART | | 0 | 3 | 6 | 1 | 0 | 2 | 4 | 1 | 0 | 1 | 0 | 3 | 21 | 13.5% | |
| Total Actions undertaken | | 2 | 25 | 31 | 8 | 1 | 18 | 23 | 7 | 7 | 9 | 8 | 16 | 155 | | | |

Comments (Supplied by Wayne Hilton/Vijay Pillai): As at year end only 4.40% of the planned 500 block audits were done. This was largely due to a delay in progressing the Colville Estate audit programme. Our planned audit programme for 2009/2010 will now incorporate Colville Estate audits, which will now take place at the end of April 2009.

NFI referrals, as at the end of March 109 referrals were still outstanding a reduction of 46% and there were no investigations completed. This Government led data matching exercise is an intensive programme and normally the whole process is completed within 2 years (wef 2006/07) as investigations are detailed and result in criminal proceedings. Although the target was not achieved the NFI have agreed to carry forward the balance to the new two year investigative programme commencing in 2009/10.

In terms of pirate radio action a total of 64 pieces of equipment was removed, a drop of 11 from last year, this shows the proactive action is leading to fewer incidents of pirate operations taking place. The installation of a new roof hatch locking system has made it significantly harder for pirate radio operators to install masts on high rise blocks. We are currently working with Ofcom to identify these operators and to prosecute them where appropriate.

Covert surveillance operations, a total of 12 operation were completed against a target of 35. Compared to last year (53) the current year performance is a drop of 77%. As a result of a legal challenge by the Data Commissioner the Council advised Hackney Homes in June 08 that it was not a public authority hence had no powers to initiate this action and therefore could not authorize covert surveillance using RIPA 2000. In terms of crackdown operations a total of 155 separate actions were taken ranging from closure orders to referrals to other agencies. However, in terms of the 7 separate categories of targeted actions only 2 categories have met or exceeded the target, which means 71% of the key targets were not met. This function is however no longer being dealt with by Hackney Homes and has been transferred to the Council's Safer Communities Team wef April 2009 for class 'A' drugs. However, Hackney Homes will continue to be responsible for auctioning class 'B' and 'C' drug actions in our estates and this element will become a key reporting area for Hackney Homes wef April 2009.

Anti Social Behaviour, Nuisance and Harassment

Information from this point on via new ASB Module of Universal Housing

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

| AM1/LKPI 58 - New cases | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD | 07/08 |
|-------------------------|-----------|-----------|------------|-----------|-----------|-----------|-----------|------------|------------|-----------|------------|------------|------------|-------------|------------|
| North East | 28 | 23 | 41 | 35 | 29 | 32 | 20 | 26 | 21 | 14 | 10 | 21 | 33 | 305 | 280 |
| North West | 3 | 6 | 5 | 2 | 7 | 3 | 0 | 15 | 29 | 1 | 9 | 9 | 20 | 106 | 61 |
| Homerton | 5 | 6 | 10 | 15 | 5 | 3 | 6 | 38 | 27 | 22 | 39 | 17 | 25 | 213 | 198 |
| Queensbridge & DB | 12 | 1 | 5 | 4 | 3 | 3 | 0 | 21 | 6 | 10 | 5 | 7 | 37 | 102 | 97 |
| Shoreditch | 12 | 20 | 24 | 22 | 27 | 15 | 14 | 37 | 21 | 7 | 22 | 21 | 17 | 247 | 195 |
| Neighbourhood Total | 60 | 56 | 85 | 78 | 71 | 56 | 40 | 137 | 104 | 54 | 85 | 75 | 132 | 973 | 831 |
| Estate Safety | n/a | n/a | n/a | n/a | n/a | n/a | n/a | - | 35 | 27 | 48 | 22 | 33 | 165 | n/a |
| TMO's | 8 | 23 | 17 | 18 | 15 | 12 | 9 | - | 1 | 1 | 10 | 18 | 15 | 139 | 165 |
| Total New Cases | 68 | 79 | 102 | 96 | 86 | 68 | 49 | 137 | 140 | 82 | 143 | 115 | 180 | 1277 | 996 |

Comments:

From March - Sept 2008, the data shown in this report has been extracted from the former ASB spreadsheets. The new Universal Housing ASB system was introduced wef Oct 2008, hence all data from this point in time has been obtained directly from Universal Housing.

Following the introduction of the new system a major review of all live cases recorded on the old spreadsheet system was undertaken in Sept 2008. The review resulted in approx 600 previously live cases being classed as closed. This can be seen in AM4/LKPI 60a live case load table whereby overall net volumes of cases have increased during Q3 and Q4.

Although there are still some teething problems with regards to reporting and recording of actions etc, the new system is now more generally available to all partner organisations including TMO's and Estate Safety team, hence the data provided is more inclusive than it was in the past.

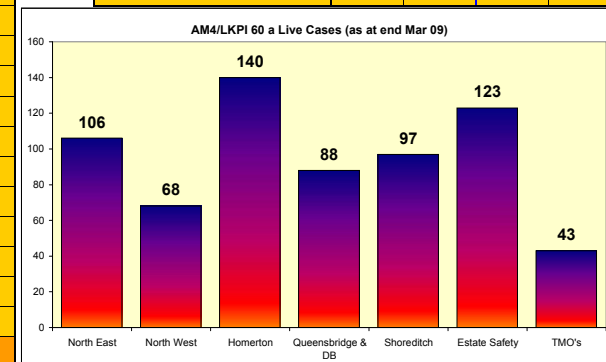
The satisfaction measures are consistent with the Housemark/RESPECT standard, which Hackney Homes adopted last year. This data is based on a survey of cases closed in each quarter commissioned independently of Hackney Homes via an external research organisation. The survey was introduced as at the end of quarter 2 and the outcomes show levels of satisfaction were below 40% for quarters 2 and 3. However, it is noticeable that levels were increasing during the period.

The final Q4 outcomes show a 31percentage point increase in satisfaction for ASB complaint management and a 19 percentage point increase in outcomes compared with the position as at Q2.

| AM4/LKPI 60b & LKPI 60c: Closed Cases | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD | 07/08 |
|---|-----------|-----------|-----------|-----------|------------|-----------|------------|----------|-----------|-----------|-----------|-----------|-----------|-------------|------------|
| North East | 3 | 25 | 29 | 41 | 51 | 38 | 136 | - | 4 | 5 | 12 | 13 | 17 | 371 | 120 |
| North West | 1 | 3 | 1 | 7 | 0 | 4 | 5 | - | 5 | 2 | 4 | - | 4 | 35 | 81 |
| Homerton | 14 | 11 | 2 | 8 | 10 | 2 | 46 | 2 | 2 | 23 | 9 | 7 | 13 | 135 | 161 |
| Queensbridge & DB | 2 | 9 | 5 | 3 | 6 | 14 | 20 | 1 | 2 | 1 | 1 | - | 3 | 65 | 42 |
| Shoreditch | 20 | 3 | 4 | 0 | 20 | 10 | 70 | 2 | 4 | 6 | 11 | 14 | 11 | 155 | 124 |
| Neighbourhood Total | 40 | 51 | 41 | 59 | 87 | 68 | 277 | 5 | 17 | 37 | 37 | 34 | 48 | 761 | 528 |
| Estate Safety | n/a | n/a | n/a | n/a | n/a | n/a | n/a | - | 11 | 10 | 15 | 7 | 1 | 44 | n/a |
| TMO's | 8 | 23 | 1 | 3 | 14 | 5 | 108 | - | - | - | - | 1 | - | 155 | 94 |
| LKPI 60b: Total Resolved Cases | 48 | 74 | 42 | 62 | 101 | 73 | 385 | 5 | 28 | 47 | 52 | 42 | 49 | 960 | 622 |
| LKPI 60c - Number of Closed Not-Resolved | 3 | 2 | 10 | 5 | 6 | 16 | 79 | 3 | 24 | 35 | 25 | 28 | 25 | 258 | 85 |
| Total closed cases | 51 | 76 | 52 | 67 | 107 | 89 | 464 | 8 | 52 | 82 | 77 | 70 | 74 | 1218 | 707 |

| 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 | 3 | 5 | 2 | 13 | 1 | 1 | 15 |
| Allegation | 8 | - | - | 2 | - | 10 | 68 | - | 78 |
| Begging | - | - | - | - | 4 | 4 | - | - | 4 |
| Crackdown | 1 | - | 4 | 1 | - | 6 | 45 | - | 51 |
| Domestic Abuse | 6 | 5 | 24 | 3 | 4 | 42 | - | 2 | 44 |
| Drugs/substance misuse/drug dealing | 11 | 1 | 17 | 7 | 9 | 45 | 13 | - | 58 |
| Hate Related Incident | 3 | 2 | 3 | 2 | 4 | 14 | 1 | - | 15 |
| Litter/Rubbish/Fly-tipping | 12 | 2 | 13 | 4 | 2 | 33 | - | 2 | 35 |
| Misuse of Communal Area/public space or loitering | 5 | 1 | 18 | 15 | 6 | 45 | 1 | 9 | 55 |
| Noise | 71 | 45 | 64 | 40 | 50 | 270 | 1 | 30 | 301 |
| Nuisance from Vehicles | 1 | 1 | 1 | 1 | - | 4 | - | 2 | 6 |
| Other Criminal behaviour/Crime | 2 | 1 | 3 | 5 | 3 | 14 | - | 1 | 15 |
| Other Physical Violence | 2 | 2 | 8 | 1 | 1 | 14 | 1 | - | 15 |
| Pets and Animal Nuisance | 9 | 8 | 15 | 8 | 4 | 44 | - | 7 | 51 |
| Pirate Radio Station | - | - | - | - | - | 0 | 4 | - | 4 |
| Prostitution/Sexual Acts/Kerb Crawling | - | 1 | 3 | - | - | 4 | - | 1 | 5 |
| RIPA | - | - | - | - | - | 0 | - | - | 0 |
| Tenancy Related Issues | - | 1 | 1 | 6 | 2 | 10 | 3 | - | 13 |
| Vandalism and Damage to Property | 3 | - | 3 | 2 | 2 | 10 | 2 | 3 | 15 |
| Verbal Abuse/harassment/threatening behaviour/intimidation | 15 | 10 | 21 | 13 | 17 | 76 | - | 11 | 87 |
| Grand Total | 151 | 81 | 201 | 115 | 110 | 658 | 140 | 69 | 867 |

| AM4/LKPI 60 a - Live cases | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 current position |
|----------------------------|------------|------------|------------|------------------------|
| North East | 206 | 87 | 110 | 106 |
| North West | 175 | 52 | 52 | 68 |
| Homerton | 110 | 46 | 96 | 140 |
| Queensbridge & DB | 98 | 23 | 47 | 88 |
| Shoreditch | 201 | 63 | 95 | 97 |
| Neighbourhood Total | 790 | 271 | 400 | 499 |
| Estate Safety | n/a | n/a | 43 | 123 |
| TMO's | 122 | 19 | 2 | 43 |
| Total Live Cases | 912 | 290 | 445 | 665 |



| | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|--------|-----|-----|--------|-----|-----|--------|--------|
| LKPI 61 a: Satisfaction with how complaint was dealt with | N/A | N/A | N/A | N/A | N/A | N/A | 37.37% | N/A | N/A | 37.63% | N/A | N/A | 68.00% | 46.89% |
| LKPI 61 b: Satisfaction with outcome of complaint | N/A | N/A | N/A | N/A | N/A | N/A | 32.32% | N/A | N/A | 34.78% | N/A | N/A | 50.91% | 37.87% |

HOUSING LEGAL DISREPAIR CLAIMS

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:

1. Cases where proceedings have been issued under either Sec. 11, Landlord & Tenant Act 1985 or Sec 79, Environmental Protection Act 1990

2. Counterclaims to rent arrears actions or service charge arrears action.

3. Proceedings issued by leaseholders for disrepair

4. Solicitor's letters that refer to 'disrepair'; outstanding repairs; or the Housing Disrepair Protocol

5. 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 leasehold and TMO properties being excluded.

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.

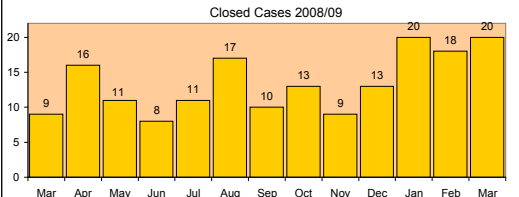
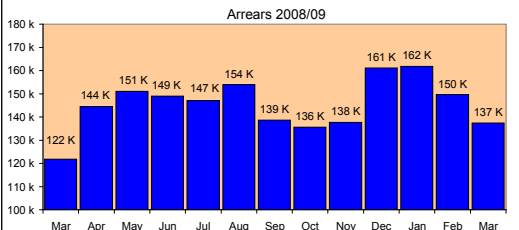
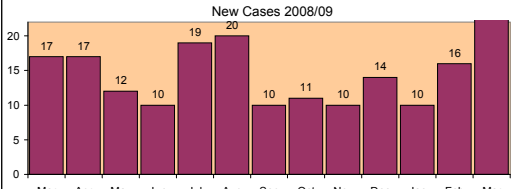
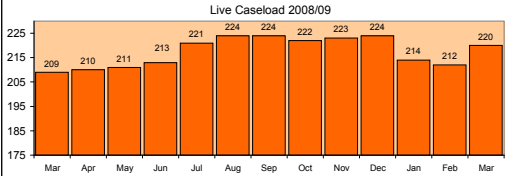
Data source:
Data Ease and Saffron

| Total Monthly Housing Disrepair Caseload | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| New cases | 17 | 17 | 12 | 10 | 19 | 20 | 10 | 11 | 10 | 14 | 10 | 16 | 30 |
| Counterclaims received | 0 | 2 | 2 | 1 | 3 | 2 | 1 | 4 | 0 | 2 | 0 | 1 | 0 |
| No. where proceedings issued | N/A | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Insurance claims | N/A | 0 | 1 | 2 | 1 | 2 | 0 | 1 | 0 | 1 | 1 | 1 | 1 |
| Total Live caseload | 209 | 210 | 211 | 213 | 221 | 224 | 224 | 222 | 223 | 224 | 214 | 212 | 220 |

| Arrears | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| North East | £38,378 | £48,673 | £49,698 | £50,155 | £53,703 | £51,884 | £44,608 | £38,096 | £38,060 | £59,781 | £57,956 | £53,207 | £51,073 |
| North West | £48,052 | £56,762 | £55,946 | £56,351 | £42,442 | £43,970 | £44,532 | £44,678 | £42,535 | £43,810 | £44,903 | £45,324 | £39,128 |
| Homerton | £30,023 | £33,179 | £36,823 | £33,873 | £35,339 | £36,786 | £33,110 | £33,036 | £33,985 | £31,773 | £28,298 | £27,277 | £23,788 |
| Queensbridge | £1,430 | £957 | £3,728 | £4,051 | £9,497 | £10,239 | £8,560 | £8,074 | £8,767 | £10,368 | £15,709 | £14,656 | £12,078 |
| Shoreditch | £3,868 | £4,889 | £4,844 | £4,479 | £6,096 | £11,093 | £7,742 | £11,749 | £14,270 | £15,334 | £14,925 | £9,221 | £11,299 |
| Total Neighbourhood Arrears | £121,751 | £144,460 | £151,039 | £148,909 | £147,077 | £153,972 | £138,552 | £135,633 | £137,617 | £161,066 | £161,790 | £149,685 | £137,367 |
| Total TMO arrears | | | | | | | | | | £17,611 | £17,005 | £20,920 | £18,766 |
| Grand Total Disrepair Arrears | | | | | | | | | | £178,677 | £178,796 | £170,605 | £156,133 |
| LKPI 30 Disrepair claims as a Percentage of live tenancies | 0.93% | 0.87% | 0.93% | 0.93% | 0.94% | 0.97% | 0.97% | 0.97% | 0.96% | 0.97% | 0.92% | 0.91% | 0.95% |
| Leasehold Disrepair claims as a Percentage of leasehold properties | N/A | 0.1% | 0.09% | 0.09% | 0.10% | 0.08% | 0.08% | 0.08% | 0.10% | 0.10% | 0.12% | 0.12% | 0.11% |
| Cases closed - no proceedings issued: average period cases opened. | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 13 months | 19 months | 12.3 Months | 13 months | 17 months | 14 months |
| Cases closed - proceedings issued: average period cases opened. | N/A | N/A | N/A | N/A | N/A | N/A | N/A | None | 31 months | 37 Months | 27 months | 15 months | 16 months |
| LII 12 Percentage of claims with legal proceedings issued | 20.00% | 18.00% | 19.00% | 17.30% | 18.10% | 17.85% | 17.85% | 21.14% | 21.07% | 21.42% | 21.02% | 21.69% | 20.0% |
| Cases referred by Insurance section as a % of live caseload | 20.00% | 3.30% | 3.80% | 4.20% | 4.50% | 5.35% | 4.91% | 4.95% | 4.48% | 3.57% | 4.20% | 3.70% | 2.3% |

| Closed Cases | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|--|---------------|---------------|---------------|---------------|-------------|-------------|-------------|-------------|---------------|---------------|---------------|---------------|----------------|
| Number of cases closed | 9 | 16 | 11 | 8 | 11 | 17 | 10 | 13 | 9 | 13 | 20 | 18 | 20 |
| Percentage of closed cases where: | | | | | | | | | | | | | |
| Only damages were paid | 33.00% | 31.00% | 0.00% | 0.00% | 18.20% | 5.90% | 10.00% | 15.38% | 11.11% | 7.7% | 30.0% | 22.2% | 15.0% |
| Damages & costs paid | 22.00% | 19.00% | 55.00% | 12.50% | 9.10% | 0.00% | 20.00% | 0.00% | 44.44% | 15.4% | 20.0% | 16.6% | 0.9% |
| Works undertaken | 78.00% | 87.50% | 82.00% | 75.00% | 54.50% | 94.11% | 80.00% | 69.23% | 88.88% | 15.4% | 55.0% | 88.8% | 75.0% |
| Av cost of damages (all closed) | £2,640 | £1,005 | £2,014 | £1,758 | £214 | £167 | £295 | £119 | £3,832 | £1,515 | £1,434 | £1,095 | £549.63 |

| Repairs Performance | Priority/Neighbourhood | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Jobs YTD | pass rate YTD |
|----------------------------|------------------------|---------|---------|---------|---------|---------|--------|--------|---------|--------|---------|--------|--------|--------|----------|---------------|
| By Priority | Emergency | 73.33% | 21.74% | 75.00% | 55.00% | 43.75% | 62.50% | 40.91% | 0.00% | 12.50% | 80.00% | 9.09% | 0.00% | 152 | 46.05% | |
| | Urgent | 20.00% | 33.33% | 75.00% | 75.00% | 83.33% | 20.00% | 46.15% | 50.00% | 60.00% | 90.91% | 35.71% | 16.67% | 110 | 50.91% | |
| | Normal | 100.00% | 92.96% | 84.88% | 89.41% | 83.33% | 59.86% | 57.30% | 80.95% | 74.00% | 58.93% | 35.45% | 55.74% | 1178 | 67.83% | |
| By Neighbourhood | North East | 57.14% | 77.78% | 63.33% | 76.92% | 82.76% | 55.56% | 63.83% | 77.78% | 81.58% | 82.98% | 35.29% | 57.58% | 468 | 66.88% | |
| | North West | 88.89% | 70.37% | 93.75% | 85.71% | 80.00% | 50.00% | 36.84% | 80.00% | 67.86% | 54.55% | 46.67% | 45.65% | 268 | 64.18% | |
| | Homerton | 90.00% | 88.89% | 88.00% | 85.00% | 69.57% | 46.15% | 43.24% | 92.86% | 60.00% | 44.83% | 33.33% | 42.22% | 354 | 57.34% | |
| | Queensbridge | 33.33% | 46.15% | 93.33% | 100.00% | 0.00% | 55.56% | 50.00% | 87.50% | 33.33% | 54.55% | 0.00% | 57.14% | 99 | 63.64% | |
| | Shoreditch | 100.00% | 100.00% | 100.00% | 69.23% | 100.00% | 87.50% | 83.33% | 100.00% | 91.67% | 100.00% | 11.76% | 66.67% | 115 | 73.91% | |
| Neighbourhood Total | 80.00% | 73.42% | 82.98% | 81.13% | 75.00% | 55.03% | 53.15% | 82.35% | 72.12% | 66.09% | 31.93% | 51.11% | 1304 | 64.11% | | |
| TMO | 100.00% | 77.78% | 100.00% | 100.00% | 50.00% | 100.00% | 53.85% | 53.33% | 42.86% | 25.00% | 43.75% | 73.33% | 135 | 64.44% | | |
| Grand Total | 82.98% | 74.23% | 83.67% | 82.30% | 74.29% | 58.01% | 53.23% | 79.10% | 68.64% | 62.50% | 33.33% | 53.06% | 1441 | 64.19% | | |



Comments : An unusually high number of new cases (30) for the month of March has altered the trend for the reduction in the live case management for 2008/9. However, March also saw an above average number of case closures (20), which helped to keep the total live case number to 220. The percentage of damages paid in close cases has fallen to 15% and in cases with both costs and damages the total is even lower at 0.9%.

Asset Management – Moving towards Decent Homes

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

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

BV184b - % change in proportion of non decent HH homes between 1st April 2008 and 1st April 2009:

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

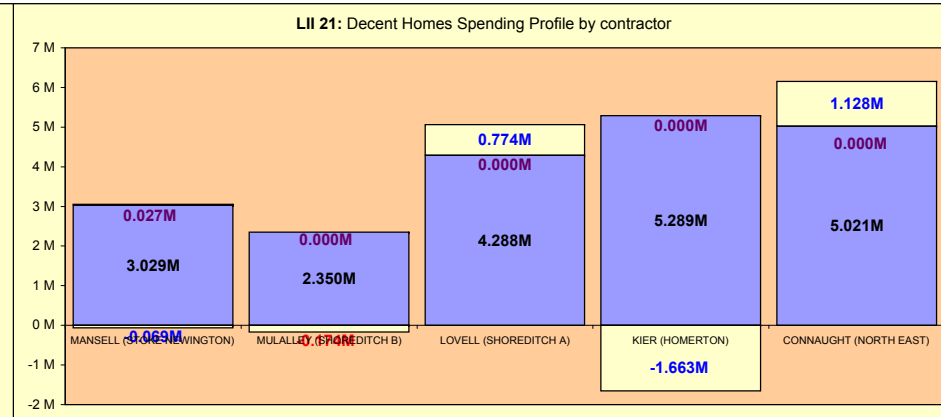
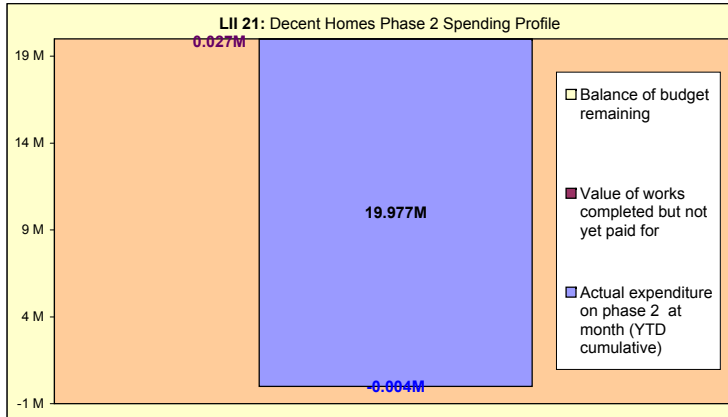
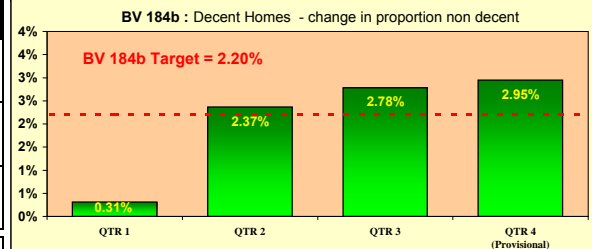
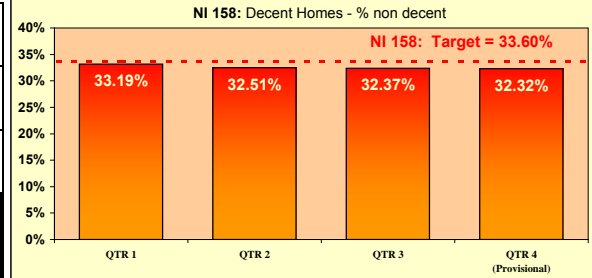
LII21: Decent Homes Phase 2 Expenditure
Shows the proportional spend, commitment and uncommitted expenditure profile for Decent Homes Phase 2 as compared to

Comments (supplied by Jonathan Oxlade)

We have exceeded the target of the number of homes made decent by over 20%, and also reduced the percentage of non-decent homes. The proportion of non-decent homes at the year end is just over one percentage point more than the target. Coincidentally, the change in the proportion of non-decent homes is higher than the target because of the increase in the absolute number of homes made decent. Given that the 2008/09 budget was only £20m, more than £10m less than expected, the performance has been credible and created a solid platform to build on for 2009/10, when the ALMO credits will be available.

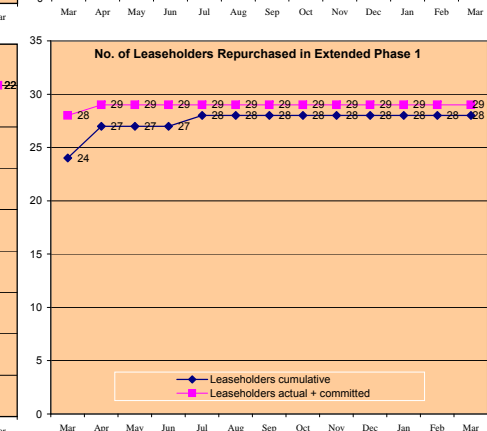
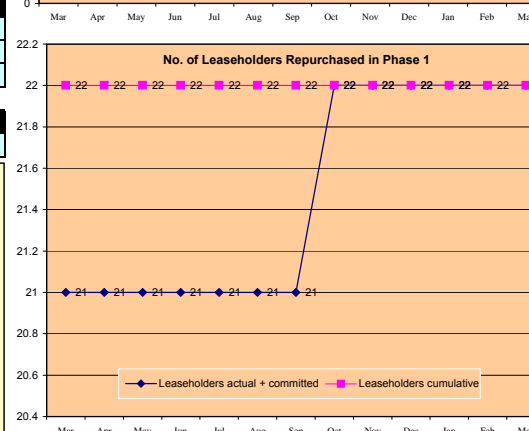
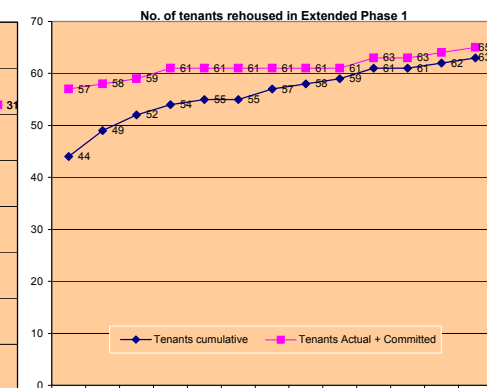
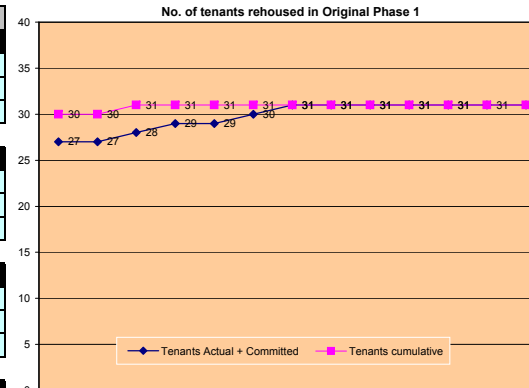
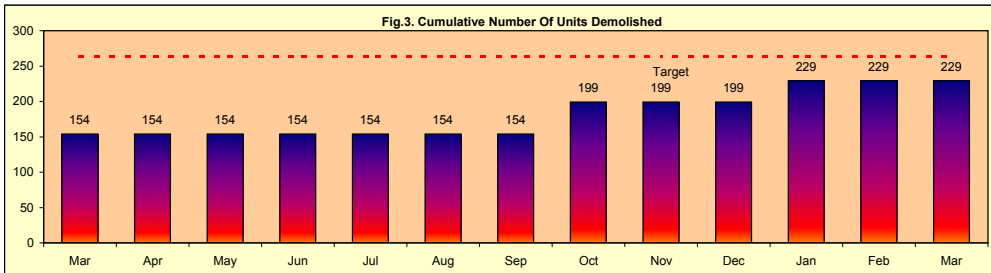
The council is currently reviewing housing regeneration programmes, many of which have stalled in the economic downturn. These regeneration estates are not included in the decent homes programme or any of the targets and indicators on this page. If it is decided to add these estates into the programme, the level of non-decency (NI 158) will increase instantly and the whole

| Indicator description | 1st April 08 (provisional) | QTR 1 | QTR 2 | QTR 3 | QTR 4 (Provisional) | Targets (08/09) |
|---|----------------------------|-------------------------|-----------------------|-----------------|------------------------|-------------------------|
| NI 158 (replaces BV184a) | 33.30% | 33.19% | 32.51% | 32.37% | 32.32% | 33.60% |
| Ex-BV184b 1st April 2008 and 1st April 2009 | | 0.31% | 2.37% | 2.78% | 2.95% | 2.20% |
| NI 158 (replaces BV184a) - % non-decent council homes | 36.05% | ← | | | | |
| Ex-BV184b 1st April 2006 and 1st April 2007 | 7.60% | | | | | |
| | 2007/08 | 08/09 Q1 | 08/09 Q2 | 08/09 Q3 | 08/09 Q4 | Targets (08/09) |
| LKPI 77 (KOI 1) | 688 | 121 | 159 | 32 | 196 | 400 |
| Grand total number of decent homes to date | 12,858 | 12,979 | 13,138 | 13,179 | 13,687 | 13,258 |
| LII 21: Decent Homes spending profile on phase 2 | MANSELL (STOKE NEWINGTON) | MULALLEY (SHOREDITCH B) | LOVELL (SHOREDITCH A) | KIER (HOMERTON) | CONNAUGHT (NORTH EAST) | WHOLE 2008/09 PROGRAMME |
| Approved 2008/09 budget | 2.987M | 2.176M | 5.062M | 3.626M | 6.149M | 20.000M |
| Actual expenditure on phase 2 at month (YTD cumulative) | 3.029M | 2.350M | 4.288M | 5.289M | 5.021M | 19.977M |
| Value of works completed but not yet paid for | 0.027M | 0.000M | 0.000M | 0.000M | 0.000M | 0.027M |
| Balance of budget remaining | -0.069M | -0.174M | 0.774M | -1.663M | 1.128M | -0.004M |



WOODBERRY DOWN PROJECT PHASE 1

| Tables | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| A. Number of tenants rehoused in Original Phase 1 | | | | | | | | | | | | | |
| Tenants remaining | 4 | 4 | 3 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Tenants cumulative | 27 | 27 | 28 | 29 | 29 | 30 | 31 | 31 | 31 | 31 | 31 | 31 | 31 |
| Tenants Actual + Committed | 30 | 30 | 31 | 31 | 31 | 31 | 31 | 31 | 31 | 31 | 31 | 31 | 31 |
| B. Number of Leaseholders Repurchased in Phase 1 | | | | | | | | | | | | | |
| Leaseholders remaining | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 |
| Leaseholders cumulative | 21 | 21 | 21 | 21 | 21 | 21 | 21 | 22 | 22 | 22 | 22 | 22 | 22 |
| Leaseholders actual + committed | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 |
| C. Number of tenants rehoused in Extended Phase 1 | | | | | | | | | | | | | |
| Tenants remaining | 21 | 16 | 13 | 11 | 10 | 10 | 8 | 7 | 6 | 4 | 4 | 3 | 2 |
| Tenants cumulative | 44 | 49 | 52 | 54 | 55 | 55 | 57 | 58 | 59 | 61 | 61 | 62 | 63 |
| Tenants Actual + Committed | 57 | 58 | 59 | 61 | 61 | 61 | 61 | 61 | 61 | 63 | 63 | 64 | 65 |
| D. Number of Leaseholders Repurchased in Extended Phase 1 | | | | | | | | | | | | | |
| Leaseholders remaining | 5 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Leaseholders cumulative | 24 | 27 | 27 | 27 | 28 | 28 | 28 | 28 | 28 | 28 | 28 | 28 | 28 |
| Leaseholders actual + committed | 28 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 |
| E. Cumulative Number Of Units Demolished | | | | | | | | | | | | | |
| Units Demolished | 154 | 154 | 154 | 154 | 154 | 154 | 154 | 199 | 199 | 199 | 229 | 229 | 229 |



LII 11 - Woodberry Down Project - Decanting and repurchasing (Comments: (Supplied by WD Project Team)

Original Phase One Blocks

The table shows that as at end of March 2009 there are no secure tenants remaining in Original Phase 1.

Extended Phase One Blocks

The table shows that excellent progress has been made to rehouse tenants in Horston, Sherwood and Pewsham House. There is no tenant in Horston House and there is now only one remaining tenant in Sherwood and one in Pewsham House who will be moving out to their new homes very soon. The decanting of tenants from these three blocks is significantly ahead of the programme for when cleared sites are required.

Original Phase One Blocks

There is still 1 leaseholder remaining to be repurchased in Newton Close, however under the powers of CPO a warrant for possession will be executed on the 16th April 2009 on behalf the council by the court bailiffs.

Extended Phase One Blocks

The table shows that there has already been excellent progress towards emptying three housing blocks that are now part of Phase 1. There is still 1 leaseholder being negotiated for repurchasing. The rate of repurchasing of these blocks remains ahead of schedule.

Demolition

The overall programme remains on track but the graph illustrates slower than expected progress. There are 11 housing blocks that Hackney Homes are required to demolish on Phase One; of these 7 blocks plus Glynn House, amounting to 154 properties, have been demolished. The demolition of the 8 properties in Parkfield House has been postponed, whilst we utilise it as a temporary construction training centre.

Demolition will commence as soon as the council obtains vacant possession through the powers of CPO. A warrant for possession will be executed on the 16th April 2009 on behalf the council by the court bailiffs.

BOROUGH (STOCK BREAKDOWN & MOVEMENTS)

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

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

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

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

Comments: (supplied by Performance Team)

Stock Movement:

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

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

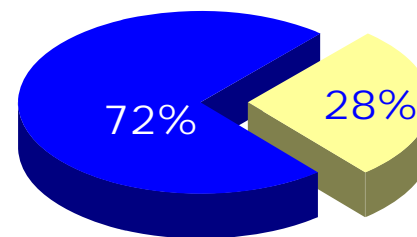
LKPI 40(b): Boroughwide stock breakdown & movements - Leasehold + Freehold with Service Charges

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

Percentage of total housing by rentable and leasehold stock

LKPI 40 (a) Rentable = 72%

LKPI 40 (b) Leasehold = 28%



GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT

| Term | Explanation | Term | Explanation |
|----------------------------|--|---------------------------------|---|
| ABC | Anti-Social Behaviour Contracts | 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 (ie 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) |