



# PERFORMANCE REPORT December 2009

Tenants Management Organization

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## HACKNEY HOMES TENANT MANAGEMENT ORGANIZATION PERFORMANCE REPORT

REPORTING PERIOD: 1st October 2009 - 31st December 2009

### KEY MESSAGES

#### *General Position*

The overall TMO performance on the range of indicators has shown improvement over the last quarter with a significant improvement in the key area of Repairs. However, there are some areas that require improvement and the Hackney Homes TMO Team are actively working with those TMOs to drive up performance.

#### *Empty Properties*

Overall performance has improved slightly and issues around the Choice Based lettings Scheme and properties requiring capital works are being addressed and should improve performance in the last quarter.

#### *Rent Arrears*

Overall performance has improved slightly but there is still a significant improvement required to achieve the end of year targets. Those TMOs with responsibility for rent arrears have all been requested to maximise income collection in the last financial quarter. Clapton Park & Wick Village are currently sustaining total collection rates of over 100%, which are on occasions better than the best performing neighbourhood offices.

#### *Repairs Service*

The overall Repairs Performance of the TMOs directly employed handypersons or external contractors have continuously improved from 1st April to 31st December 2009:  
- 98.19% of emergency repairs were completed on time in the 3rd quarter, compared to only 91.50% in the first quarter.  
- 95.14% of urgent repairs were completed on time in the 3rd quarter, compared to only 85.20% in the first quarter.

#### *Customer Care*

There have been some concerns with TMO Performance in responding to complaints and members' enquiries on time. These will hopefully be resolved by setting up individual meetings with the relevant TMOs and the Hackney Homes Complaints Team. Furthermore the Hackney Homes TMO Team receives a regular report containing all of the outstanding and overdue complaints; TMOs are chased for responses as and when necessary.

Clive Taber ►►► N'Hood Housing Contract Manager

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**Definition:**

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

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

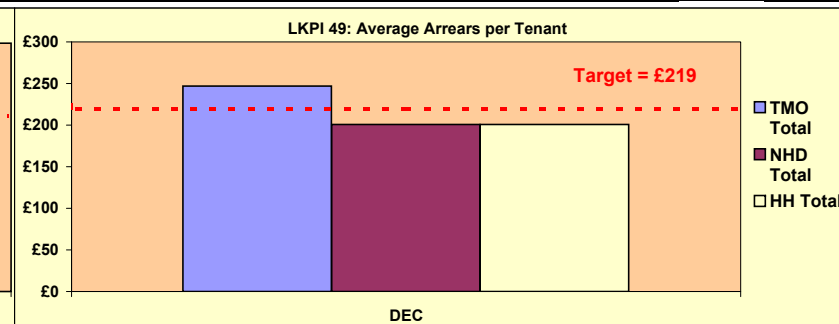
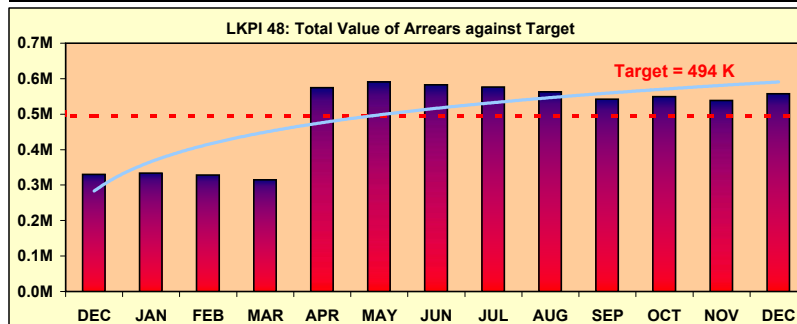
**Suffolk & Wyke** TMO are responsible for managing Rent Arrears and Collection in accordance with the TMO Modular Management Agreement.

Data Source: Saffron

Data provider: HH Finance

| LKPI 48: Total Value of Rent Arrears (YTD - £M) | Dec-08         | Jan-09         | Feb-09         | Mar-09         | Apr-09         | May-09         | Jun-09         | Jul-09         | Aug-09         | Sep-09         | Oct-09         | Nov-09         | Dec-09         | Targets (09/10) | 2008/09 Outturn |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------|-----------------|
|   | Week 39        | Week 43        | Week 47        | Week 52        | Week 04        | Week 08        | Week 13        | Week 17        | Week 21        | Week 26        | Week 30        | Week 34        | Week 39        |                 |                 |
| Clapton Park                                    | 197 K          | 196 K          | 191 K          | 183 K          | 188 K          | 192 K          | 191 K          | 183 K          | 178 K          | 168 K          | 168 K          | 166 K          | 171 K          | 158 K           | 183 K           |
| Cranston  | 62 K           | 60 K           | 58 K           | 59 K           | 65 K           | 68 K           | 67 K           | 68 K           | 68 K           | 68 K           | 66 K           | 60 K           | 63 K           | 51 K            | 59 K            |
| Downs   | 40 K           | 45 K           | 46 K           | 41 K           | 42 K           | 44 K           | 40 K           | 42 K           | 44 K           | 42 K           | 44 K           | 44 K           | 47 K           | 35 K            | 41 K            |
| Wenlock Barn Estate                             | N/A            | N/A            | N/A            | N/A            | 249 K          | 258 K          | 255 K          | 255 K          | 249 K          | 242 K          | 245 K          | 242 K          | 246 K          | 223 K           | N/A             |
| Wick Village                                    | 31 K           | 33 K           | 33 K           | 31 K           | 32 K           | 29 K           | 30 K           | 29 K           | 25 K           | 23 K           | 26 K           | 27 K           | 30 K           | 27 K            | 31 K            |
| <b>TMO Total</b>                                | <b>330 K</b>   | <b>334 K</b>   | <b>329 K</b>   | <b>314 K</b>   | <b>575 K</b>   | <b>591 K</b>   | <b>583 K</b>   | <b>577 K</b>   | <b>563 K</b>   | <b>542 K</b>   | <b>549 K</b>   | <b>539 K</b>   | <b>557 K</b>   | <b>494 K</b>    | <b>314 K</b>    |
| <b>NHD Total</b>                                | <b>4.59 M</b>  | <b>4.59 M</b>  | <b>4.53 M</b>  | <b>4.32 M</b>  | <b>4.12 M</b>  | <b>4.18 M</b>  | <b>3.99 M</b>  | <b>4.01 M</b>  | <b>3.99 M</b>  | <b>3.88 M</b>  | <b>3.86 M</b>  | <b>3.79 M</b>  | <b>3.83 M</b>  | <b>3.50 M</b>   | <b>4.32 M</b>   |
| <b>Hackney Homes Total</b>                      | <b>£4.95 M</b> | <b>£4.92 M</b> | <b>£4.86 M</b> | <b>£4.63 M</b> | <b>£4.70 M</b> | <b>£4.78 M</b> | <b>£4.57 M</b> | <b>£4.59 M</b> | <b>£4.56 M</b> | <b>£4.43 M</b> | <b>£4.41 M</b> | <b>£4.33 M</b> | <b>£4.39 M</b> | <b>£3.99 M</b>  | <b>£4.63 M</b>  |
| Suffolk   | 9 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K             | 0 K             |
| Wyke  | 14 K           | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K            | 0 K             | 0 K             |
| <b>Total</b>                                    | <b>23 K</b>    | <b>0 K</b>     | <b>0 K</b>     | <b>0 K</b>     | <b>0 K</b>     | <b>0 K</b>     | <b>0 K</b>     | <b>0 K</b>     | <b>0 K</b>     | <b>0 K</b>     | <b>0 K</b>     | <b>0 K</b>     | <b>0 K</b>     | <b>0 K</b>      | <b>0 K</b>      |

| LKPI 49: Average Arrears per tenant | Dec-08      | Jan-09      | Feb-09      | Mar-09      | Apr-09      | May-09      | Jun-09      | Jul-09      | Aug-09      | Sep-09      | Oct-09      | Nov-09      | Dec-09      | Targets (09/10) | 2008/09 Outturn |
|-------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------------|-----------------|
|                                     | Week 39     | Week 43     | Week 47     | Week 52     | Week 04     | Week 08     | Week 13     | Week 17     | Week 21     | Week 26     | Week 30     | Week 34     | Week 39     |                 |                 |
| Clapton Park                        | £251        | £249        | £243        | £233        | £238        | £243        | £244        | £233        | £226        | £213        | £214        | £212        | £219        | £201            | £233            |
| Cranston                            | £395        | £383        | £370        | £376        | £413        | £434        | £428        | £435        | £435        | £427        | £419        | £380        | £402        | £323            | £376            |
| Downs                               | £245        | £272        | £282        | £250        | £256        | £269        | £249        | £256        | £270        | £252        | £265        | £267        | £281        | £216            | £250            |
| Wenlock Barn Estate                 | N/A         | N/A         | N/A         | N/A         | £237        | £246        | £243        | £243        | £237        | £230        | £234        | £230        | £234        | £212            | N/A             |
| Wick Village                        | £318        | £341        | £341        | £320        | £327        | £298        | £303        | £298        | £256        | £237        | £263        | £271        | £303        | £276            | £320            |
| <b>TMO Total</b>                    | <b>£275</b> | <b>£277</b> | <b>£273</b> | <b>£261</b> | <b>£255</b> | <b>£262</b> | <b>£259</b> | <b>£207</b> | <b>£202</b> | <b>£196</b> | <b>£243</b> | <b>£239</b> | <b>£247</b> | <b>£219</b>     | <b>£261</b>     |
| <b>NHD Total</b>                    | <b>£228</b> | <b>£229</b> | <b>£225</b> | <b>£215</b> | <b>£217</b> | <b>£220</b> | <b>£209</b> | <b>£211</b> | <b>£209</b> | <b>£203</b> | <b>£202</b> | <b>£199</b> | <b>£201</b> | <b>£183</b>     | <b>£215</b>     |
| <b>Hackney Homes Total</b>          | <b>£226</b> | <b>£226</b> | <b>£222</b> | <b>£212</b> | <b>£215</b> | <b>£219</b> | <b>£209</b> | <b>£210</b> | <b>£208</b> | <b>£202</b> | <b>£201</b> | <b>£198</b> | <b>£201</b> | <b>£187</b>     | <b>£212</b>     |
| Suffolk                             | £42         | £0          | £0          | £0          | £0          | £0          | £2          | £0          | £0          | £0          | £0          | £0          | £0          | £0              | £0              |
| Wyke                                | £42         | £0          | £0          | £0          | £0          | £0          | £0          | £0          | £0          | £0          | £0          | £0          | £0          | £0              | £0              |
| <b>Total</b>                        | <b>£42</b>  | <b>£0</b>   | <b>£0</b>   | <b>£0</b>   | <b>£0</b>   | <b>£0</b>   | <b>£1</b>   | <b>£0</b>   | <b>£0</b>   | <b>£0</b>   | <b>£0</b>   | <b>£0</b>   | <b>£0</b>   | <b>£0</b>       | <b>£0</b>       |



**Comments:**

- Clapton Park has shown a steady improvement reducing arrears although arrears increased in December due to the Christmas period effect.
- Wick Village – had been reducing arrears steadily but over recent months they have increased.
- Downs, Wenlock and Cranston TMO's have made only small reductions in arrears or in the case of Down's TMO the arrears have increased. The TMO team has raised the performance issues with the TMO's, action plans are in place and the TMO team are working closely with the TMO staff to improve performance.

**LII 17, LII 18**  
 These indicators show Housing Benefit as a percent of rent debit, cash as a percent of rent debit, total rent collection as percent of debit and rent arrears as a percent of rent debit, respectively.

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

Data source: Saffron,  
 Data provider: HH Finance

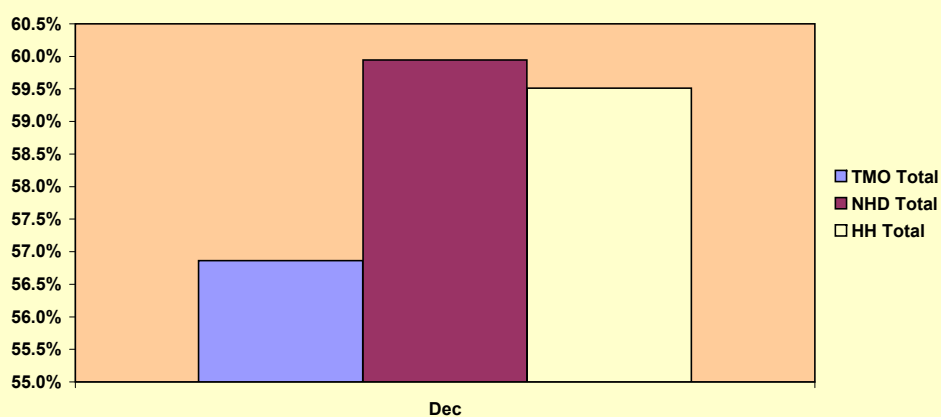
**LII 17 - YTD HB as % of Rent Debit (Data source: Saffron) (Formerly LKPI 47a)**

| TMO                        | Dec-08        | Jan-09        | Feb-09        | Mar-09        | Apr-09        | May-09        | Jun-09        | Jul-09        | Aug-09        | Sep-09        | Oct-09        | Nov-09        | Dec-09        | Targets (09/10) | 2008/09 Outturn |
|----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|-----------------|
|                            | Week 39       | Week 43       | Week 47       | Week 52       | Week 04       | Week 08       | Week 13       | Week 17       | Week 21       | Week 26       | Week 30       | Week 34       | Week 39       |                 |                 |
| Clapton Park               | 61.58%        | 61.58%        | 61.34%        | 61.22%        | 61.88%        | 61.10%        | 60.79%        | 61.13%        | 61.17%        | 61.03%        | 61.02%        | 60.90%        | 60.99%        | N/A             | 61.22%          |
| Cranston                   | 51.25%        | 51.13%        | 51.40%        | 51.51%        | 50.09%        | 49.60%        | 49.71%        | 49.15%        | 49.03%        | 49.07%        | 49.76%        | 50.33%        | 50.36%        | N/A             | 51.51%          |
| Downs                      | 51.11%        | 50.79%        | 50.46%        | 50.34%        | 48.63%        | 49.10%        | 49.88%        | 49.72%        | 50.20%        | 50.45%        | 50.71%        | 51.74%        | 51.98%        | N/A             | 50.34%          |
| Wenlock Barn Estate        | N/A           | N/A           | N/A           | N/A           | 56.64%        | 55.85%        | 55.47%        | 55.53%        | 55.72%        | 55.79%        | 55.73%        | 55.84%        | 55.71%        | N/A             | 54.86%          |
| Wick Village               | 52.49%        | 52.29%        | 52.65%        | 52.77%        | 52.34%        | 51.74%        | 52.79%        | 52.43%        | 55.20%        | 53.55%        | 53.33%        | 53.62%        | 53.70%        | N/A             | 52.77%          |
| <b>TMO Total</b>           | <b>58.16%</b> | <b>58.07%</b> | <b>57.94%</b> | <b>57.87%</b> | <b>57.31%</b> | <b>56.65%</b> | <b>56.46%</b> | <b>56.47%</b> | <b>56.52%</b> | <b>56.49%</b> | <b>56.75%</b> | <b>56.88%</b> | <b>56.86%</b> | <b>N/A</b>      | <b>57.87%</b>   |
| <b>HH NHD Total</b>        | <b>58.42%</b> | <b>58.38%</b> | <b>58.40%</b> | <b>58.36%</b> | <b>59.34%</b> | <b>59.62%</b> | <b>59.74%</b> | <b>59.79%</b> | <b>59.75%</b> | <b>59.72%</b> | <b>59.77%</b> | <b>59.87%</b> | <b>59.95%</b> | <b>N/A</b>      | <b>58.36%</b>   |
| <b>Hackney Homes Total</b> | <b>58.29%</b> | <b>58.25%</b> | <b>58.26%</b> | <b>58.25%</b> | <b>59.04%</b> | <b>59.22%</b> | <b>59.30%</b> | <b>59.36%</b> | <b>59.33%</b> | <b>59.30%</b> | <b>59.35%</b> | <b>59.45%</b> | <b>59.51%</b> | <b>N/A</b>      | <b>58.25%</b>   |
| Suffolk                    | 54.40%        | 54.52%        | 54.34%        | 54.76%        | 58.27%        | 56.16%        | 55.98%        | 56.88%        | 56.41%        | 57.03%        | 56.62%        | 57.14%        | 56.93%        | N/A             | 54.76%          |
| Wyke                       | 53.36%        | 53.31%        | 53.38%        | 53.54%        | 54.59%        | 56.07%        | 55.83%        | 55.68%        | 55.20%        | 54.47%        | 54.48%        | 54.58%        | 54.46%        | N/A             | 53.54%          |
| <b>Total</b>               | <b>53.77%</b> | <b>53.79%</b> | <b>53.76%</b> | <b>54.01%</b> | <b>56.02%</b> | <b>56.10%</b> | <b>55.89%</b> | <b>56.14%</b> | <b>55.66%</b> | <b>55.46%</b> | <b>55.30%</b> | <b>55.56%</b> | <b>55.41%</b> | <b>N/A</b>      | <b>54.01%</b>   |

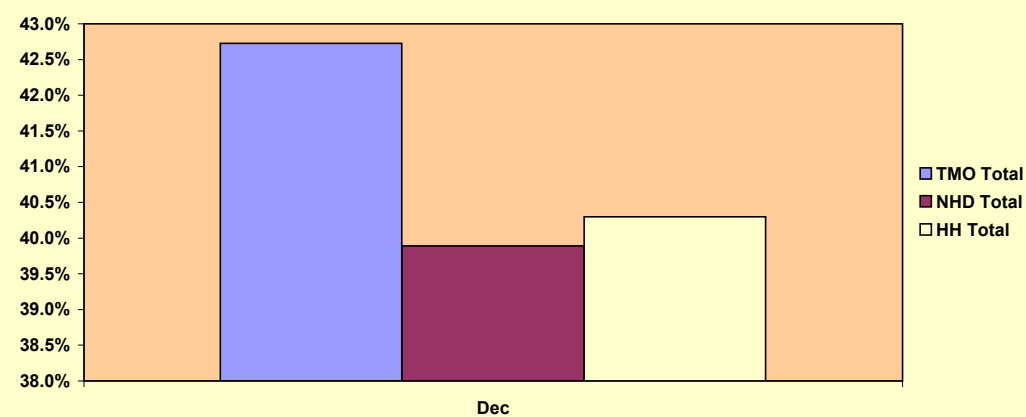
**LII 18 - YTD Cash as % of Rent Debit (Data source: Saffron) (LKPI 47b)**

| TMO                        | Dec-08        | Jan-09        | Feb-09        | Mar-09        | Apr-09        | May-09        | Jun-09        | Jul-09        | Aug-09        | Sep-09        | Oct-09        | Nov-09        | Dec-09        | Targets (09/10) | 2008/09 Outturn |
|----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|-----------------|
|                            | Week 39       | Week 43       | Week 47       | Week 52       | Week 4        | Week 8        | Week 13       | Week 17       | Week 21       | Week 26       | Week 30       | Week 34       | Week 39       |                 |                 |
| Clapton Park               | 38.75%        | 38.75%        | 39.09%        | 39.38%        | 36.78%        | 37.55%        | 38.26%        | 38.21%        | 38.61%        | 39.25%        | 39.24%        | 39.40%        | 39.09%        | N/A             | 39.38%          |
| Cranston                   | 49.16%        | 49.49%        | 49.47%        | 49.15%        | 41.77%        | 43.97%        | 46.85%        | 47.70%        | 48.31%        | 48.95%        | 48.75%        | 49.43%        | 48.92%        | N/A             | 49.15%          |
| Downs                      | 48.83%        | 48.44%        | 48.58%        | 49.53%        | 49.97%        | 48.58%        | 50.30%        | 49.88%        | 48.79%        | 49.30%        | 48.46%        | 47.51%        | 46.97%        | N/A             | 49.53%          |
| Wenlock Barn Estate        | N/A           | N/A           | N/A           | N/A           | 40.96%        | 41.67%        | 43.15%        | 42.93%        | 43.31%        | 43.51%        | 43.46%        | 43.47%        | 43.56%        | N/A             | 44.31%          |
| Wick Village               | 46.90%        | 46.59%        | 46.32%        | 46.73%        | 46.05%        | 51.04%        | 48.58%        | 44.32%        | 49.81%        | 49.73%        | 48.54%        | 47.77%        | 46.67%        | N/A             | 46.73%          |
| <b>TMO Total</b>           | <b>42.06%</b> | <b>42.04%</b> | <b>42.26%</b> | <b>42.56%</b> | <b>40.33%</b> | <b>41.22%</b> | <b>42.38%</b> | <b>42.60%</b> | <b>42.95%</b> | <b>43.32%</b> | <b>42.89%</b> | <b>42.92%</b> | <b>42.73%</b> | <b>N/A</b>      | <b>42.56%</b>   |
| <b>HH NHD Total</b>        | <b>41.38%</b> | <b>41.39%</b> | <b>41.43%</b> | <b>41.66%</b> | <b>38.95%</b> | <b>38.81%</b> | <b>39.98%</b> | <b>39.80%</b> | <b>39.81%</b> | <b>40.12%</b> | <b>40.08%</b> | <b>40.08%</b> | <b>39.89%</b> | <b>N/A</b>      | <b>41.66%</b>   |
| <b>Hackney Homes Total</b> | <b>41.50%</b> | <b>41.55%</b> | <b>41.59%</b> | <b>41.82%</b> | <b>39.22%</b> | <b>39.19%</b> | <b>40.33%</b> | <b>40.17%</b> | <b>40.21%</b> | <b>40.54%</b> | <b>40.49%</b> | <b>40.48%</b> | <b>40.30%</b> | <b>N/A</b>      | <b>41.82%</b>   |
| Suffolk                    | 44.42%        | 45.49%        | 45.68%        | 45.25%        | 41.73%        | 43.84%        | 43.89%        | 43.12%        | 43.59%        | 42.97%        | 43.38%        | 42.86%        | 43.07%        | N/A             | 45.25%          |
| Wyke                       | 45.39%        | 46.69%        | 46.61%        | 46.46%        | 45.41%        | 43.93%        | 44.15%        | 44.32%        | 44.80%        | 45.53%        | 45.52%        | 45.42%        | 45.54%        | N/A             | 46.46%          |
| <b>Total</b>               | <b>45.01%</b> | <b>46.22%</b> | <b>46.24%</b> | <b>45.99%</b> | <b>43.98%</b> | <b>43.90%</b> | <b>44.05%</b> | <b>43.86%</b> | <b>44.34%</b> | <b>44.54%</b> | <b>44.70%</b> | <b>44.44%</b> | <b>44.59%</b> | <b>N/A</b>      | <b>45.99%</b>   |

LII 17: Monthly profile of HB as % Rent Debit



LII 18: Monthly profile of Cash as % Rent Debit



**LKPI 47c YTD Total Collect**

| TMO                 | Dec-08  | Jan-09  | Feb-09  | Mar-09  | Apr-09  | May-09  | Jun-09  | Jul-09  | Aug-09  | Sep-09  | Oct-09  | Nov-09  | Dec-09  | Targets (09/10) | 2008/09 Outturn |
|---------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|-----------------|
|                     | Week 39 | Week 43 | Week 47 | Week 52 | Week 04 | Week 08 | Week 13 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 |                 |                 |
| Clapton Park        | 100.33% | 100.33% | 100.44% | 100.60% | 98.65%  | 98.65%  | 99.05%  | 99.34%  | 99.78%  | 100.28% | 100.26% | 100.30% | 100.08% | N/A             | 100.60%         |
| Cranston            | 100.40% | 100.63% | 100.86% | 100.67% | 91.86%  | 93.58%  | 96.57%  | 96.85%  | 97.33%  | 98.02%  | 98.52%  | 99.76%  | 99.28%  | N/A             | 100.67%         |
| Downs               | 99.95%  | 99.22%  | 99.05%  | 99.87%  | 98.60%  | 97.68%  | 100.19% | 99.60%  | 98.99%  | 99.75%  | 99.17%  | 99.26%  | 98.95%  | N/A             | 99.87%          |
| Wenlock Barn Estate | N/A     | N/A     | N/A     | N/A     | 97.60%  | 97.52%  | 98.62%  | 98.46%  | 99.03%  | 99.30%  | 99.18%  | 99.31%  | 99.27%  | N/A             | 99.17%          |
| Wick Village        | 99.39%  | 98.88%  | 98.97%  | 99.50%  | 98.38%  | 102.78% | 101.37% | 101.33% | 100.00% | 103.28% | 101.87% | 101.39% | 100.37% | N/A             | 99.50%          |
| <b>TMO Total</b>    | 100.22% | 100.12% | 100.20% | 100.43% | 97.63%  | 97.87%  | 98.84%  | 99.07%  | 99.47%  | 99.81%  | 99.64%  | 99.80%  | 99.59%  | N/A             | 100.43%         |
| <b>NHD Total</b>    | 99.80%  | 99.77%  | 99.82%  | 100.02% | 98.29%  | 98.43%  | 99.72%  | 99.60%  | 99.56%  | 99.84%  | 99.85%  | 99.95%  | 99.84%  | N/A             | 100.02%         |
| <b>HH Total</b>     | 99.80%  | 99.80%  | 99.85%  | 100.04% | 98.26%  | 98.41%  | 99.63%  | 99.53%  | 99.55%  | 99.84%  | 99.83%  | 99.94%  | 99.81%  | N/A             | 100.04%         |
| Suffolk             | 98.82%  | 100.01% | 100.01% | 100.01% | 100.00% | 100.00% | 99.87%  | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | N/A             | 100.01%         |
| Wyke                | 98.75%  | 100.00% | 99.99%  | 100.00% | 100.00% | 100.00% | 99.98%  | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | N/A             | 100.00%         |
| <b>Total</b>        | 98.78%  | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.93%  | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | N/A             | 100.00%         |

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

| TMO                 | Dec-08  | Jan-09  | Feb-09  | Mar-09  | Apr-09  | May-09  | Jun-09  | Jul-09  | Aug-09  | Sep-09  | Oct-09  | Nov-09  | Dec-09  | Targets (09/10) | 2008/09 Outturn |
|---------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|-----------------|
|                     | Week 39 | Week 43 | Week 47 | Week 52 | Week 04 | Week 08 | Week 13 | Week 17 | Week 21 | Week 26 | Week 30 | Week 34 | Week 39 |                 |                 |
| Clapton Park        | 5.59%   | 5.05%   | 4.93%   | 4.74%   | 4.39%   | 4.48%   | 4.61%   | 4.42%   | 4.30%   | 4.07%   | 4.07%   | 4.04%   | 4.19%   | N/A             | 4.74%           |
| Cranston            | 8.59%   | 7.55%   | 7.27%   | 7.37%   | 7.02%   | 7.38%   | 7.42%   | 7.58%   | 7.62%   | 7.51%   | 7.44%   | 6.73%   | 7.09%   | N/A             | 7.37%           |
| Downs               | 6.07%   | 6.10%   | 6.31%   | 5.64%   | 5.27%   | 5.54%   | 5.27%   | 5.44%   | 5.78%   | 5.50%   | 5.82%   | 5.84%   | 6.12%   | N/A             | 5.64%           |
| Wenlock Barn Estate | N/A     | N/A     | N/A     | N/A     | 4.81%   | 5.01%   | 5.07%   | 5.09%   | 4.98%   | 4.87%   | 4.95%   | 4.91%   | 5.00%   | N/A             | 5.42%           |
| Wick Village        | 7.24%   | 7.08%   | 7.08%   | 6.65%   | 6.27%   | 5.71%   | 5.97%   | 5.88%   | 5.05%   | 4.67%   | 5.22%   | 5.38%   | 6.01%   | N/A             | 6.65%           |
| <b>TMO Total</b>    | 6.18%   | 5.68%   | 5.59%   | 5.36%   | 4.92%   | 5.07%   | 5.14%   | 4.16%   | 4.07%   | 3.93%   | 4.90%   | 4.82%   | 4.99%   | N/A             | 5.36%           |
| <b>NHD Total</b>    | 5.41%   | 4.92%   | 4.87%   | 4.59%   | 4.29%   | 4.36%   | 4.27%   | 4.30%   | 4.29%   | 4.18%   | 4.16%   | 4.10%   | 4.15%   | N/A             | 4.59%           |
| <b>HH Total</b>     | 5.35%   | 4.84%   | 4.79%   | 4.84%   | 4.26%   | 4.33%   | 4.26%   | 4.29%   | 4.26%   | 4.15%   | 4.14%   | 4.07%   | 4.14%   | N/A             | 4.84%           |
| Suffolk             | 0.99%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.03%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | N/A             | 0.00%           |
| Wyke                | 0.00%   | 0.01%   | 0.00%   | 1.04%   | 0.00%   | 0.01%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | N/A             | 0.00%           |
| <b>Total</b>        | 0.00%   | 0.01%   | 0.00%   | 1.02%   | 0.00%   | 0.01%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | N/A             | 0.00%           |

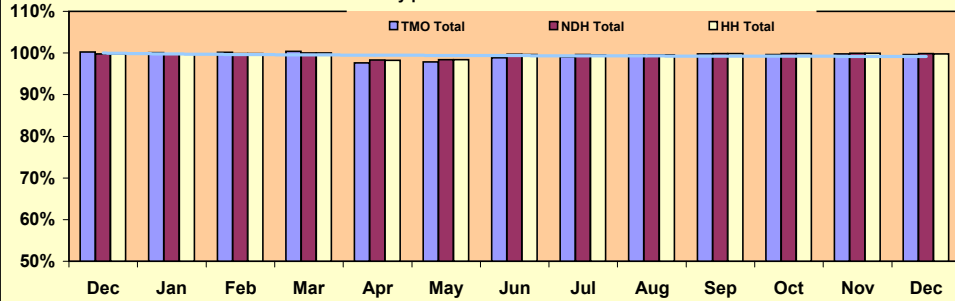
**LKPI 47c LKPI 47d**

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

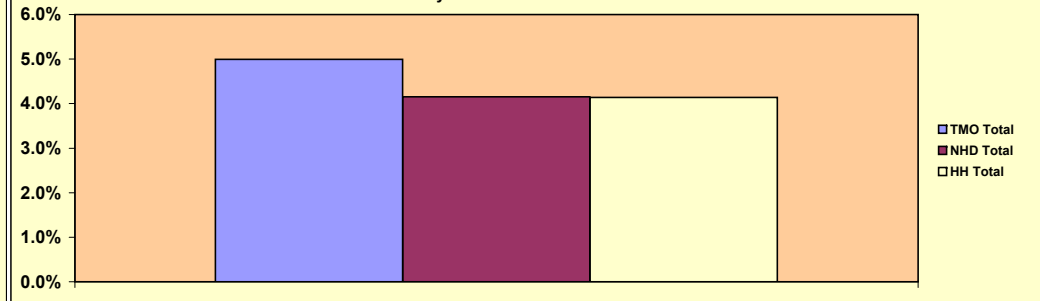
**Note:** Suffolk & Wyke TMO are responsible for managing Rent Arrears and Collection in accordance with the TMO Modular Management Agreement.

Data source: Saffron  
Data provider: HH Finance

**LKPI 47C Monthly profile of Total Collection as % of Rent Debt**



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



**Comments:**

Housing benefit has remained constant during the year and cash collection has increased. The total cash collection achieved as at week 39 is 99.62% which is slightly lower than where we were as at week 26. Urgent improvements are required in order for the collective end of year targets to be achieved, at present it is likely that only Clapton Park and Wick Village will achieve better performance than other TMO's.

**BVPI RENT COLLECTION INDICATORS**

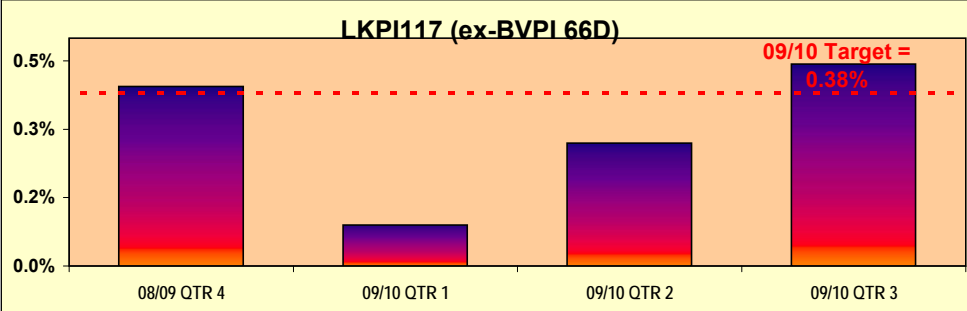
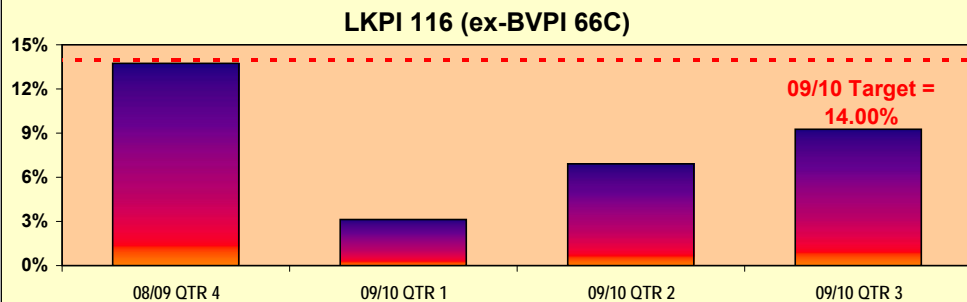
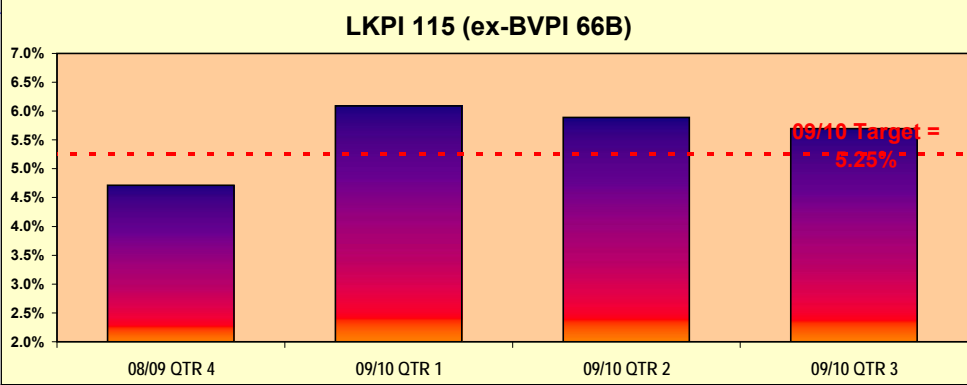
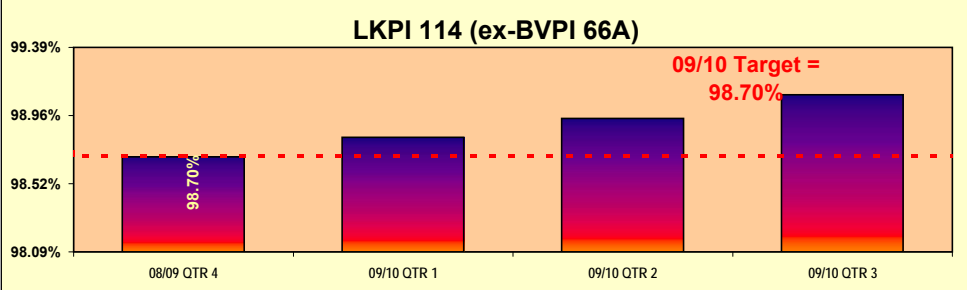
**Ex-BVPI 66a** - shows collection of tenants' rent as a % of the monthly debit for this financial year, and also includes arrears bought forward from previous years.  
**Ex-BVPI 66b** - shows the percentage of tenants owing more than seven weeks rent at the end of each quarter.  
**Ex-BVPI 66c** - shows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

**BVPI RENT COLLECTION:**

| LKPI 114 (ex-BVPI 66A)          | 08/09 QTR      | 09/10 QTR      | 09/10 QTR      | 09/10 QTR      | Targets (09/10) | 2008/09 Outturn |
|---------------------------------|----------------|----------------|----------------|----------------|-----------------|-----------------|
|                                 | 4              | 1              | 2              | 3              |                 |                 |
|                                 | Week 53        | Week 12        | Week 26        | Week 39        |                 |                 |
| Clapton Park                    | 98.47%         | 98.44%         | 98.71%         | 98.98%         | N/A             | 98.47%          |
| Cranston                        | 99.63%         | 99.61%         | 99.67%         | 99.84%         | N/A             | 99.63%          |
| Downs                           | 97.89%         | 97.77%         | 98.06%         | 97.73%         | N/A             | 97.89%          |
| Wenlock Barn Estate             | 98.61%         | 98.86%         | 99.04%         | 99.30%         | N/A             | 98.59%          |
| Wick Village                    | 95.81%         | 96.36%         | 96.28%         | 96.43%         | N/A             | 95.81%          |
| <b>TMO Total</b>                | <b>98.30%</b>  | <b>98.70%</b>  | <b>98.70%</b>  | <b>98.96%</b>  | <b>N/A</b>      | <b>98.30%</b>   |
| <b>HH Neighbourhood Total</b>   | <b>98.72%</b>  | <b>98.82%</b>  | <b>98.95%</b>  | <b>99.03%</b>  | <b>N/A</b>      | <b>98.72%</b>   |
| <b>Hackney Homes Total</b>      | <b>98.70%</b>  | <b>98.82%</b>  | <b>98.94%</b>  | <b>99.09%</b>  | <b>98.70%</b>   | <b>98.70%</b>   |
| Suffolk                         | 100.00%        | 100.00%        | 100.00%        | 100.00%        | N/A             | 100.00%         |
| Wyke                            | 100.00%        | 100.00%        | 100.00%        | 100.00%        | N/A             | 100.00%         |
| <b>Total</b>                    | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>N/A</b>      | <b>100.00%</b>  |
| LKPI 115 (ex-BVPI 66B) HH Total | 4.72%          | 6.09%          | 5.89%          | 5.69%          | 5.25%           | 4.72%           |
| LKPI 116 (ex-BVPI 66C) HH Total | 13.74%         | 3.14%          | 6.91%          | 9.26%          | 14.00%          | 13.74%          |
| LKPI 117 (ex-BVPI 66D) HH Total | 0.39%          | 0.09%          | 0.27%          | 0.44%          | 0.38%           | 0.39%           |

**Comments:**

Overall TMO performance on this indicator is in line with the performance of the neighbourhood offices.  
 The following indicators 66B, 66c and 66d relate to total figures for Hackney Homes as a whole. Please refer to comments in the main report.



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

| Neighbourhoods   | Dec-08    | Jan-09    | Feb-09    | Mar-09    | Apr-09    | May-09    | Jun-09    | Jul-09     | Aug-09     | Sep-09     | Oct-09    | Nov-09     | Dec-09     | 2009/ 2010 Target | Outturn 2008/9 |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|-----------|------------|------------|-------------------|----------------|
|                  | Week 39   | Week 43   | Week 47   | Week 52   | Week 04   | Week 08   | Week 13   | Week 17    | Week 21    | Week 26    | Week 30   | Week 34    | Week 39    |                   |                |
| Arden            | 4         | 4         | 4         | 4         | 4         | 5         | 4         | 3          | 3          | 3          | 3         | 4          | 4          | N/A               | 4              |
| Clapton Park     | 1         | 1         | 1         | 1         | 1         | 1         | 1         | 1          | 2          | 2          | 2         | 1          | 2          | N/A               | 1              |
| Cranston         | 1         | 1         | 1         | 1         | 1         | 1         | 1         | 1          | 1          | 1          | 1         | 1          | 1          | N/A               | 1              |
| Downs            | 2         | 2         | 2         | 2         | 2         | 2         | 2         | 2          | 2          | 2          | 2         | 2          | 2          | N/A               | 2              |
| Lordship South   | 1         | 1         | 1         | 1         | 1         | 1         | 1         | 2          | 2          | 2          | 2         | 2          | 2          | N/A               | 1              |
| Suffolk          | 1         | 1         | 1         | 1         | 0         | 0         | 0         | 0          | 0          | 0          | 0         | 0          | 0          | N/A               | 1              |
| Tower            | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0          | 0          | 0          | 0         | 0          | 0          | N/A               | 0              |
| Wenlock Barn     | 2         | 2         | 2         | 2         | 2         | 1         | 1         | 2          | 2          | 2          | 2         | 3          | 3          | N/A               | 2              |
| Wick Village     | 1         | 1         | 1         | 1         | 1         | 1         | 1         | 0          | 0          | 0          | 0         | 0          | 0          | N/A               | 1              |
| Wyke             | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0          | 0          | 0          | 0         | 0          | 0          | N/A               | 0              |
| <b>TMO Total</b> | <b>13</b> | <b>13</b> | <b>13</b> | <b>13</b> | <b>12</b> | <b>12</b> | <b>11</b> | <b>11</b>  | <b>12</b>  | <b>12</b>  | <b>12</b> | <b>13</b>  | <b>14</b>  | <b>N/A</b>        | <b>13</b>      |
| <b>NHD Total</b> | <b>79</b> | <b>80</b> | <b>81</b> | <b>79</b> | <b>82</b> | <b>82</b> | <b>87</b> | <b>93</b>  | <b>92</b>  | <b>93</b>  | <b>85</b> | <b>88</b>  | <b>88</b>  | <b>N/A</b>        | <b>79</b>      |
| <b>HH Total</b>  | <b>92</b> | <b>93</b> | <b>94</b> | <b>92</b> | <b>94</b> | <b>94</b> | <b>98</b> | <b>104</b> | <b>104</b> | <b>105</b> | <b>97</b> | <b>101</b> | <b>102</b> | <b>60</b>         | <b>92</b>      |

This report covers the following PIs:  
LKPI 45: Volume of Mesne Profit Accounts (torrolated trespasser)

LKPI 46b: Volume of squatters currently registered

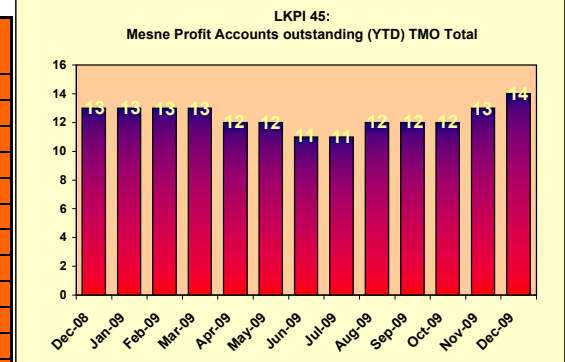
LKPI 34: Proportion of relettable voids against stock

**Comments:**  
**LKPI 45** – The number of Mesne Profits Account’s (where there is occupancy dispute) remains fairly constant with the TMOs addressing these cases in a timely manner. Some of these cases involve succession rights which could take some time to resolve depending on the investigations taking place.

**LKPI46B** – As at December 2009, there were no squatted properties aside from Arden TMO, whose letting and tenancy management functions are managed by the neighbourhood office.

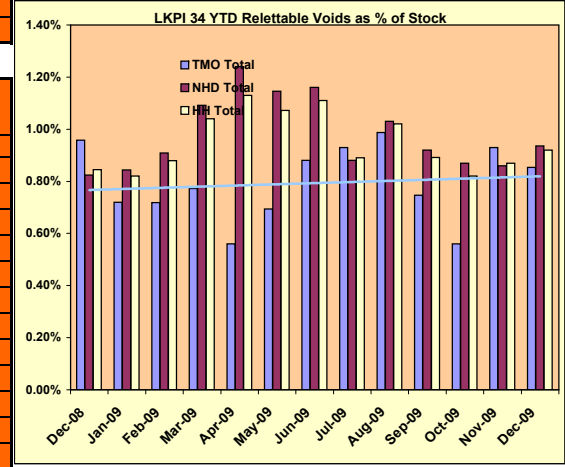
LKPI 46b YTD Number of squatted Properties outstanding (data source: Saffron)

| Neighbourhoods   | Dec-08   | Jan-09   | Feb-09   | Mar-09   | Apr-09    | May-09    | Jun-09    | Jul-09    | Aug-09    | Sep-09    | Oct-09   | Nov-09    | Dec-09    | 2009/ 2010 Target | Outturn 2008/9 |
|------------------|----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-------------------|----------------|
|                  | Week 39  | Week 43  | Week 47  | Week 52  | Week 04   | Week 08   | Week 13   | Week 17   | Week 21   | Week 26   | Week 30  | Week 34   | Week 39   |                   |                |
| Arden            | 0        | 0        | 0        | 0        | 0         | 0         | 0         | 1         | 2         | 3         | 2        | 1         | 1         | N/A               | 0              |
| Clapton Park     | 0        | 0        | 0        | 0        | 0         | 0         | 0         | 0         | 0         | 0         | 0        | 0         | 0         | N/A               | 0              |
| Cranston         | 0        | 0        | 0        | 0        | 0         | 0         | 0         | 0         | 0         | 0         | 0        | 0         | 0         | N/A               | 0              |
| Downs            | 0        | 0        | 0        | 0        | 0         | 0         | 0         | 0         | 0         | 0         | 0        | 0         | 0         | N/A               | 0              |
| Lordship South   | 0        | 0        | 0        | 0        | 0         | 0         | 0         | 0         | 0         | 0         | 0        | 0         | 0         | N/A               | 0              |
| Suffolk          | 0        | 0        | 0        | 0        | 0         | 0         | 0         | 0         | 0         | 0         | 0        | 0         | 0         | N/A               | 0              |
| Tower            | 0        | 0        | 0        | 0        | 0         | 0         | 0         | 0         | 0         | 0         | 0        | 0         | 0         | N/A               | 0              |
| Wenlock Barn     | 1        | 1        | 0        | 0        | 1         | 1         | 1         | 1         | 0         | 0         | 0        | 0         | 0         | N/A               | 0              |
| Wick Village     | 0        | 0        | 0        | 0        | 0         | 0         | 0         | 0         | 0         | 0         | 0        | 0         | 0         | N/A               | 0              |
| Wyke             | 0        | 0        | 0        | 0        | 0         | 0         | 0         | 0         | 0         | 0         | 0        | 0         | 0         | N/A               | 0              |
| <b>TMO Total</b> | <b>1</b> | <b>1</b> | <b>0</b> | <b>0</b> | <b>1</b>  | <b>1</b>  | <b>1</b>  | <b>2</b>  | <b>2</b>  | <b>3</b>  | <b>2</b> | <b>1</b>  | <b>1</b>  | <b>N/A</b>        | <b>0</b>       |
| <b>NHD Total</b> | <b>3</b> | <b>3</b> | <b>8</b> | <b>8</b> | <b>11</b> | <b>13</b> | <b>12</b> | <b>11</b> | <b>11</b> | <b>8</b>  | <b>7</b> | <b>10</b> | <b>10</b> | <b>N/A</b>        | <b>8</b>       |
| <b>HH Total</b>  | <b>4</b> | <b>4</b> | <b>8</b> | <b>8</b> | <b>12</b> | <b>14</b> | <b>13</b> | <b>13</b> | <b>13</b> | <b>11</b> | <b>9</b> | <b>11</b> | <b>11</b> | <b>5</b>          | <b>8</b>       |



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

| Neighbourhoods   | Dec-08       | Jan-09       | Feb-09       | Mar-09       | Apr-09       | May-09       | Jun-09       | Jul-09       | Aug-09       | Sep-09       | Oct-09       | Nov-09       | Dec-09       | 2009/ 2010 Target | Outturn 2007/8 |
|------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------------|----------------|
|                  | Week 39      | Week 43      | Week 47      | Week 52      | Week 04      | Week 08      | Week 13      | Week 17      | Week 21      | Week 26      | Week 30      | Week 34      | Week 39      |                   |                |
| Arden            | 1.65%        | 1.10%        | 0.91%        | 0.73%        | 0.73%        | 0.92%        | 1.28%        | 1.28%        | 1.10%        | 0.55%        | 1.28%        | 1.47%        | 0.92%        | N/A               | 0.73%          |
| Clapton Park     | 1.01%        | 0.50%        | 0.63%        | 1.13%        | 0.38%        | 0.38%        | 1.01%        | 0.88%        | 0.88%        | 0.38%        | 0.76%        | 1.64%        | 1.89%        | N/A               | 1.13%          |
| Cranston         | 0.63%        | 0.63%        | 0.63%        | 0.00%        | 0.63%        | 0.63%        | 0.63%        | 1.25%        | 0.00%        | 0.63%        | 0.63%        | 0.00%        | 0.00%        | N/A               | 0.00%          |
| Downs            | 1.75%        | 1.75%        | 1.75%        | 2.34%        | 2.35%        | 2.94%        | 2.94%        | 2.35%        | 1.18%        | 1.18%        | 1.18%        | 1.18%        | 1.18%        | N/A               | 2.34%          |
| Lordship South   | 0.54%        | 1.08%        | 0.54%        | 0.54%        | 1.08%        | 0.54%        | 1.08%        | 1.08%        | 0.00%        | 0.00%        | 0.00%        | 0.00%        | 1.08%        | N/A               | 0.54%          |
| Suffolk          | 0.00%        | 0.00%        | 0.49%        | 0.49%        | 0.49%        | 0.98%        | 0.00%        | 0.98%        | 1.95%        | 1.95%        | 0.98%        | 0.98%        | 0.49%        | N/A               | 0.49%          |
| Tower            | 0.00%        | 0.00%        | 0.00%        | 0.00%        | 0.00%        | 0.88%        | 0.00%        | 0.00%        | 0.88%        | 0.88%        | 0.88%        | 0.88%        | 0.88%        | N/A               | 0.00%          |
| Wenlock Barn     | 0.94%        | 0.75%        | 0.75%        | 0.75%        | 0.47%        | 0.56%        | 0.66%        | 0.85%        | 1.32%        | 0.00%        | 0.19%        | 0.85%        | 0.47%        | N/A               | 0.75%          |
| Wick Village     | 1.00%        | 1.00%        | 1.00%        | 1.00%        | 1.00%        | 1.00%        | 2.00%        | 2.00%        | 2.00%        | 2.00%        | 0.00%        | 0.00%        | 0.00%        | N/A               | 1.00%          |
| Wyke             | 0.90%        | 0.60%        | 0.60%        | 1.00%        | 0.00%        | 0.30%        | 0.30%        | 0.00%        | 0.30%        | 1.20%        | 0.00%        | 0.00%        | 0.30%        | N/A               | 0.30%          |
| <b>TMO Total</b> | <b>0.96%</b> | <b>0.72%</b> | <b>0.72%</b> | <b>0.77%</b> | <b>0.56%</b> | <b>0.69%</b> | <b>0.88%</b> | <b>0.93%</b> | <b>0.99%</b> | <b>0.75%</b> | <b>0.56%</b> | <b>0.93%</b> | <b>0.85%</b> | <b>N/A</b>        | <b>0.77%</b>   |
| <b>NHD Total</b> | <b>0.82%</b> | <b>0.84%</b> | <b>0.91%</b> | <b>1.09%</b> | <b>1.24%</b> | <b>1.15%</b> | <b>1.16%</b> | <b>0.88%</b> | <b>1.03%</b> | <b>0.92%</b> | <b>0.87%</b> | <b>0.86%</b> | <b>0.94%</b> | <b>N/A</b>        | <b>1.09%</b>   |
| <b>HH Total</b>  | <b>0.84%</b> | <b>0.82%</b> | <b>0.88%</b> | <b>1.04%</b> | <b>1.13%</b> | <b>1.07%</b> | <b>1.11%</b> | <b>0.89%</b> | <b>1.02%</b> | <b>0.89%</b> | <b>0.82%</b> | <b>0.87%</b> | <b>0.92%</b> | <b>0.90%</b>      | <b>1.04%</b>   |



**Definition:**

**BVPI 212**

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

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

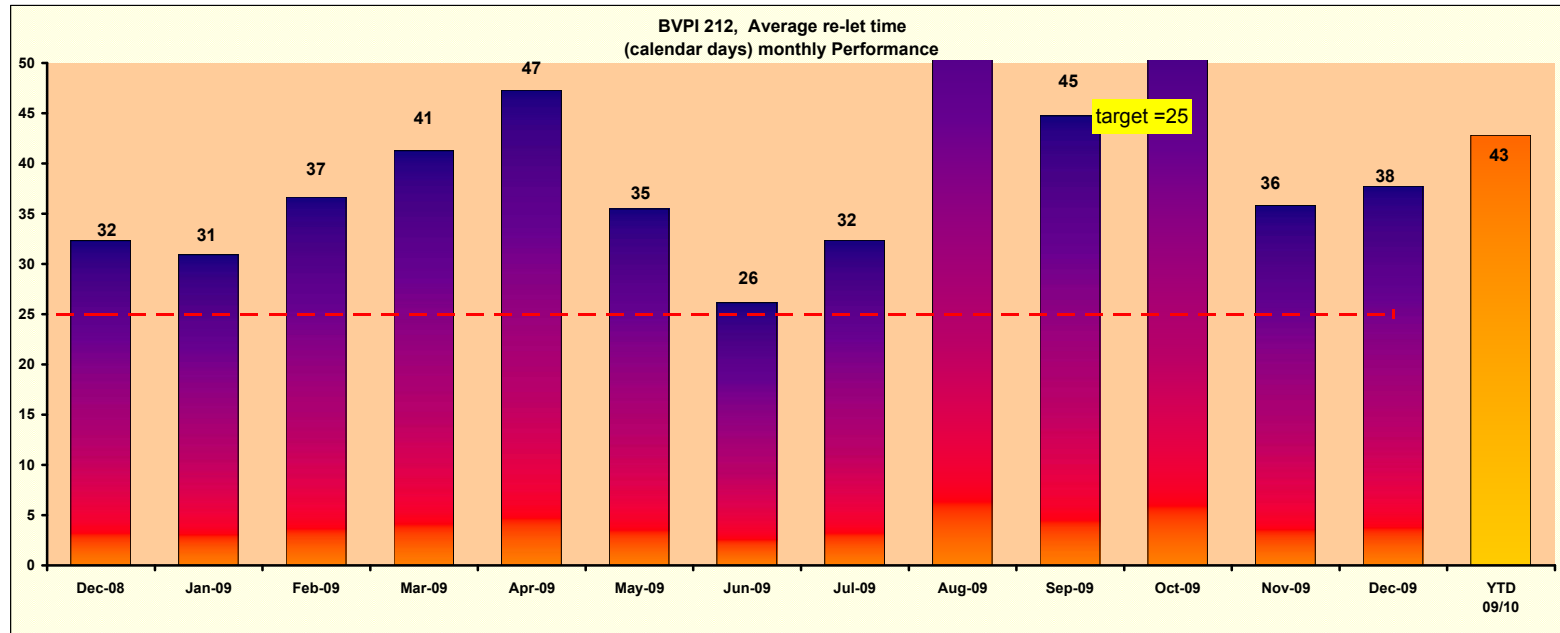
Data provider: Performance Team

**Comments supplied by Alex Heslop:**

The collective year to date voids performance of the TMOs has improved from 44 days from September 2009 to 43 days on 31st December 2009; however it has come to our attention that the performance of the TMOs in letting empty properties has been affected by a number of issues. Firstly, there were some issues with the Choice Based Lettings Process, which has now been dealt with. Secondly, several TMOs have not taken into account properties requiring major/capital works, which when excluded from the void turnaround time, in accordance with Audit Commission guidelines will reduce the 43 day figure even further. Performance this year has largely been affected by issues around the Choice Based Lettings (CBL) Scheme but these are now being resolved and all TMOs are now able to refer any CBL concerns to the Hackney Homes Client Team, who have regular liaison meetings with the Council's Housing Needs Division. As far as capital works are concerned, the TMO Team will be checking all of the TMO voids from April 2009 onwards, in order to identify which voids have had capital works. This should improve the overall performance of the TMOs by the time the Performance Report for the 2009/2010 financial year is published.

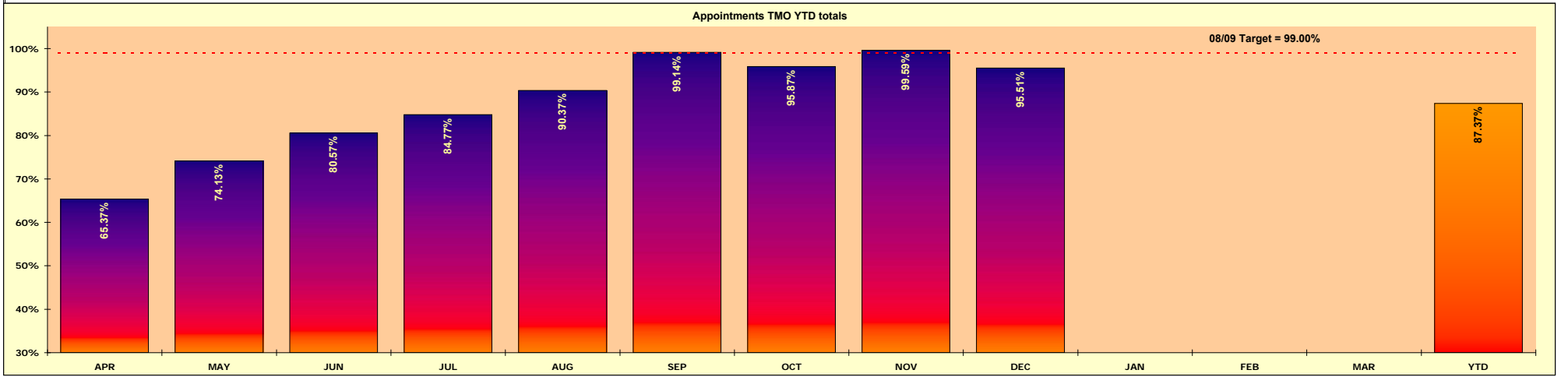
**BVPI 212 Average re-let time**

| TMO              | Dec-08    | Jan-09    | Feb-09    | Mar-09    | Apr-09    | May-09    | Jun-09    | Jul-09    | Aug-09    | Sep-09    | Oct-09    | Nov-09    | Dec-09    | Target 08/09 (days) | YTD 09/10 | 2008/9    |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------------------|-----------|-----------|
|                  | Week 39   | Week 43   | Week 47   | Week 52   | Week 04   | Week 08   | Week 13   | Week 17   | Week 21   | Week 26   | Week 30   | Week 34   | Week 39   |                     |           |           |
| Arden            | 18        | 19        | 12        | 41        | 42        | 26        | 11        | N/A       | 41        | 20        | 87        | 58        | 31        | 25                  | 38        | 18        |
| Clapton Park     | 47        | 8         | 42        | 10        | 54        | 13        | 34        | 11        | 23        | 36        | N/A       | 37        | 49        | 25                  | 34        | 21        |
| Cranston         | 12        | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | 28        | 35        | N/A       | N/A       | N/A       | N/A       | 25                  | 33        | 22        |
| Downs            | N/A       | N/A       | N/A       | 203       | N/A       | N/A       | N/A       | 56        | 220       | 196       | 119       | N/A       | N/A       | 25                  | 168       | 140       |
| Lordship South   | 42        | 56        | 25        | N/A       | N/A       | 56        | N/A       | 98        | 56        | N/A       | N/A       | 21        | N/A       | 25                  | 58        | 43        |
| Suffolk          | N/A       | 42        | N/A       | 21        | 35        | 49        | 30        | 35        | 56        | 40        | 49        | 68        | N/A       | 25                  | 45        | 38        |
| Tower            | 28        | N/A       | N/A       | N/A       | N/A       | 0         | N/A       | 84        | N/A       | N/A       | 49        | 28        | N/A       | 25                  | 38        | 23        |
| Wenlock Barn     | 63        | 67        | 49        | 18        | 48        | 44        | 25        | 20        | 17        | 36        | 17        | 22        | 33        | 25                  | 28        | 27        |
| Wick Village     | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | 74        | N/A       | N/A       | 25                  | 74        | 32        |
| Wyke             | 21        | 28        | 35        | 60        | N/A       | 49        | 25        | N/A       | 39        | N/A       | 63        | 35        | N/A       | 25                  | 44        | 30        |
| <b>TMO Total</b> | <b>32</b> | <b>31</b> | <b>37</b> | <b>41</b> | <b>47</b> | <b>35</b> | <b>26</b> | <b>32</b> | <b>63</b> | <b>45</b> | <b>59</b> | <b>36</b> | <b>38</b> | <b>25</b>           | <b>43</b> | <b>28</b> |
| <b>NHD Total</b> | <b>27</b> | <b>28</b> | <b>21</b> | <b>27</b> | <b>26</b> | <b>28</b> | <b>34</b> | <b>44</b> | <b>32</b> | <b>32</b> | <b>39</b> | <b>34</b> | <b>21</b> | <b>25</b>           | <b>34</b> | <b>22</b> |
| <b>HH Total</b>  | <b>28</b> | <b>28</b> | <b>23</b> | <b>29</b> | <b>30</b> | <b>29</b> | <b>33</b> | <b>42</b> | <b>39</b> | <b>35</b> | <b>42</b> | <b>35</b> | <b>24</b> | <b>25</b>           | <b>35</b> | <b>23</b> |



**REPAIRS APPOINTMENTS 01/04/09 - 31/03/10 (Responsibility of Property Services)**

| LKPI 6: Monthly Percentage of responsive repairs appointments made and kept        |                          | APR     |              | MAY     |              | JUN     |              | JUL     |              | AUG     |              | SEP     |              | OCT     |              | NOV     |              | DEC     |              | JAN    |              | FEB    |              | MAR    |              | YEAR TO DATE |              |   |
|--|--------------------------|---------|--------------|---------|--------------|---------|--------------|---------|--------------|---------|--------------|---------|--------------|---------|--------------|---------|--------------|---------|--------------|--------|--------------|--------|--------------|--------|--------------|--------------|--------------|---|
|  |                          | % Pass  | Total Orders | % Pass  | Total Orders | % Pass  | Total Orders | % Pass  | Total Orders | % Pass  | Total Orders | % Pass  | Total Orders | % Pass  | Total Orders | % Pass  | Total Orders | % Pass  | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass | Total Orders | % Pass       | Total Orders |   |
| DLO<br><small>(Direct Labour Organisation ie Hackney Building Maintenance)</small> | Arden                    | 93.59%  | 78           | 98.28%  | 58           | 97.37%  | 76           | 98.68%  | 76           | 93.55%  | 62           | 98.75%  | 80           | 94.32%  | 88           | 98.65%  | 74           | 94.03%  | 67           |        |              |        |              |        |              | 96.36%       | 659          |   |
|  | Clapton Park             | 40.98%  | 122          | 54.37%  | 103          | 63.37%  | 101          | 77.30%  | 141          | 85.86%  | 99           | 99.21%  | 126          | 98.25%  | 114          | 100.00% | 121          | 97.78%  | 90           |        |              |        |              |        |              | 79.65%       | 1017         |   |
|  | Cranston                 | 100.00% | 1            | 0.00%   | 1            | 100.00% | 2            | 100.00% | 1            | 100.00% | 1            |         |              |         |              | 100.00% | 1            |         |              |        |              |        |              |        |              | 85.71%       | 7            |   |
|  | Downs                    | 75.00%  | 4            | 100.00% | 5            | 100.00% | 6            | 33.33%  | 3            | 100.00% | 2            | 100.00% | 3            | 100.00% | 5            | 100.00% | 1            | 100.00% | 3            |        |              |        |              |        |              | 90.63%       | 32           |   |
|  | Lordship South           | 87.50%  | 8            | 60.00%  | 5            | 83.33%  | 12           | 100.00% | 2            | 100.00% | 5            | 100.00% | 5            | 83.33%  | 6            | 100.00% | 11           | 100.00% | 6            |        |              |        |              |        |              | 90.00%       | 60           |   |
|  | Suffolk                  | 100.00% | 5            | 100.00% | 6            | 100.00% | 5            | 100.00% | 2            | 100.00% | 3            | 100.00% | 3            | 100.00% | 10           | 100.00% | 1            | 100.00% | 2            |        |              |        |              |        |              | 100.00%      | 37           |   |
|  | Tower                    | 87.50%  | 8            | 94.12%  | 17           | 100.00% | 3            | 100.00% | 14           | 100.00% | 11           | 100.00% | 9            | 92.86%  | 14           | 100.00% | 28           | 71.43%  | 7            |        |              |        |              |        |              | 95.50%       | 111          |   |
|  | Wenlock Barn             | -       | -            | -       | -            | -       | -            | -       | -            | -       | -            | -       | -            | -       | -            | -       | -            | -       | -            | -      |              |        |              |        |              |              | -            | - |
|  | Wyke                     | 100.00% | 5            | 100.00% | 6            | 100.00% | 6            | 50.00%  | 4            | 100.00% | 4            | 100.00% | 7            | 80.00%  | 5            | 100.00% | 8            | 100.00% | 3            |        |              |        |              |        |              | 93.75%       | 48           |   |
|  | Wick Village             | -       | -            | -       | -            | -       | -            | -       | -            | -       | -            | -       | -            | -       | -            | 100.00% | 1            | -       | -            |        |              |        |              |        |              |              | 100.00%      | 1 |
|  | <b>Overall TMO Total</b> | 65.37%  | 231          | 74.13%  | 201          | 80.57%  | 211          | 84.77%  | 243          | 90.37%  | 187.00       | 99.14%  | 233          | 95.87%  | 242.00       | 99.59%  | 246.00       | 95.51%  | 178.00       |        |              |        |              |        |              | 87.37%       | 1972         |   |
| <b>HH Neighbourhood Total</b>  | 94.77%                   | 2946    | 93.99%       | 2694    | 96.11%       | 3058    | 96.82%       | 3307    | 96.15%       | 2780    | 97.28%       | 3159    | 95.75%       | 3314    | 96.52%       | 3078    | 96.24%       | 2497    |              |        |              |        |              |        | 95.99%       | 26833        |              |   |



**LKPI 06 (Formerly BVPI 185)**

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

Data source: Saffron

Data provider: Performance Team

**Comments:**

Non- specific

**PERFORMANCE AGAINST PRIORITY AS DIRECTLY REPORTED BY THE TMOs**

| LKPI 2B, LKPI 2C & LKPI 5:<br>Percentage of jobs in each priority response time |                          | Qtr 1<br>09/10 |              | Qtr 2<br>09/10 |              | Qtr 3<br>09/10 |              | Qtr 4<br>09/10 |              | YEAR TO DATE<br>2009/10 |              | 08/09 outturn |              |
|---|--------------------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|-------------------------|--------------|---------------|--------------|
|   |                          | % Pass         | Total Orders | % Pass         | Total Orders | % Pass         | Total Orders | % Pass         | Total Orders | % Pass                  | Total Orders | % Pass        | Total Orders |
| <b>NON DLO</b><br><br>(Jobs directly raised and managed by TMOs)                | Emergency                | 91.50%         | 153          | 95.57%         | 271          | 98.19%         | 276          |                |              | 95.71%                  | 700          |               |              |
|   | Urgent                   | 85.20%         | 277          | 93.66%         | 584          | 95.41%         | 392          |                |              | 92.34%                  | 1253         |               |              |
|   | Normal                   | 97.04%         | 203          | 94.68%         | 451          | 94.84%         | 213          |                |              | 95.27%                  | 867          |               |              |
|   | <b>Non-DLO TMO Total</b> | <b>90.52%</b>  | <b>633</b>   | <b>94.41%</b>  | <b>1306</b>  | <b>96.14%</b>  | <b>881</b>   |                |              | <b>94.08%</b>           | <b>2820</b>  |               |              |
| <b>Non-DLO NH Total</b>   |                          | <b>85.67%</b>  | <b>3818</b>  | <b>88.58%</b>  | <b>4388</b>  | <b>87.74%</b>  | <b>3768</b>  |                |              | <b>87.30%</b>           | <b>11974</b> |               |              |

**LKPIs: 2B, 2C & 5**

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

Priority banding definitions:

**LKPI 2B (Emergency)**

make safe within 24 hrs

**LKPI 2C (Urgent)**

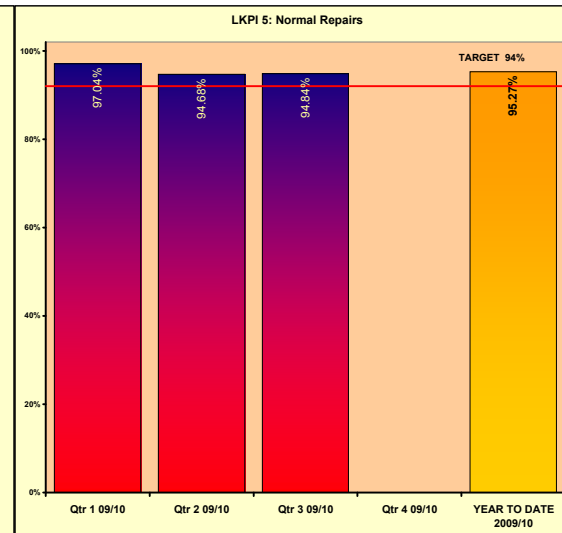
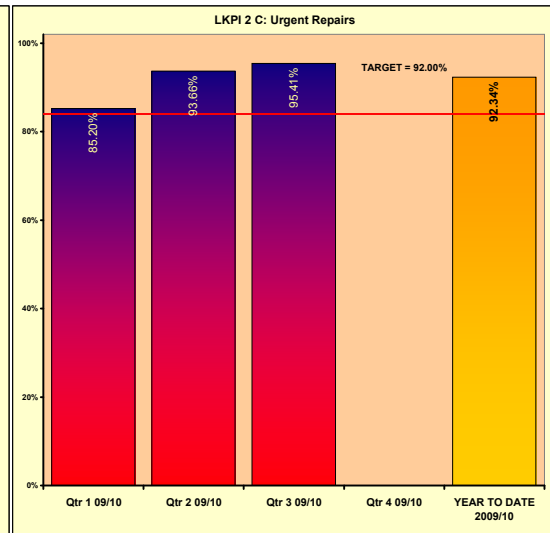
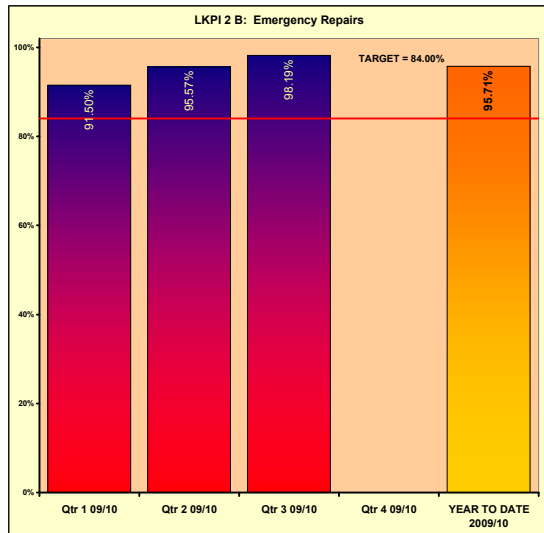
make safe within 5 working days

**LKPI 5 (Normal)**

repair complete within 20 working days.

Data source: TMO, Data provider: Keron Rhamie Shepherd

| NON DLO<br><br>(Jobs directly raised and managed by TMOs) | Cranston | Emergency            | 100.00%       |           | Downs | 85.00%        |           | Lordship | 100.00%       |           | Suffolk | 100.00%       |           | Wenlock Barnes | 99.17%        |            | Wick Village | Wyke Estate | Unable to report the repairs figures for WI as the data is not currently available. | Unable to report the repairs figures for WY as the data is not currently available. |
|---|----------|----------------------|---------------|-----------|-------|---------------|-----------|----------|---------------|-----------|---------|---------------|-----------|----------------|---------------|------------|--------------|-------------|---|---|
|   |          |                      | Total Orders  | % Pass    |       | Total Orders  | % Pass    |          | Total Orders  | % Pass    |         | Total Orders  | % Pass    |                | Total Orders  | % Pass     |              |             |   |   |
|   |          | Urgent               | 94.55%        | 55        |       | 83.33%        | 24        |          | 90.00%        | 30        |         | 100.00%       | 19        |                | 96.97%        | 264        |              |             |   |   |
|   |          | Normal               | 66.67%        | 3         |       | 100.00%       | 4         |          | 90.00%        | 20        |         | 92.50%        | 40        |                | 96.58%        | 146        |              |             |   |   |
|   |          | <b>Non-DLO Total</b> | <b>93.33%</b> | <b>60</b> |       | <b>85.42%</b> | <b>48</b> |          | <b>90.57%</b> | <b>53</b> |         | <b>95.65%</b> | <b>69</b> |                | <b>97.70%</b> | <b>651</b> |              |             |   |   |



**Comments:**

Overall, the TMOs have improved their repairs performance over the past quarter. This is due to strict monitoring over their contractors carrying out their repairs and tighter controls over the accuracy of their data.

Cranston TMO scored a low 67% on their "routine" repairs. They only had 3 "routine" repairs and one had a major problem where Thames Water was involved and delayed the repair.

Although Downs TMO has improved over the past two quarters, they still some improvements to be made. The Hackney Homes TMO team will be working with them over the next quarter to see how they can progress even further.

**Comments by the Performance Team:**

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

| LKPI 2B, LKPI 2C & LKPI 5:<br>Percentage of jobs in each<br>priority response time |              | Qtr 1 09/10   |              | Qtr 2 (09/10)  |              | Qtr 3 (09/10) |              | Qtr 4 (09/10) |              | YTD           |              |
|--|--------------|---------------|--------------|----------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|
|  |              | % Pass        | Total Orders | % Pass         | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders | % Pass        | Total Orders |
| Arden  | Immediate    | 90.70%        | 43           | 87.10%         | 31           | 92.31%        | 65           |               |              | 90.65%        | 139          |
|  | Emergency    | 93.33%        | 90           | 90.70%         | 86           | 98.80%        | 83           |               |              | 94.21%        | 259          |
|  | Urgent       | 91.18%        | 34           | 100.00%        | 28           | 87.76%        | 49           |               |              | 91.89%        | 111          |
|  | Normal       | 95.30%        | 319          | 96.55%         | 348          | 96.31%        | 379          |               |              | 96.08%        | 1046         |
|  | <b>Total</b> | <b>94.24%</b> | <b>486</b>   | <b>95.13%</b>  | <b>493</b>   | <b>95.49%</b> | <b>576</b>   |               |              | <b>94.98%</b> | <b>1555</b>  |
| Clapton Park   | Immediate    | 60.00%        | 15           | 93.33%         | 15           | 86.67%        | 30           |               |              | 81.67%        | 60           |
|  | Emergency    | 62.69%        | 134          | 81.82%         | 66           | 83.69%        | 141          |               |              | 75.07%        | 341          |
|  | Urgent       | 57.14%        | 7            | 100.00%        | 18           | 81.82%        | 11           |               |              | 86.11%        | 36           |
|  | Normal       | 76.43%        | 683          | 96.08%         | 587          | 98.60%        | 644          |               |              | 89.92%        | 1914         |
|  | <b>Total</b> | <b>73.78%</b> | <b>839</b>   | <b>94.75%</b>  | <b>686</b>   | <b>95.40%</b> | <b>826</b>   |               |              | <b>87.49%</b> | <b>2351</b>  |
| Cranston   | Immediate    | 85.71%        | 7            | 75.00%         | 4            | 100.00%       | 9            |               |              | 90.00%        | 20           |
|  | Emergency    | 77.78%        | 27           | 80.77%         | 26           | 96.00%        | 25           |               |              | 84.62%        | 78           |
|  | Urgent       |               |              | 100.00%        | 1            | 100.00%       | 1            |               |              | 100.00%       | 2            |
|  | Normal       | 94.59%        | 37           | 93.75%         | 32           | 88.64%        | 44           |               |              | 92.04%        | 113          |
|  | <b>Total</b> | <b>87.32%</b> | <b>71</b>    | <b>87.30%</b>  | <b>63</b>    | <b>92.41%</b> | <b>79</b>    |               |              | <b>89.20%</b> | <b>213</b>   |
| Downs  | Immediate    |               |              | 100.00%        | 2            |               |              |               |              | 100.00%       | 2            |
|  | Emergency    | 88.00%        | 25           | 84.00%         | 25           | 86.67%        | 30           |               |              | 86.25%        | 80           |
|  | Urgent       | 90.00%        | 10           | 92.31%         | 13           | 83.33%        | 12           |               |              | 88.57%        | 35           |
|  | Normal       | 100.00%       | 29           | 100.00%        | 27           | 82.86%        | 35           |               |              | 93.41%        | 91           |
|  | <b>Total</b> | <b>93.75%</b> | <b>64</b>    | <b>92.54%</b>  | <b>67</b>    | <b>84.42%</b> | <b>77</b>    |               |              | <b>89.90%</b> | <b>208</b>   |
| Lordship   | Immediate    | 75.00%        | 4            | 87.50%         | 8            | 54.55%        | 11           |               |              | 69.57%        | 23           |
|  | Emergency    | 76.92%        | 13           | 85.71%         | 7            | 92.31%        | 13           |               |              | 84.85%        | 33           |
|  | Urgent       | 100.00%       | 21           | 100.00%        | 15           | 94.44%        | 18           |               |              | 98.15%        | 54           |
|  | Normal       | 100.00%       | 36           | 97.44%         | 39           | 97.83%        | 46           |               |              | 98.35%        | 121          |
|  | <b>Total</b> | <b>94.59%</b> | <b>74</b>    | <b>95.65%</b>  | <b>69</b>    | <b>90.91%</b> | <b>88</b>    |               |              | <b>93.51%</b> | <b>231</b>   |
| Suffolk  | Immediate    | 83.33%        | 6            | 90.00%         | 10           | 66.67%        | 6            |               |              | 81.82%        | 22           |
|  | Emergency    | 68.18%        | 22           | 86.36%         | 22           | 88.89%        | 27           |               |              | 81.69%        | 71           |
|  | Urgent       | 80.00%        | 10           | 83.33%         | 6            | 94.12%        | 17           |               |              | 87.88%        | 33           |
|  | Normal       | 100.00%       | 59           | 100.00%        | 54           | 100.00%       | 57           |               |              | 100.00%       | 170          |
|  | <b>Total</b> | <b>89.69%</b> | <b>97</b>    | <b>94.57%</b>  | <b>92</b>    | <b>94.39%</b> | <b>107</b>   |               |              | <b>92.91%</b> | <b>296</b>   |
| Tower  | Immediate    | 70.00%        | 10           | 91.67%         | 12           | 50.00%        | 10           |               |              | 71.88%        | 32           |
|  | Emergency    | 57.14%        | 14           | 80.00%         | 5            | 90.00%        | 10           |               |              | 72.41%        | 29           |
|  | Urgent       | 100.00%       | 3            | 100.00%        | 1            | 100.00%       | 1            |               |              | 100.00%       | 5            |
|  | Normal       | 97.87%        | 47           | 95.00%         | 60           | 95.08%        | 61           |               |              | 95.83%        | 168          |
|  | <b>Total</b> | <b>86.49%</b> | <b>74</b>    | <b>93.59%</b>  | <b>78</b>    | <b>89.02%</b> | <b>82</b>    |               |              | <b>89.74%</b> | <b>234</b>   |
| Wick Village   | Immediate    |               |              |                |              | 100.00%       | 1            |               |              | 100.00%       | 1            |
|  | Emergency    | 0.00%         | 1            |                |              | 100.00%       | 2            |               |              | 66.67%        | 3            |
|  | Urgent       |               |              | 100.00%        | 1            |               |              |               |              | 100.00%       | 1            |
|  | Normal       | 100.00%       | 2            | 100.00%        | 4            | 80.00%        | 5            |               |              | 90.91%        | 11           |
|  | <b>Total</b> | <b>66.67%</b> | <b>3</b>     | <b>100.00%</b> | <b>5</b>     | <b>87.50%</b> | <b>8</b>     |               |              | <b>87.50%</b> | <b>16</b>    |
| Wyke   | Immediate    | 100.00%       | 22           | 92.86%         | 14           | 100.00%       | 4            |               |              | 97.50%        | 40           |
|  | Emergency    | 75.00%        | 24           | 82.14%         | 28           | 89.74%        | 39           |               |              | 83.52%        | 91           |
|  | Urgent       | 100.00%       | 9            | 100.00%        | 18           | 91.18%        | 34           |               |              | 95.08%        | 61           |
|  | Normal       | 100.00%       | 41           | 96.08%         | 51           | 96.23%        | 53           |               |              | 97.24%        | 145          |
|  | <b>Total</b> | <b>93.75%</b> | <b>96</b>    | <b>92.79%</b>  | <b>111</b>   | <b>93.08%</b> | <b>130</b>   |               |              | <b>93.18%</b> | <b>337</b>   |
| <b>TMO Total</b>   |              | <b>83.81%</b> | <b>1804</b>  | <b>94.35%</b>  | <b>1664</b>  | <b>94.17%</b> | <b>1973</b>  |               |              | <b>90.79%</b> | <b>5441</b>  |
| <b>NHO Total</b>   |              | <b>92.74%</b> | <b>18381</b> | <b>95.34%</b>  | <b>19716</b> | <b>94.30%</b> | <b>20959</b> |               |              | <b>94.16%</b> | <b>59056</b> |
| <b>HH Total</b>  |              | <b>91.94%</b> | <b>20185</b> | <b>95.26%</b>  | <b>21380</b> | <b>94.29%</b> | <b>22932</b> |               |              | <b>93.88%</b> | <b>64497</b> |

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

Comments:

Non-specific

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

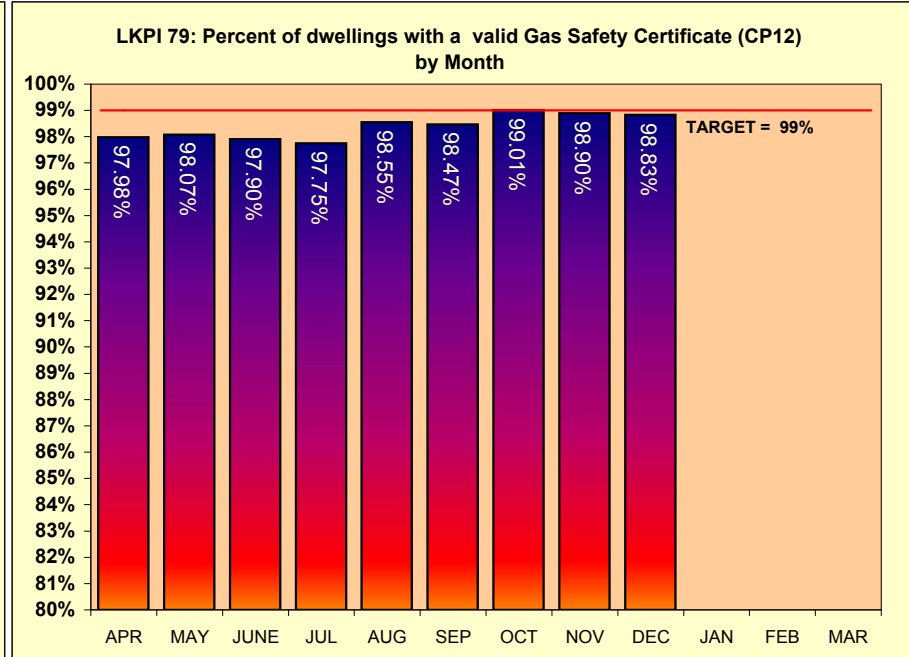
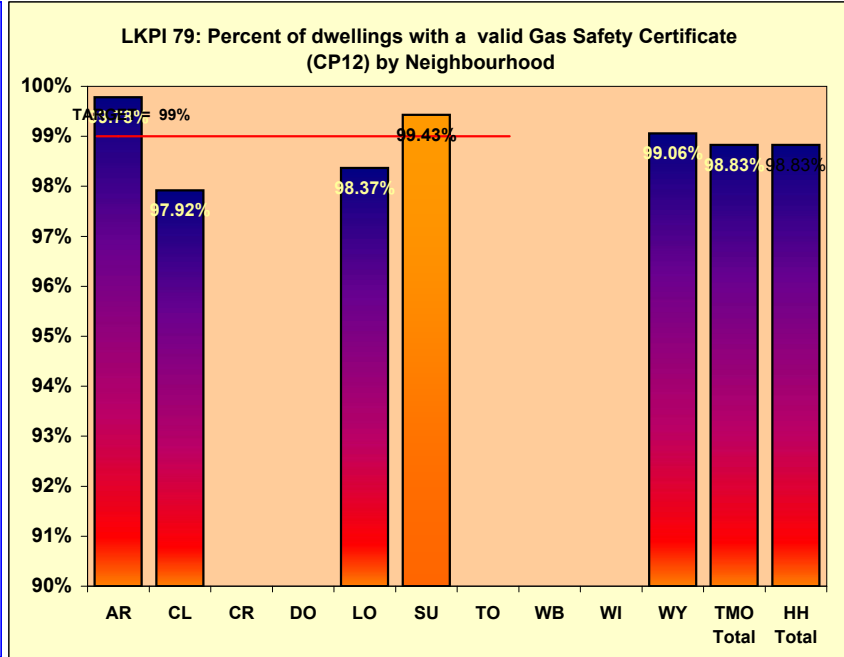
Excluding Gas Carcasses (tests where resident only has pipe work and no boiler or appliance)

Data source: Saffron  
Data provider:  
Performance Team

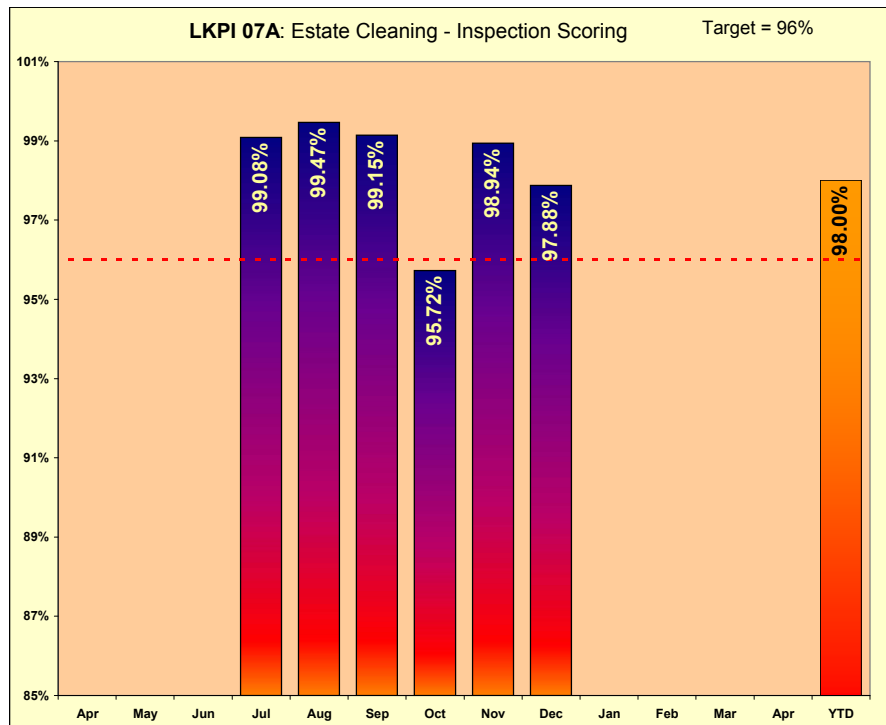
|                            | APR                  | MAY    | JUNE   | JUL    | AUG    | SEP    | OCT    | NOV    | DEC    | JAN    | FEB | MAR | Number of CP12's overdue | Average time overdue in weeks | Target |        |  |    |       |        |
|----------------------------|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----|-----|--------------------------|-------------------------------|--------|--------|--|----|-------|--------|
| Arden                      | <b>Not Available</b> |        |        |        |        |        |        |        |        | 99.78% |     |     |                          | 1                             | 11.06  | 99.00% |  |    |       |        |
| Clapton Park               |                      |        |        |        |        |        |        |        |        | 97.92% |     |     |                          |                               |        |        |  | 13 | 10.13 | 99.00% |
| Cranston                   |                      |        |        |        |        |        |        |        |        | -      |     |     |                          |                               |        |        |  |    |       | 99.00% |
| Downs                      |                      |        |        |        |        |        |        |        |        | -      |     |     |                          |                               |        |        |  |    |       | 99.00% |
| Lordship South             |                      |        |        |        |        |        |        |        |        | 98.37% |     |     |                          |                               |        |        |  | 3  | 26.30 | 99.00% |
| Suffolk                    |                      |        |        |        |        |        |        |        |        | 99.43% |     |     |                          |                               |        |        |  | 1  | 5.49  | 99.00% |
| Tower                      |                      |        |        |        |        |        |        |        |        | -      |     |     |                          |                               |        |        |  |    |       | 99.00% |
| Wenlock Barn               |                      |        |        |        |        |        |        |        |        | -      |     |     |                          |                               |        |        |  |    |       | 99.00% |
| Wick Village               |                      |        |        |        |        |        |        |        |        | -      |     |     |                          |                               |        |        |  |    |       | 99.00% |
| Wyke                       |                      |        |        |        |        |        |        |        |        | 99.06% |     |     |                          |                               |        |        |  |    |       | 3      |
| <b>TMO Total</b>           | 98.29%               | 98.67% | 98.67% | 98.33% | 98.83% | 98.77% | 98.88% | 98.66% | 98.83% |        |     |     | 21                       | 12.07                         |        |        |  |    |       |        |
| <b>Hackney Homes Total</b> | 97.98%               | 98.07% | 97.90% | 97.75% | 98.55% | 98.47% | 99.01% | 98.90% | 98.83% |        |     |     | 198                      | 9.93                          | 99.00% |        |  |    |       |        |

**Comments**

Non-specific



| LKPI 07A: Estate Cleaning - Inspection Scoring | Apr-09        | May-09        | Jun-09        | Jul-09        | Aug-09        | Sep-09        | Oct-09        | Nov-09        | Dec-09        | Jan-10 | Feb-10 | Mar-10 | Apr-10 | Target        | YTD           | 08/09 outturn | Within the Quarter (Oct - Dec) |               |              |              |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------|--------|--------|--------|---------------|---------------|---------------|--------------------------------|---------------|--------------|--------------|
|  |               |               |               |               |               |               |               |               |               |        |        |        |        | A's           | B's           | C's           | D's                            |               |              |              |
| Arden  |               |               |               | 100.00%       | 100.00%       | 100.00%       | 94.93%        | 100.00%       | 100.00%       |        |        |        |        | 96.00%        | 98.18%        |               | 73%                            | 24%           | 3%           | 0%           |
| Cranston                                       |               |               |               | 100.00%       | 100.00%       | 100.00%       | 100.00%       | 100.00%       | 100.00%       |        |        |        |        | 96.00%        | 100.00%       |               | 97%                            | 3%            | 0%           | 0%           |
| Clapton Park                                   |               |               |               | -             | -             | -             | -             | -             | 96.24%        |        |        |        |        |               | 96.24%        |               | 86%                            | 10%           | 2%           | 2%           |
| Lordship                                       |               |               |               | 100.00%       | 100.00%       | 100.00%       | 87.65%        | 100.00%       | 100.00%       |        |        |        |        | 96.00%        | 98.20%        |               | 0%                             | 95%           | 1%           | 5%           |
| Suffolk  |               |               |               | -             | -             | -             | -             | -             | 88.00%        |        |        |        |        |               | 88.00%        |               | 88%                            | 0%            | 5%           | 7%           |
| Wenlock Barn                                   |               |               |               | -             | -             | -             | 97.63%        | 99.36%        | 99.34%        |        |        |        |        |               | 98.63%        |               | 75%                            | 24%           | 1%           | 0%           |
| Wick Village                                   |               |               |               | 80.00%        | 96.00%        | 85.19%        | 80.00%        | 80.00%        | 80.00%        |        |        |        |        | 96.00%        | 83.55%        |               | 72%                            | 8%            | 20%          | 0%           |
| Wyke Estate                                    |               |               |               | -             | 97.85%        | -             | -             | -             | 99.73%        |        |        |        |        | 96.00%        | 99.35%        |               | 84%                            | 16%           | 0%           | 0%           |
| <b>TMO Total</b>                               |               |               |               | <b>99.08%</b> | <b>99.47%</b> | <b>99.15%</b> | <b>95.72%</b> | <b>98.94%</b> | <b>97.88%</b> |        |        |        |        | <b>96.00%</b> | <b>98.00%</b> |               | <b>76.34%</b>                  | <b>21.03%</b> | <b>1.95%</b> | <b>0.67%</b> |
| <b>HH Neighbourhood Total</b>                  | <b>96.20%</b> | <b>94.40%</b> | <b>93.40%</b> | <b>94.00%</b> | <b>92.80%</b> | <b>92.00%</b> | <b>92.90%</b> | <b>96.10%</b> | <b>95.80%</b> |        |        |        |        | <b>96.00%</b> | <b>94.18%</b> |               | <b>39.25%</b>                  | <b>55.67%</b> | <b>5.03%</b> | <b>0.05%</b> |



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

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

**Comments supplied by Sharene Labonte**

We currently have eight out of nine TMO's reporting on estate inspections, which is a major improvement to the previous months. However measures and support have been put into place for the remaining TMO (Downs TMO) to contribute into the third quarter and to keep to the agreed target plan. (Note Tower TMO do not have to report on this item as their monitoring/ reporting is completed by the Queensbridge Neighbourhood office.)

Random quality checks will be undertaken throughout the months of February and March 2010, in order to assess the accuracy of the data provided by the TMOs. Further training will be provided to ensure TMOs will follow the same standard assessment procedure as used by the neighbourhood and estate services / cleaning staff.

|                                 | Neighbourhood/division   | Performance    |                |                |                |                |                |                |                |                |                |                |                | Volume        |                   | YTD (09/10)   |                        |
|---------------------------------|--------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|-------------------|---------------|------------------------|
|                                 |                          | Dec-08         | Jan-09         | Feb-09         | Mar-09         | Apr-09         | May-09         | Jun-09         | Jul-09         | Aug-09         | Sep-09         | Oct-09         | Nov-09         | Dec-09        | Total due (09/10) |               | Answer in Time (09/10) |
| LKPI 25a: Stage One Complaints  | Arden                    | 0.00%          | -              | 0.00%          | 100.00%        | -              | -              | 100.00%        | 100.00%        | 100.00%        | 100.00%        | 100.00%        | -              | 100.00%       | 9                 | 9             | 100.00%                |
|                                 | Clapton Park             | 100%           | -              | -              | 100.00%        | 100.00%        | 100.00%        | -              | 66.67%         | 100.00%        | 100.00%        | 0.00%          | 100.00%        | -             | 10                | 8             | 80.00%                 |
|                                 | Cranston                 | -              | -              | -              | -              | -              | -              | 100.00%        | -              | -              | 0.00%          | -              | -              | -             | 2                 | 1             | 50.00%                 |
|                                 | Downs                    | -              | -              | -              | -              | -              | -              | -              | -              | 0.00%          | -              | -              | -              | 0.00%         | 2                 | 0             | 0.00%                  |
|                                 | Lordship South           | -              | 100.00%        | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             | -                      |
|                                 | Suffolk                  | -              | -              | -              | -              | -              | -              | 50.00%         | -              | -              | -              | -              | -              | -             | 2                 | 1             | 50.00%                 |
|                                 | Tower                    | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             | -                      |
|                                 | Wenlock Barn             | -              | 66.67%         | 0.00%          | 100.00%        | 100.00%        | 100.00%        | -              | 100.00%        | 100.00%        | 80.00%         | 100.00%        | 50.00%         | 80.00%        | 30                | 25            | 83.33%                 |
|                                 | Wick Village             | -              | -              | -              | -              | -              | -              | 0.00%          | -              | -              | 100.00%        | -              | -              | -             | 2                 | 1             | 50.00%                 |
|                                 | Wyke                     | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             | -                      |
|                                 | <b>TMO Total</b>         | <b>50.00%</b>  | <b>75.00%</b>  | <b>0.00%</b>   | <b>100.00%</b> | <b>100.00%</b> | <b>60.00%</b>  | <b>100.00%</b> | <b>88.89%</b>  | <b>85.71%</b>  | <b>75.00%</b>  | <b>66.67%</b>  | <b>62.50%</b>  | <b>75.00%</b> | <b>57</b>         | <b>45</b>     | <b>78.95%</b>          |
|                                 | <b>NHD Total</b>         | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>94.29%</b>  | <b>95.83%</b>  | <b>96.30%</b>  | <b>96.00%</b>  | <b>96.43%</b>  | <b>95.24%</b>  | <b>94.44%</b>  | <b>100.00%</b> | <b>100.00%</b> | <b>92.59%</b> | <b>221</b>        | <b>211</b>    | <b>95.48%</b>          |
|                                 | <b>Resident Services</b> | <b>93.55%</b>  | <b>94.59%</b>  | <b>95.16%</b>  | <b>92.00%</b>  | <b>89.04%</b>  | <b>75.47%</b>  | <b>87.30%</b>  | <b>91.55%</b>  | <b>89.36%</b>  | <b>93.94%</b>  | <b>92.00%</b>  | <b>83.00%</b>  | <b>87.50%</b> | <b>40</b>         | <b>35</b>     | <b>90.10%</b>          |
|                                 | <b>TOTAL</b>             | <b>92.00%</b>  | <b>92.63%</b>  | <b>93.67%</b>  | <b>90.77%</b>  | <b>91.09%</b>  | <b>81.18%</b>  | <b>90.32%</b>  | <b>92.59%</b>  | <b>90.67%</b>  | <b>92.39%</b>  | <b>9.00%</b>   | <b>89.00%</b>  | <b>83.05%</b> | <b>118</b>        | <b>98</b>     | <b>89.15%</b>          |
| LKPI 25b: Stage Two Complaints  | 58.33%                   | 25.00%         | 33.33%         | 61.90%         | 0.00%          | 100.00%        | -              | 100.00%        | -              | 100.00%        | 100.00%        | 100.00%        | 100.00%        | 9             | 8                 | 88.89%        |                        |
| LKPI 59: Stage Twos Upheld      | 23.08%                   | 46.15%         | 50.00%         | 64.70%         | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             |                        |
| LKPI 31: FOI Requests           | 100.00%                  | 50.00%         | 100.00%        | 75.00%         | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             |                        |
| LKPI 27: % Ombudsman in target  | 100.00%                  | N/A            | 100.00%        | 66.67%         | -              | -              | -              | -              | -              | 0.00%          | -              | -              | -              | 1             | 0                 | 0.00%         |                        |
| LKPI 72: No. of Ombudsman Items | 2                        | 2              | 4              | 4              | -              | -              | -              | -              | -              | 1              | -              | -              | -              | -             | -                 | -             |                        |
| LKPI 22: Board Member Enquiries | 100.00%                  | 100.00%        | N/A            | 100.00%        | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             |                        |
| LKPI 23: Members' Enquiries     | Arden                    | -              | -              | -              | -              | 33.33%         | 50.00%         | -              | -              | 100.00%        | -              | -              | 100.00%        | 12            | 9                 | 75.00%        |                        |
|                                 | Clapton Park             | -              | -              | 100.00%        | 100.00%        | 50.00%         | -              | -              | -              | -              | -              | -              | 50.00%         | 2             | 1                 | 50.00%        |                        |
|                                 | Cranston                 | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             |                        |
|                                 | Downs                    | 0.00%          | -              | -              | -              | -              | -              | -              | 50.00%         | -              | -              | -              | -              | 2             | 0                 | 50.00%        |                        |
|                                 | Lordship South           | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             |                        |
|                                 | Suffolk                  | -              | 100.00%        | 100.00%        | -              | -              | -              | 0.00%          | -              | -              | -              | -              | 100.00%        | 2             | 1                 | 50.00%        |                        |
|                                 | Tower                    | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             |                        |
|                                 | Wenlock Barn             | -              | -              | -              | 66.67%         | -              | 0.00%          | -              | -              | -              | -              | 100.00%        | 100.00%        | 4             | 2                 | 50.00%        |                        |
|                                 | Wick Village             | -              | -              | 0.00%          | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             |                        |
|                                 | Wyke                     | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             |                        |
| <b>TMO Total</b>                | <b>0.00%</b>             | <b>10.00%</b>  | <b>66.67%</b>  | <b>71.42%</b>  | <b>70.00%</b>  | <b>25.00%</b>  | <b>0.00%</b>   | <b>50.00%</b>  | <b>100.00%</b> | <b>-</b>       | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>22</b>     | <b>16</b>         | <b>72.73%</b> |                        |
| <b>NHD Total</b>                | <b>100.00%</b>           | <b>86.92%</b>  | <b>92.72%</b>  | <b>90.00%</b>  | <b>61.90%</b>  | <b>100.00%</b> | <b>95.83%</b>  | <b>100.00%</b> | <b>92.31%</b>  | <b>86.96%</b>  | <b>94.12%</b>  | <b>100.00%</b> | <b>96.67%</b>  | <b>207</b>    | <b>191</b>        | <b>92%</b>    |                        |
| <b>Housing Services</b>         | <b>25.00%</b>            | <b>100.00%</b> | <b>70.00%</b>  | <b>64.29%</b>  | <b>100.00%</b> | <b>75.00%</b>  | <b>83.33%</b>  | <b>66.67%</b>  | <b>33.33%</b>  | <b>100.00%</b> | <b>66.67%</b>  | <b>66.67%</b>  | <b>20.00%</b>  | <b>45</b>     | <b>26</b>         | <b>58%</b>    |                        |
| <b>TOTAL</b>                    | <b>70.97%</b>            | <b>91.67%</b>  | <b>89.13%</b>  | <b>64.47%</b>  | <b>51.79%</b>  | <b>80.00%</b>  | <b>93.98%</b>  | <b>92.41%</b>  | <b>81.97%</b>  | <b>88.68%</b>  | <b>88.46%</b>  | <b>91.18%</b>  | <b>87.80%</b>  | <b>711</b>    | <b>621</b>        | <b>87%</b>    |                        |
| LKPI 24: Mayor's Enquiries      | Arden                    | -              | -              | -              | -              | -              | 0.00%          | 100.00%        | -              | -              | 100.00%        | -              | -              | 3             | 2                 | 67%           |                        |
|                                 | Clapton Park             | -              | -              | 100.00%        | -              | -              | -              | -              | -              | 100.00%        | 100.00%        | 100.00%        | -              | 3             | 3                 | 100%          |                        |
|                                 | Cranston                 | -              | -              | -              | -              | -              | -              | -              | -              | 100.00%        | -              | -              | 0.00%          | 2             | 1                 | 50.00%        |                        |
|                                 | Downs                    | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | 0.00%          | 1             | 0                 | 0.00%         |                        |
|                                 | Lordship South           | -              | -              | -              | 100.00%        | 0.00%          | -              | -              | -              | -              | -              | -              | -              | 1             | 0                 | 0.00%         |                        |
|                                 | Suffolk                  | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             |                        |
|                                 | Tower                    | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             |                        |
|                                 | Wenlock Barn             | 100.00%        | -              | -              | 57.14%         | 60.00%         | 100.00%        | -              | 100.00%        | 100.00%        | 100.00%        | 0.00%          | -              | 13            | 10                | 76.92%        |                        |
|                                 | Wick Village             | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | 0.00%          | -              | 1             | 0                 | 0.00%         |                        |
|                                 | Wyke                     | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -              | -             | -                 | -             |                        |
| <b>TMO Total</b>                | <b>100.00%</b>           | <b>N/A</b>     | <b>100.00%</b> | <b>62.50%</b>  | <b>50.00%</b>  | <b>50.00%</b>  | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>33.33%</b>  | <b>100.00%</b> | <b>0.00%</b>   | <b>24</b>     | <b>16</b>         | <b>66.67%</b> |                        |
| <b>NHD Total</b>                | <b>75.00%</b>            | <b>85.71%</b>  | <b>92.31%</b>  | <b>71.43%</b>  | <b>21.43%</b>  | <b>65.50%</b>  | <b>80.00%</b>  | <b>100.00%</b> | <b>72.73%</b>  | <b>90.91%</b>  | <b>80.00%</b>  | <b>100.00%</b> | <b>56.25%</b>  | <b>33</b>     | <b>17</b>         | <b>72.36%</b> |                        |
| <b>Housing Services</b>         | <b>50.00%</b>            | <b>100.00%</b> | <b>20.00%</b>  | <b>50.00%</b>  | <b>25.00%</b>  | <b>60.00%</b>  | <b>82.35%</b>  | <b>100.00%</b> | <b>78.57%</b>  | <b>88.24%</b>  | <b>78.95%</b>  | <b>94.12%</b>  | <b>60.87%</b>  | <b>159</b>    | <b>114</b>        | <b>71.70%</b> |                        |
| <b>TOTAL</b>                    | <b>73.08%</b>            | <b>93.33%</b>  | <b>77.78%</b>  | <b>60.00%</b>  | <b>34.15%</b>  | <b>64.29%</b>  | <b>66.67%</b>  | <b>88.89%</b>  | <b>78.95%</b>  | <b>81.25%</b>  | <b>77.14%</b>  | <b>87.88%</b>  | <b>53.49%</b>  | <b>321</b>    | <b>220</b>        | <b>68.54%</b> |                        |

**Definition:**

- LKPI 22** % of Board Member enquiries (ME) completed within target time - (98% within 15 days)
- LKPI 23** % of Members enquiries completed within target time - (92% within 10 days)
- LKPI 24** % of Mayor enquiries completed within target time - (90% within 10 days, measures from date received to draft response to Mayor's Office)
- LKPI 25 a** % of stage 1 complaints completed within target time (97% within 15 days)
- LKPI 25 b** % of stage 2 complaints completed within target time (90% within 15 days)
- LKPI 31** % of FOI Requests actioned in target time (75% within 20 days)
- LKPI 58:** % of TRA Enquiries actioned in target time (75% within 15 days)

**Comments:**

**LKPI 25A – Stage One Complaints**

There have been some concerns with the performance of the TMOs in this area; these concerns have been addressed with the TMOs on an individual basis. Improvements and measures have been put into place to improve the performance over the next financial quarter.

**LKPI 22 – Board Member's Enquiries**

We are unable to comment on this item as the TMOs received no Board Members enquiries.

**LKPI 23 – Member's enquiries**

The TMOs have significantly improved their performance prior to the previous quarter and months. The TMOs have achieved the agreed corporate 100% performance target for this quarter.

**LKPI 24 – Mayor's Enquiries**

The TMO performance has been fairly consistent. The TMO team will liaise with the TMOs to identify ways on improving the performance target.

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

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

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

| Area Breakdown   | Dec-08        | Jan-09        | Feb-09        | Mar-09        | Apr-09        | May-09        | Jun-09        | Jul-09        | Aug-09        | Sep-09        | Oct-09        | Nov-09        | Dec-09        | Outturn 08/09 |
|------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| North East       | 5,526         | 5,527         | 5,530         | 5,530         | 5,398         | 5,398         | 5,399         | 5,399         | 5,399         | 5,399         | 5,399         | 5,401         | 5,400         | 5,530         |
| North West       | 3,188         | 3,188         | 3,195         | 3,195         | 3,198         | 3,141         | 3,141         | 3,141         | 3,141         | 3,141         | 3,141         | 3,141         | 3,141         | 3,195         |
| Homerton         | 4,583         | 4,583         | 4,597         | 4,597         | 4,601         | 4,605         | 4,605         | 4,605         | 4,605         | 4,605         | 4,605         | 4,605         | 4,605         | 4,597         |
| DBQ              | 2,979         | 2,979         | 2,984         | 2,984         | 2,990         | 2,996         | 2,996         | 2,996         | 2,996         | 2,996         | 2,996         | 2,996         | 2,996         | 2,984         |
| Shoreditch       | 2,882         | 2,882         | 2,882         | 2,882         | 2,895         | 2,896         | 2,896         | 2,896         | 2,896         | 2,896         | 2,896         | 2,896         | 2,896         | 2,882         |
| Clapton Park TMO | 794           | 794           | 794           | 794           | 794           | 794           | 794           | 794           | 794           | 794           | 794           | 794           | 794           | 794           |
| Cranston TMO     | 159           | 159           | 159           | 159           | 159           | 159           | 159           | 159           | 159           | 159           | 159           | 159           | 159           | 159           |
| Downs TMO        | 167           | 167           | 168           | 168           | 170           | 170           | 170           | 170           | 170           | 170           | 170           | 170           | 170           | 168           |
| Lordship TMO     | 185           | 185           | 185           | 185           | 186           | 186           | 186           | 186           | 186           | 186           | 186           | 186           | 185           | 185           |
| Suffolk          | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           | 205           |
| Tower TMO        | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           | 114           |
| Wick TMO         | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           |
| Wyke TMC         | 333           | 333           | 333           | 333           | 333           | 333           | 333           | 333           | 333           | 333           | 333           | 333           | 333           | 333           |
| Arden TMO        | 545           | 545           | 545           | 545           | 544           | 544           | 544           | 544           | 544           | 544           | 544           | 544           | 544           | 545           |
| Wenlock Barn TMO | 1,059         | 1,059         | 1,059         | 1,059         | 1,059         | 1,060         | 1,060         | 1,060         | 1,060         | 1,060         | 1,060         | 1,060         | 1,060         | 1,059         |
| <b>TOTAL</b>     | <b>22,819</b> | <b>22,820</b> | <b>22,850</b> | <b>22,850</b> | <b>22,746</b> | <b>22,701</b> | <b>22,702</b> | <b>22,702</b> | <b>22,702</b> | <b>22,702</b> | <b>22,702</b> | <b>22,704</b> | <b>22,702</b> | <b>22,850</b> |

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

TMO managed properties currently standing at 5,012 in total, including 3664 tenanted properties and 1348 leased.

This month, movements on all categories are stagnant, however we are expecting substantial movements toward yearend when the yearend stock reconciliation is taking place.

Also, the demolitions that have taken place in Woodberry Down Estate during the past months still have not been reflected in the stock count as paperwork for this is still pending to update changes in Saffron.

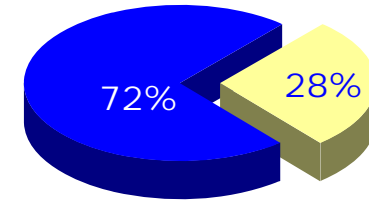
**LKPI 40(b): Boroughwide stock breakdown & movements - Leasehold + Freehold with Service Charges**

| Area Breakdown | Dec-08       | Jan-09       | Feb-09       | Mar-09       | Apr-09       | May-09       | Jun-09       | Jul-09       | Aug-09       | Sep-09       | Oct-09       | Nov-09       | Dec-09       | Outturn 08/09 |
|----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| North East     | 1,989        | 1,986        | 1,986        | 1,986        | 1,984        | 1,982        | 1,980        | 1,979        | 1,979        | 1,979        | 1,979        | 1,977        | 1,977        | 1,986         |
| North West     | 1,427        | 1,427        | 1,427        | 1,427        | 1,428        | 1,425        | 1,425        | 1,425        | 1,425        | 1,426        | 1,425        | 1,425        | 1,425        | 1,427         |
| Homerton       | 1,731        | 1,731        | 1,731        | 1,731        | 1,731        | 1,731        | 1,731        | 1,731        | 1,731        | 1,731        | 1,731        | 1,731        | 1,731        | 1,731         |
| DBQ            | 1,123        | 1,123        | 1,123        | 1,123        | 1,123        | 1,123        | 1,123        | 1,123        | 1,123        | 1,123        | 1,123        | 1,123        | 1,123        | 1,123         |
| Shoreditch     | 1,062        | 1,062        | 1,062        | 1,062        | 1,062        | 1,062        | 1,062        | 1,062        | 1,062        | 1,062        | 1,062        | 1,062        | 1,062        | 1,062         |
| Clapton Park   | 373          | 373          | 373          | 373          | 373          | 373          | 373          | 373          | 373          | 373          | 373          | 373          | 373          | 373           |
| Cranston       | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55           | 55            |
| Downs TMO      | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40           | 40            |
| Lordship South | 76           | 76           | 76           | 76           | 76           | 76           | 76           | 76           | 76           | 76           | 76           | 76           | 77           | 76            |
| Suffolk        | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92           | 92            |
| Tower          | -            | -            | -            | -            | -            | -            | -            | -            | -            | -            | -            | -            | -            | -             |
| Wick           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18           | 18            |
| Wyke           | 84           | 84           | 84           | 84           | 84           | 84           | 84           | 84           | 84           | 84           | 84           | 84           | 84           | 84            |
| Arden          | 193          | 193          | 193          | 193          | 194          | 194          | 194          | 194          | 194          | 194          | 194          | 194          | 194          | 193           |
| Wenlock Barns  | 415          | 415          | 415          | 415          | 415          | 415          | 415          | 415          | 415          | 415          | 415          | 415          | 415          | 415           |
| <b>TOTAL</b>   | <b>8,763</b> | <b>8,678</b> | <b>8,675</b> | <b>8,675</b> | <b>8,675</b> | <b>8,675</b> | <b>8,670</b> | <b>8,667</b> | <b>8,667</b> | <b>8,667</b> | <b>8,667</b> | <b>8,665</b> | <b>8,666</b> | <b>8,675</b>  |

**Percentage of total housing by rentable and leasehold stock**

**LKPI 40 (a) Rentable = 72%**

**LKPI 40 (b) Leasehold = 28%**



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