



PERFORMANCE REPORT June 2009

Tenants Management Organization

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HACKNEY HOMES TENANT MANAGEMENT ORGANIZATION PERFORMANCE REPORT

REPORTING PERIOD: 1st April 2009 - 30th June 2009

KEY MESSAGES

General Position

Performance is improving although on a number of key indicators, there is still some improvement required to achieve the end of year target.

Empty Properties

All TMO's 'year to date' figures are currently out side the target. Most of this is due to Borough wide issues with the Choice Based Lettings systems that is currently being looked into. In addition the TMO team is working with TMO's to improve their efficiency on reletting.

Rent Arrears

Rent arrears have been reducing but at insufficient rate to achieve the end of year target. The TMO team are actively working with TMO's to improve their performance.

Repairs Service

Repairs appointments met are currently running slightly below target. 93% of repairs were completed within the allotted time scale which is slightly less than that achieved by Hackney Homes.

Customer Care

TMO's have significantly improved their performance with nine out of 10 TMO's achieving the target for responding to complaints.

Clive Taber ►►► N'Hood Housing Contract Manager

Definition:

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

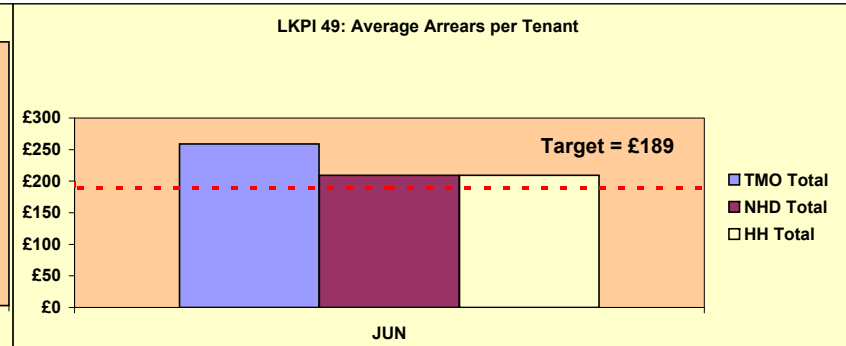
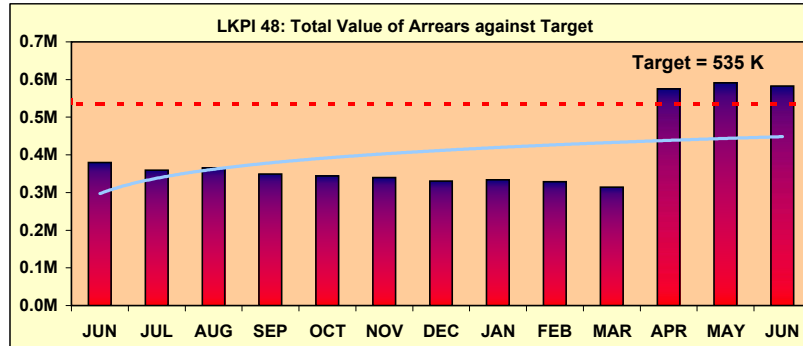
LKPI 49 This PI shows data for the average rent arrears per tenant.

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)	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Targets (09/10)	2008/09 Outturn
	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	235 K	216 K	216 K	211 K	207 K	204 K	197 K	196 K	191 K	183 K	188 K	192 K	191 K	188 K	183 K
Cranston	64 K	64 K	63 K	59 K	59 K	61 K	62 K	60 K	58 K	59 K	65 K	68 K	67 K	66 K	59 K
Downs	49 K	49 K	54 K	47 K	47 K	42 K	40 K	45 K	46 K	41 K	42 K	44 K	40 K	34 K	41 K
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	249 K	258 K	255 K	223 K	
Wick Village	31 K	30 K	32 K	32 K	31 K	32 K	31 K	33 K	33 K	31 K	32 K	29 K	30 K	24 K	31 K
TMO Total	379 K	359 K	365 K	349 K	344 K	340 K	330 K	334 K	329 K	314 K	575 K	591 K	583 K	535 K	314 K
NHD Total	4.96 M	4.78 M	4.87 M	4.61 M	4.65 M	4.58 M	4.59 M	4.59 M	4.53 M	4.32 M	4.12 M	4.18 M	3.99 M	4.03 M	4.32 M
Hackney Homes Total	£5.34 M	£5.14 M	£5.24 M	£4.96 M	£5.00 M	£4.92 M	£4.95 M	£4.92 M	£4.86 M	£4.63 M	£4.70 M	£4.78 M	£4.57 M	£4.56 M	£4.63 M
Suffolk	0 K	0 K	9 K	0 K	0 K	0 K	9 K	0 K	0 K	0 K	0 K	0 K	0 K		0 K
Wyke	0 K	4 K	14 K	0 K	0 K	0 K	14 K	0 K	0 K	0 K	0 K	0 K	0 K		0 K
Total	0 K	4 K	23 K	0 K	0 K	0 K	23 K	0 K	0 K	0 K	0 K	0 K	0 K		0 K

LKPI 49: Average Arrears per tenant	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Targets (09/10)	2008/09 Outturn
	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	£298	£275	£274	£268	£277	£259	£251	£249	£243	£233	£238	£243	£244	£237	£233
Cranston	£415	£411	£401	£371	£280	£393	£395	£383	£370	£376	£413	£434	£428	£428	£376
Downs	£296	£293	£323	£286	£205	£256	£245	£272	£282	£250	£256	£269	£249	£209	£250
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	£237	£246	£243		
Wick Village	£315	£306	£326	£319	£177	£328	£318	£341	£341	£320	£327	£298	£303	£240	£320
TMO Total	£314	£297	£302	£288	£207	£282	£275	£277	£273	£261	£255	£262	£259	£189	£261
NHD Total	£244	£235	£239	£229	£284	£228	£228	£229	£225	£215	£217	£220	£209	£175	£215
Hackney Homes Total	£242	£232	£238	£227	£229	£225	£226	£226	£222	£212	£215	£219	£209	£197	£212
Suffolk	£0	£0	£43	£0	£0	£0	£42	£0	£0	£0	£0	£0	£2		£0
Wyke	£0	£12	£43	£0	£0	£0	£42	£0	£0	£0	£0	£0	£0		£0
Total	£0	£7	£43	£0	£0	£0	£42	£0	£0	£0	£0	£0	£1		£0



Comments:

The performance of the TMO has been mixed since the beginning of the year.

- Wick village, clapton park and Wenlock Barnes have been reducing arrears steadily and this is meant to improve over a period of time as monitoring plans are in place.
- Down TMO are experiencing some problems with staffing, this is in the process of being resolved and is being monitored by the TMO team.
- Cranston arrears have increased over a period of months and this is being addressed at the moment as Pinnacle is the provider for this service. An improvement should be seen over the next couple of weeks.

LII 17, LII 18

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

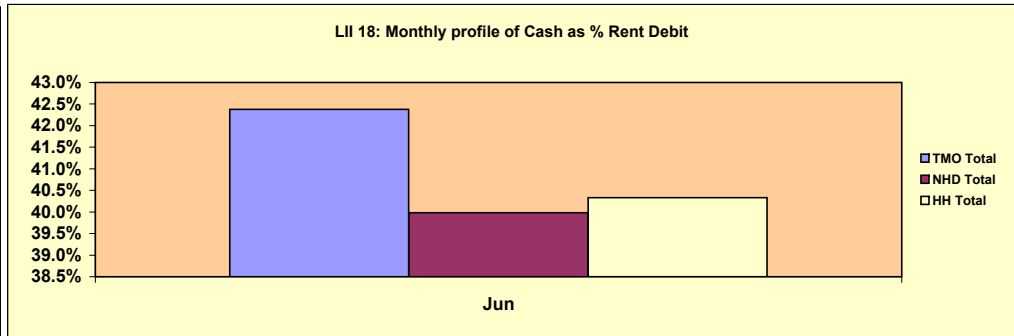
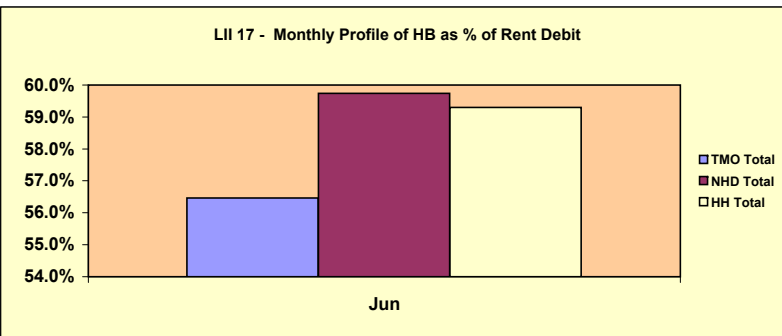
Data source: Saffron,
Data provider: HH Finance

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

TMO	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Targets (09/10)	2008/09 Outturn
	Week 12	Week 17	Week 21	Week 25	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	61.40%	61.87%	61.92%	61.85%	61.84%	61.81%	61.58%	61.58%	61.34%	61.22%	61.88%	61.10%	60.79%	N/A	61.22%
Cranston	51.85%	51.70%	51.67%	51.60%	51.32%	51.31%	51.25%	51.13%	51.40%	51.51%	50.09%	49.60%	49.71%	N/A	51.51%
Downs	51.62%	51.95%	52.32%	52.03%	51.57%	51.50%	51.11%	50.79%	50.46%	50.34%	48.63%	49.10%	49.88%	N/A	50.34%
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	56.64%	55.85%	55.47%	N/A	54.86%
Wick Village	51.18%	51.34%	51.68%	51.84%	51.86%	52.35%	52.49%	52.29%	52.65%	52.77%	52.34%	51.74%	52.79%	N/A	52.77%
TMO Total	58.11%	58.44%	58.54%	58.46%	58.34%	58.36%	58.16%	58.07%	57.94%	57.87%	57.31%	56.65%	56.46%	N/A	57.87%
HH NHD Total	58.34%	58.27%	58.34%	58.43%	58.39%	58.41%	58.42%	58.38%	58.40%	58.36%	59.34%	59.62%	59.74%	N/A	58.36%
Hackney Homes Total	58.19%	58.15%	58.23%	58.31%	58.26%	58.29%	58.29%	58.25%	58.26%	58.25%	59.04%	59.22%	59.30%	N/A	58.25%
Suffolk	53.29%	53.97%	54.24%	54.15%	54.07%	54.33%	54.40%	54.52%	54.34%	54.76%	58.27%	56.16%	55.98%	N/A	54.76%
Wyke	52.12%	51.90%	52.21%	52.38%	52.53%	52.83%	53.36%	53.31%	53.38%	53.54%	54.59%	56.07%	55.83%	N/A	53.54%
Total	52.58%	52.70%	53.00%	53.07%	53.13%	53.42%	53.77%	53.79%	53.76%	54.01%	56.02%	56.10%	55.89%	N/A	54.01%

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

TMO	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Targets (09/10)	2008/09 Outturn
	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	37.73%	38.46%	38.05%	38.36%	38.36%	38.48%	38.75%	38.75%	39.09%	39.38%	36.78%	37.55%	38.26%	N/A	39.38%
Cranston	48.07%	48.47%	48.83%	49.91%	49.87%	49.26%	49.16%	49.49%	49.47%	49.15%	41.77%	43.97%	46.85%	N/A	49.15%
Downs	44.42%	45.29%	43.74%	45.96%	46.72%	48.00%	48.83%	48.44%	48.58%	49.53%	49.97%	48.58%	50.30%	N/A	49.53%
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	40.96%	41.67%	43.15%	N/A	44.31%
Wick Village	47.09%	47.84%	46.80%	47.10%	47.52%	46.63%	46.90%	46.59%	46.32%	46.73%	46.05%	51.04%	48.58%	N/A	46.73%
TMO Total	40.68%	41.40%	40.90%	41.55%	41.69%	41.76%	42.06%	42.04%	42.26%	42.56%	40.33%	41.22%	42.38%	N/A	42.56%
HH NHD Total	40.67%	41.41%	41.13%	41.45%	41.33%	41.40%	41.38%	41.39%	41.43%	41.66%	38.95%	38.81%	39.98%	N/A	41.66%
Hackney Homes Total	40.83%	41.54%	41.20%	41.59%	41.49%	41.55%	41.50%	41.55%	41.59%	41.82%	39.22%	39.19%	40.33%	N/A	41.82%
Suffolk	46.71%	46.03%	43.54%	45.87%	45.94%	45.69%	44.42%	45.49%	45.68%	45.25%	41.73%	43.84%	43.89%	N/A	45.25%
Wyke	47.88%	47.30%	45.49%	47.61%	47.46%	47.17%	45.39%	46.69%	46.61%	46.46%	45.41%	43.93%	44.15%	N/A	46.46%
Total	47.42%	46.80%	44.73%	46.93%	46.87%	46.59%	45.01%	46.22%	46.24%	45.99%	43.98%	43.90%	44.05%	N/A	45.99%



Comments:

Most TMO's have collection rates below 100% and whilst the trend in collection rates is upwards, most of the TMO's are below where we would expect them to be at this point in the year. The TMO team is currently working with TMO's to improve collection rates.

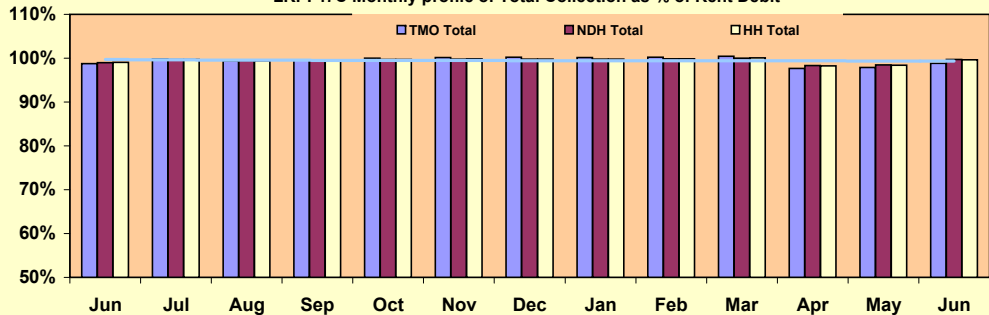
LKPI 47c YTD Total Collect

TMO	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Targets (09/10)	2008/09 Outturn
	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	99.13%	100.33%	99.96%	100.21%	100.20%	100.28%	100.33%	100.33%	100.44%	100.60%	98.65%	98.65%	99.05%	N/A	100.60%
Cranston	99.91%	100.16%	100.50%	101.52%	101.19%	100.57%	100.40%	100.63%	100.86%	100.67%	91.86%	93.58%	96.57%	N/A	100.67%
Downs	96.04%	97.23%	96.06%	97.99%	98.29%	99.50%	99.95%	99.22%	99.05%	99.87%	98.60%	97.68%	100.19%	N/A	99.87%
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	97.60%	97.52%	98.62%	N/A	99.17%
Wick Village	98.27%	99.17%	98.48%	98.94%	99.37%	98.98%	99.39%	98.88%	98.97%	99.50%	98.38%	102.78%	101.37%	N/A	99.50%
TMO Total	98.79%	99.83%	99.43%	99.67%	100.03%	100.12%	100.22%	100.12%	100.20%	100.43%	97.63%	97.87%	98.84%	N/A	100.43%
NHD Total	99.01%	99.68%	99.47%	99.58%	99.72%	99.81%	99.80%	99.77%	99.82%	100.02%	98.29%	98.43%	99.72%	N/A	100.02%
HH Total	99.02%	99.69%	99.43%	99.60%	99.74%	99.83%	99.80%	99.80%	99.85%	100.04%	98.26%	98.41%	99.63%	N/A	100.04%
Suffolk	100.00%	100.00%	97.79%	100.02%	100.02%	100.02%	98.82%	100.01%	100.01%	100.01%	100.00%	100.00%	99.87%	N/A	100.01%
Wyke	100.00%	99.20%	97.70%	99.99%	99.98%	100.00%	98.75%	100.00%	99.99%	100.00%	100.00%	100.00%	99.98%	N/A	100.00%
Total	100.00%	99.51%	97.73%	100.01%	100.00%	100.01%	98.78%	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	N/A	100.00%

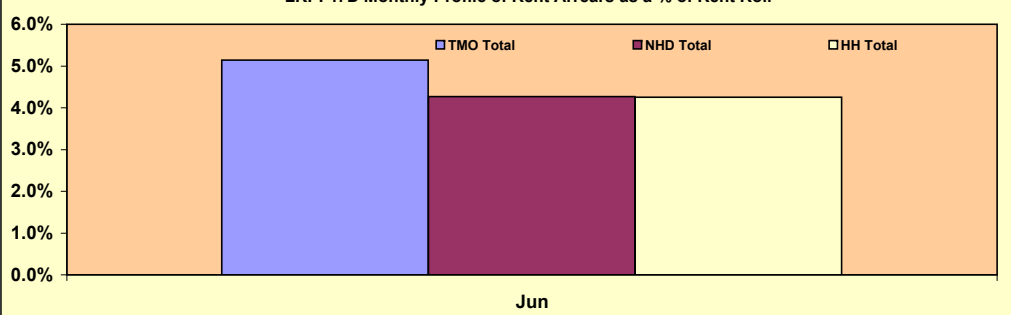
LKPI 47d YTD Rent arrears as % of Rent Debit (Data source: Saffron)

TMO	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Targets (09/10)	2008/09 Outturn
	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Clapton Park	5.93%	5.47%	5.49%	5.38%	5.28%	5.21%	5.59%	5.05%	4.93%	4.74%	4.39%	4.48%	4.61%	N/A	4.74%
Cranston	8.08%	7.99%	7.91%	7.32%	7.37%	7.74%	8.59%	7.55%	7.27%	7.37%	7.02%	7.38%	7.42%	N/A	7.37%
Downs	6.61%	6.57%	7.26%	6.46%	6.43%	5.76%	6.07%	6.10%	6.31%	5.64%	5.27%	5.54%	5.27%	N/A	5.64%
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4.81%	5.01%	5.07%	N/A	5.42%
Wick Village	6.46%	6.31%	6.71%	6.61%	6.43%	6.78%	7.24%	7.08%	7.08%	6.65%	6.27%	5.71%	5.97%	N/A	6.65%
TMO Total	6.34%	6.01%	6.13%	5.87%	5.80%	5.74%	6.18%	5.68%	5.59%	5.36%	4.92%	5.07%	5.14%	N/A	5.36%
NHD Total	5.17%	4.99%	5.10%	4.89%	4.95%	4.89%	5.41%	4.92%	4.87%	4.59%	4.29%	4.36%	4.27%	N/A	4.59%
HH Total	5.11%	4.94%	5.06%	4.83%	4.88%	4.82%	5.35%	4.84%	4.79%	4.84%	4.26%	4.33%	4.26%	N/A	4.84%
Suffolk	0.00%	0.00%	0.90%	0.00%	0.00%	0.00%	0.99%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	N/A	0.00%
Wyke	0.00%	0.26%	0.93%	0.00%	0.01%	0.00%	1.04%	0.00%	0.01%	0.00%	0.00%	0.00%	0.01%	N/A	0.00%
Total	0.00%	0.16%	0.92%	0.00%	0.01%	0.00%	1.02%	0.00%	0.01%	0.00%	0.00%	0.00%	0.02%	N/A	0.00%

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



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



Comments:

Overall the total collection rate achieved as at week 13 was 98.84%, which shows a decline from previous weeks. This was partly due to the low level of collection from Cranston TMO, Wenlock Barnes and Downs TMO which shows Cranston achieving their lowest collection rate at 91.86% in week 4. This will be improved over the next couple of weeks as plans are in place for closer monitoring by the TMO team, who are working closely with the different TMO's to resolve this.

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

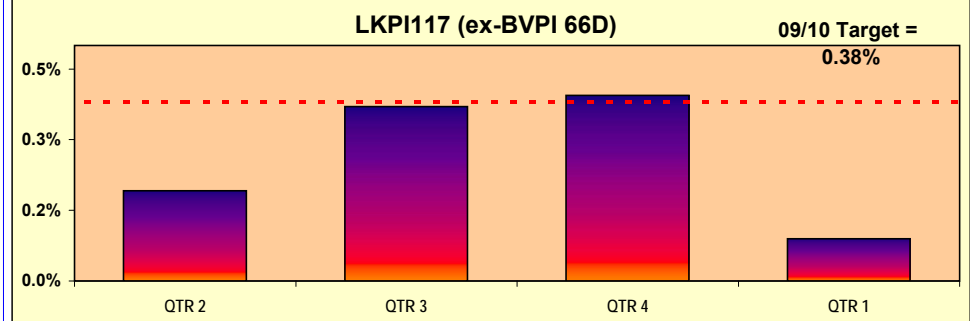
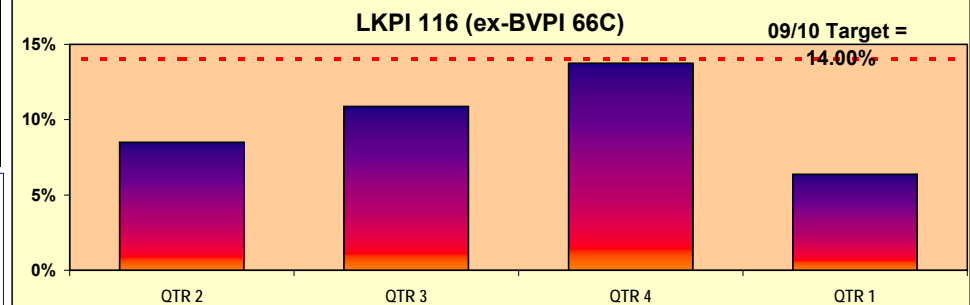
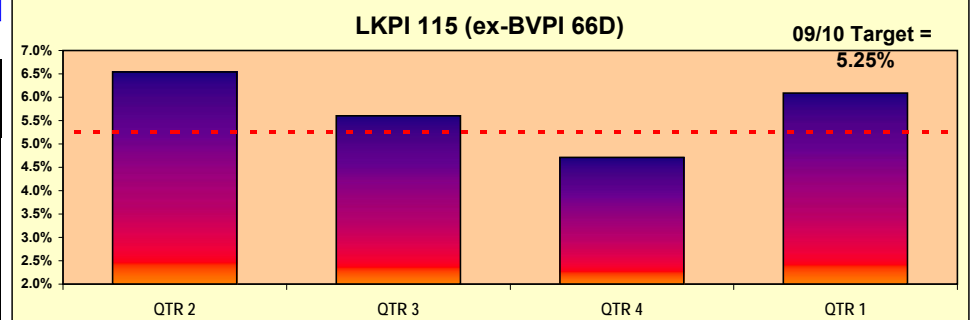
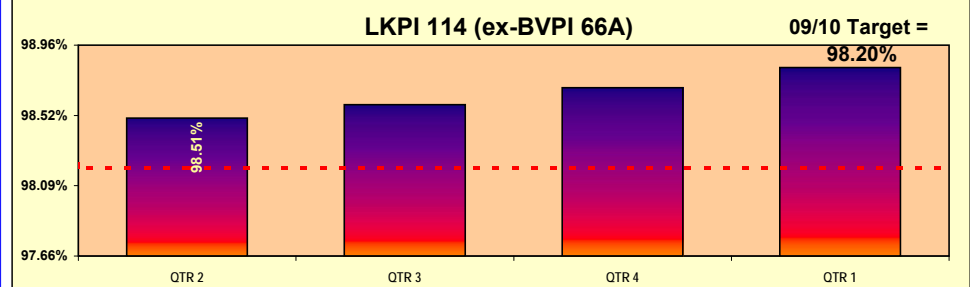
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BVPI RENT COLLECTION:

LKPI 114 (ex-BVPI 66A)	QTR 2	QTR 3	QTR 4	QTR 1	Targets (09/10)	2008/09 Outturn
	Week 25	Week 39	Week 53	Week 12		
Clapton Park	98.43%	98.55%	98.47%	98.44%	N/A	98.47%
Cranston	99.26%	99.34%	99.63%	99.61%	N/A	99.63%
Downs	96.70%	97.55%	97.89%	97.77%	N/A	97.89%
Wenlock Barn Estate	N/A	98.58%	98.61%	98.86%	N/A	98.59%
Wick Village	95.93%	95.98%	95.81%	96.36%	N/A	95.81%
TMO Total	98.09%	98.62%	98.30%	98.70%	N/A	98.30%
HH Neighbourhood Total	98.50%	98.58%	98.72%	98.82%	N/A	98.72%
Hackney Homes Total	98.51%	98.59%	98.70%	98.82%	98.20%	98.70%
Suffolk	100.00%	100.00%	100.00%	100.00%	N/A	100.00%
Wyke	99.95%	99.94%	100.00%	100.00%	N/A	100.00%
Total	99.97%	99.97%	100.00%	100.00%	N/A	100.00%
LKPI 115 (ex-BVPI 66B)	6.54%	5.60%	4.72%	6.09%	5.25%	4.72%
LKPI 116 (ex-BVPI 66C)	8.49%	10.87%	13.74%	6.38%	14.00%	13.74%
LKPI 117 (ex-BVPI 66D)	0.19%	0.37%	0.39%	0.09%	0.38%	0.39%

Comments:

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



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

Neighbourhoods	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	2009/2010 Target	Outturn 2008/9
	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Arden	4	4	4	3	4	4	4	4	4	4	4	5	4	N/A	4
Clapton Park	0	0	2	3	4	4	1	1	1	1	1	1	1	N/A	1
01/06/2009	0	0	0	0	0	1	1	1	1	1	1	1	1	N/A	1
Downs	1	1	0	2	2	2	2	2	2	2	2	2	2	N/A	2
Lordship South	0	0	0	0	0	0	1	1	1	1	1	1	1	N/A	1
Suffolk	0	0	0	0	0	0	1	1	1	1	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	3	4	2	2	0	2	2	2	2	2	2	1	1	N/A	2
Wick Village	0	0	0	0	2	1	1	1	1	1	1	1	1	N/A	1
Wyke	0	0	0	0	1	0	0	0	0	0	0	0	0	N/A	0
TMO Total	8	9	8	10	13	14	13	13	13	13	12	12	11	N/A	13
NHD Total	64	66	70	70	71	78	79	80	81	79	82	82	87	N/A	79
HH Total	72	75	78	80	84	92	92	93	94	92	94	94	98	60	92

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

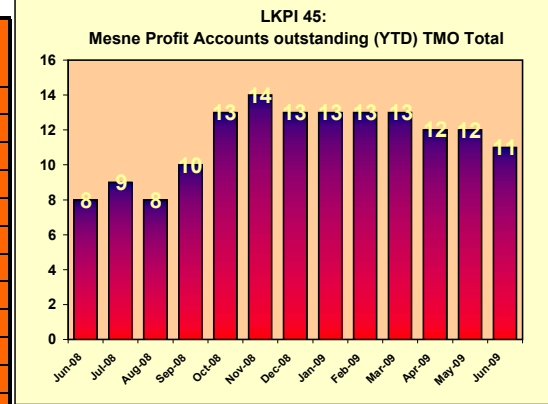
Comments:

LKPI 46B - Stats are healthy. Currently only one squatter at Wenlock Barnes and this is being dealt with.

LKPI45 – Arden TMO, Lordship South & Wenlock Barnes TMO mense profit account is handled by the Shoreditch & North west NHO. All other mense profit accounts are managed by the TMO and monitored with a view to being resolved.

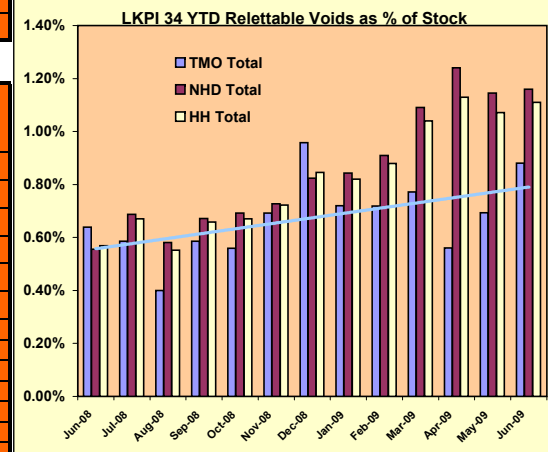
LKPI 46b YTD Number of squatted Properties outstanding (data source: Saffron)

Neighbourhoods	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	2009/2010 Target	Outturn 2008/9
	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Arden	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Clapton Park	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Cranston	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Downs	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Lordship South	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Suffolk	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Tower	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A	0
Wenlock Barn	0	0	0	0	0	1	1	1	0	0	1	1	1	N/A	0
Wick Village	1	1	1	1	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
TMO Total	1	1	1	1	0	1	1	1	0	0	1	1	1	N/A	0
NHD Total	6	9	9	7	7	3	3	3	8	8	11	13	12	N/A	8
HH Total	7	10	10	8	7	4	4	4	8	8	12	14	13	5	8



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

Neighbourhoods	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Target 2009/2010	Outturn 2007/8
	Week 12	Week 17	Week 21	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13		
Arden	1.10%	0.73%	0.73%	1.46%	1.83%	2.01%	1.65%	1.10%	0.91%	0.73%	0.73%	0.92%	1.28%	N/A	0.73%
Clapton Park	0.50%	0.63%	0.25%	0.25%	0.25%	0.25%	1.01%	0.50%	0.63%	1.13%	0.38%	0.38%	1.01%	N/A	1.13%
Cranston	1.88%	1.88%	0.63%	0.00%	0.63%	0.63%	0.63%	0.63%	0.63%	0.00%	0.63%	0.63%	0.63%	N/A	0.00%
Downs	0.58%	0.58%	0.00%	1.17%	1.17%	1.17%	1.75%	1.75%	1.75%	2.34%	2.35%	2.94%	2.94%	N/A	2.34%
Lordship South	0.54%	0.00%	0.00%	0.54%	0.54%	1.08%	0.54%	1.08%	0.54%	0.54%	1.08%	0.54%	1.08%	N/A	0.54%
Suffolk	0.00%	0.49%	0.00%	0.49%	0.49%	0.00%	0.00%	0.00%	0.49%	0.49%	0.49%	0.98%	0.00%	N/A	0.49%
Tower	1.75%	0.00%	0.00%	0.00%	0.88%	0.88%	0.00%	0.00%	0.00%	0.00%	0.00%	0.88%	0.00%	N/A	0.00%
Wenlock Barn	0.56%	0.66%	0.47%	0.56%	0.28%	0.38%	0.94%	0.75%	0.75%	0.75%	0.47%	0.56%	0.66%	N/A	0.75%
Wick Village	1.00%	0.00%	2.00%	0.00%	0.00%	1.00%	1.00%	1.00%	1.00%	1.00%	1.00%	1.00%	2.00%	N/A	1.00%
Wyke	0.00%	0.30%	0.30%	0.60%	0.00%	0.60%	0.90%	0.60%	0.60%	0.30%	0.00%	0.30%	0.30%	N/A	0.30%
TMO Total	0.64%	0.59%	0.40%	0.59%	0.56%	0.69%	0.96%	0.72%	0.72%	0.77%	0.56%	0.69%	0.88%	N/A	0.77%
NHD Total	0.56%	0.69%	0.58%	0.67%	0.69%	0.73%	0.82%	0.84%	0.91%	1.09%	1.24%	1.15%	1.16%	N/A	1.09%
HH Total	0.57%	0.67%	0.55%	0.66%	0.67%	0.72%	0.84%	0.82%	0.88%	1.04%	1.13%	1.07%	1.11%	0.90%	1.04%



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).

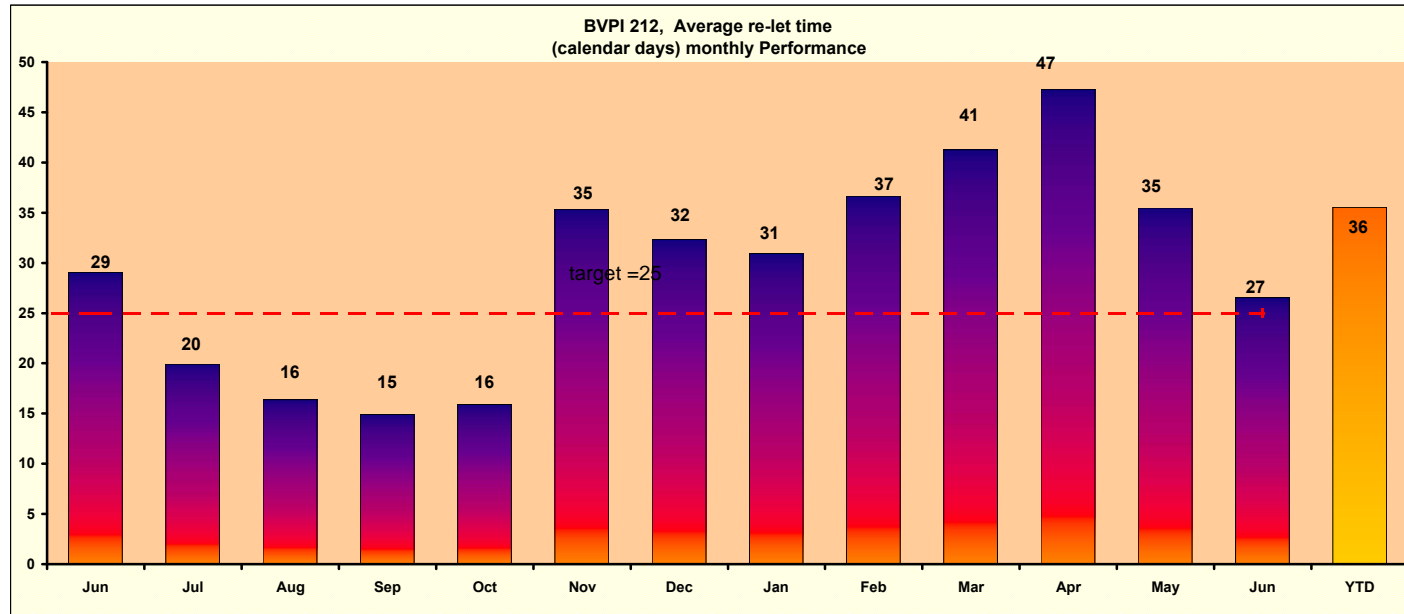
Data provider: Performance Team

Overall Comments:

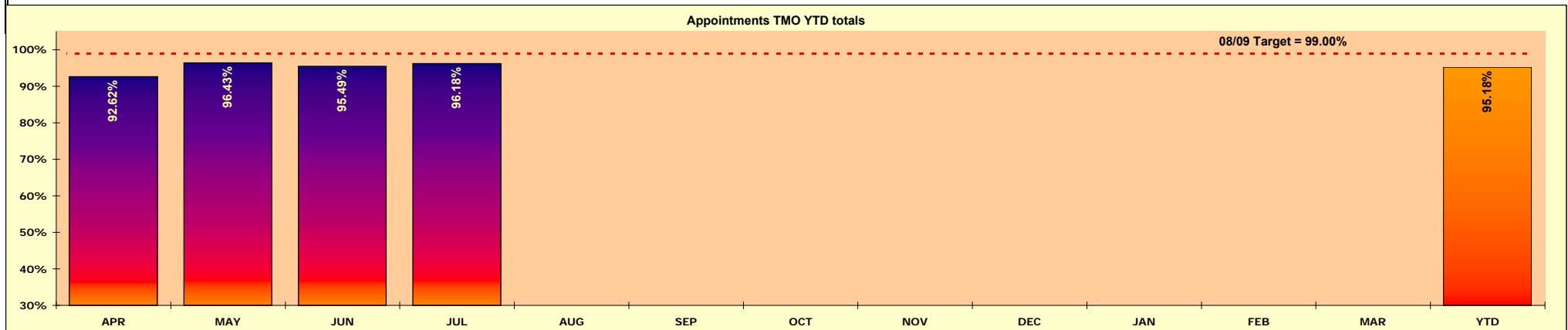
Since the beginning of the year, the performance on voids has not been good. This has been due to a couple of reasons. Firstly, there is still an issue with properties being advertised on time with the CBL process. Secondly, not all the TMO's use saffron to update voids and as such some properties are falling through the system as they are not being picked up on time by the allocations team, as voids, when filled out correctly on saffron, can be picked up from the system. Short term solution is that the TMO team are working closely with the TMOs and allocation team to resolve this. Long term plans are to get a system in place that are uniform for all TMOs who do not use saffron and to improve lines of communication between the TMOs and allocation team.

BVPI 212 Average re-let time

TMO	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Target 08/09 (days)	YTD 09/10	2008/9
	Week 12	Week 17	Week 21	Week 25	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13			
Arden	8	7	10	N/A	12	21	18	19	12	41	42	26	11	25	29	18
Clapton Park	20	14	19	14	7	41	47	8	42	10	54	13	34	25	34	21
Cranston	21	35	4	12	N/A	N/A	12	N/A	N/A	N/A	N/A	N/A	N/A	25	N/A	22
Downs	98	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	203	N/A	N/A	N/A	25	N/A	140
Lordship South	53	84	N/A	N/A	49	N/A	42	56	25	N/A	N/A	56	N/A	25	56	43
Suffolk	N/A	N/A	N/A	35	N/A	63	N/A	42	N/A	21	35	49	30	25	37	38
Tower	21	19	N/A	N/A	21	21	28	N/A	N/A	N/A	N/A	0	N/A	25	0	23
Wenlock Barn	28	10	19	8	12	45	63	67	49	18	48	44	25	25	38	27
Wick Village	35	N/A	28	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	25	N/A	32
Wyke	7	N/A	35	28	7	N/A	21	28	35	60	N/A	49	28	25	39	30
TMO Total	29	20	16	15	16	35	32	31	37	41	47	35	27	25	36	28
NHD Total	21	20	23	22	20	22	27	28	21	27	24	25	36	25	29	22
HH Total	22.2843	20	22	21	19	24	28	28	23	29	28	27	35	25	30	23



LKPI 6: Monthly Percentage of responsive repairs appointments made and kept		APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC		JAN		FEB		MAR		YEAR TO DATE					
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders				
DLO <small>(Direct Labour Organisation ie Hackney Building Maintenance)</small>	Arden	92.75%	69	98.11%	53	97.33%	75	98.53%	68																	96.60%	265				
	Clapton Park	95.45%	22	100.00%	21	91.67%	24	100.00%	39																		97.17%	106			
	Cranston	100.00%	1	0.00%	1	100.00%	2	100.00%	1																			80.00%	5		
	Downs	75.00%	4	100.00%	5	100.00%	6	33.33%	3																			83.33%	18		
	Lordship South	87.50%	8	60.00%	5	83.33%	12	100.00%	2																				81.48%	27	
	Suffolk	100.00%	5	100.00%	6	100.00%	5	100.00%	2																					100.00%	18
	Tower	87.50%	8	100.00%	15	100.00%	3	100.00%	12																					97.37%	38
	Wenlock Barn	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A																					N/A	N/A
	Wyke	100.00%	5	100.00%	6	100.00%	6	50.00%	4																					90.48%	21
	Wick Village	0.00%	0	N/A	0	N/A	0	N/A	0																					N/A	N/A
Overall TMO Total		92.62%	122	96.43%	112	95.49%	133	96.18%	131																			95.18%	498		
HH Neighbourhood Total		95.97%	2683	95.77%	2412	96.49%	2792	97.00%	2933																			96.34%	10820		



Dz ■ 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:

The jobs contained here are all jobs raised for and completed by Property Services as requested by the TMO's. Mostly all jobs were raised and via Hackney Homes call centre. The overall performance for TMO's is more or less the same as it is for the Neighbourhoods, allbeit about 1percentage point below. Performance seems to be particularly affected by the outturns at Downs in June and Lordship South in May.

The above failures are being investigated to address any significant issues for the future etc.

LKPI 2B, LKPI 2C & LKPI 5 Percentage of jobs in each priority response time		Qtr 1 09/10		Qtr 2 09/10		Qtr 3 09/10		Qtr 4 09/10		YEAR TO DATE 2009/10		08/09 outturn	
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders
NON DLO (Jobs directly raised and managed by TMOs)	Emergency	91.50%	153							91.50%	153		
	Urgent	89.95%	199							89.95%	199		
	Normal	92.98%	171							92.98%	171		
	Non-DLO TMO Total	94.92%	413							94.92%	413		
HH Non-DLO NH Total		85.69%	3815							85.69%	3815		

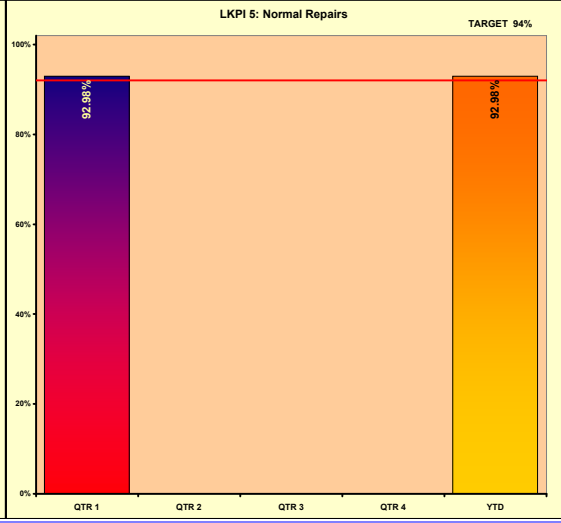
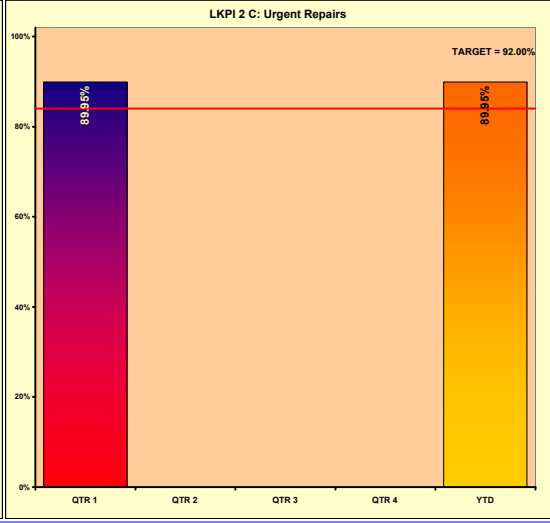
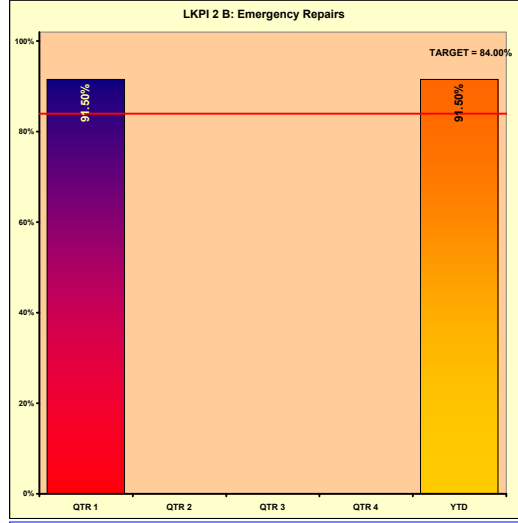
LKPI's: 2B, 2C & 5
This displays the percentage of jobs in each priority response band completed per TMO.
Priority banding definitions:

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																					
(Jobs directly raised and managed by TMOs)	NON DLO	Cranston	Emergency	95.24%	21	Downs	61.54%	14	Lordship	76.92%	13	Suffolk	71.43%	7	Wenlock Barnes (Data qualified)	98.41%	63	Wick Village (Data qualified)	100.00%	35	Wyke Estate
			Urgent	95.92%	59		72.22%	27		84.21%	19		85.71%	28		93.28%	119		100.00%	25	
			Normal	100.00%	6		100.00%	7		92.86%	42		100.00%	32		100.00%	75		100.00%	41	
			Non-DLO Total	96.00%	86		72.22%	48		87.84%	74		91.04%	67		96.50%	257		100.00%	101	



Comments:
It is difficult to qualify the data presented as the systems they record their repairs on differ and the reporting is unreliable. Hopefully this will be irradiated if they use the new Universal Housing IT system due to roll out to them in the spring of next year. From the feedback of tenants, on the whole they are satisfied with the level of service they receive from the TMO's in terms of repairs.

Comments by the Performance Team:

Wenlock Barnes: The data is being qualified as the raw data was not provided by this TMO. The performance team received a published report with the repairs information. The format of reporting was also different as it was measured against 4 categories instead of 3.

Wick Village: The data for this TMO has been taken for the published data provided by this TMO. Some information relating to the priority against each request was missing in the raw data. The format of reporting was also different as it was measured against 4 categories instead of 3.

Wyke Estate: We are unable to report for this TMO as the data provided does not comply with the compliance standards.

LII 2

Target

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

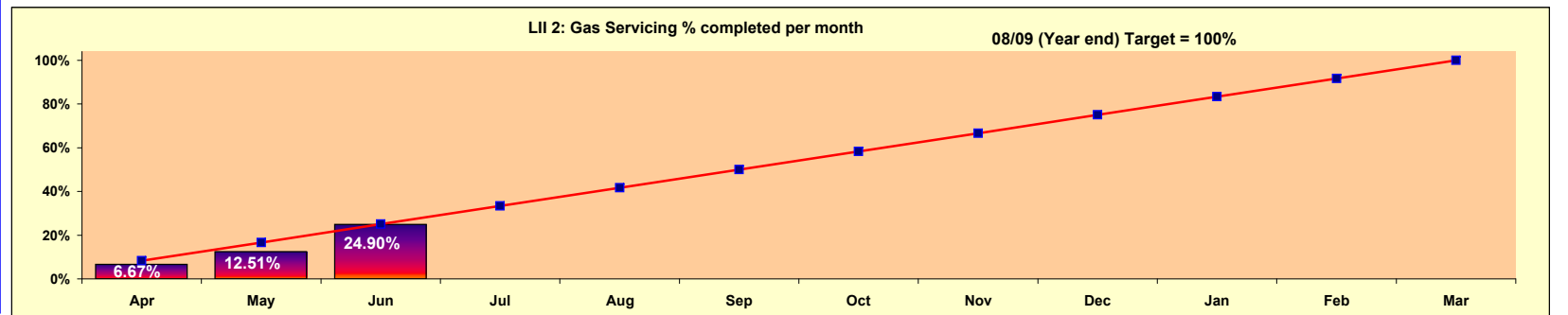
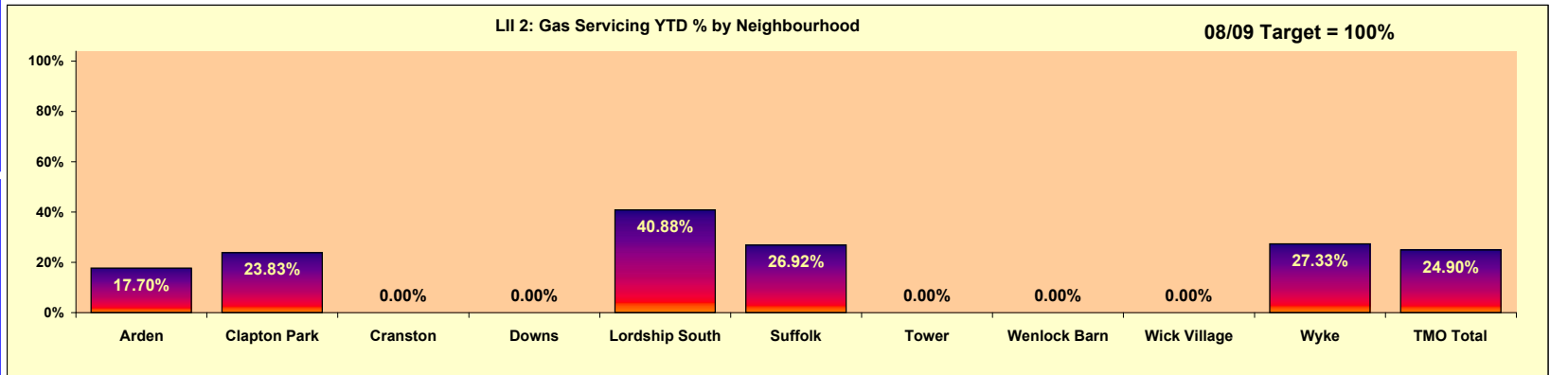
Secondly: To complete servicing of all borough dwellings by end of March 2009.

Data source: Saffron
Data provider: Performance Team

Gas servicing programme completed year to date

Number of services completed within the month	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	YTD Total CP12's completed	LII 2: YTD % of servicing complete	Total No Dwellings due a CP12
Arden	42	27	14										83	17.70%	469
Clapton Park	32	24	92										148	23.83%	621
Cranston	0	0	0										0	#DIV/0!	0
Downs	2	0	0										2	-	4
Lordship South	26	15	33										74	40.88%	181
Suffolk	5	12	32										49	26.92%	182
Tower	N/A	N/A	N/A										0	-	-
Wenlock Barn													0	-	4
Wick Village	N/A	N/A	N/A										0	-	-
Wyke	12	26	50										88	27.33%	322
TMO Total	119	104	221	0	0	0	0	0	0	0	0	0	444	24.90%	1783
% service completed	6.67%	12.51%	24.90%												
% complete in this month	6.67%	5.83%	12.39%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			

HH Overall Total	2342	2336	2639	647	725	3721	1736	596	131	637	1031	2032	18573	98.16%	18755
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Comments:

LII 2: Please refer to main performance report for September 2009

	Neighbourhood/division	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Volume		YTD (09/10)
															Total due (09/10)	Answer in Time (09/10)	
LKPI 25a: Stage One Complaints	Arden	-	-	0%	50.00%	0.00%	-	0.00%	-	0.00%	100.00%	-	-	100.00%	4	4	100.00%
	Clapton Park	100%	100.00%	-	100%	-	100.00%	100.00%	-	-	100.00%	100.00%	100.00%	-	2	2	100.00%
	Cranston	-	100.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Downs	-	-	-	50.00%	-	-	-	-	-	-	-	-	-	-	-	-
	Lordship South	-	-	-	-	-	-	-	100.00%	-	-	-	-	-	-	-	-
	Suffolk	-	-	-	-	-	-	-	-	-	-	-	50.00%	-	2	1	50.00%
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Wenlock Barn	100%	-	-	-	-	-	-	66.67%	0.00%	100.00%	100.00%	100.00%	100.00%	4	4	100.00%
	Wick Village	-	-	-	-	-	-	-	-	-	-	-	-	0.00%	1	0	0.00%
	Wyke	-	-	-	-	-	-	0.00%	-	-	-	-	-	-	-	-	-
	TMO Total	100%	100.00%	0.00%	60.00%	0.00%	66.67%	50.00%	75.00%	0.00%	100.00%	100.00%	60.00%	100.00%	13	11	84.62%
	NHD Total	84%	85.29%	90.91%	96.55%	91.67%	96.00%	100.00%	100.00%	100.00%	94.29%	100.00%	96.30%	100.00%	74	73	98.65%
	Housing Services	85%	87.63%	88.41%	80.77%	86.36%	93.00%	93.55%	94.59%	95.16%	92.00%	87.67%	75.47%	84.62%	191	159	83.25%
	TOTAL	86%	84.69%	85.71%	87.14%	78.10%	85.23%	92.00%	92.63%	93.67%	90.77%	91.00%	81.18%	89.25%	278	243	87.41%
	Complaints received	100	82	87	91	110	100	87	67	111	100	100	85	93	N/A	N/A	N/A
LKPI 25b: Stage Two Complaints		15%	86.36%	100.00%	84.62%	88.89%	60.00%	58.33%	25.00%	33.33%	61.90%	62.50%	46.67%	77.78%	49	31	63.27%
LKPI 59: Stage Twos Upheld		15%	22.73%	12.50%	38.46%	27.78%	40.00%	23.08%	46.15%	50.00%	64.70%	-	-	-	-	-	-
Stage Three Complaints		38%	100.00%	100.00%	75.00%	75.00%	71.43%	100.00%	100.00%	100.00%	100.00%	-	-	-	-	-	-
LKPI 31: FOI Requests		15%	22.73%	12.50%	100.00%	60.00%	20.00%	100.00%	50.00%	100.00%	75.00%	100.00%	100.00%	100.00%	11	11	100.00%
LKPI 27: % Ombudsman in target		50%	100.00%	0.00%	85.71%	33.33%	100.00%	100.00%	N/A	100.00%	66.67%	33.33%	-	100.00%	5	3	-
LKPI 72: No. of Ombudsman items		400%	3	7	2	2	3	2	2	4	4	3	-	2	N/A	N/A	-
LKPI 58: TRA Enquiries		31%	41.51%	21.25%	57.14%	41.67%	90.00%	100.00%	66.67%	68.42%	100.00%	100.00%	91.01%	91.30%	174	162	93.10%
LKPI 22: Board Member Enquiries		N/A	N/A	N/A	N/A	N/A	N/A	100.00%	100.00%	N/A	100.00%	0.00%	100.00%	100.00%	5	3	60.00%
LKPI 23: Members' Enquiries	Arden	-	-	-	-	-	-	-	-	-	-	-	25.00%	100.00%	5	2	40%
	Clapton Park	-	-	-	-	-	-	-	-	100.00%	100.00%	100.00%	-	-	2	0	0%
	Cranston	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Downs	-	100.00%	-	0.00%	-	-	0.00%	-	-	-	-	-	-	-	-	-
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	0.00%	-	-	-	-
	Suffolk	-	-	-	-	-	-	-	100.00%	100.00%	-	-	-	-	1	0	0%
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Wenlock Barn	-	-	-	-	100.00%	-	-	-	-	66.67%	100.00%	-	100.00%	2	2	100%
	Wick Village	-	-	-	-	0.00%	-	-	-	-	0.00%	-	-	-	-	-	-
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	TMO Total	100.00%	100.00%	N/A	0.00%	50.00%	N/A	0.00%	10.00%	66.67%	71.42%	33.33%	25.00%	66.67%	10	4	40%
	NHD Total	86.96%	89.19%	100.00%	84.62%	90.91%	85.71%	100.00%	86.92%	92.72%	90.00%	61.90%	93.75%	96.55%	66	56	85%
	Housing Services	47.37%	55.56%	70.00%	77.78%	41.67%	20.00%	25.00%	100.00%	70.00%	64.29%	46.88%	80.00%	94.23%	109	84	77%
	TOTAL	72.31%	80.25%	85.71%	83.33%	82.14%	88.64%	70.97%	91.67%	89.13%	64.47%	51.79%	80.00%	94.05%	185	144	78%
LKPI 24: Mayor's Enquiries	Arden	-	-	-	-	-	-	-	-	-	-	-	0.00%	100.00%	2	1	50%
	Clapton Park	-	-	-	-	-	-	-	-	100.00%	-	-	-	-	-	-	-
	Cranston	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Downs	-	0.00%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Lordship South	-	-	-	-	-	-	-	-	-	100.00%	0.00%	-	-	1	0	0%
	Suffolk	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Wenlock Barn	-	-	-	66.67%	-	100.00%	100.00%	-	-	57.14%	50.00%	100.00%	-	5	3	60%
	Wick Village	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	TMO Total	N/A	0.00%	N/A	66.67%	N/A	100.00%	100.00%	N/A	100.00%	62.50%	50.00%	100.00%	100.00%	8	4	50%
	NHD Total	47.06%	58.33%	78.57%	57.14%	70.00%	84.62%	75.00%	85.71%	92.31%	71.43%	36.36%	77.78%	83.33%	32	21	65.63%
	Housing Services	100.00%	0.00%	100.00%	N/A	50.00%	100.00%	50.00%	100.00%	20.00%	50.00%	35.29%	62.50%	62.50%	33	16	48.48%
	TOTAL	48.39%	53.33%	81.82%	66.67%	69.44%	86.96%	73.08%	93.33%	77.78%	60.00%	36.36%	68.42%	76.19%	73	41	56.16%

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)

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:

TMO's have significantly improved their performance with nine out of 10 TMO's achieving the target for responding to complaints. Suffolk TMO was only slightly outside of the target. The TMO team is actively working with TMO's to improve performance that included arranging individual meetings for TMO's with the Complaints manager.

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

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.

Area Breakdown	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Outturn 2007/8
North East	5,547	5,550	5,550	5,554	5,554	5,527	5,526	5,527	5,530	5,530	5,447	5,581	5,448	5,547
North West	3,244	3,244	3,281	3,287	3,287	3,188	3,188	3,188	3,195	3,195	3,246	3,246	3,188	3,244
Homerton	4,585	4,584	4,582	4,584	4,584	4,584	4,583	4,583	4,597	4,597	4,627	4,627	4,627	4,509
DBQ	3,355	3,355	3,353	3,369	3,367	3,361	2,979	2,979	2,984	2,984	3,009	3,010	3,009	3,359
Shoreditch	2,862	2,861	2,858	2,882	2,882	2,882	2,882	2,882	2,882	2,882	2,912	2,912	2,912	2,865
Clapton Park TMO	794	794	794	794	794	794	794	794	794	794	794	794	794	795
Cranston TMO	159	159	159	159	159	159	159	159	159	159	160	160	160	159
Downs TMO	168	168	168	167	167	167	167	167	168	168	170	170	170	168
Lordship TMO	185	185	185	185	185	185	185	185	185	185	186	186	186	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	335	335	334	334	334	333	333	333	333	333	333	333	333	335
Arden TMO	542	542	542	545	545	545	545	545	545	545	545	545	545	543
Wenlock Barn TMO	1,056	1,055	1,055	1,059	1,059	1,059	1,059	1,059	1,059	1,059	1,062	1,062	1,062	1,057
TOTAL	23,251	23,251	23,280	23,338	23,336	23,203	22,819	22,820	22,850	22,850	22,910	23,045	22,853	23,264

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

Comments: (supplied by Performance Team)

Stock Movement:

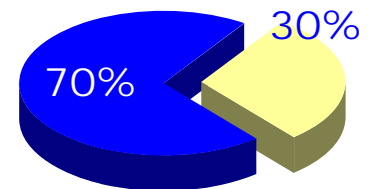
June property movement is relative static. 1 property is acquired as a buyback on Woodberry Down Estate and we lost 2 leasehold properties as leaseholder of 2 flats on the same street property acquired share freehold from us. A net lost of 1 property.

Area Breakdown	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Outturn 2007/8
North East	2,000	1,995	1,995	1,992	1,992	1,989	1,989	1,986	1,986	1,986	2,306	2,308	2,307	2,009
North West	1,429	1,429	1,429	1,427	1,427	1,427	1,427	1,427	1,427	1,427	1,625	1,625	1,625	1,429
Homerton	1,721	1,722	1,724	1,731	1,731	1,731	1,731	1,731	1,731	1,731	1,860	1,860	1,860	1,696
DBQ	1,214	1,214	1,216	1,208	1,208	1,208	1,123	1,123	1,123	1,123	1,329	1,331	1,331	1,210
Shoreditch	1,057	1,058	1,061	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,062	1,054
Clapton Park	373	373	373	373	373	373	373	373	373	373	399	399	399	372
Cranston	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Downs TMO	39	39	39	40	40	40	40	40	40	40	40	40	40	39
Lordship South	76	76	76	76	76	76	76	76	76	76	76	76	76	76
Suffolk	92	92	92	92	92	92	92	92	92	92	92	92	92	92
Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wick	18	18	18	18	18	18	18	18	18	18	19	19	19	18
Wyke	82	82	83	83	83	84	84	84	84	84	88	88	88	82
Arden	193	193	193	193	193	193	193	193	193	193	195	195	195	192
Wenlock Barns	414	415	415	415	415	415	415	415	415	415	415	415	415	413
TOTAL	8,763	8,761	8,769	8,765	8,765	8,763	8,678	8,675	8,675	8,675	9,561	9,565	9,564	8,761

Percentage of total housing by rentable and leasehold stock

LKPI 40 (a) Rentable = 70%

LKPI 40 (b) Leasehold = 30%



Term	Explanation	Term	Explanation
ABC	Anti-Social Behaviour Contracts	Non-DLO	Not Direct Labour Organisation (ie External Contractors as opposed to HBM)
AC	Audit Commission	Non-urgent repairs	Repairs that do not have to be completed within H0-H3 timescales
ANO	Area Neighbourhood Office	NP	Not Provided
ACPI	Audit Commission Performance Indicator	NSP	Notice of Seeking Possession.
ASBO	Anti-Social Behaviour Order	NTQ	Notice to Quit
01/06/2009	Black and Minority Ethnic (description of community or individual not of white UK origin)	OHMS	Open housing management system
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	PALM	Performance Against Last Month - Compares the current months performance or quantity with the previous month and displays traffic light indicator
BVPI	Best Value performance indicator - government measure for monitoring the ALMO's performance	PI	Performance indicator
BVPP	Best Value performance plan	PO	Possession Order
B'Wide	Boroughwide	PPD	Prompt Payment Discount
CBL	Choice-based lettings - system that allows tenants to bid for properties according to how many housing register points they have	RCC	Repairs Call Centre - Call centre for tenants and leaseholders to report repairs
Confidence limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range	Re-let	When a new tenancy is created at a previously empty property
CTA	Court Applications	Mesne Profits	Money received from an occupant who is in residence without a tenancy attached to it.
Data	Information	Rent roll	The total amount of rental income due
Debt pool reduction	The overall reduction in debt since the start of the financial year	Repair Priorities	Target timescales for completing repairs
Development voids	Empty properties that require major repairs work, are awaiting funding or are awaiting disposal	Responsive repairs	A term used for day-to-day repairs requested by tenants
DHS	Decent Homes Standard - criteria set down by the government to ensure that social housing meets a minimum standard by 2010	RH	Racial Harassment
DLO	Direct Labour Organisation (ie HBM - Hackney Building Maintenance)	RTB	Right to Buy
HGFA	Housing General Fund Account	RTL	Right to a loan
HH	Hackney Homes	SAP	Standard assessment procedure (for energy efficiency), used to measure the efficiency rating of buildings to retain heat etc
HH1	Form completed when an instance of harassment is first reported	Seasonal trend	Variations in performance due to seasonal factors, such as winter and summer periods
HH2	Investigation and recommendation form - contains further details of harassment case and any action taken	Sheltered	Sheltered accommodation for the elderly and infirm
HH3	Case conference decision form for harassment	SLA	Service level agreement between internal/Council departments
HLS	Hackney Legal Services	SLUGS	Short life user groups
HMIS	Housing Management Information System - Saffron	SMT	Senior Management Team
HMT	Housing Management Team (former - now called SMT: Senior Management Team)	SPO	Suspended Possession Order
HTS	Housing Trading Services - In house repairs service provider	TBA	To Be Agreed
HouseMark	A forum through which housing organisations benchmark performance information	TBC	To Be Confirmed
HRA	Housing Revenue Account	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)
Nil	Nothing to report.	YTD	Year to Date (March to end of current period)
Non-decent	Homes that fail to meet the Decent Homes Standard		