



# PERFORMANCE REPORT

## September 2009

Tenants Management Organization

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## HACKNEY HOMES TENANT MANAGEMENT ORGANIZATION PERFORMANCE REPORT

REPORTING PERIOD: 1st April 2009 - 30th September 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*

There has been an overall deterioration in performance but things are starting to improve. With the longer void properties have now been let, we expect a much improved position by the end of the next quarter

#### *Rent Arrears*

Performance is improving but there is still significant improvement required to achieve the end of year target.

#### *Repairs Service*

Performance is improving, appointments kept is above target and the repairs completed within target are only slightly below target.

#### *Customer Care*

Performance has improved in this area due to training requirements that have been identified being implemented. Training is currently being provided to improve performance further.

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.

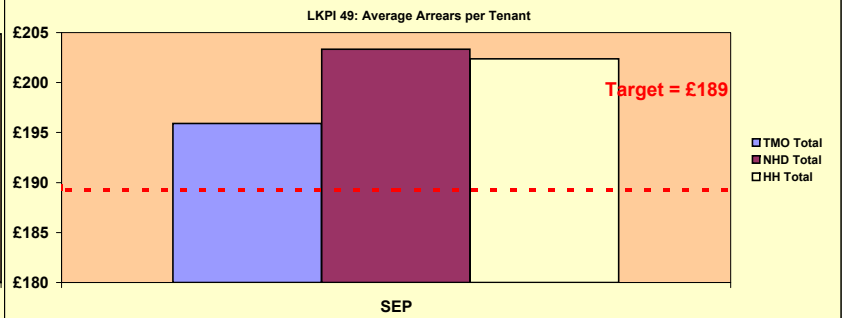
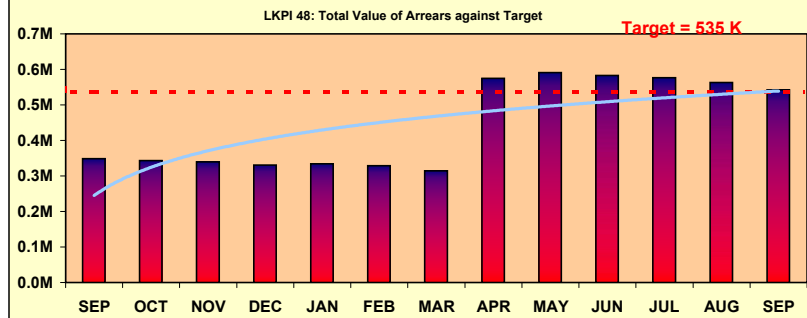
**Suffolk & Wyke** TMO are responsible for managing Rent Arrears and Collection in accordance with the TMO Modular Management Agreement.

Data Source: Saffron

Data provider: HH Finance

LKPI 48: Total Value of Rent Arrears (YTD - £M)	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Targets (09/10)	2008/09 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Clapton Park	211 K	207 K	204 K	197 K	196 K	191 K	183 K	188 K	192 K	191 K	183 K	178 K	168 K	188 K	183 K
Cranston	59 K	59 K	61 K	62 K	60 K	58 K	59 K	65 K	68 K	67 K	68 K	68 K	68 K	66 K	59 K
Downs	47 K	47 K	42 K	40 K	45 K	46 K	41 K	42 K	44 K	40 K	42 K	44 K	42 K	34 K	41 K
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	249 K	258 K	255 K	255 K	249 K	242 K	223 K	
Wick Village	32 K	31 K	32 K	31 K	33 K	33 K	31 K	32 K	29 K	30 K	29 K	25 K	23 K	24 K	31 K
<b>TMO Total</b>	<b>349 K</b>	<b>344 K</b>	<b>340 K</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>535 K</b>	<b>314 K</b>
<b>NHD Total</b>	<b>4.61 M</b>	<b>4.65 M</b>	<b>4.58 M</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>4.03 M</b>	<b>4.32 M</b>
<b>Hackney Homes Total</b>	<b>£4.96 M</b>	<b>£5.00 M</b>	<b>£4.92 M</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>£4.56 M</b>	<b>£4.63 M</b>
Suffolk	0 K	0 K	0 K	9 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K		0 K
Wyke	0 K	0 K	0 K	14 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K	0 K		0 K
<b>Total</b>	<b>0 K</b>	<b>0 K</b>	<b>0 K</b>	<b>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>

LKPI 49: Average Arrears per tenant	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Targets (09/10)	2008/09 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Clapton Park	£268	£277	£259	£251	£249	£243	£233	£238	£243	£244	£233	£226	£213	£237	£233
Cranston	£371	£280	£393	£395	£383	£370	£376	£413	£434	£428	£435	£435	£427	£428	£376
Downs	£286	£205	£256	£245	£272	£282	£250	£256	£269	£249	£256	£270	£252	£209	£250
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	£237	£246	£243	£243	£237	£230		
Wick Village	£319	£177	£328	£318	£341	£341	£320	£327	£298	£303	£298	£256	£237	£240	£320
<b>TMO Total</b>	<b>£288</b>	<b>£207</b>	<b>£282</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>£189</b>	<b>£261</b>
<b>NHD Total</b>	<b>£229</b>	<b>£284</b>	<b>£228</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>£175</b>	<b>£215</b>
<b>Hackney Homes Total</b>	<b>£227</b>	<b>£229</b>	<b>£225</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>£197</b>	<b>£212</b>
Suffolk	£0	£0	£0	£42	£0	£0	£0	£0	£0	£2	£0	£0	£0		£0
Wyke	£0	£0	£0	£42	£0	£0	£0	£0	£0	£0	£0	£0	£0		£0
<b>Total</b>	<b>£0</b>	<b>£0</b>	<b>£0</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>



**Comments:**

- Clapton Park & Wick village TMO have shown the most improvement in arrears and are on course to meet their targets.
- Wenlock Barnes has been reducing arrears steadily and there is an action plan in place to increase the rate of reduction to achieve targets.
- Down TMO have not reduced arrears since the start of the year and improvements are required to achieve the target & a significant improvement in performance is required to achieve target.
- The arrears have increased for Cranston TMO since the start of the year and a substantial improvement is required to reverse this trend. The TMO client team are currently working with Cranston on this.

**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

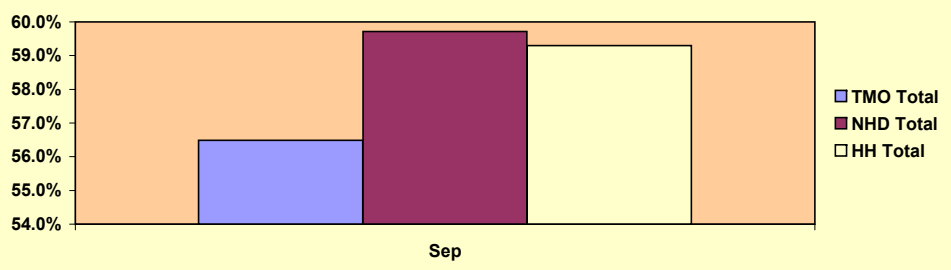
**LII 17 - YTD HB as % of Rent Debit (Data source: Saffron) (Formerly LKPI 47a)**

TMO	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Targets (09/10)	2008/09 Outturn
	Week 25	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Clapton Park	61.85%	61.84%	61.81%	61.58%	61.58%	61.34%	61.22%	61.88%	61.10%	60.79%	61.13%	61.17%	61.03%	N/A	61.22%
Cranston	51.60%	51.32%	51.31%	51.25%	51.13%	51.40%	51.51%	50.09%	49.60%	49.71%	49.15%	49.03%	49.07%	N/A	51.51%
Downs	52.03%	51.57%	51.50%	51.11%	50.79%	50.46%	50.34%	48.63%	49.10%	49.88%	49.72%	50.20%	50.45%	N/A	50.34%
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	56.64%	55.85%	55.47%	55.53%	55.72%	55.79%	N/A	54.86%
Wick Village	51.84%	51.86%	52.35%	52.49%	52.29%	52.65%	52.77%	52.34%	51.74%	52.79%	52.43%	55.20%	53.55%	N/A	52.77%
<b>TMO Total</b>	58.46%	58.34%	58.36%	58.16%	58.07%	57.94%	57.87%	57.31%	56.65%	56.46%	56.47%	56.52%	56.49%	N/A	57.87%
<b>HH NHD Total</b>	58.43%	58.39%	58.41%	58.42%	58.38%	58.40%	58.36%	59.34%	59.62%	59.74%	59.79%	59.75%	59.72%	N/A	58.36%
<b>Hackney Homes Total</b>	58.31%	58.26%	58.29%	58.29%	58.25%	58.26%	58.25%	59.04%	59.22%	59.30%	59.36%	59.33%	59.30%	N/A	58.25%
Suffolk	54.15%	54.07%	54.33%	54.40%	54.52%	54.34%	54.76%	58.27%	56.16%	55.98%	56.88%	56.41%	57.03%	N/A	54.76%
Wyke	52.38%	52.53%	52.83%	53.36%	53.31%	53.38%	53.54%	54.59%	56.07%	55.83%	55.68%	55.20%	54.47%	N/A	53.54%
<b>Total</b>	53.07%	53.13%	53.42%	53.77%	53.79%	53.76%	54.01%	56.02%	56.10%	55.89%	56.14%	55.66%	55.46%	N/A	54.01%

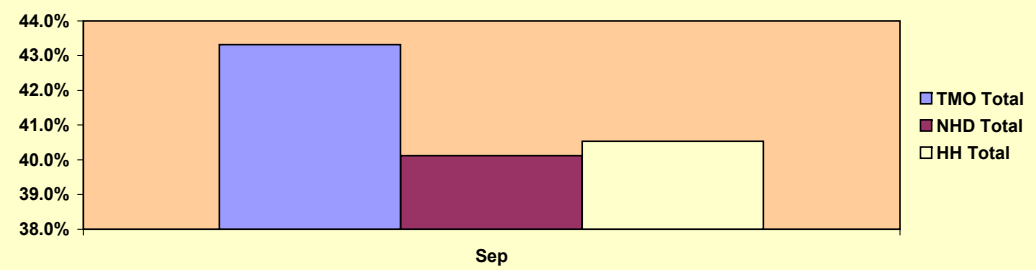
**LII 18 - YTD Cash as % of Rent Debit (Data source: Saffron) (L KPI 47b)**

TMO	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Targets (09/10)	2008/09 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Clapton Park	38.36%	38.36%	38.48%	38.75%	38.75%	39.09%	39.38%	36.78%	37.55%	38.26%	38.21%	38.61%	39.25%	N/A	39.38%
Cranston	49.91%	49.87%	49.26%	49.16%	49.49%	49.47%	49.15%	41.77%	43.97%	46.85%	47.70%	48.31%	48.95%	N/A	49.15%
Downs	45.96%	46.72%	48.00%	48.83%	48.44%	48.58%	49.53%	49.97%	48.58%	50.30%	49.88%	48.79%	49.30%	N/A	49.53%
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	40.96%	41.67%	43.15%	42.93%	43.31%	43.51%	N/A	44.31%
Wick Village	47.10%	47.52%	46.63%	46.90%	46.59%	46.32%	46.73%	46.05%	51.04%	48.58%	44.32%	49.81%	49.73%	N/A	46.73%
<b>TMO Total</b>	41.55%	41.69%	41.76%	42.06%	42.04%	42.26%	42.56%	40.33%	41.22%	42.38%	42.60%	42.95%	43.32%	N/A	42.56%
<b>HH NHD Total</b>	41.45%	41.33%	41.40%	41.38%	41.39%	41.43%	41.66%	38.95%	38.81%	39.98%	39.80%	39.81%	40.12%	N/A	41.66%
<b>Hackney Homes Total</b>	41.59%	41.49%	41.55%	41.50%	41.55%	41.59%	41.82%	39.22%	39.19%	40.33%	40.17%	40.21%	40.54%	N/A	41.82%
Suffolk	45.87%	45.94%	45.68%	44.42%	45.49%	45.68%	45.25%	41.73%	43.84%	43.89%	43.12%	43.59%	42.97%	N/A	45.25%
Wyke	47.61%	47.46%	47.17%	45.39%	46.69%	46.61%	46.46%	45.41%	43.93%	44.15%	44.32%	44.80%	45.53%	N/A	46.46%
<b>Total</b>	46.93%	46.87%	46.59%	45.01%	46.22%	46.24%	45.99%	43.98%	43.90%	44.05%	43.86%	44.34%	44.54%	N/A	45.99%

LII 17: Monthly profile of HB as % Rent Debit



LII 18: Monthly profile of Cash as % Rent Debit



**Comment:**  
 Housing Benefit has remained relatively constant during the year and cash has steadily increased. The total collection rate achieved as at week 26 was 99.81%, which was an improvement from last quarter. However there are still urgent improvements required in order for the collective end of year targets to be made, although it should be noted that Clapton Park and Wick village TMO are on target to make these arrears.

**LKPI 47c YTD Total Collect**

TMO	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Targets (09/10)	2008/09 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Clapton Park	100.21%	100.20%	100.28%	100.33%	100.33%	100.44%	100.60%	98.65%	98.65%	99.05%	99.34%	99.78%	100.28%	N/A	100.60%
Cranston	101.52%	101.19%	100.57%	100.40%	100.63%	100.86%	100.67%	91.86%	93.58%	96.57%	96.85%	97.33%	98.02%	N/A	100.67%
Downs	97.99%	98.29%	99.50%	99.95%	99.22%	99.05%	99.87%	98.60%	97.68%	100.19%	99.60%	98.99%	99.75%	N/A	99.87%
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	97.60%	97.52%	98.62%	98.46%	99.03%	99.30%	N/A	99.17%
Wick Village	98.94%	99.37%	98.98%	99.39%	98.88%	98.97%	99.50%	98.38%	102.78%	101.37%	101.33%	100.00%	103.28%	N/A	99.50%
<b>TMO Total</b>	<b>99.67%</b>	<b>100.03%</b>	<b>100.12%</b>	<b>100.22%</b>	<b>100.12%</b>	<b>100.20%</b>	<b>100.43%</b>	<b>97.63%</b>	<b>97.87%</b>	<b>98.84%</b>	<b>99.07%</b>	<b>99.47%</b>	<b>99.81%</b>	<b>N/A</b>	<b>100.43%</b>
<b>NHD Total</b>	<b>99.58%</b>	<b>99.72%</b>	<b>99.81%</b>	<b>99.80%</b>	<b>99.77%</b>	<b>99.82%</b>	<b>100.02%</b>	<b>98.29%</b>	<b>98.43%</b>	<b>99.72%</b>	<b>99.60%</b>	<b>99.56%</b>	<b>99.84%</b>	<b>N/A</b>	<b>100.02%</b>
<b>HH Total</b>	<b>99.60%</b>	<b>99.74%</b>	<b>99.83%</b>	<b>99.80%</b>	<b>99.80%</b>	<b>99.85%</b>	<b>100.04%</b>	<b>98.26%</b>	<b>98.41%</b>	<b>99.63%</b>	<b>99.53%</b>	<b>99.55%</b>	<b>99.84%</b>	<b>N/A</b>	<b>100.04%</b>
Suffolk	100.02%	100.02%	100.02%	98.82%	100.01%	100.01%	100.01%	100.00%	100.00%	99.87%	100.00%	100.00%	100.00%	N/A	100.01%
Wyke	99.99%	99.98%	100.00%	98.75%	100.00%	99.99%	100.00%	100.00%	100.00%	99.98%	100.00%	100.00%	100.00%	N/A	100.00%
<b>Total</b>	<b>100.01%</b>	<b>100.00%</b>	<b>100.01%</b>	<b>98.78%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>99.93%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>N/A</b>	<b>100.00%</b>

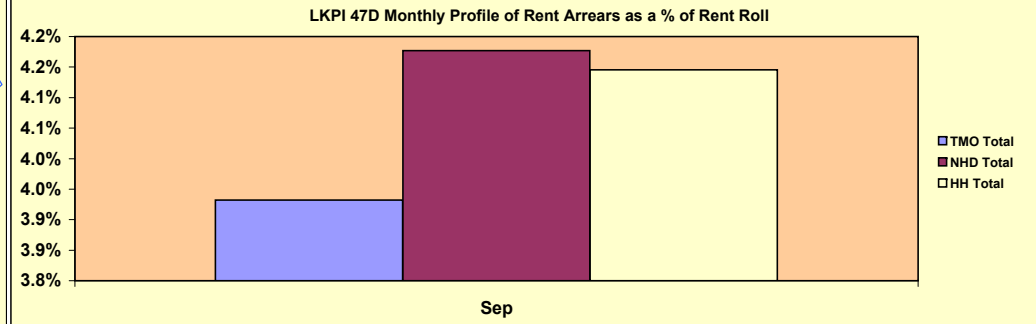
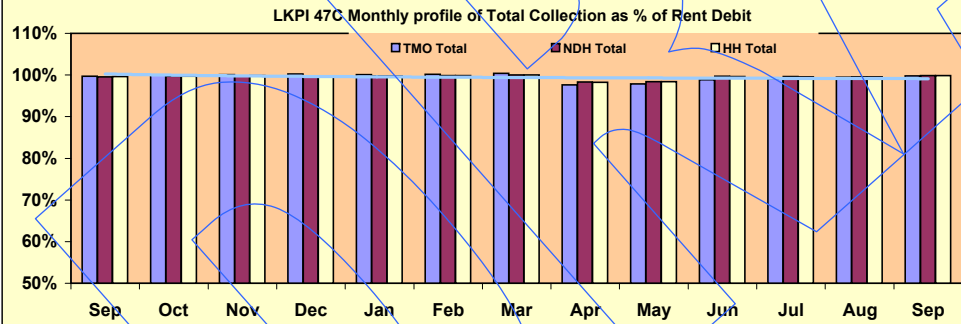
**LKPI 47d YTD Rent arrears as % of Rent Debit (Data source: Saffron)**

TMO	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Targets (09/10)	2008/09 Outturn
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Clapton Park	5.38%	5.28%	5.21%	5.59%	5.05%	4.93%	4.74%	4.39%	4.48%	4.61%	4.42%	4.30%	4.07%	N/A	4.74%
Cranston	7.32%	7.37%	7.74%	8.59%	7.55%	7.27%	7.37%	7.02%	7.38%	7.42%	7.58%	7.62%	7.51%	N/A	7.37%
Downs	6.46%	6.43%	5.76%	6.07%	6.10%	6.31%	5.64%	5.27%	5.54%	5.27%	5.44%	5.78%	5.50%	N/A	5.64%
Wenlock Barn Estate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4.81%	5.01%	5.07%	5.09%	4.98%	4.87%	N/A	5.42%
Wick Village	6.61%	6.43%	6.78%	7.24%	7.08%	7.08%	6.65%	6.27%	5.71%	5.97%	5.88%	5.05%	4.67%	N/A	6.65%
<b>TMO Total</b>	<b>5.87%</b>	<b>5.80%</b>	<b>5.74%</b>	<b>6.18%</b>	<b>5.68%</b>	<b>5.59%</b>	<b>5.36%</b>	<b>4.92%</b>	<b>5.07%</b>	<b>5.14%</b>	<b>4.16%</b>	<b>4.07%</b>	<b>3.93%</b>	<b>N/A</b>	<b>5.36%</b>
<b>NHD Total</b>	<b>4.89%</b>	<b>4.95%</b>	<b>4.89%</b>	<b>5.41%</b>	<b>4.92%</b>	<b>4.87%</b>	<b>4.59%</b>	<b>4.29%</b>	<b>4.36%</b>	<b>4.27%</b>	<b>4.30%</b>	<b>4.29%</b>	<b>4.18%</b>	<b>N/A</b>	<b>4.59%</b>
<b>HH Total</b>	<b>4.83%</b>	<b>4.88%</b>	<b>4.82%</b>	<b>5.35%</b>	<b>4.84%</b>	<b>4.79%</b>	<b>4.84%</b>	<b>4.26%</b>	<b>4.33%</b>	<b>4.26%</b>	<b>4.29%</b>	<b>4.26%</b>	<b>4.15%</b>	<b>N/A</b>	<b>4.84%</b>
Suffolk	0.00%	0.00%	0.00%	0.99%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	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%	0.00%	N/A	0.00%
<b>Total</b>	<b>0.00%</b>	<b>0.16%</b>	<b>0.92%</b>	<b>0.00%</b>	<b>0.01%</b>	<b>0.00%</b>	<b>1.02%</b>	<b>0.00%</b>	<b>0.01%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>N/A</b>	<b>0.00%</b>

**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 in period 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



**Comments:**

The overall collection rate is 99.81% which is significantly below where would expect it to be to achieve the end of year target. The TMO team is currently concentrating efforts on working Wenlock Barn, Cranston and Downs TMO to improve performance.

**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

01/06/2009

**BVPI RENT COLLECTION:**

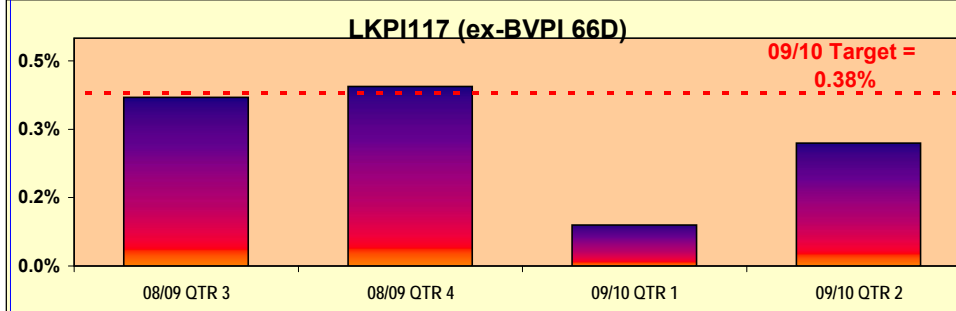
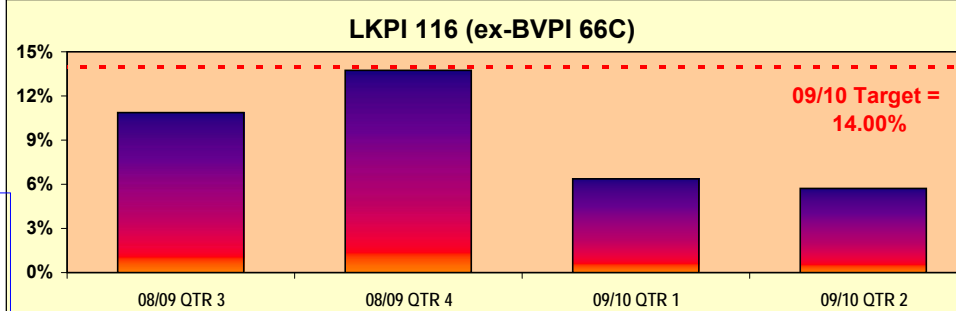
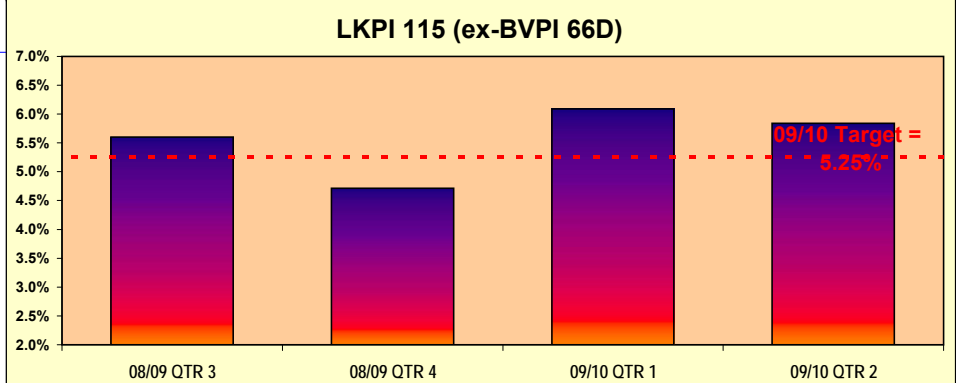
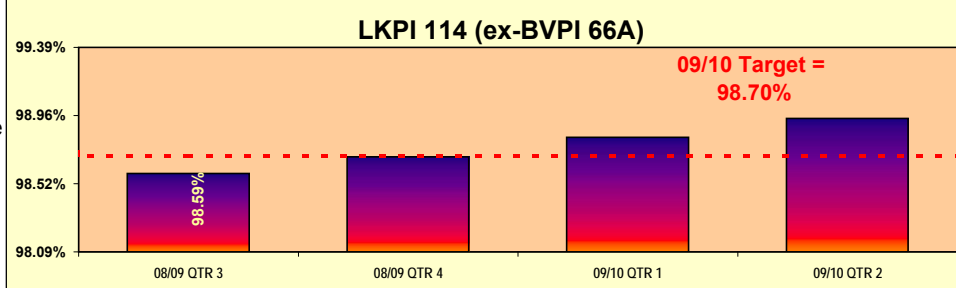
LKPI 114 (ex-BVPI 66A)	08/09	08/09	09/10	09/10	Targets (09/10)	2008/09 Outturn
	QTR 3	QTR 4	QTR 1	QTR 2		
	Week 39	Week 53	Week 12	Week 26		
Clapton Park	98.55%	98.47%	98.44%	98.71%	N/A	98.47%
Cranston	99.34%	99.63%	99.61%	99.67%	N/A	99.63%
Downs	97.55%	97.89%	97.77%	98.06%	N/A	97.89%
Wenlock Barn Estate	98.58%	98.61%	98.86%	99.04%	N/A	98.59%
Wick Village	95.98%	95.81%	96.36%	96.28%	N/A	95.81%
<b>TMO Total</b>	<b>98.62%</b>	<b>98.30%</b>	<b>98.70%</b>	<b>98.70%</b>	<b>N/A</b>	<b>98.30%</b>
<b>HH Neighbourhood Total</b>	<b>98.58%</b>	<b>98.72%</b>	<b>98.82%</b>	<b>98.95%</b>	<b>N/A</b>	<b>98.72%</b>
<b>Hackney Homes Total</b>	<b>98.59%</b>	<b>98.70%</b>	<b>98.82%</b>	<b>98.94%</b>	<b>98.70%</b>	<b>98.70%</b>
Suffolk	100.00%	100.00%	100.00%	100.00%	N/A	100.00%
Wyke	99.94%	100.00%	100.00%	100.00%	N/A	100.00%
<b>Total</b>	<b>99.97%</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	5.60%	4.72%	6.09%	5.84%	5.25%	4.72%
LKPI 116 (ex-BVPI 66C) HH Total	10.87%	13.74%	6.38%	5.72%	14.00%	13.74%
LKPI 117 (ex-BVPI 66D) HH Total	0.37%	0.39%	0.09%	0.27%	0.38%	0.39%

**Comments:**

**66B** - This has gone down from 6.09% to 5.84%. This is showing trend is in the right direction, however trend is encouraging and future work will be done to improve target.

**66c** - Given the level of TMO arrears, we would expect the figure to be higher and the TMO Client team will be discussing this with the various TMOs.

**66d** - The level of evictions are in line with the targets.



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

Neighbourhoods	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	2009/ 2010 Target	Outturn 2008/9
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Arden	3	4	4	4	4	4	4	4	5	4	3	3	3	N/A	4
Clapton Park	3	4	4	1	1	1	1	1	1	1	1	2	2	N/A	1
Cranston	0	0	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	0	0	0	1	1	1	1	1	1	1	2	2	2	N/A	1
Suffolk	0	0	0	1	1	1	1	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	0	2	2	2	2	2	2	1	1	2	2	2	N/A	2
Wick Village	0	2	1	1	1	1	1	1	1	1	0	0	0	N/A	1
Wyke	0	1	0	0	0	0	0	0	0	0	0	0	0	N/A	0
<b>TMO Total</b>	<b>10</b>	<b>13</b>	<b>14</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>N/A</b>	<b>13</b>
<b>NHD Total</b>	<b>70</b>	<b>71</b>	<b>78</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>N/A</b>	<b>79</b>
<b>HH Total</b>	<b>80</b>	<b>84</b>	<b>92</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>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

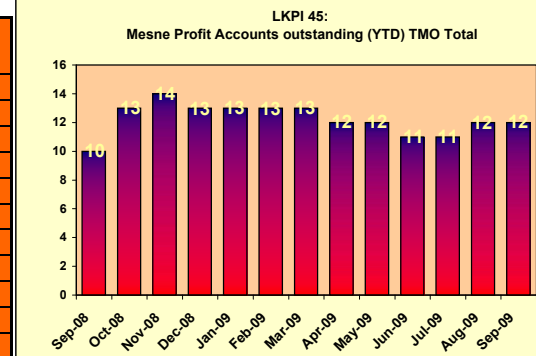
Comments:

**LKPI 45** - The number of MPA's remains fairly constant with the TMOs addressing these cases in a timely manner. Some of these cases involve succession rights which could take a fair bit of time to resolve depending on what investigations are needed.

**LKPI 46b** - The TMOs remain low on squatted properties. The Arden TMO does not manage the letting function so this has been referred back to the Neighbourhood.

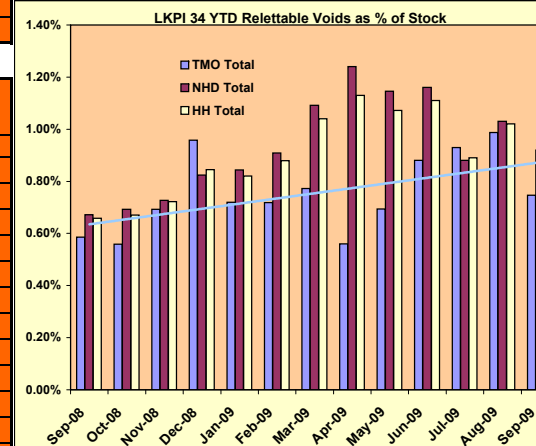
LKPI 46b YTD Number of squatted Properties outstanding (data source: Saffron)

Neighbourhoods	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	2009/ 2010 Target	Outturn 2008/9
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Arden	0	0	0	0	0	0	0	0	0	0	1	2	3	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	1	1	1	0	0	1	1	1	1	0	0	N/A	0
Wick Village	1	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>0</b>	<b>1</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>N/A</b>	<b>0</b>
<b>NHD Total</b>	<b>7</b>	<b>7</b>	<b>3</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>N/A</b>	<b>8</b>
<b>HH Total</b>	<b>8</b>	<b>7</b>	<b>4</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>5</b>	<b>8</b>



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

Neighbourhoods	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	2009/ 2010 Target	Outturn 2007/8
	Week 26	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26		
Arden	1.46%	1.83%	2.01%	1.65%	1.10%	0.91%	0.73%	0.73%	0.92%	1.28%	1.28%	1.10%	0.55%	N/A	0.73%
Clapton Park	0.25%	0.25%	0.25%	1.01%	0.50%	0.63%	1.13%	0.38%	0.38%	1.01%	0.88%	0.88%	0.38%	N/A	1.13%
Cranston	0.00%	0.63%	0.63%	0.63%	0.63%	0.63%	0.00%	0.63%	0.63%	0.63%	1.25%	0.00%	0.63%	N/A	0.00%
Downs	1.17%	1.17%	1.17%	1.75%	1.75%	1.75%	2.34%	2.35%	2.94%	2.94%	2.35%	1.18%	1.18%	N/A	2.34%
Lordship South	0.54%	0.54%	1.08%	0.54%	1.08%	0.54%	0.54%	1.08%	0.54%	1.08%	1.08%	0.00%	0.00%	N/A	0.54%
Suffolk	0.49%	0.49%	0.00%	0.00%	0.00%	0.49%	0.49%	0.49%	0.98%	0.00%	0.98%	1.95%	1.95%	N/A	0.49%
Tower	0.00%	0.88%	0.88%	0.00%	0.00%	0.00%	0.00%	0.00%	0.88%	0.00%	0.00%	0.88%	0.88%	N/A	0.00%
Wenlock Barn	0.56%	0.28%	0.38%	0.94%	0.75%	0.75%	0.75%	0.47%	0.56%	0.66%	0.85%	1.32%	0.00%	N/A	0.75%
Wick Village	0.00%	0.00%	1.00%	1.00%	1.00%	1.00%	1.00%	1.00%	1.00%	2.00%	2.00%	2.00%	2.00%	N/A	1.00%
Wyke	0.60%	0.00%	0.60%	0.90%	0.60%	0.60%	0.30%	0.00%	0.30%	0.30%	0.00%	0.30%	1.20%	N/A	0.30%
<b>TMO Total</b>	<b>0.59%</b>	<b>0.56%</b>	<b>0.69%</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>N/A</b>	<b>0.77%</b>
<b>NHD Total</b>	<b>0.67%</b>	<b>0.69%</b>	<b>0.73%</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>N/A</b>	<b>1.09%</b>
<b>HH Total</b>	<b>0.66%</b>	<b>0.67%</b>	<b>0.72%</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>0.90%</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).

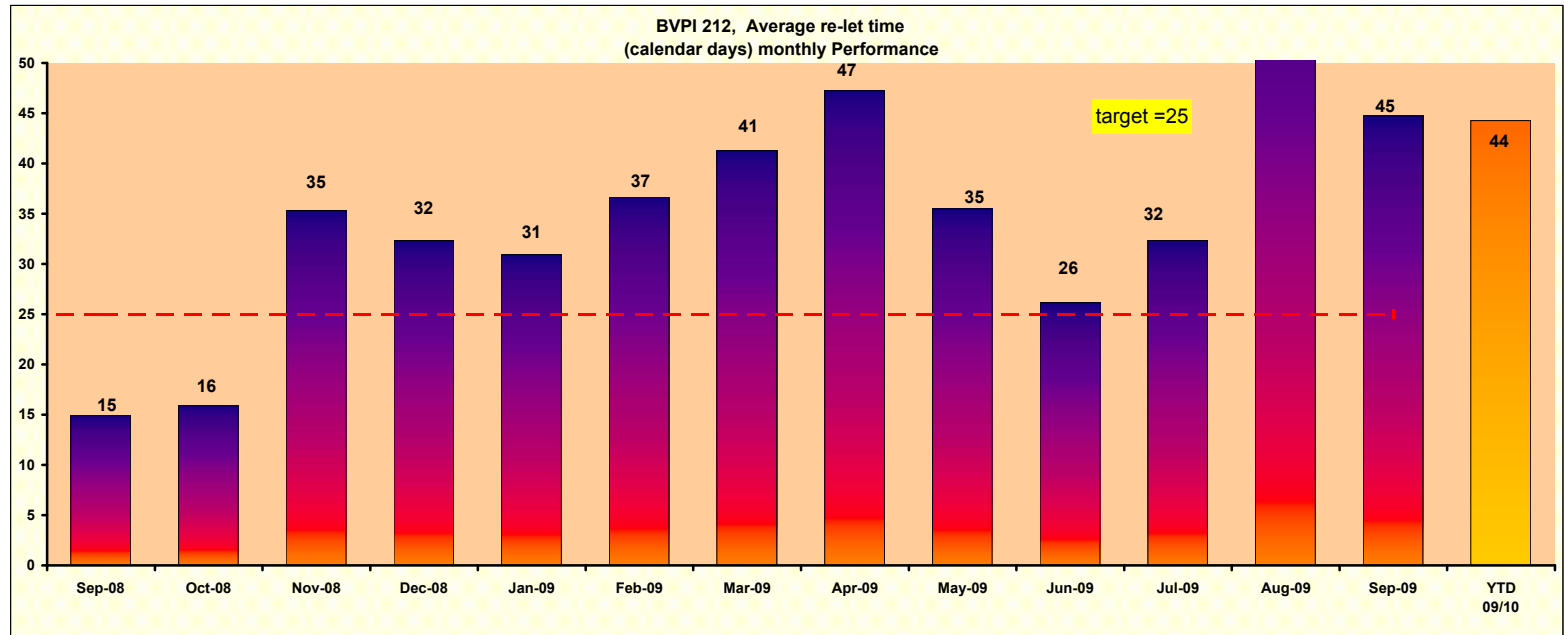
Data provider: Performance Team

**BVPI 212 Average re-let time**

TMO	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Target 08/09 (days)	YTD 09/10	2008/9
	Week 25	Week 30	Week 34	Week 39	Week 43	Week 47	Week 52	Week 04	Week 08	Week 13	Week 17	Week 21	Week 26			
Arden	N/A	12	21	18	19	12	41	42	26	11	N/A	41	20	25	32	18
Clapton Park	14	7	41	47	8	42	10	54	13	34	11	23	36	25	28	21
Cranston	12	N/A	N/A	12	N/A	N/A	N/A	N/A	N/A	N/A	28	35	N/A	25	33	22
Downs	N/A	N/A	N/A	N/A	N/A	N/A	203	N/A	N/A	N/A	56	220	196	25	193	140
Lordship South	N/A	49	N/A	42	56	25	N/A	N/A	56	N/A	98	56	N/A	25	70	43
Suffolk	35	N/A	63	N/A	42	N/A	21	35	49	30	35	56	40	25	39	38
Tower	N/A	21	21	28	N/A	N/A	N/A	N/A	0	N/A	84	N/A	N/A	25	42	23
Wenlock Barn	8	12	45	63	67	49	18	48	44	25	20	17	36	25	30	27
Wick Village	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	25	N/A	32
Wyke	28	7	N/A	21	28	35	60	N/A	49	25	N/A	39	N/A	25	35	30
<b>TMO Total</b>	<b>15</b>	<b>16</b>	<b>35</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>25</b>	<b>44</b>	<b>28</b>
<b>NHD Total</b>	<b>22</b>	<b>20</b>	<b>22</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>25</b>	<b>33</b>	<b>22</b>
<b>HH Total</b>	<b>21</b>	<b>19</b>	<b>24</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>25</b>	<b>35</b>	<b>23</b>

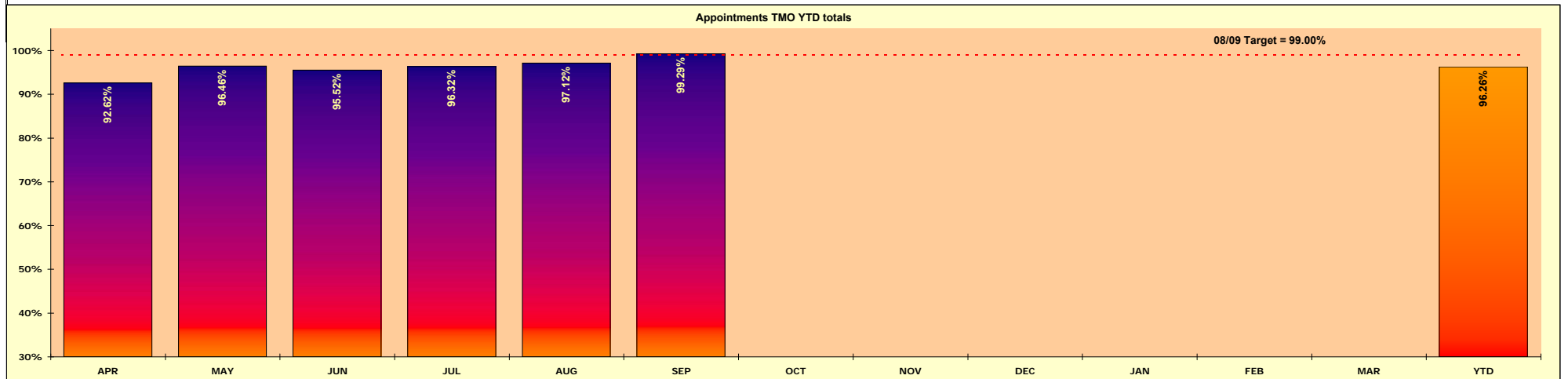
**Overall Comments:**

There has been a sharp decline in overall performance of the TMO with the highest days recorded in week 21 at 63days. This improved slightly to 45days in week 26. The TMOs have the same problem as letting properties as the NHO however weekly meetings are now being held with the allocation team to resolve these issues.



**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 <small>(Direct Labour Organisation ie Hackney Building Maintenance)</small>	Arden	92.75%	69	98.11%	53	97.37%	76	98.59%	71	96.49%	57	98.70%	77														97.02%	403			
	Clapton Park	95.45%	22	100.00%	21	91.67%	24	100.00%	41	95.45%	22	100.00%	37															97.60%	167		
	Cranston	100.00%	1	0.00%	1	100.00%	2	100.00%	1	100.00%	1	N/A	0															83.33%	6		
	Downs	75.00%	4	100.00%	5	100.00%	6	33.33%	3	100.00%	2	100.00%	3															86.96%	23		
	Lordship South	87.50%	8	60.00%	5	83.33%	12	100.00%	2	100.00%	5	100.00%	5																86.49%	37	
	Suffolk	100.00%	5	100.00%	6	100.00%	5	100.00%	2	100.00%	3	100.00%	3																100.00%	24	
	Tower	87.50%	8	100.00%	16	100.00%	3	100.00%	12	100.00%	10	100.00%	8																	98.25%	57
	Wenlock Barn	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0																	N/A	0
	Wyke	100.00%	5	100.00%	6	100.00%	6	50.00%	4	100.00%	4	100.00%	7																	93.75%	32
	Wick Village	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0																	N/A	0
	<b>Overall TMO Total</b>		92.62%	122	96.46%	113	95.52%	134	96.32%	136	97.12%	104.00	99.29%	140																96.26%	749
<b>HH Neighbourhood Total</b>		95.83%	2807	95.79%	2540	96.49%	2992	97.04%	3174	96.82%	2670	97.92%	3033																96.68%	17216	



**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:**

This page only shows repairs being undertaken by Property Services. The current YTD figure is below target but September's figure is above target and we expect overall figure to be in line with the target soon. In comparison with the neighbourhood performances it is evident that performance has steadily improved with August and Sept both showing better performances.

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

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
<b>NON DLO</b>  (Jobs directly raised and managed by TMOs)	Emergency	84.97%	153	95.57%	271					94.10%	424		
	Urgent	84.12%	277	93.66%	584					92.72%	783		
	Normal	96.55%	203	94.68%	451					94.21%	622		
	<b>Non-DLO TMO Total</b>	<b>88.31%</b>	<b>633</b>	<b>94.41%</b>	<b>1306</b>					<b>94.53%</b>	<b>1719</b>		
<b>HH Non-DLO NH Total</b>		<b>85.69%</b>	<b>3815</b>	<b>87.79%</b>	<b>3916</b>					<b>86.75%</b>	<b>7731</b>		

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

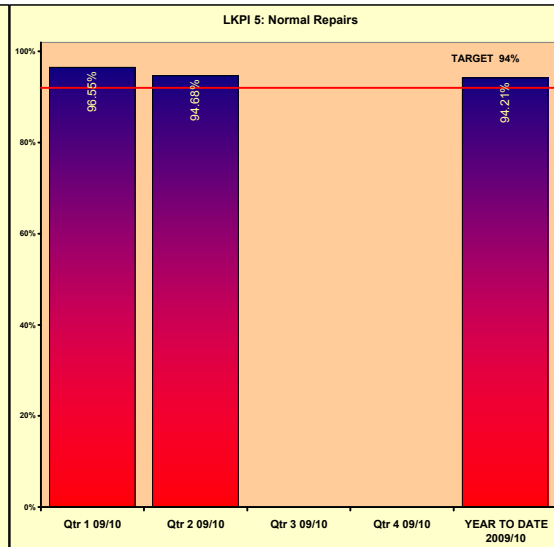
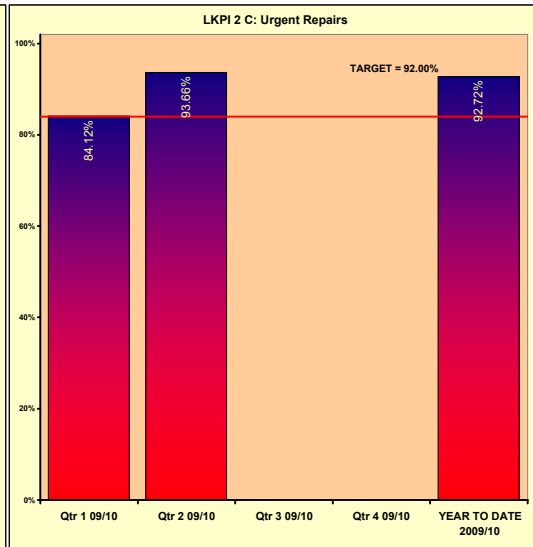
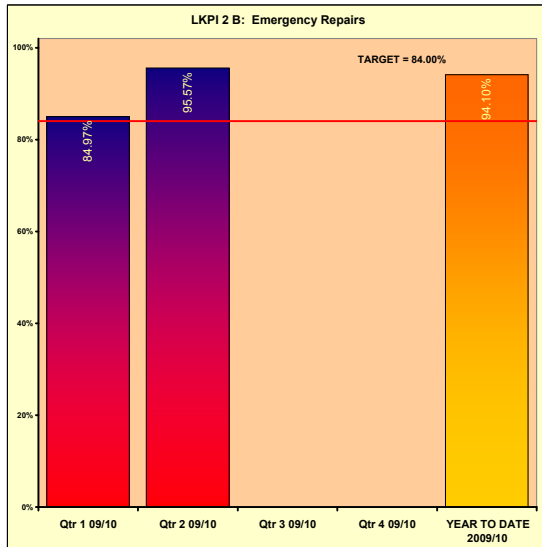
This displays the percentage of jobs in each priority response band completed per TMO. Priority banding definitions:

**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)		Cranston		Downs		Lordship		Suffolk		Wenlock Barnes		Wick Village (Data qualified)		Wyke Estate	
Emergency	75.00%	8			75.00%	20			80.00%	5		98.81%	168	97.56%	41
Urgent	95.00%	80			80.95%	21			88.89%	18		93.36%	301	95.00%	20
Normal	87.50%	8			100.00%	6			100.00%	24		92.67%	273	100.00%	105
<b>Non-DLO Total</b>	<b>92.71%</b>	<b>96</b>			<b>80.85%</b>	<b>47</b>			<b>93.62%</b>	<b>47</b>		<b>94.34%</b>	<b>742</b>	<b>98.80%</b>	<b>166</b>



**Comments:**

The performance for the second quarter for the TMO's is above targets in each category and higher than the last reporting period.

This is due to tighter controls on data reporting and more accurate records being kept.

Some TMO's performed better than others. This is due to a combination of size of the TMO, repair responsibilities, management experience and handy persons responding to repairs on the same day of reporting.

For example, the three TMO's that fell below targets all experienced major management changes this year however, with assistance from the TMO Team, they each improved on the previous quarter. With continued support from the TMO Team they should continue to improve.

**Comments by the Performance Team:**

**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.

LKPI 2B, LKPI 2C & LKPI 5: Percentage of jobs in each priority response time		APR		MAY		JUN		JUL		AUG		SEP		OCT		NOV		DEC		JAN		FEB		MAR		YTD								
		% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders	% Pass	Total Orders							
DLO	Arden	Immediate	66.67%	3	71.43%	7	75.00%	4	100.00%	6	100.00%	2	100.00%	2	100.00%	2												81.82%	22					
		Emergency	94.29%	35	100.00%	27	85.71%	14	88.89%	18	96.15%	26	88.24%	17															93.43%	137				
		Urgent	90.91%	11	100.00%	5	100.00%	10	100.00%	6	100.00%	4	100.00%	10															97.83%	46				
		Normal	97.94%	97	92.21%	77	97.00%	100	97.96%	98	95.45%	88	98.13%	107																96.65%	567			
	Total	95.89%	146	93.10%	116	95.31%	128	96.88%	128	95.76%	118	97.06%	136																95.73%	772				
	Clapton	Immediate	50.00%	2	50.00%	8	66.67%	3	75.00%	4	100.00%	2	100.00%	7																73.08%	26			
		Emergency	81.82%	22	82.61%	23	75.00%	14	84.21%	19	93.33%	15																		81.60%	125			
		Urgent	100.00%	2	100.00%	2	100.00%	1	100.00%	1	100.00%	3	100.00%	2																100.00%	10			
		Normal	100.00%	53	97.56%	41	100.00%	56	100.00%	78	98.21%	56	98.85%	87																	99.19%	371		
	Total	93.67%	79	87.84%	74	90.11%	91	95.88%	97	95.00%	80	98.20%	111																	93.80%	532			
	Cranston	Immediate	100.00%	2	0.00%	1	100.00%	1	0.00%	1	100.00%	1	100.00%	1																60.00%	5			
		Emergency	60.00%	5	100.00%	2	100.00%	5	100.00%	9	100.00%	4	100.00%	3																	92.86%	28		
		Urgent	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1	100.00%	1																	100.00%	1		
		Normal	100.00%	16	75.00%	4	100.00%	11	100.00%	14	83.33%	6	100.00%	5																	96.43%	56		
	Total	91.30%	23	71.43%	7	100.00%	16	95.83%	24	90.91%	11	100.00%	9																		93.33%	90		
	Downs	Immediate	80.00%	10	83.33%	6	100.00%	5	33.33%	3	100.00%	4	100.00%	1																	100.00%	1		
		Emergency	66.67%	3	100.00%	2	100.00%	5	100.00%	6	100.00%	1	100.00%	5																		87.18%	39	
		Urgent	100.00%	10	100.00%	12	100.00%	4	100.00%	2	100.00%	2	100.00%	5																		95.45%	22	
Normal		100.00%	3	100.00%	12	100.00%	4	100.00%	2	100.00%	2	100.00%	5																			100.00%	35	
Total	86.96%	23	95.00%	20	100.00%	14	81.82%	11	100.00%	7	100.00%	22																			93.81%	97		
Lordship	Immediate	100.00%	7	50.00%	2	100.00%	1	100.00%	2	100.00%	1	50.00%	2																	0.00%	1			
	Emergency	100.00%	5	100.00%	5	100.00%	11	100.00%	4	100.00%	6	100.00%	2																		86.67%	15		
	Urgent	100.00%	10	100.00%	7	100.00%	14	100.00%	9	100.00%	12	100.00%	8																		100.00%	33		
	Normal	100.00%	10	100.00%	7	100.00%	14	100.00%	9	100.00%	12	100.00%	8																			100.00%	60	
Total	100.00%	22	92.86%	14	100.00%	26	93.75%	16	100.00%	19	91.67%	12																			97.25%	109		
Suffolk	Immediate	75.00%	8	75.00%	4	0.00%	1	100.00%	5	85.71%	7	100.00%	3																	0.00%	1			
	Emergency	100.00%	3	100.00%	2	75.00%	4	100.00%	2	100.00%	1	100.00%	1																		84.38%	32		
	Urgent	100.00%	20	100.00%	9	100.00%	21	100.00%	13	100.00%	14	100.00%	17																		92.31%	19		
	Normal	100.00%	3	100.00%	2	100.00%	4	100.00%	2	100.00%	1	100.00%	1																			100.00%	94	
Total	93.55%	31	93.33%	15	90.32%	31	100.00%	20	95.45%	22	100.00%	21																			95.00%	140		
Wick	Immediate			0.00%	1			100.00%	1																					0.00%	1			
	Emergency							100.00%	1																						100.00%	1		
	Urgent							100.00%	1																						100.00%	2		
	Normal																														100.00%	2		
Total			0.00%	1	100.00%	1	100.00%	1																							66.67%	3		
Wyke	Immediate	100.00%	1	100.00%	1	100.00%	1	100.00%	1																						100.00%	3		
	Emergency	100.00%	7	55.56%	9	50.00%	2	66.67%	6	100.00%	5	100.00%	6																		80.00%	35		
	Urgent	100.00%	3	100.00%	3	100.00%	2	100.00%	7	100.00%	7	100.00%	3																			100.00%	25	
	Normal	100.00%	13	100.00%	9	100.00%	14	92.86%	14	100.00%	13	100.00%	14																				98.70%	77
Total	100.00%	24	81.82%	22	94.44%	18	89.29%	28	100.00%	25	100.00%	23																			94.29%	140		
<b>TMO DLO Total</b>		94.29%	369	90.78%	293	94.03%	335	95.59%	340	96.37%	303	97.46%	355																		94.83%	1994		
<b>NHD DLO Total</b>		93.23%	4964	94.78%	4389	95.57%	5235	96.90%	5158	97.29%	4642	97.93%	5278																			95.98%	29666	
Non-DLO	Arden	Immediate	100.00%	13	100.00%	9	100.00%	6	100.00%	7	80.00%	5	88.89%	9																	95.92%	49		
		Emergency	83.33%	6	83.33%	6	100.00%	2	83.33%	12	83.33%	6	100.00%	4																		86.11%	36	
		Urgent	50.00%	4	100.00%	2	100.00%	2	100.00%	3	100.00%	2																				84.62%	13	
		Normal	94.44%	18	93.33%	15	90.91%	11	100.00%	15	86.67%	15	83.33%	12																			91.86%	86
	Total	90.24%	41	93.75%	32	95.24%	21	94.59%	37	85.71%	28	88.00%	25																			91.30%	184	
	Clapton Park	Immediate	100.00%	2			100.00%	1	100.00%	1	100.00%	1	100.00%	1																		100.00%	4	
		Emergency	31.25%	32	38.46%	13	69.23%	13	50.00%	6	100.00%	4	83.33%	6																			48.65%	74
		Urgent	0.00%	2	0.00%	1			100.00%	9	100.00%	1	100.00%	2																			80.00%	15
		Normal	51.54%	293	90.98%	122	94.78%	115	94.57%	129	86.17%	94	99.25%	133																			79.68%	886
	Total	49.54%	329	85.29%	136	92.19%	128	93.10%	145	86.87%																								

**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.

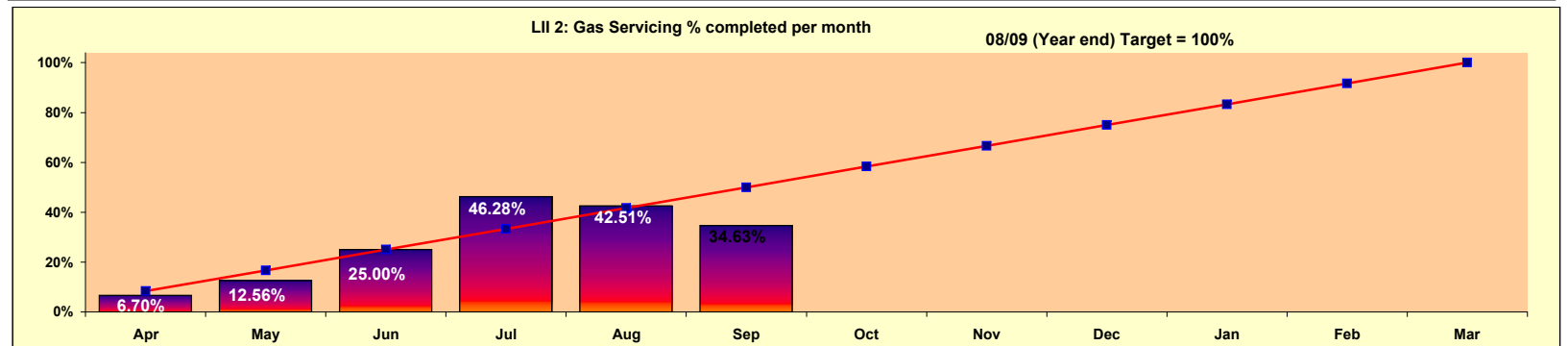
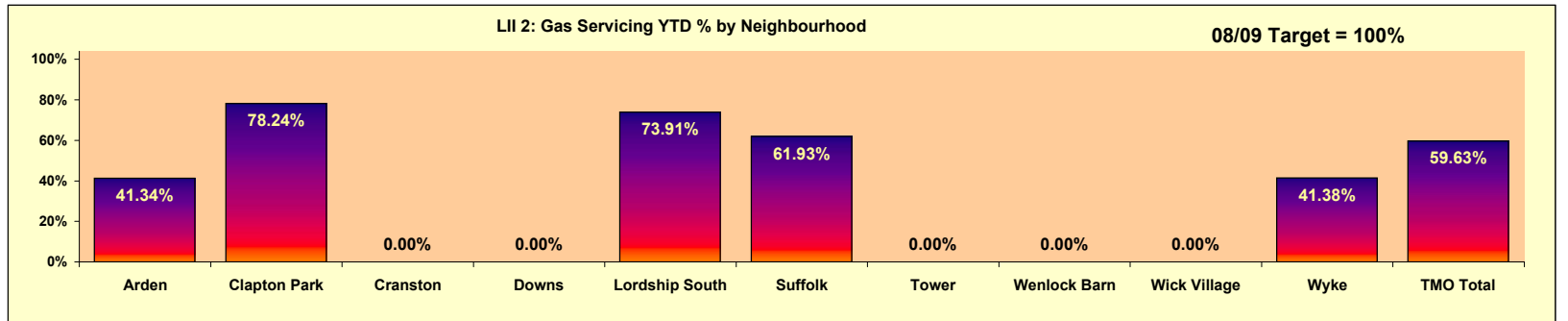
Data source: Saffron  
Data provider: Performance Team

**Comments:**

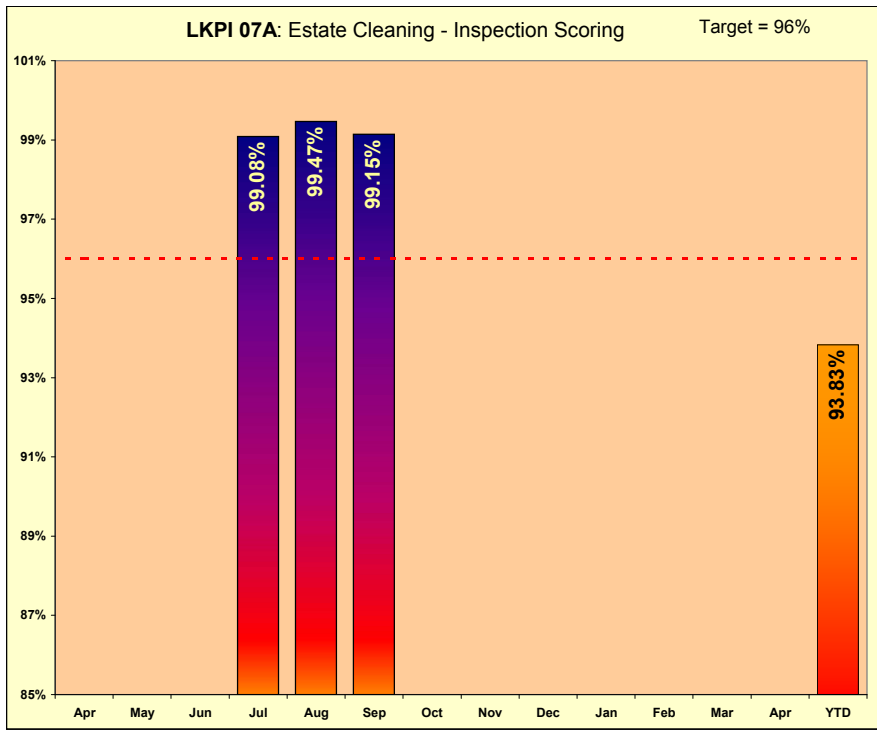
LII 2: Please refer to main performance report for September 2009

**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	91	17	N/A							191	41.34%	462
Clapton Park	32	24	92	263	N/A	78							489	78.24%	625
Cranston	N/A	N/A	N/A	N/A	N/A	N/A							0	0.00%	1
Downs	2		N/A	N/A	N/A	N/A							2	-	4
Lordship South	26	15	33	55	7	N/A							136	73.91%	184
Suffolk	5	12	32	60	N/A	N/A							109	61.93%	176
Tower	N/A	N/A	N/A	N/A	N/A	N/A							0	-	1
Wenlock Barn	N/A	N/A	N/A	N/A	N/A	N/A							0	-	4
Wick Village	N/A	N/A	N/A	N/A	N/A	N/A							0	-	-
Wyke	12	26	50	28	13	3							132	41.38%	319
<b>TMO Total</b>	<b>119</b>	<b>104</b>	<b>221</b>	<b>497</b>	<b>37</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1059</b>	<b>59.63%</b>	<b>1776</b>
% service completed	6.70%	12.56%	25.00%	46.28%	42.51%	34.63%									
% complete in this month	6.70%	5.86%	12.44%	27.98%	2.08%	4.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
<b>HH Overall Total</b>	<b>2342</b>	<b>2336</b>	<b>2639</b>	<b>647</b>	<b>725</b>	<b>3721</b>	<b>1736</b>	<b>596</b>	<b>131</b>	<b>637</b>	<b>1031</b>	<b>2032</b>	<b>18573</b>	<b>98.16%</b>	<b>18755</b>



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 month			
																	A's	B's	C's	D's
Arden				100.00%	100.00%	100.00%								96.00%	100.00%		58%	42%	0%	0%
Cranston				100.00%	100.00%	100.00%								96.00%	100.00%		100%	0%	0%	0%
Lordship				100.00%	100.00%	100.00%								96.00%	100.00%		31%	69%	0%	0%
Wick				80.00%	96.00%	85.19%								96.00%	87.01%		81%	6%	9%	4%
Wyke Estate				0.00%	97.85%	0.00%								96.00%	97.85%		87%	11%	0%	2%
<b>TMO Total</b>				<b>99.08%</b>	<b>99.47%</b>	<b>99.15%</b>								<b>96.00%</b>	<b>93.83%</b>		<b>68.61%</b>	<b>30.63%</b>	<b>0.44%</b>	<b>0.32%</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>96.00%</b>	<b>93.83%</b>		<b>54.40%</b>	<b>37.60%</b>	<b>7.80%</b>	<b>0.20%</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**  
 Overall 99% of inspections showed a pass with an A or B grading and this is well above the target. Only one TMO was below target and this was due to factors beyond their control. This is a new indicator in this report and plans are in place to ensure that the remaining TMO's also contribute to this indicator and will then be included in the 3rd quarter report.

	Neighbourhood/division														Volume		YTD (09/10)
		Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Total due (09/10)	Answer in Time (09/10)	
LKPI 25a: Stage One Complaints	Arden	50%	0%	-	0.00%	-	0.00%	100.00%	-	-	100.00%	100.00%	100.00%	-	7	7	100.00%
	Clapton Park	100%	-	100.00%	100%	-	-	100.00%	100.00%	100.00%	-	66.67%	100.00%	100.00%	7	6	85.71%
	Cranston	-	-	-	-	-	-	-	-	-	100.00%	-	-	0.00%	2	1	50.00%
	Downs	50%	-	-	-	-	-	-	-	-	-	-	0.00%	-	1	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%	17	16	94.12%
	Wick Village	-	-	-	-	-	-	-	-	0.00%	-	-	-	-	2	1	50.00%
	Wyke	-	-	0.00%	-	-	-	-	-	-	-	-	-	-	-	-	-
	<b>TMO Total</b>	<b>60%</b>	<b>0.00%</b>	<b>66.67%</b>	<b>50.00%</b>	<b>75.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>100%</b>	<b>60.00%</b>	<b>100.00%</b>	<b>88.89%</b>	<b>85.71%</b>	<b>75.00%</b>	<b>38</b>	<b>32</b>	<b>84.21%</b>
<b>NHD Total</b>	<b>97%</b>	<b>91.67%</b>	<b>96.00%</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>143</b>	<b>137</b>	<b>95.80%</b>	
Housing Services	81%	86.36%	93.00%	93.55%	94.59%	95.16%	92.00%	89.04%	75.47%	87.30%	91.55%	89.36%	93.94%	373	329	88.20%	
<b>TOTAL</b>	<b>87%</b>	<b>78.10%</b>	<b>85.23%</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>554</b>	<b>498</b>	<b>89.89%</b>	
Complaints received	91	110	100	87	67	111	100	101	85	93	108	75	92	N/A	N/A	N/A	
LKPI 25b: Stage Two Complaints	85%	88.89%	60.00%	58.33%	25.00%	33.33%	61.90%	62.50%	50.00%	77.78%	71.43%	92.86%	72.73%	87	62	71.26%	
LKPI 59: Stage Twos Upheld	38%	27.78%	40.00%	23.08%	46.15%	50.00%	64.70%	-	-	-	-	-	-	-	-	-	
Stage Three Complaints	75%	75.00%	71.43%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	80.00%	80.00%	36	33	91.67%	
LKPI 31: FOI Requests	100%	60.00%	20.00%	100.00%	50.00%	100.00%	75.00%	100.00%	100.00%	100.00%	100.00%	84.62%	100.00%	36	34	94.44%	
LKPI 27: % Ombudsman in target	86%	33.33%	100.00%	100.00%	N/A	100.00%	66.67%	33.33%	-	100.00%	100.00%	100.00%	75.00%	14	11	78.57%	
LKPI 72: No. of Ombudsman items	200%	2	3	2	2	4	4	3	-	2	4	1	4	N/A	N/A	-	
LKPI 58: TRA Enquiries	57%	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	100.00%	100.00%	N/A	100.00%	0.00%	100.00%	100.00%	-	100.00%	-	6	4	66.67%	
LKPI 23: Members' Enquiries	Arden	-	-	-	-	-	-	-	25.00%	100.00%	-	100.00%	-	6	3	50%	
	Clapton Park	-	-	-	-	-	100.00%	100.00%	100.00%	-	-	-	-	2	0	0%	
	Cranston	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Downs	0%	-	-	0.00%	-	-	-	-	-	-	100.00%	-	-	2	2	100%
	Lordship South	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Suffolk	-	-	-	-	100.00%	100.00%	-	-	0.00%	-	-	-	-	1	0	0%
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Wenlock Barn	-	100.00%	-	-	-	-	66.67%	100.00%	-	100.00%	-	-	-	2	2	100%
	Wick Village	-	0.00%	-	-	-	0.00%	-	-	-	-	-	-	-	-	-	
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	<b>TMO Total</b>	<b>0.00%</b>	<b>50.00%</b>	<b>N/A</b>	<b>0.00%</b>	<b>10.00%</b>	<b>66.67%</b>	<b>71.42%</b>	<b>33.33%</b>	<b>25.00%</b>	<b>66.67%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>-</b>	<b>13</b>	<b>7</b>	<b>54%</b>
<b>NHD Total</b>	<b>84.62%</b>	<b>90.91%</b>	<b>85.71%</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>122</b>	<b>109</b>	<b>89%</b>	
Housing Services	77.78%	41.67%	20.00%	25.00%	100.00%	70.00%	64.29%	46.88%	77.78%	94.64%	88.24%	78.26%	90.00%	242	197	81%	
<b>TOTAL</b>	<b>83.33%</b>	<b>82.14%</b>	<b>88.64%</b>	<b>70.97%</b>	<b>91.67%</b>	<b>89.13%</b>	<b>64.47%</b>	<b>51.79%</b>	<b>80.43%</b>	<b>93.98%</b>	<b>92.41%</b>	<b>81.67%</b>	<b>88.68%</b>	<b>377</b>	<b>313</b>	<b>83%</b>	
LKPI 24: Mayor's Enquiries	Arden	-	-	-	-	-	-	-	0.00%	100.00%	-	-	100.00%	3	2	67%	
	Clapton Park	-	-	-	-	-	100.00%	-	-	-	-	-	100.00%	1	1	100%	
	Cranston	-	-	-	-	-	-	-	-	-	-	-	100.00%	1	1	100%	
	Downs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Lordship South	-	-	-	-	-	-	100.00%	0.00%	-	-	-	-	-	1	0	0%
	Suffolk	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Tower	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Wenlock Barn	67%	-	100.00%	100.00%	-	-	57.14%	60.00%	100.00%	-	100.00%	100.00%	100.00%	12	10	83%
	Wick Village	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Wyke	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	<b>TMO Total</b>	<b>66.67%</b>	<b>N/A</b>	<b>100.00%</b>	<b>100.00%</b>	<b>N/A</b>	<b>100.00%</b>	<b>62.50%</b>	<b>50.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>18</b>	<b>14</b>	<b>78%</b>
<b>NHD Total</b>	<b>57.14%</b>	<b>70.00%</b>	<b>84.62%</b>	<b>75.00%</b>	<b>85.71%</b>	<b>92.31%</b>	<b>71.43%</b>	<b>100.00%</b>	<b>92.86%</b>	<b>100.00%</b>	<b>93.75%</b>	<b>100.00%</b>	<b>81.25%</b>	<b>80</b>	<b>75</b>	<b>93.75%</b>	
Housing Services	N/A	50.00%	100.00%	50.00%	100.00%	20.00%	50.00%	76.47%	83.33%	91.67%	85.71%	66.67%	64.29%	90	69	76.67%	
<b>TOTAL</b>	<b>66.67%</b>	<b>69.44%</b>	<b>86.96%</b>	<b>73.08%</b>	<b>93.33%</b>	<b>77.78%</b>	<b>60.00%</b>	<b>79.41%</b>	<b>85.71%</b>	<b>96.30%</b>	<b>90.63%</b>	<b>78.13%</b>	<b>77.14%</b>	<b>188</b>	<b>158</b>	<b>84.04%</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:**  
 Previous performance has not been satisfactory; however measures have been put in place to improve performance – i.e. dedicated TMO officer dealing/chasing complaints responses from the various TMOs, briefing giving on the complaint processes and procedures at recent TMO forum and training to be arranged.  
 The number of stage 1 and stage 2 complaints is currently below target but with the corrective measures outlined, we expect a significant improvement over the next quarter.

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)

**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	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Outturn 08/09
North East	5,554	5,554	5,527	5,526	5,527	5,530	5,530	5,398	5,398	5,399	5,399	5,399	5,399	5,530
North West	3,287	3,287	3,188	3,188	3,188	3,195	3,195	3,198	3,141	3,141	3,141	3,141	3,141	3,195
Homerton	4,584	4,584	4,584	4,583	4,583	4,597	4,597	4,601	4,605	4,605	4,605	4,605	4,605	4,597
DBQ	3,369	3,367	3,361	2,979	2,979	2,984	2,984	2,990	2,996	2,996	2,996	2,996	2,996	2,984
Shoreditch	2,882	2,882	2,882	2,882	2,882	2,882	2,882	2,895	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	167	167	167	168	168	170	170	170	170	170	170	168
Lordship TMO	185	185	185	185	185	185	185	186	186	186	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	334	334	333	333	333	333	333	333	333	333	333	333	333	333
Arden TMO	545	545	545	545	545	545	545	544	544	544	544	544	544	545
Wenlock Barn TMO	1,059	1,059	1,059	1,059	1,059	1,059	1,059	1,059	1,060	1,060	1,060	1,060	1,060	1,059
<b>TOTAL</b>	<b>23,338</b>	<b>23,336</b>	<b>23,203</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>22,850</b>

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

The properties managed by Neighbourhood are 31547 in total. There is a slight rise of 7 tenanted properties which bring the total of Tenanted properties to 22188 and the same reduction of voids which bring the total of voids to 688 while leasehold figures remain the same at 7392.

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

Area Breakdown	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Outturn 08/09
North East	1,992	1,992	1,989	1,989	1,986	1,986	1,986	1,984	1,982	1,980	1,979	1,979	1,979	1,986
North West	1,427	1,427	1,427	1,427	1,427	1,427	1,427	1,428	1,425	1,425	1,425	1,425	1,426	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	1,208	1,208	1,208	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	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	18	18	18	18
Wyke	83	83	84	84	84	84	84	84	84	84	84	84	84	84
Arden	193	193	193	193	193	193	193	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>8,769</b>	<b>8,765</b>	<b>8,765</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>8,675</b>

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

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

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

