

Housing Performance Indicators 2012/13

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Tenancy Services Manager

RENT COLLECTION		
	2011/12	2012/13
Rent collected as a percentage of rent owed	99.13%	98.98%



- We collected 98.98% of the rent which was due – down slightly from last year.
- Arrears at end of year £148,000
- £14,210,000 was due in and we collected £14,066,000

TENANTS WITH LARGE ARREARS		
	2011/12	2012/13
Percentage of tenants with more than seven weeks arrears	2.56%	1.90%



- The percentage of tenants owing more than seven weeks arrears reduced from 2.74% in 2010/11 to 2.56% in 2011/12 to 1.9% in 2012/13.
- Fewer tenants were evicted for rent arrears – 0.57% (21) compared to 0.64% (24) the previous year.

HOMELESS HOUSEHOLDS ACCOMMODATED		
	2011/12	2012/13
Number of households living in temporary accommodation	15	32



- ◆ The number of homeless households in temporary accommodation rose from 15 to 32.
- ◆ During 2011/12, 48 households were accepted as homeless by the Council, an increase from 41 households the same period in 2010/11.

NEW AFFORDABLE HOMES		
	2011/12	2012/13
Number of affordable homes delivered	87	165



- 165 affordable homes were delivered during 2012/13, a significant increase from 2011/12.

EMERGENCY REPAIRS		
	2011/12	2012/13
Percentage of Priority 1 repairs completed within 24 hours	99.35%	98.47%



- 98.47% of emergency repairs were completed within 24 hours

URGENT REPAIRS		
	2011/12	2012/13
Percentage of Priority 2 repairs completed within 7 days	89.66%	84.80%



- 84.80% or urgent repairs were completed within 7 days

ROUTINE REPAIRS		
	2011/12	2012/13
Percentage of Priority 3 repairs completed within 90 days	93.62%	87.36%



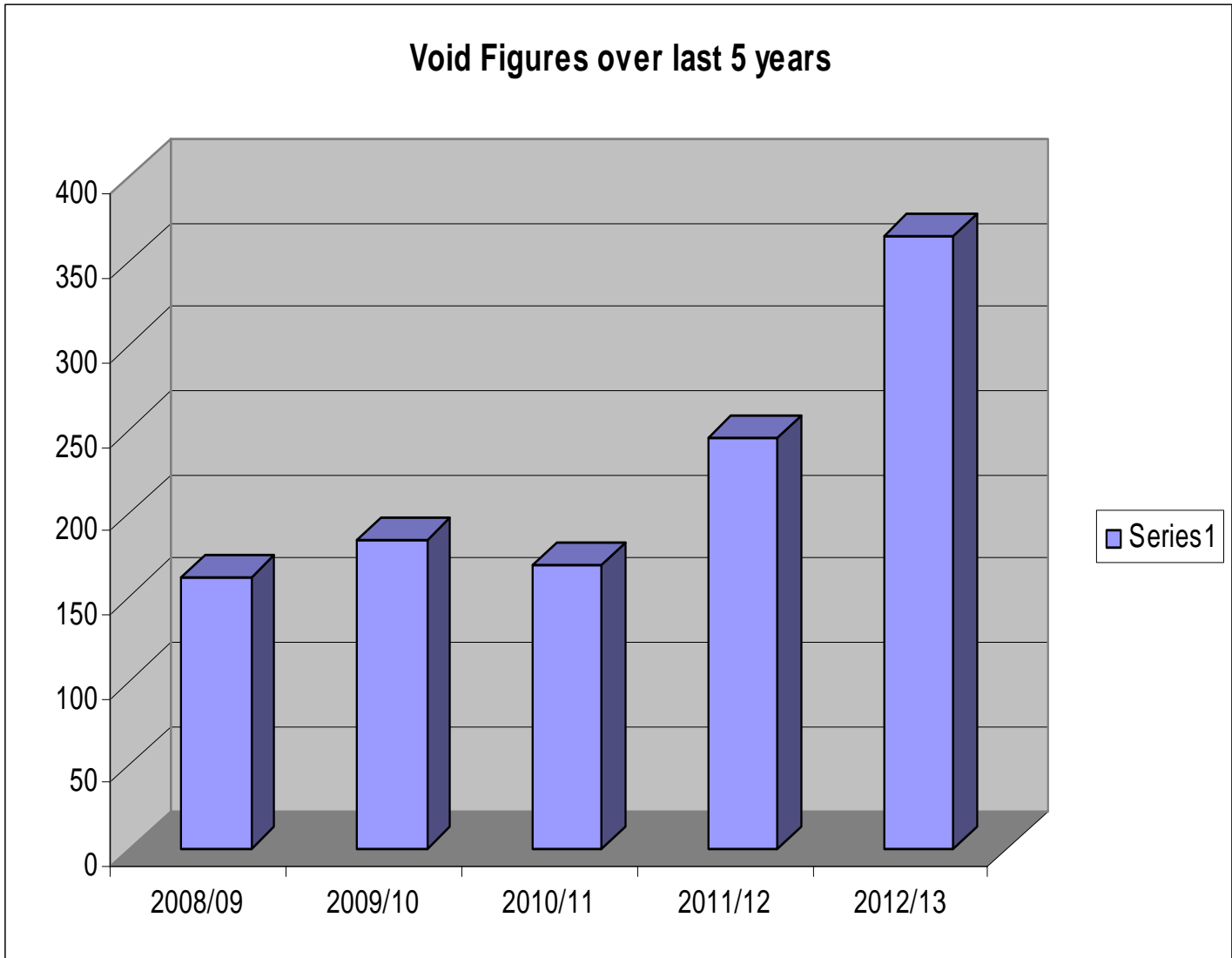
- 87.36% of routine repairs were completed within 90 days

AVERAGE RE-LET TIMES		
	2011/12	2012/13
Average time to re-let local authority housing – all properties	44 days	57 days



- It has taken us an average of 65 days to re-let housing for older people and 55 days for general needs.
- Look at Void figures for the last 5 years

Void Figures over last 5 years



**Achievements we wanted to tell you
about.....from the Tenancy Services
Team**

The Silver Service Team

The team are really proud of:

- ◆ the new sheltered housing tenants handbook
- ◆ Grounds Maintenance Service Level Agreement for all sheltered housing schemes
- ◆ The Social Organisers group

The Income Team

The team are particularly proud of:

- ◆ The open days the team managed and arranged to share information, advice and good practice with partner agencies in the lead-up to welfare reform.
- ◆ Improvements to tenancy sustainment – valuing the input of tenancy support. –
- ◆ Continued success, working in a challenging financial environment.
- ◆ Team evolving to improve income streams – leasehold management and service charges.

The Neighbourhood Team

- ◆ In 2012/13, the team let 425 new tenancies – 214 of which were Introductory Tenancies
- ◆ Dealt with 180 ASB cases
- ◆ 65 Mutual exchanges
- ◆ 24 properties returned to use
- ◆ Day-to-day customer care
- ◆ Moving the team forward