

# Environment and Economy Scrutiny Sub- Committee

## Report on Tenant Services Performance at 23 May 2005

This report provides headline performance information on key elements of Tenant Services:

1. **Current Rent Arrears** (Contact: Julie Cook/Beljit Dhaliwal ( 020 8420 9615)

Comparative data on rent arrears is shown on pages 2 & 3 of this report.

2. **Former Tenant Arrears** (Contact: Julie Cook/Beljit Dhaliwal (020 8420 9615)

3. **Garage Arrears** (Contact: Julie Cook/Beljit Dhaliwal (020 8420 9615)

The arrears figures shown at 1,2 & 3 cover the period 1 May 2004 – 1 May 2005

4. **Empty Garages** (Contact: Julie Cook/Beljit Dhaliwal ( 020 8420 9615)

This graph now also shows the number of garages let each week to give an indication of turnover

5. **Empty Homes** (Contact: David Rogers, Interim Repairs Manager ( 020 8420 682)

Graph Five shows the number of Council properties let each month in 2004-2005, including and excluding those subject to Major Works such as adaptations for people with disabilities.

Graph Six shows the average number of days taken to re-let each property excluding those subject to major works. The target for 2004-2005 is an average of 35 days to re-let each property.

## Comparative Data – Current Rent Arrears

### a) 2003-2004 Performance

#### Cash Figures

Arrears 2002-2003 (Year End)	Target 2003-2004	Arrears 2003-2004 (Year End)
£865,431	Reduce arrears by 15% to £735,000	Arrears reduced by 22% to £670,495

#### BVPI 66A - % of rent collected

Outturn 2001-2002	Outturn 2002-2003	Target 2003-2004	Outturn 2003-2004
95.07%	96.79%	98.5%	96.84%

### b) 2004-2005 Performance

#### Cash Figures

Arrears 2003-2004 (Year End)	Target 2004-2005	Arrears 2004-2005 (Year End)
£670,495	Reduce arrears by 20% to £536,396	Arrears reduced by 20.1% to £535,293

#### BVPI 66A - % of rent collected

Outturn 2003-2004	Target 2004-2005	Outturn 2004-2005
96.84%	98.75%	98.1%

### c) 2005-2006 Performance

#### Cash Figures

<b>Arrears 2004-2005 (Year End)</b>	<b>Target 2005-2006</b>	<b>Current Position</b>
£535,293	Reduce arrears by 20% to £428,234	£510.473 at 1 May 2005 4.8% reduction

#### BVPI 66A - % of rent collected

<b>Outturn 2004-2005</b>	<b>Target 2005-2006</b>	<b>Outturn 2005-2006</b>
98.1%	99%	

**Number of cases in arrears of eight weeks or more**

**(Shown by Housing Officer Patch)**

<b>Patch</b>	<b>Number of cases</b>	<b>Total Value of Debt £</b>
One	88	57,603
Two	52	34,824
Three	60	25,899
Four	67	31,216
Five	66	16,843
Six	92	74,095
Seven	104	45,224
Eight	72	32,232
Nine	112	77,230

NB. The figures in the table above are at 22 May 2005 and midway between direct debit payments which is likely to have inflated the figures