

| Housing Scorecard 2013-14  |                  |           |                 |           |                                 |  |
|--|------------------|-----------|-----------------|-----------|---------------------------------|--|
| Indicator<br>(cumulative for the year unless stated otherwise)   | Sept actual / Q2 | Q2 target | Dec actual / Q3 | Q3 target | direction of travel over prev Q | Current Assessment   |
| <b>Voids</b>   |                  |           |                 |           |                                 |  |
| Average time taken to re-let LA housing (days) (excludes times taken for major works) - per quarter [VFM PI] | 15.23 (for Q2)   | 18        | 14.88 (for Q3)  | 18        | ↑                               | average relet time for the year is 19 days so far  |
| <b>Resident Services</b>   |                  |           |                 |           |                                 |  |
| LA rent collection and arrears: proportion of rent collected. (includes current tenant arrears b/f)          | 97.72%           | 95.0%     | 99.41%          | 96.0%     | ↑                               | Performing well in difficult circumstances. Top quartile across London Boroughs and ALMOS  |
| Current tenants arrears (£k)   | 496              | 440       | 523             | 440       | ↓                               | Ongoing analysis of Welfare Reform impacts ongoing. Working with Corporate colleagues to mitigate impacts. £100k DHP identified as a contributory payment once processed.(£423K) |
| All new tenants to be photographed   | 92%              | 90%       | 94%             | 90%       | ↑                               | Result above expectations  |
| % of tenants photographed  | 38.85%           | 26%       | 42.3%           | 27%       | ↑                               | Result above expectations  |
| <b>Asset Management</b>  |                  |           |                 |           |                                 |  |
| Repairs completed in Target Time - Priority 1 - emergency  | 98.5%            | 96%       | 98.5%           | 96%       | ↔                               | Result above expectations - monitoring regime in place to ensure compliance  |
| Repairs completed in Target Time - Priority 2 - urgent   | 98.3%            | 96%       | 98.4%           | 96%       | ↑                               | Result above expectations - monitoring regime in place to ensure compliance  |
| Repairs completed in Target Time - Priority 3 - non urgent   | 97.9%            | 96%       | 99.6%           | 96%       | ↑                               | Result above expectations - monitoring regime in place to ensure compliance  |
| % of repairs completed at first visit  | 95.2%            | 90%       | 97.1%           | 80%       | ↑                               | Result above expectations - monitoring regime in place to ensure compliance  |
| % of properties with current gas servicing certificates (CP12)   | 99.5%            | 100%      | 99.74%          | 100%      | ↑                               | Result above expectations - monitoring regime in place to ensure compliance with RS/QH   |
| Council adaptations: average time from assessment to completion of work (weeks) quarterly performance        | 20               | 33        | 21              | 33        | ↓                               | Strong performance in delivery times maintained  |
| DFGs: average time taken from assessment to DFG approval date (weeks) quarterly performance                  | 8                | 30        | 12              | 30        | ↓                               | Strong performance in delivery times maintained  |
| <b>New Housing Initiatives</b>   |                  |           |                 |           |                                 |  |
| Number of affordable homes delivered (gross)   | 74               | 68        | 74              | 85        | ↔                               | One scheme slipped in Q3 and is now due to complete in Q4. We anticipate meeting our year end target.  |
| Number of affordable family sized rented homes completed   | 8                | 8         | 8               | 8         | ↔                               | Q4 target met. No further family unit completions due for this year  |
| Total no of social housing homes freed up - grants2move  | 29               | -         | 37              | -         |                                 | Consisting of 33 underoccupation and 4 grants2move (PSR) moves   |