

Appendix 2 : Housing Scorecard for 2011-2012

Reporting - monthly / quarterly / annually	Indicator	June Quarter 1 actual	Red Amber Green	Q1 target
Resident Services				
M	LA rent collection and arrears: proportion of rent collected			87.36%
M	Tenants with more than 7 weeks rent arrears (as a % of total no of tenants)			5.2%
M	Current tenants rent arrears as a percentage of rent roll			2.18%
M	Overall current tenants rent arrears (£)			490k
M	Reduce former tenant arrears by 10%			£741k
Q	Overall leasehold service charge arrears (£)			£107k
Q	% of new tenants visited within 6 weeks of tenancy sign up			100%
	Increase the no of volunteers actively engaged in developing the Housing Service by 100			8
Asset Management				
M	Tenant satisfaction with repair and maintenance service (independent telephone survey)			88%
M	% of properties with current gas servicing certificates (CP12)			100%
Q	Council adaptations: average time from assessment to completion of work (weeks) quarterly performance			57
Q	DFGs: average time taken from assessment to DFG approval date (weeks) quarterly performance			57

M	% of repairs completed at first visit			82%
M	Access Harrow: chasing calls as % of all calls to AH Repairs - Kier snapshot for month			10%
M	Access Harrow: repair kier recalls as % of all jobs - Kier snapshot for month			5%
Housing Needs				
Q	Number of cases where positive action is taken to prevent homelessness			250
Q	Total number accepted as homeless and in priority need			18
Q	Average number of households in B&B per quarter			45
M	No of households living in temporary accommodation			438
Q	Number of households we assist with housing in the private rented sector			62
Q	Deliver 200 lettings through Help2Let by March 2012			50
Q	Reduce underoccupiers in social housing			8
M	Average time taken to re-let LA housing (days) (excludes times taken for major works)			25
M	Housing voids: number of empty properties going over 25 days (excludes time taken for major works) quarterly average			30
Partnerships and Strategy				
M	Number of affordable homes delivered (gross)			110
M	Empty private dwellings returned into use (as a % of vacant HA, PS and other PS as per the HSSA)			50 10.2%