Future of Housing Review

Homes for Haringey

Benchmarking

26th March 2015

Benchmarking/KPI’s

Getting Better	Getting Worse	No Change
15 ↑↓	8 ↑↓	3 ↔

#	Category	Benchmark/KPI's	Change	BM
1	Customer Service	Overall Customer Satisfaction Rating	↑↓	Y
2	Income Collection	% of rent collected (including arrears and excluding water rates)	↑↓	Y
3	Income Collection	Current tenant arrears as % of annual rent debit	↑↓	Y
4	Voids	Average relet times (calendar days) - (Old BV212 Definition)	↑↓	Y
5	Voids	Average time to repair voids (BV212)	↑↓	Y
6	Voids	Rent loss from voids	↑↓	Y
7	Repairs	% of Emergency repairs completed by HRS within timescale	↔	
8	Repairs	% of Urgent repairs completed by HRS within timescale	↑↓	
9	Repairs	% of Routine repairs completed by HRS within timescale	↑↓	
10	Repairs	% of tenants satisfied with quality of repair EXTERNAL measure (BMG Research)	↑↓	
11	Repairs	% jobs completed right first time (by Audit Commission definitions)	↑↓	Y
12	Repairs	Average cost of a repair	↑↓	Y
13	Client Services & Annual Maintenance	% of properties with valid gas certificate	↔	Y
14	Estate Services	% of estates graded at A or B by Quality Assurance Officers Overall Grade	↑↓	
15	Asset Management	Decent Homes Programme % of non-decent council homes	↑↓	Y
16	Asset Management	Decent Homes Programme % of units completed against number programmed	↔	
17	Asset Management	Decent Homes Programme % of residents satisfied with outcome of works	↑↓	
18	People	Average number of working days lost due to sickness absence (rolling 12 month figure)	↑↓	Y
19	People	Management cost per properties (housing management overheads)	↑↓	Y
20	Homelessness	Number of homelessness acceptances	↑↓	
21	Homelessness	Number of homelessness preventions	↑↓	Y
22	Homelessness	Prevent homelessness (ratio of homelessness preventions to acceptances)	↑↓	Y
23	Temporary Accommodation	Number of households in temporary accommodation	↑↓	Y
24	Temporary Accommodation	% of social housing lets to applicants in temporary accommodation	↑↓	
25	Temporary Accommodation	Average weeks in temporary accommodation	↑↓	
26	Private Sector	Number of empty private sector properties brought back into use	↑↓	

Appendix v - Performance Measurement and Comparison

Benchmarking/KPI's

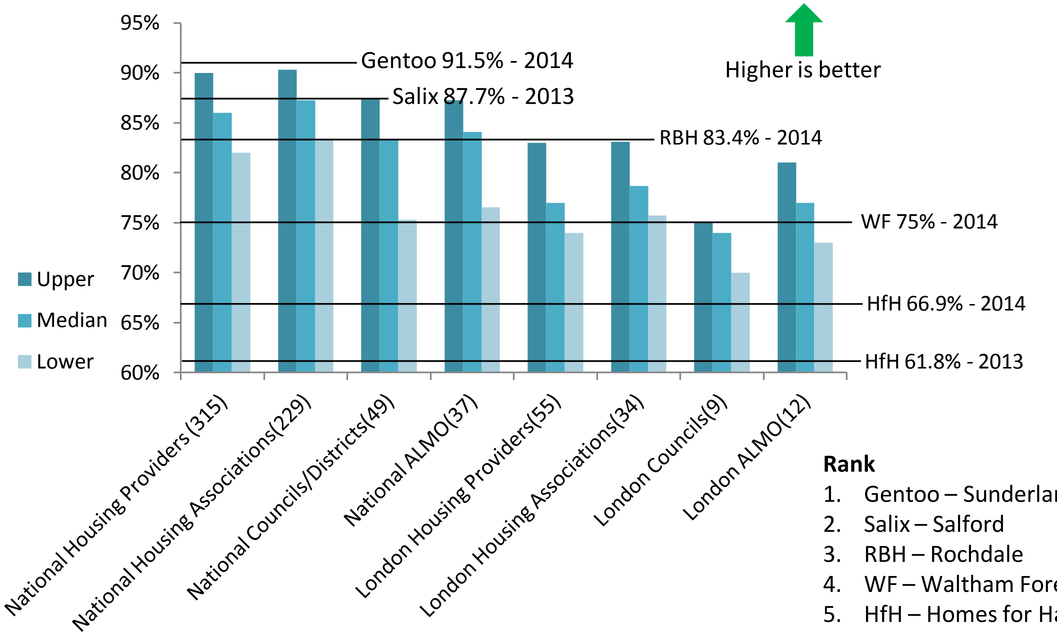
- Gentoo – Sunderland
- HfH – Homes for Haringey
- RBH – Rochdale
- Salix – Salford (2013)
- WF – Waltham Forest

Best	Worse
Gentoo 6/12	HfH 4/12

#	Category	Benchmark/KPI's	Highest Rank
1	Customer Service	Overall Customer Satisfaction Rating	Gentoo
2	Income Collection	% of rent collected (including arrears and excluding water rates)	Gentoo
3	Income Collection	Current tenant arrears as % of annual rent debit	Gentoo
4	Voids	Average relet times (calendar days) - (Old BV212 Definition)	Waltham Forest
5	Voids	Average time to repair voids (BV212)	Waltham Forest
6	Voids	Rent loss from voids	Gentoo
7	Repairs	% of Emergency repairs completed by HRS within timescale	
8	Repairs	% of Urgent repairs completed by HRS within timescale	
9	Repairs	% of Routine repairs completed by HRS within timescale	
10	Repairs	% of tenants satisfied with quality of repair EXTERNAL measure (BMG Research)	
11	Repairs	% jobs completed right first time (by Audit Commission definitions)	Salix
12	Repairs	Average cost of a repair	Gentoo
13	Client Services & Annual Maintenance	% of properties with valid gas certificate	Salix
14	Estate Services	% of estates graded at A or B by Quality Assurance Officers Overall Grade	
15	Asset Management	Decent Homes Programme % of non-decent council homes	Gentoo
16	Asset Management	Decent Homes Programme % of units completed against number programmed	
17	Asset Management	Decent Homes Programme % of residents satisfied with outcome of works	
18	People	Average number of working days lost due to sickness absence (rolling 12 month figure)	HfH
19	People	Management cost per properties (housing management overheads)	Salix
20	Homelessness	Number of homelessness acceptances	
21	Homelessness	Number of homelessness preventions	
22	Homelessness	Prevent homelessness (ratio of homelessness preventions to acceptances)	
23	Temporary Accommodation	Number of households in temporary accommodation	
24	Temporary Accommodation	% of social housing lets to applicants in temporary accommodation	
25	Temporary Accommodation	Average weeks in temporary accommodation	
26	Private Sector	Number of empty private sector properties brought back into use	

1. Overall Customer Satisfaction Rating

Definition
This indicator measures, for General Needs & Housing for Older People residents, the number of 'very satisfied' or 'fairly satisfied' responses, as a percentage of the total number of responses, to the question 'How satisfied or dissatisfied are you with the services / overall service provided by your landlord'.



Rank
1. Gentoo – Sunderland
2. Salix – Salford
3. RBH – Rochdale
4. WF – Waltham Forest
5. HfH – Homes for Haringey

Earliest Figure	2012/13	2013/14	YTD	Change
N/A	61.80%	66.90%	To follow in March 15	

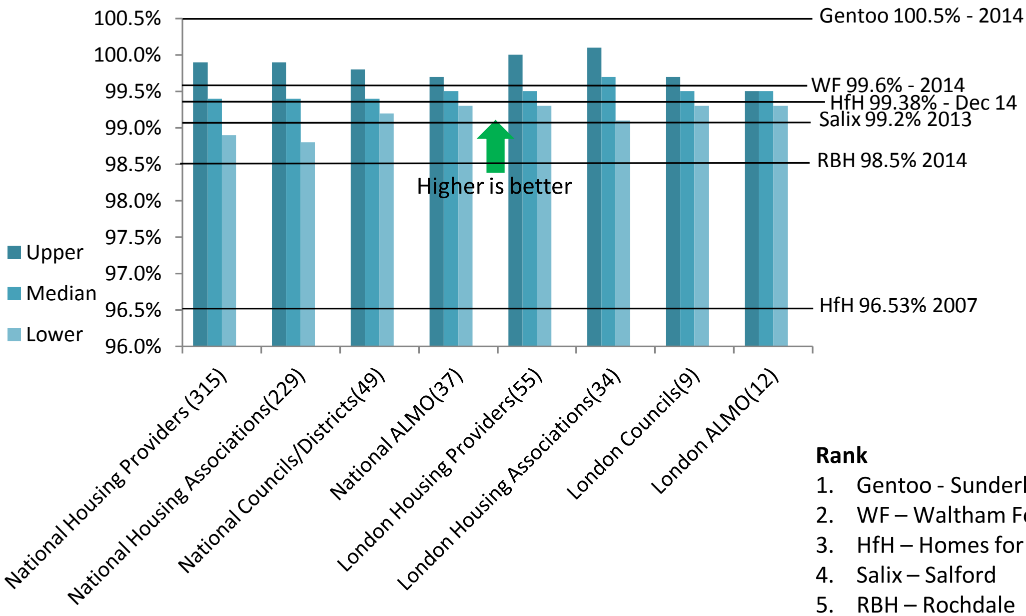
Providers – 2013/14	Upper	Median	Lower
National Housing Providers (315)	90%	86%	82%
National Housing Associations(229)	90.28%	87.25%	83.33%
National Councils/Districts(49)	87.4%	83.3%	75.3%
National ALMO(37)	87.25%	84.1%	76.55%
London Housing Providers(55)	83%	77%	74%
London Housing Associations(34)	83.1%	78.7%	75.75%
London Councils(9)	75%	74%	70%
London ALMO(12)	81%	77%	73%

Comments
The previous survey was done in December 2013. An independent survey is being carried out and we will have the customer satisfaction results in April 2015

Appendix v - Performance Measurement and Comparison

2. % of rent collected

Definition
This indicator is designed to measure the rent collected year-to-date as a percentage of the rent due year-to-date, for all current General Needs and Housing for Older People tenancies.



Rank
1. Gentoo - Sunderland
2. WF – Waltham Forest
3. HfH – Homes for Haringey
4. Salix – Salford
5. RBH – Rochdale

Earliest Figure	2012/13	2013/14	Dec 14 - YTD	Change
96.53% (2006/7)	97.15%	99.23%	99.38%	

Providers – 2013/14	Upper	Median	Lower
National Housing Providers (315)	99.9%	99.4%	98.9%
National Housing Associations(229)	99.9%	99.4%	98.8%
National Councils/Districts(49)	99.8%	99.4%	99.2%
National ALMO(37)	99.7%	99.5%	99.3%
London Housing Providers(55)	100%	99.5%	99.3%
London Housing Associations(34)	100.1%	99.7%	99.1%
London Councils(9)	99.7%	99.5%	99.3%
London ALMO(12)	99.5%	99.5%	99.3%

Comments
This is a cumulative indicator and compares our 9 months performance with 12 months performance. With the current trend upheld, HfH would achieve above 100% by the year end.

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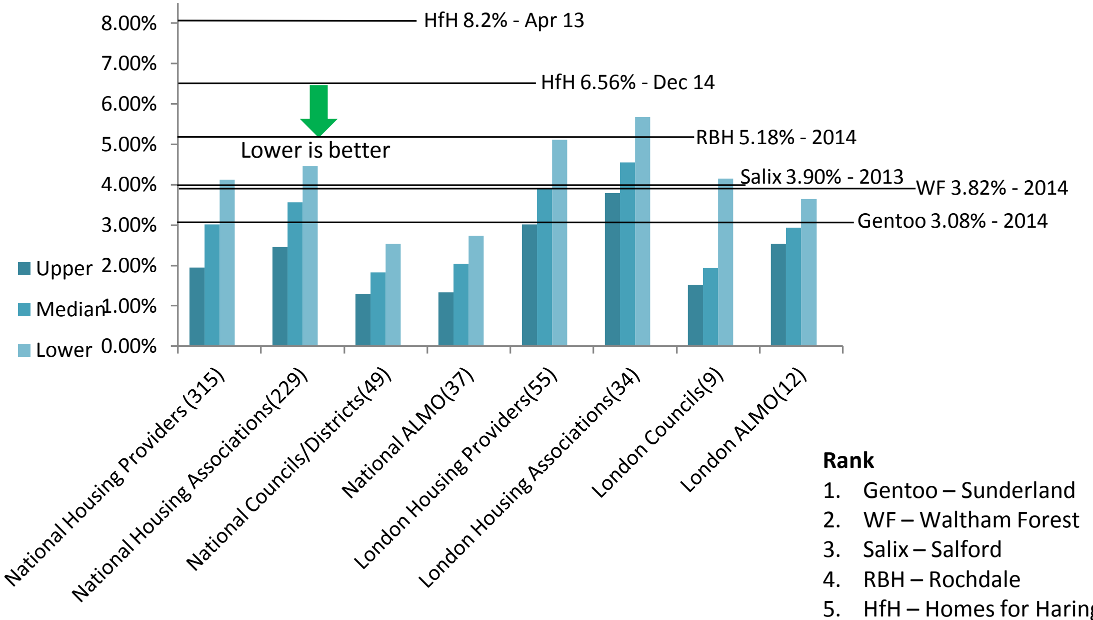
Appendix v - Performance Measurement and Comparison

3. Current tenant arrears as % of annual rent debit



Rank

1. Gentoo – Sunderland
2. WF – Waltham Forest
3. Salix – Salford
4. RBH – Rochdale
5. HfH – Homes for Haringey

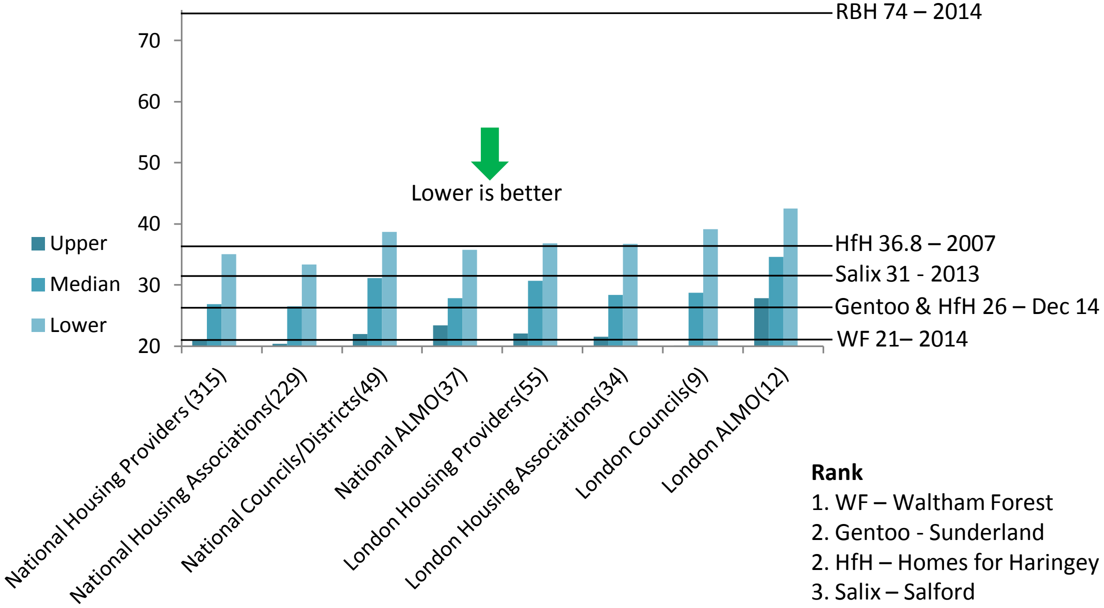
Earliest Figure	Apr 13	2013/14	Dec 14 YTD	Change
N/A	8.2%	6.93%	6.56%	

Provider 2013/14	Upper	Median	Lower
National Housing Providers (315)	1.95%	3.01%	4.13%
National Housing Associations(229)	2.46%	3.56%	4.46%
National Councils/Districts(49)	1.29%	1.83%	2.54%
National ALMO(37)	1.33%	2.04%	2.73%
London Housing Providers(55)	3.02%	3.93%	5.11%
London Housing Associations(34)	3.79%	4.55%	5.67%
London Councils(9)	1.52%	1.93%	4.15%
London ALMO(12)	2.53%	2.93%	3.64%

Comments

4. Average relet times (calendar days) voids

Definition
This indicator measures the average time (in calendar days) to re-let vacant GN & HfOP properties during the period benchmarked. It is calculated by dividing the total number of days re-let properties were vacant in the period, by the number of voids in the period.



Rank
1. WF – Waltham Forest
2. Gentoo - Sunderland
2. HfH – Homes for Haringey
3. Salix – Salford
4. RBH – Rochdale

Earliest Figure	2012/13	2013/14	Dec 14 YTD	Change
36.8 days (2006/7)	30.7	41 days	26 days	

Provider	Upper	Median	Lower
National Housing Providers (315)	20.91	26.88	35.02
National Housing Associations(229)	20.35	26.52	33.35
National Councils/Districts(49)	21.94	31.13	38.72
National ALMO(37)	23.42	27.84	35.76
London Housing Providers(55)	22.05	30.65	36.79
London Housing Associations(34)	21.52	28.38	36.73
London Councils(9)	20.05	28.7	39.15
London ALMO(12)	27.84	34.61	42.5

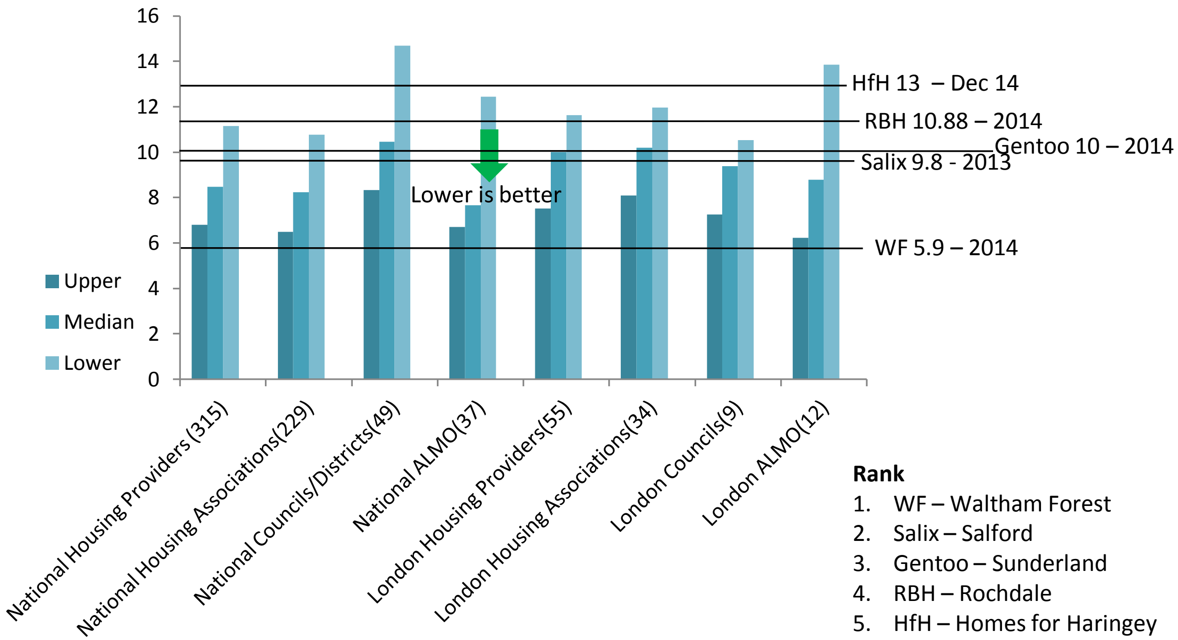
Comments
This includes hostels relet times and we would be at 22.5 days excluding hostels.

5. Average time to repair voids (days)

Definition

This is defined as the average number of (calendar) days between the responsive repair being requested and its satisfactory completion including the day of request and the day of completion.

Ultimately the date of satisfactory completion is decided by the landlord or its agent. All responsive repairs completed during the benchmarked period should be included.



Rank

1. WF – Waltham Forest
2. Salix – Salford
3. Gentoo – Sunderland
4. RBH – Rochdale
5. HfH – Homes for Haringey

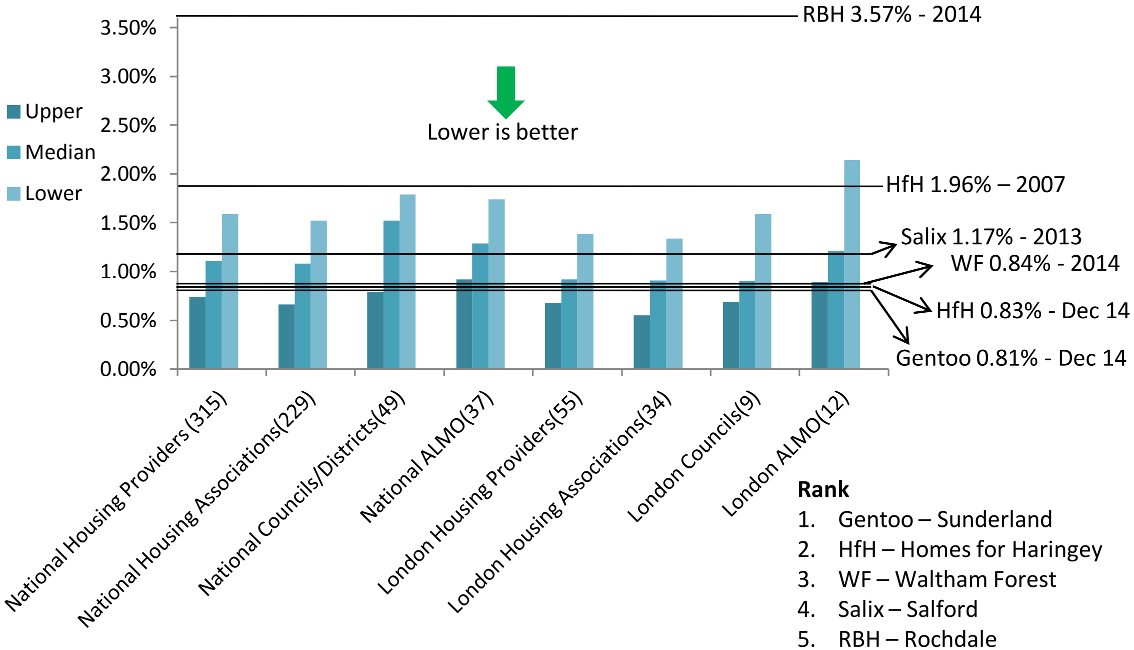
Earliest Figure	2012/13	2013/14	Dec 14 YTD	Change
N/A	N/A	40 days	15 days	

Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	6.8	8.47	11.16
National Housing Associations(229)	6.48	8.24	10.76
National Councils/Districts(49)	8.32	10.46	14.7
National ALMO(37)	6.7	7.66	12.44
London Housing Providers(55)	7.52	10	11.64
London Housing Associations(34)	8.09	10.2	11.97
London Councils(9)	7.25	9.39	10.53
London ALMO(12)	6.23	8.79	13.85

Comments

6. Rent loss from voids

Definition
This measure calculates the amount of rent and service charges lost through GN & HOP properties being vacant as a percentage of the total GN & HOP rent roll. The rent roll is the total amount of potential rent and service charges collectable for the period for all dwellings managed by the landlord, if all dwellings had been occupied.
The dwelling may have been vacant for any reason, and includes dwellings that are unavailable to let. However, for dwellings that are unavailable to let and are not expected to be let as social dwellings again, the rent and service charges should be zeroed out. For example, properties awaiting demolition.



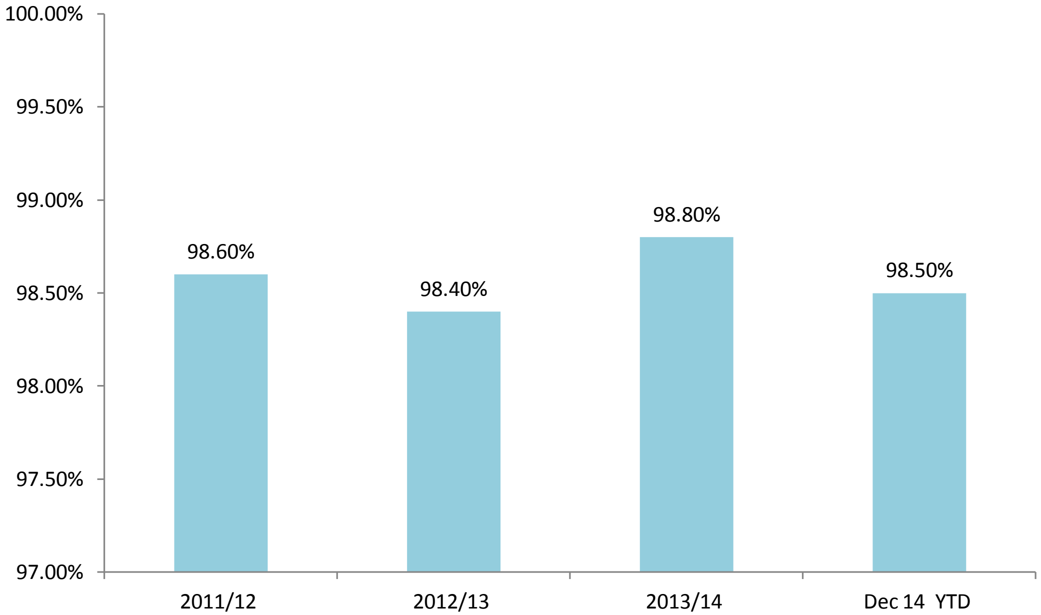
Rank
1. Gentoo – Sunderland
2. HfH – Homes for Haringey
3. WF – Waltham Forest
4. Salix – Salford
5. RBH – Rochdale

Earliest Figure	2012/13	2013/14	Dec 14 YTD	Change
1.96% (2006/7)	1.35%	1.09%	0.83%	

Provider - 2013/14	Upper	Median	Lower
National Housing Providers (315)	0.74%	1.11%	1.59%
National Housing Associations(229)	0.66%	1.08%	1.52%
National Councils/Districts(49)	0.79%	1.52%	1.79%
National ALMO(37)	0.92%	1.29%	1.74%
London Housing Providers(55)	0.68%	0.92%	1.38%
London Housing Associations(34)	0.55%	0.91%	1.34%
London Councils(9)	0.69%	0.9%	1.59%
London ALMO(12)	0.89%	1.21%	2.14%

Comments

7. % of Emergency repairs completed within timescale

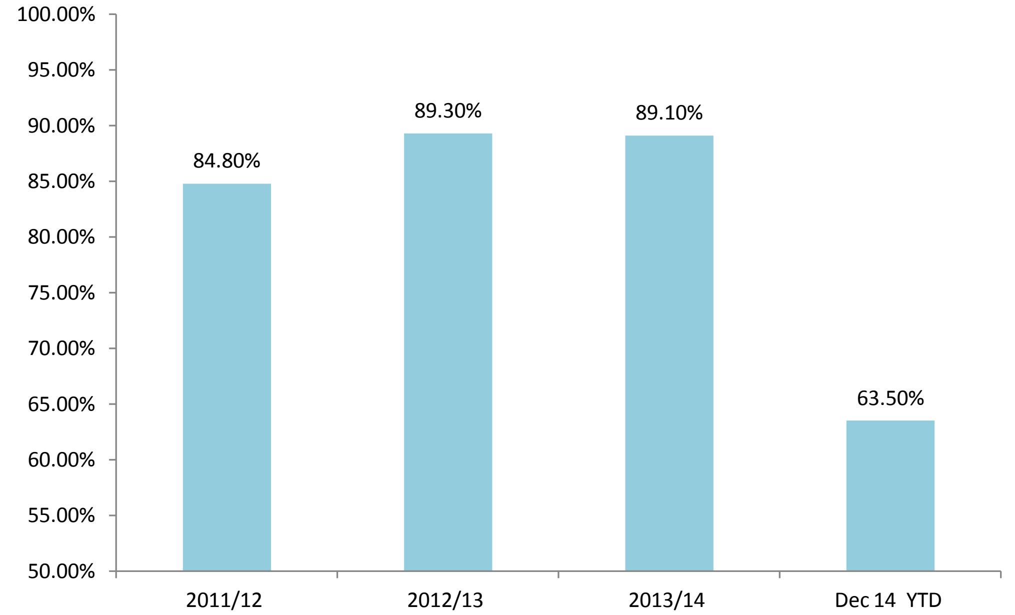


2011/12	2012/13	2013/14	Dec 14 YTD	Change
98.6%	98.40%	98.80%	98.5%	

Comments
This is a HfH internal measure and is not benchmark able against other providers.

10

8. % of Urgent repairs completed within timescale

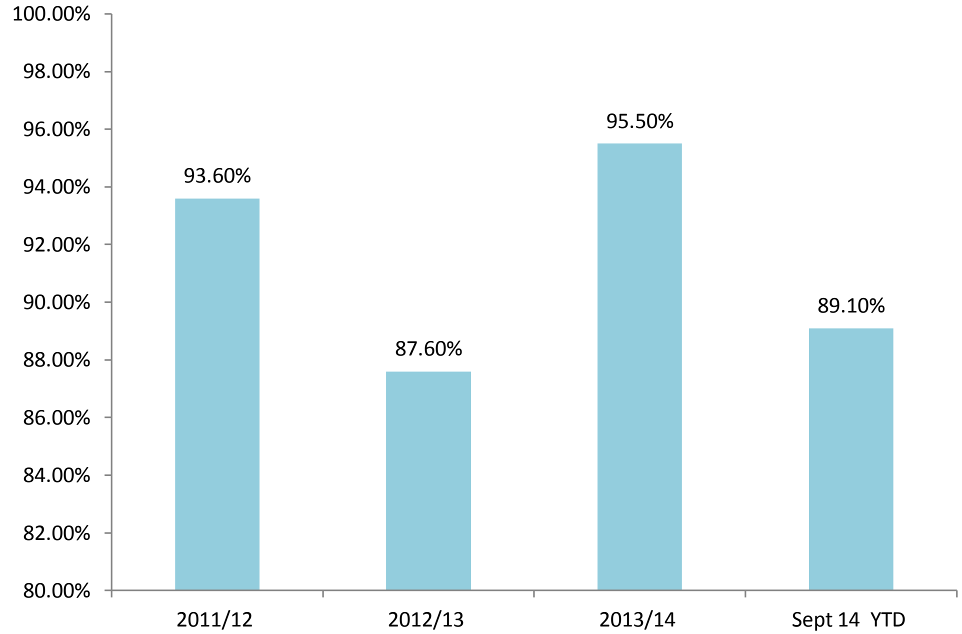


2011/12	2012/13	2013/14	Dec 14 YTD	Change
84.8%	89.30%	89.10%	63.5%	

Comments
This is a HfH internal measure and is not benchmark able against other providers.

11

9. % of Routine repairs completed within timescale

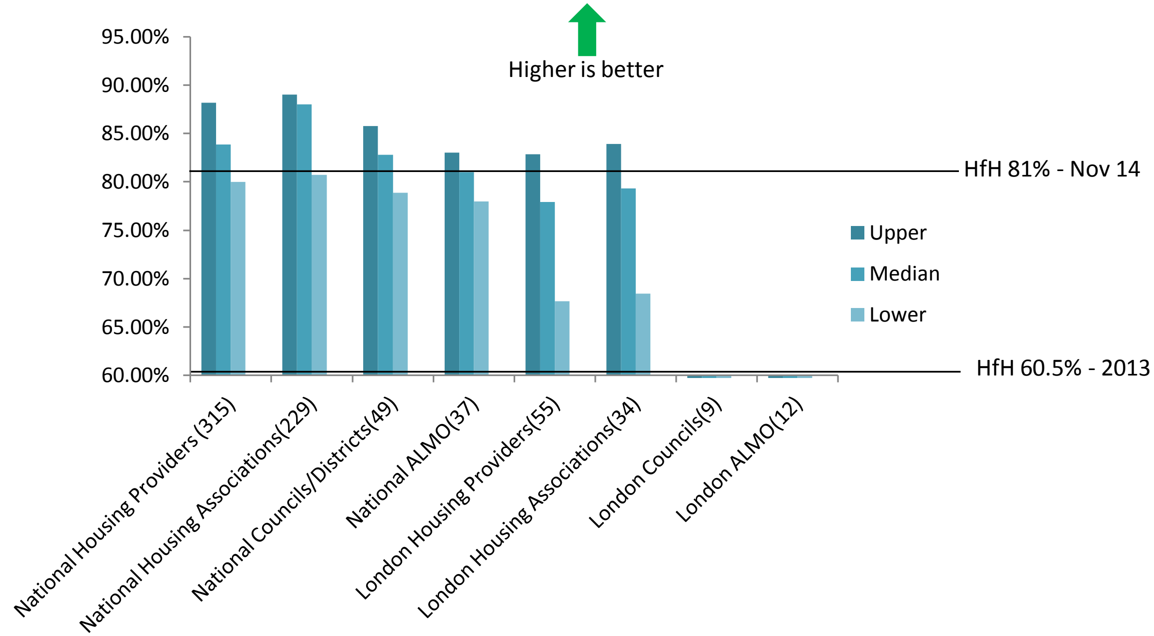


2011/12	2012/13	2013/14	Sept 14 YTD	Change
93.6%	87.60%	95.50%	89.1%	

Comments
This is a HfH internal measure and is not benchmark able against other providers.

12

10. % of tenants satisfied with quality of repair

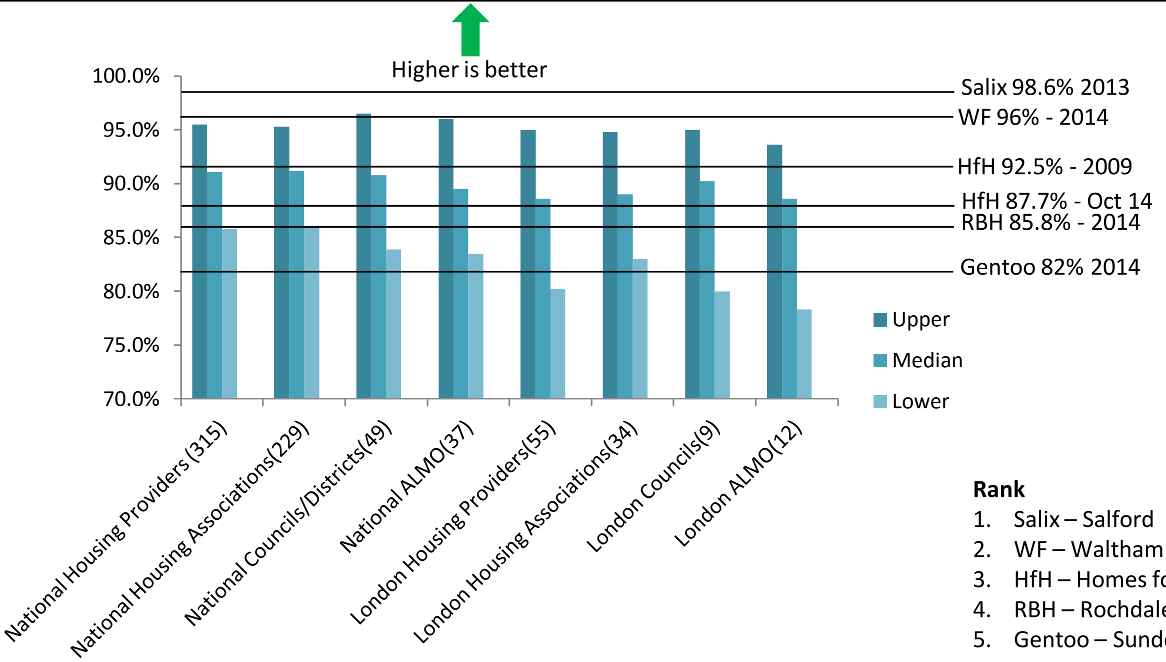


Earliest Figure	2012/13	2013/14	Nov 14 YTD	Change
N/A	60.5%	79.3%%	81%	

Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	88.15%	83.85%	80%
National Housing Associations(229)	89%	88%	80.73%
National Councils/Districts(49)	85.75%	82.8%	78.88%
National ALMO(37)	83%	81%	78%
London Housing Providers(55)	82.87%	77.9%	67.65%
London Housing Associations(34)	83.93%	79.32%	68.45%
London Councils(9)	NoData	NoData	NoData
London ALMO(12)	NoData	NoData	NoData

Comments
No data available for comparison with sites visited.

11. % jobs completed right first time



Rank

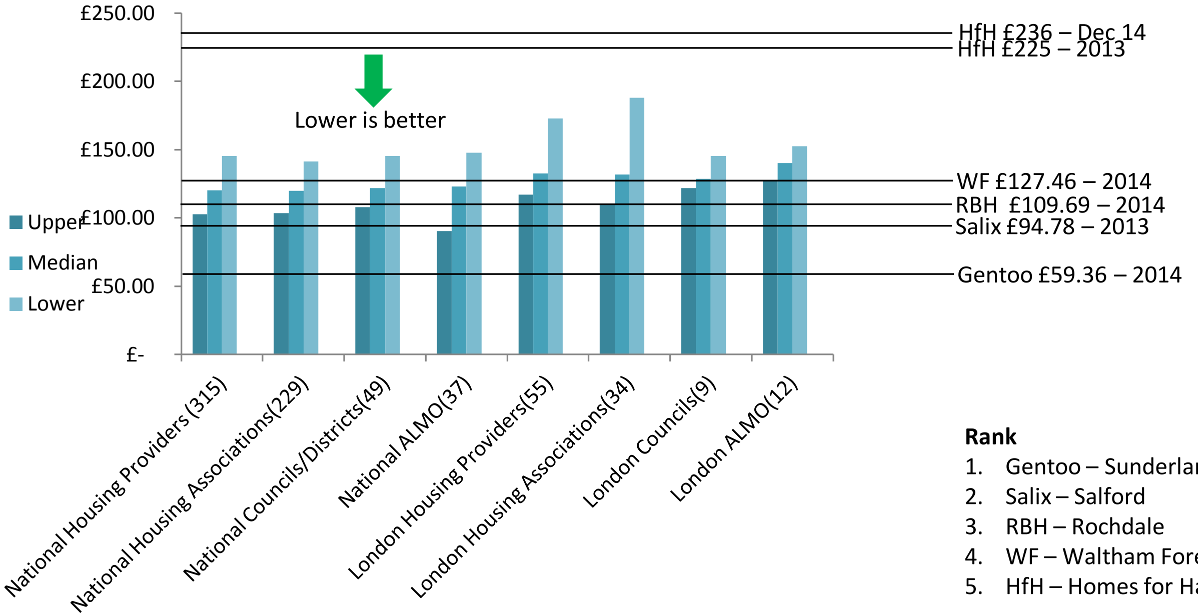
1. Salix – Salford
2. WF – Waltham Forest
3. HfH – Homes for Haringey
4. RBH – Rochdale
5. Gentoo – Sunderland

2008/9	2012/13	2013/14	Oct 14 YTD	Change
92.5%	99.6%	90.2%	87.8%	

Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	95.5%	91.1%	85.8%
National Housing Associations(229)	95.3%	91.2%	86%
National Councils/Districts(49)	96.5%	90.8%	83.9%
National ALMO(37)	96%	89.5%	83.5%
London Housing Providers(55)	95%	88.6%	80.2%
London Housing Associations(34)	94.8%	89%	83%
London Councils(9)	95%	90.2%	80%
London ALMO(12)	93.6%	88.6%	78.3%

Comments

12. Average cost of a repair



Rank

1. Gentoo – Sunderland
2. Salix – Salford
3. RBH – Rochdale
4. WF – Waltham Forest
5. HfH – Homes for Haringey

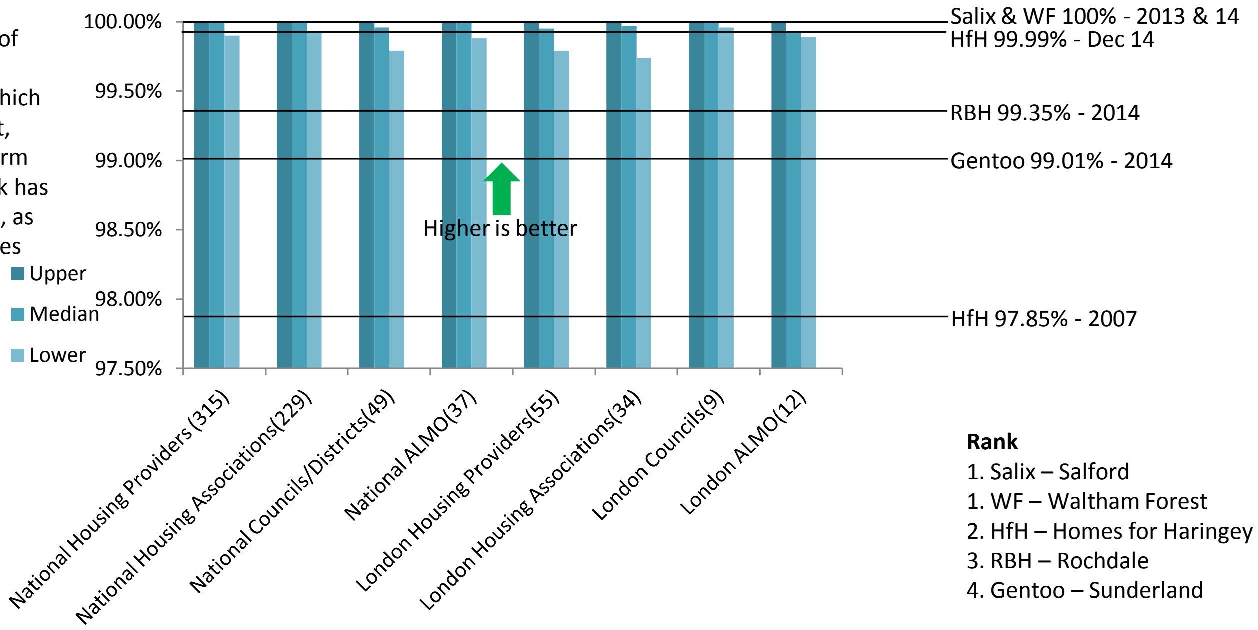
Earliest Figure	2012/13	2013/14	Dec 14 YTD	Change
N/A	£225	£206	£236	

Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	£ 102.72	£ 120.35	£ 145.44
National Housing Associations(229)	£103.30	£119.64	£141.13
National Councils/Districts(49)	£107.82	£121.98	£145.44
National ALMO(37)	£90.18	£122.98	£147.50
London Housing Providers(55)	£ 117.06	£ 132.37	£ 172.94
London Housing Associations(34)	£110.10	£131.70	£187.84
London Councils(9)	£121.98	£128.58	£145.44
London ALMO(12)	£127.18	£140.01	£152.34

Comments

13. % of properties with valid gas certificate

Definition
This measures the number of properties with a landlord owned gas appliance, for which the landlord holds a current, valid gas certificate to confirm that the annual safety check has been completed, when due, as a percentage of all properties with a landlord owned gas appliance.



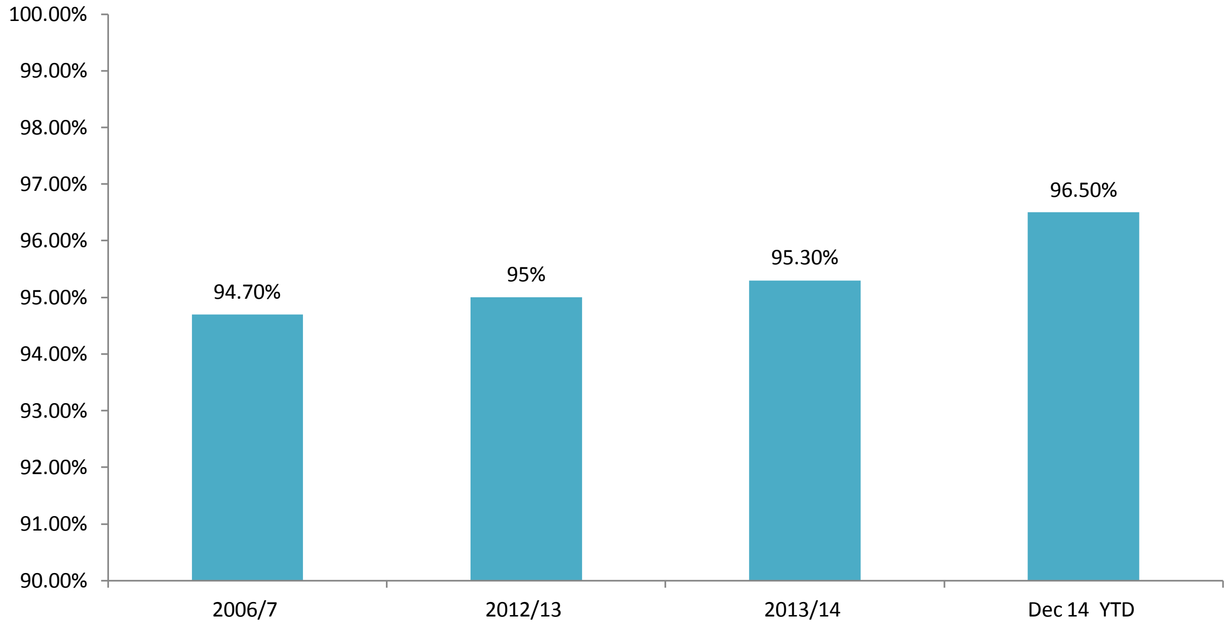
Rank
1. Salix – Salford
1. WF – Waltham Forest
2. HfH – Homes for Haringey
3. RBH – Rochdale
4. Gentoo – Sunderland

2006/7	2012/13	2013/14	Dec 14 YTD	Change
97.85%	99.88%	99.99%	99.99%	↔

Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	100%	100%	99.9%
National Housing Associations(229)	100%	100%	99.92%
National Councils/Districts(49)	100%	99.96%	99.79%
National ALMO(37)	100%	99.99%	99.88%
London Housing Providers(55)	100%	99.95%	99.79%
London Housing Associations(34)	100%	99.97%	99.74%
London Councils(9)	100%	100%	99.96%
London ALMO(12)	100%	99.92%	99.89%

Comments

14. % of estates graded at A or B by Quality Assurance Officers Overall Grade



2006/7	2012/13	2013/14	Dec 14 YTD	Change
94.7%	95%	95.30%	96.50%	

Comments
This is a HfH internal measure and is not benchmark able against other providers.

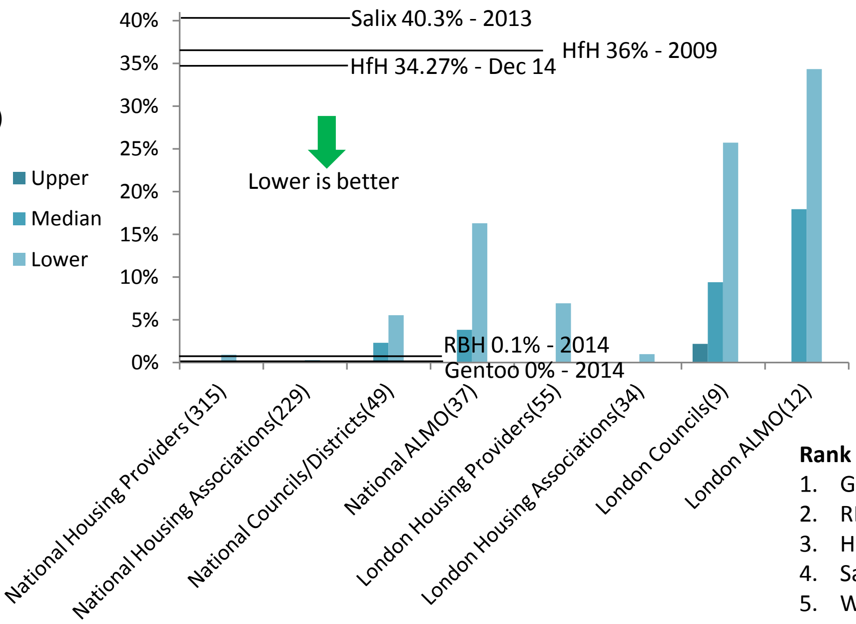
17

15. Decent Homes Programme % of non-decent council homes

Definition

This indicator measures the number of properties failing to meet the Decent Homes Standard, as recorded in the RSR (housing associations) and the BPSA (local authorities/ALMOs), and the proportion this represents of the total housing stock. It is a snapshot at the end of the year.

Social landlords are not expected to make a home decent if this is against a tenant's wishes as work can be undertaken when the dwelling is next void (empty). For reporting purposes, these properties are not counted as non - decent until they are void.



Rank

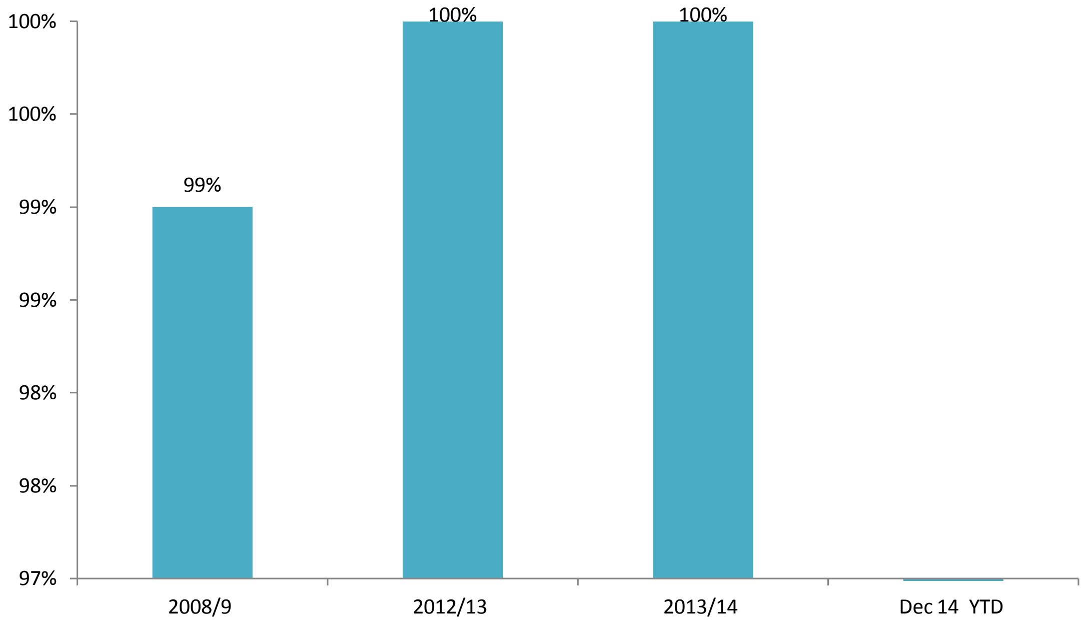
1. Gentoo – Sunderland
2. RBH – Rochdale
3. HfH – Homes for Haringey
4. Salix – Salford
5. WF – Waltham Forest

2008/9	2012/13	2013/14	Dec 14 YTD	Change
36%	28.07%	30.98%	34.27%	

Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	0%	0%	0.9%
National Housing Associations(229)	0%	0%	0.3%
National Councils/Districts(49)	0%	2.3%	5.5%
National ALMO(37)	0%	3.8%	16.3%
London Housing Providers(55)	0%	0.1%	6.9%
London Housing Associations(34)	0%	0%	1%
London Councils(9)	2.20%	9.4%	25.7%
London ALMO(12)	0.1%	17.9%	34.3%

Comments

16. Decent Homes Programme % of units completed against number programmed

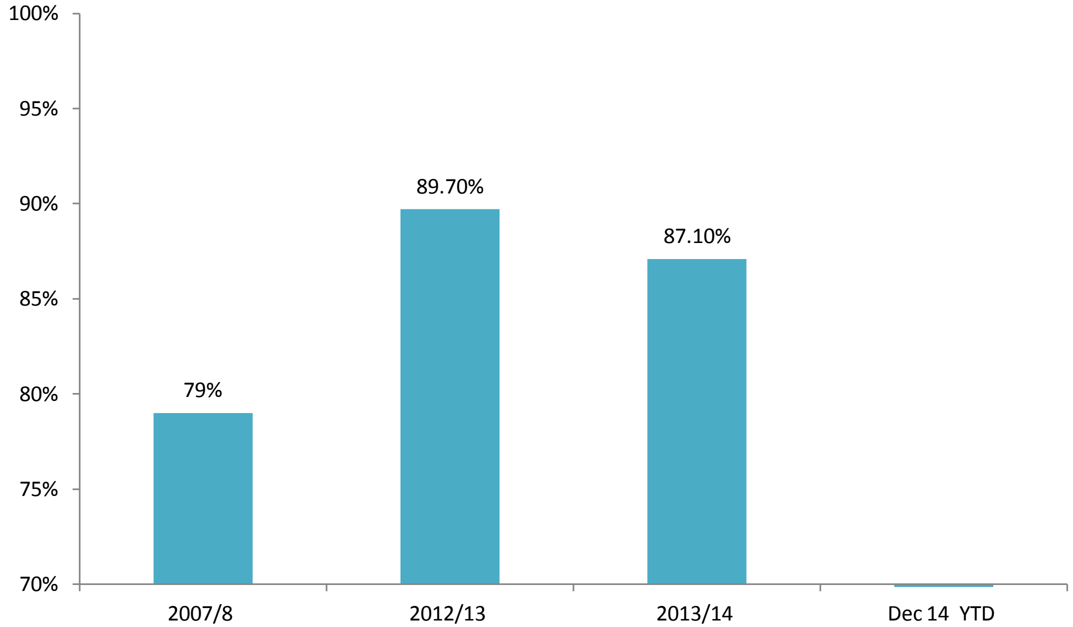


2008/9	2012/13	2013/14	Dec 14 YTD	Change
99%	100%	100%	No Data	

Comments

19

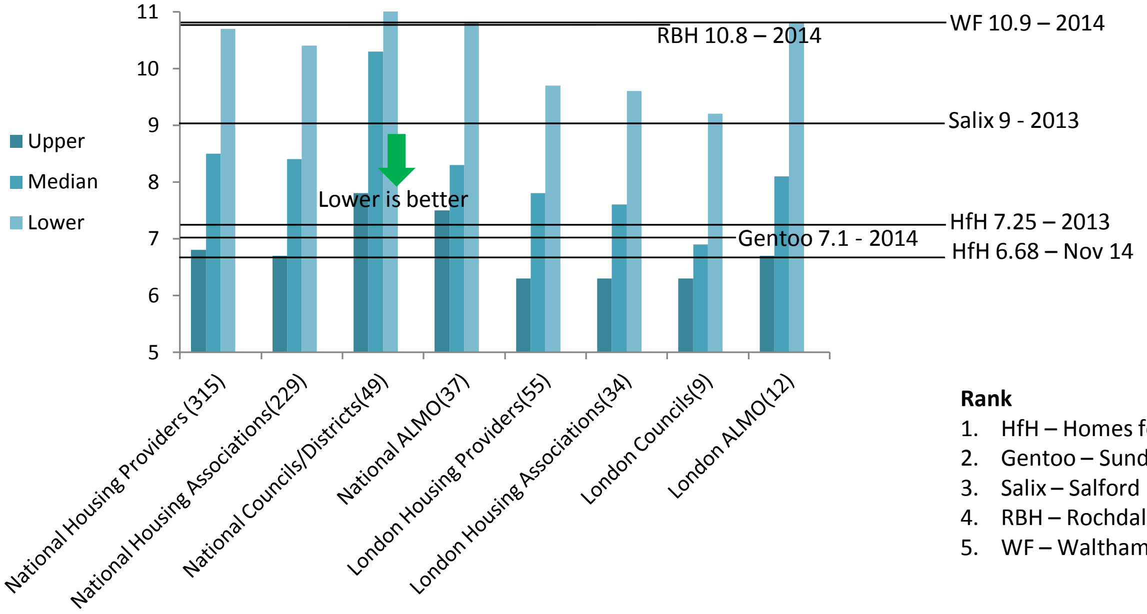
17. Decent Homes Programme % of residents satisfied with outcome of works



2007/8	2012/13	2013/14	Dec 14 YTD	Change
79%	89.70%	87.10%	No Data	

Comments
New data to follow in March 2015.

18. Average number of working days lost due to sickness absence



Rank

1. HfH – Homes for Haringey
2. Gentoo – Sunderland
3. Salix – Salford
4. RBH – Rochdale
5. WF – Waltham Forest

Earliest Figure	2012/13	2013/14	Nov 14 YTD	Change
N/A	7.25	8.74	6.68	

Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	6.8	8.5	10.7
National Housing Associations(229)	6.7	8.4	10.4
National Councils/Districts(49)	7.8	10.3	12.4
National ALMO(37)	7.5	8.3	10.8
London Housing Providers(55)	6.3	7.8	9.7
London Housing Associations(34)	6.3	7.6	9.6
London Councils(9)	6.3	6.9	9.2
London ALMO(12)	6.7	8.1	10.8

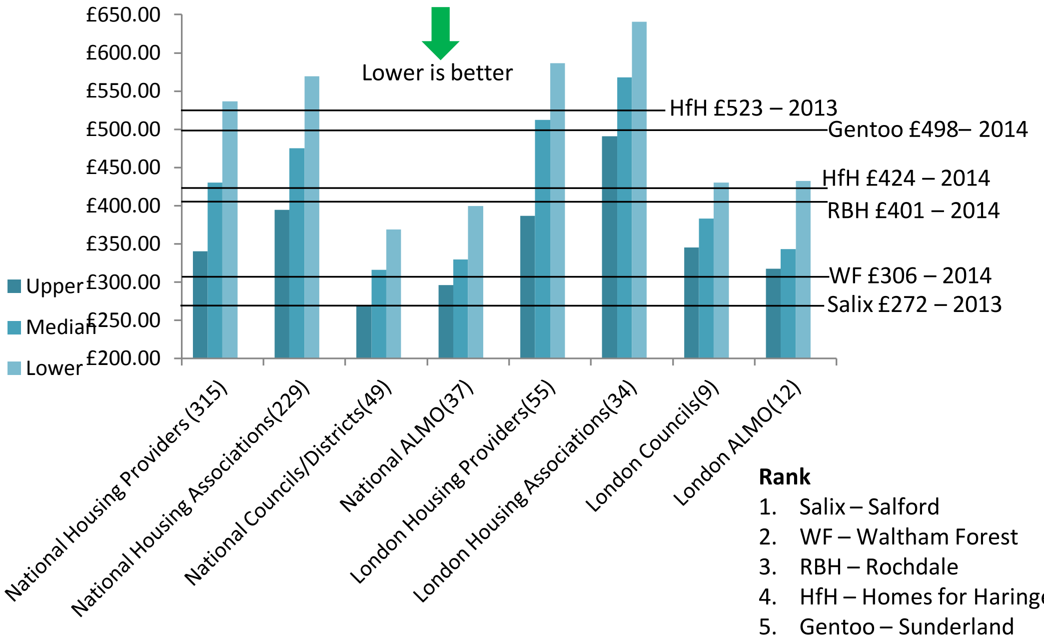
Comments

19. Management cost per properties

Definition

This is the total cost of providing the housing management service, calculated per GN, HfOP and shared ownership property that receives a housing management service. It includes direct employee costs and direct non - pay costs and overhead costs.

Housing management contains the following functions: rent arrears and collection, resident involvement, anti - social behaviour, tenancy management and lettings.



Rank

1. Salix – Salford
2. WF – Waltham Forest
3. RBH – Rochdale
4. HfH – Homes for Haringey
5. Gentoo – Sunderland

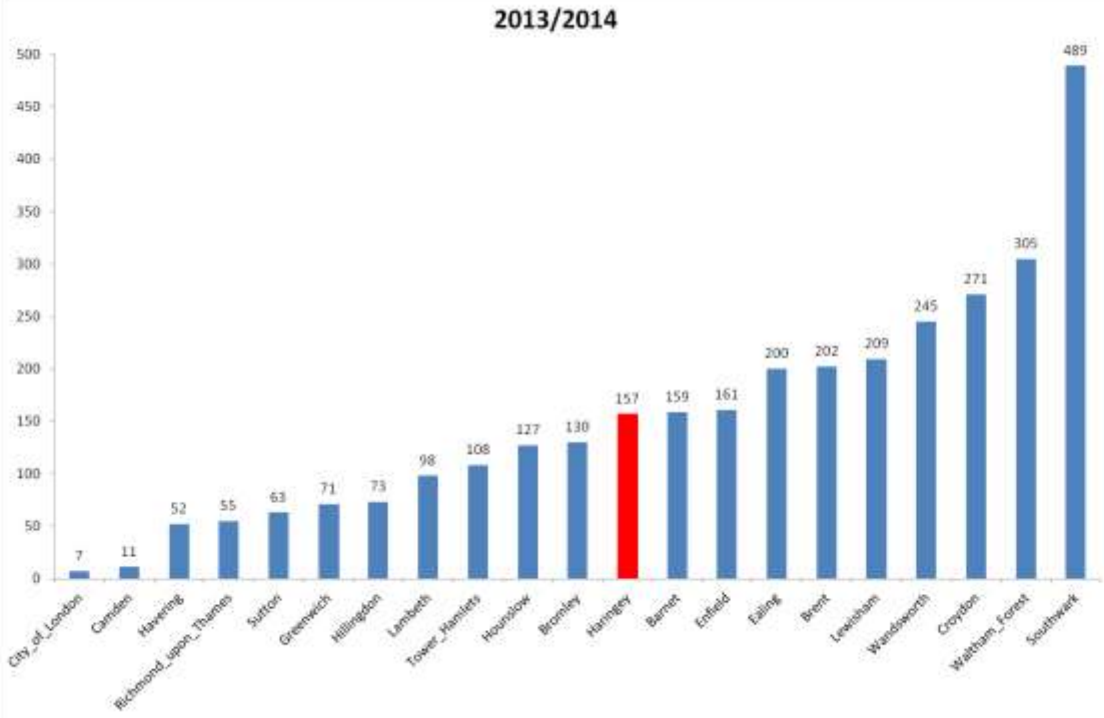
Earliest Figure	2012/13	2013/14	YTD	Change
N/A	£523.70	£424.25	No Data	

Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	£340.06	£430.16	£536.62
National Housing Associations(229)	£394.54	£474.75	£569.17
National Councils/Districts(49)	267.76	315.68	368.53
National ALMO(37)	£295.53	£329.44	£399.17
London Housing Providers(55)	£386.36	£512.18	£586.63
London Housing Associations(34)	£491.05	£567.65	£640.49
London Councils(9)	344.87	382.87	429.84
London ALMO(12)	317.24	342.95	432.2

Comments
New figure to follow in March 15

20. Number of homelessness acceptances

OrgName	Number of homelessness acceptances
City_of_London	7
Camden	11
Havering	52
Richmond_upon_Thames	55
Sutton	63
Greenwich	71
Hillingdon	73
Lambeth	98
Tower_Hamlets	108
Hounslow	127
Bromley	130
Haringey	157
Barnet	159
Enfield	161
Ealing	200
Brent	202
Lewisham	209
Wandsworth	245
Croydon	271
Waltham_Forest	305
Southwark	489

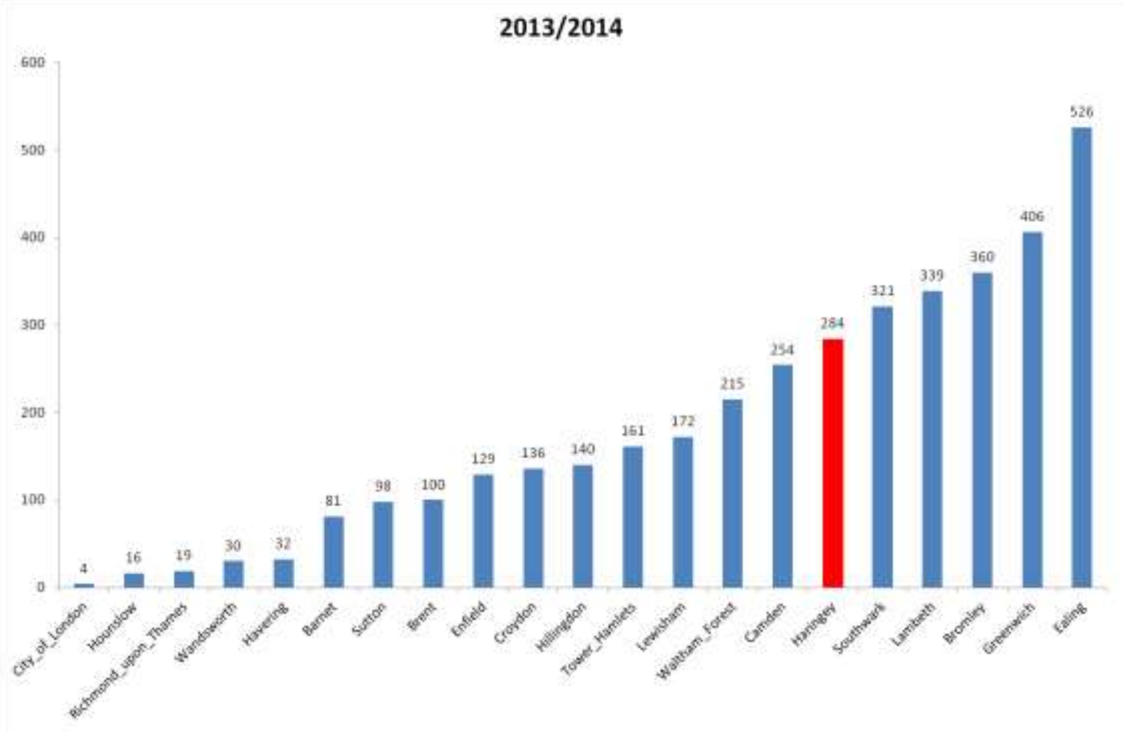


Comments

23

21. Number of homelessness preventions

OrgName	Number of homelessness preventions
City_of_London	4
Hounslow	16
Richmond_upon_Thames	19
Wandsworth	30
Havering	32
Barnet	81
Sutton	98
Brent	100
Enfield	129
Croydon	136
Hillingdon	140
Tower_Hamlets	161
Lewisham	172
Waltham_Forest	215
Camden	254
Haringey	284
Southwark	321
Lambeth	339
Bromley	360
Greenwich	406
Ealing	526



Comments

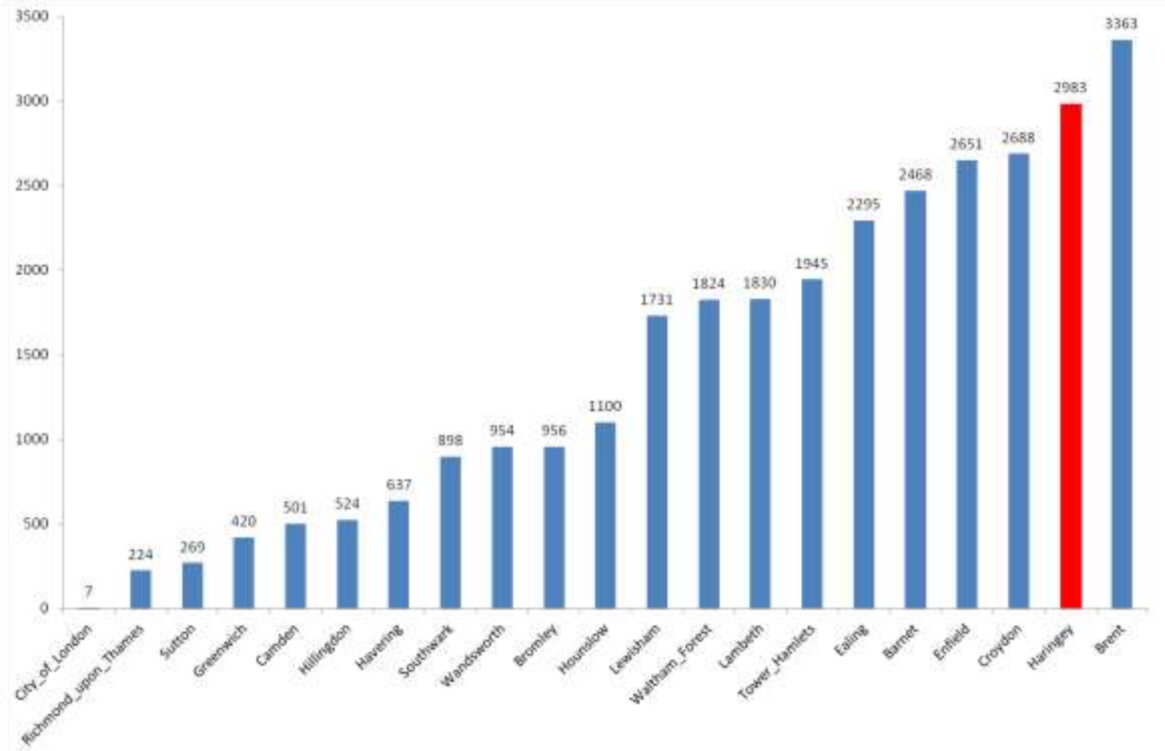
22. Prevent homelessness (ratio of homelessness preventions to acceptances)

OrgName	Prevent homelessness (ratio of homelessness preventions to acceptances)
Wandsworth	0.1:1
Hounslow	0.1:1
Richmond_upon_Thames	0.3:1
Barnet	0.5:1
Croydon	0.5:1
Brent	0.5:1
City_of_London	0.6:1
Havering	0.6:1
Southwark	0.7:1
Waltham_Forest	0.7:1
Lewisham	0.8:1
Enfield	0.8:1
Tower_Hamlets	1.5:1
Sutton	1.6:1
Haringey	1.8:1
Hillingdon	1.9:1
Ealing	2.6:1
Bromley	2.8:1
Camden	23.1:1
Lambeth	3.5:1
Greenwich	5.7:1

Comments

23. Number of households in temporary accommodation

OrgName	Number of households in temporary accommodation
City_of_London	7
Richmond_upon_Thames	224
Sutton	269
Greenwich	420
Camden	501
Hillingdon	524
Havering	637
Southwark	898
Wandsworth	954
Bromley	956
Hounslow	1100
Lewisham	1731
Waltham_Forest	1824
Lambeth	1830
Tower_Hamlets	1945
Ealing	2295
Barnet	2468
Enfield	2651
Croydon	2688
Haringey	2983
Brent	3363

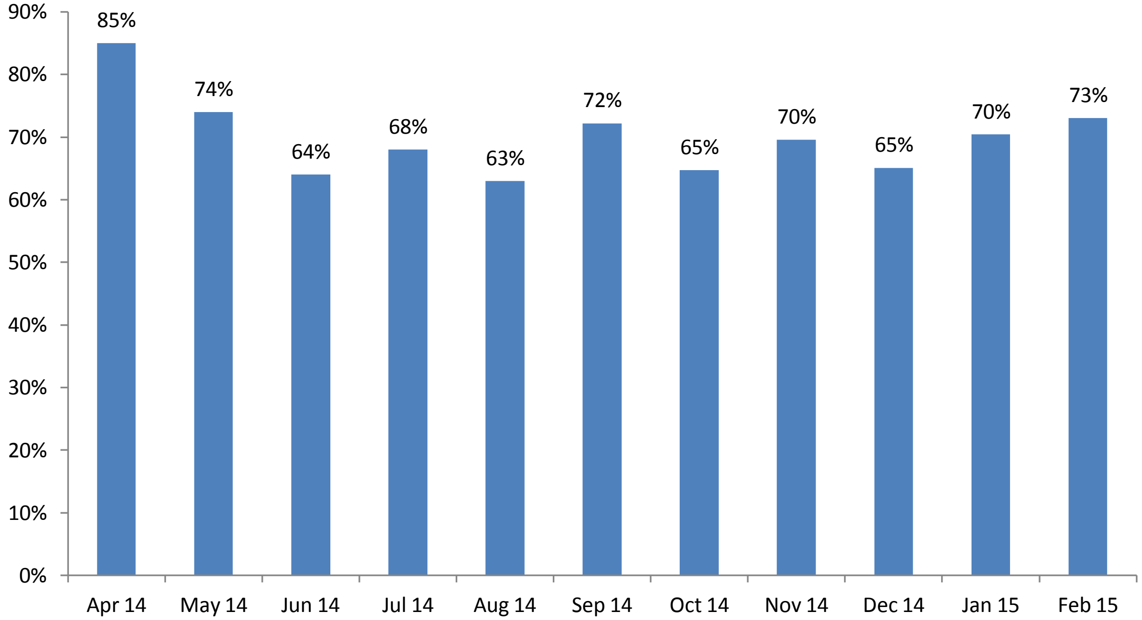


Comments

26

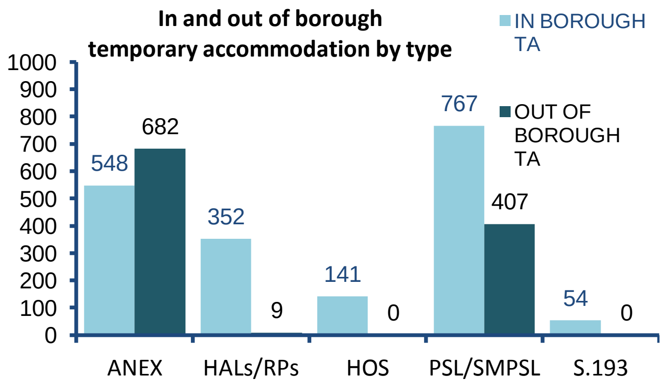
24. % of social housing lets to applicants in temporary accommodation
25. Average weeks in temporary accommodation

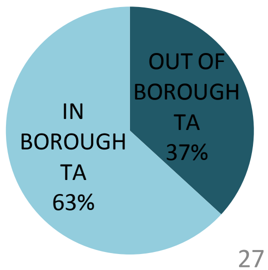
Month	% in TA
Apr 14	85%
May 14	74%
Jun 14	64%
Jul 14	68%
Aug 14	63%
Sep 14	72%
Oct 14	65%
Nov 14	70%
Dec 14	65%
Jan 15	70%
Feb 15	73%



Average weeks in temporary accommodation
27.7 Weeks

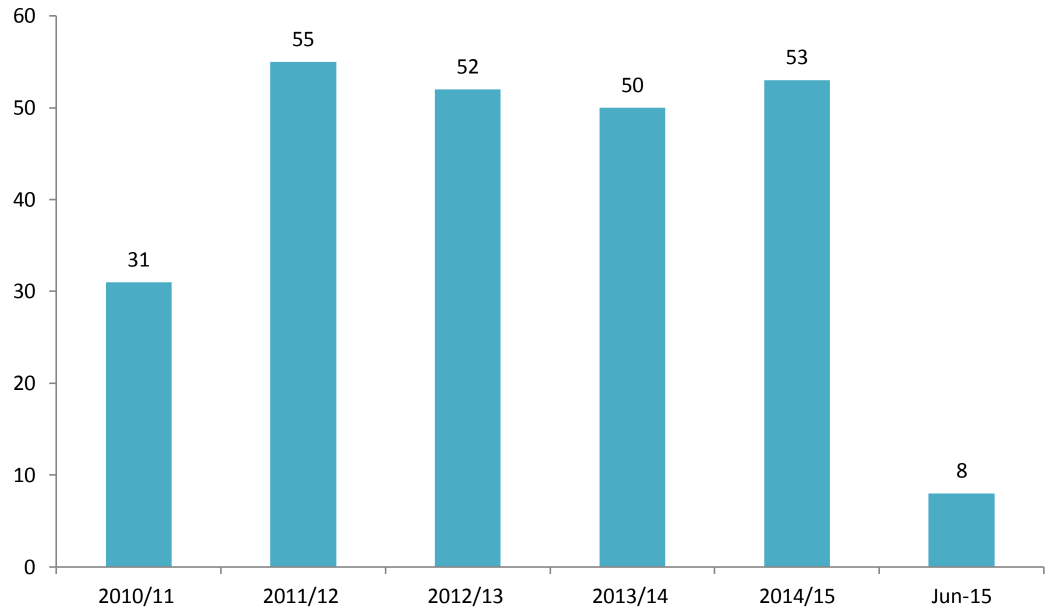
Month	Homeless Households in Temporary Accommodation as at the last day of each month 2014/15
Apr	2894
May	2901
June	2890
July	2916
Aug	2937
Sept	2948
Oct	2986
Nov	2987
Dec	2983
Jan	2978
Feb	2976





27

26. Number of empty private sector properties brought back into use



2010/11	2011/12	2012/13	2013/14	Dec 14 YTD	June 15	Change
31	55	52	50	53	8	

Comments
Please note that this figure is not from Council Tax figures as many other authorities record (as that figure is wildly incorrect as to the true picture of the number of empties), it is the number of properties which have been referred to me as being empty and which have come back into use following some involvement from me pushing the owner to bring the property back into use. Therefore it may be impossible to compare the figures with other authorities.

28

Future of Housing Review

Homes for Haringey

Benchmarking

June 2015

Benchmarking/KPI's

Getting Better	Getting Worse	No Change
19 ↑↓	6 ↑↓	1 ↔

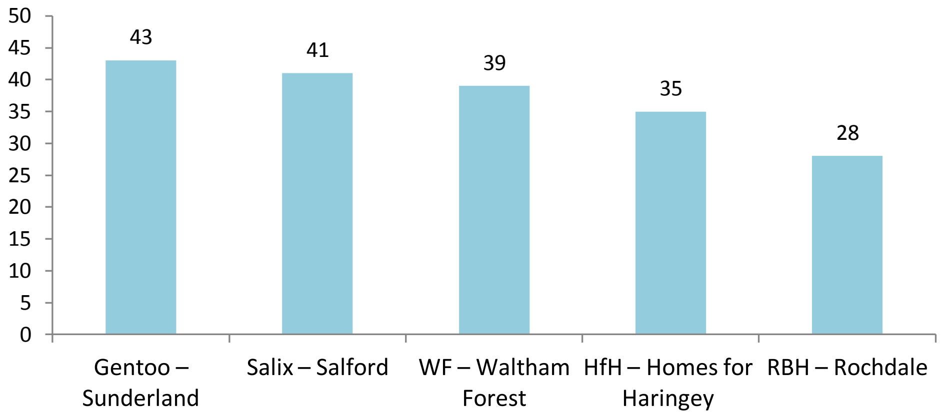
#	Category	Benchmark/KPI's	Change
1	Customer Service	Overall Customer Satisfaction Rating	↑↓
2	Income Collection	% of rent collected (including arrears and excluding water rates)	↑↓
3	Income Collection	Current tenant arrears as % of annual rent debit	↑↓
4	Voids	Average relet times (calendar days) - (Old BV212 Definition)	↑↓
5	Voids	Average time to repair voids (BV212)	↑↓
6	Voids	Rent loss from voids	↑↓
7	Repairs	% of Emergency repairs completed by HRS within timescale	↔
8	Repairs	% of Urgent repairs completed by HRS within timescale	↑↓
9	Repairs	% of Routine repairs completed by HRS within timescale	↑↓
10	Repairs	% of tenants satisfied with quality of repair EXTERNAL measure (BMG Research)	↑↓
11	Repairs	% jobs completed right first time (by Audit Commission definitions)	↑↓
12	Repairs	Average cost of a repair	↑↓
13	Client Services & Annual Maintenance	% of properties with valid gas certificate	↑↓
14	Estate Services	% of estates graded at A or B by Quality Assurance Officers Overall Grade	↑↓
15	Asset Management	Decent Homes Programme % of non-decent council homes	↑↓
16	Asset Management	Decent Homes Programme % of units completed against number programmed	↑↓
17	Asset Management	Decent Homes Programme % of residents satisfied with outcome of works	↑↓
18	People	Average number of working days lost due to sickness absence (rolling 12 month figure)	↑↓
19	People	Management cost per properties (housing management overheads)	↑↓
20	Homelessness	Number of homelessness acceptances	↑↓
21	Homelessness	Number of homelessness preventions	↑↓
22	Homelessness	Prevent homelessness (ratio of homelessness preventions to acceptances)	↑↓
23	Temporary Accommodation	Number of households in temporary accommodation	↑↓
24	Temporary Accommodation	% of social housing lets to applicants in temporary accommodation	↑↓
25	Temporary Accommodation	Average weeks in temporary accommodation	↑↓
26	Private Sector	Number of empty private sector properties brought back into use	↑↓

2

Appendix v - Performance Measurement and Comparison

Ranking

Rank	Organisation	Score	Type
1	Gentoo – Sunderland	43	LSVT
2	Salix – Salford (2013)	41	RP
3	WF – Waltham Forest	39	ALMO
4	HfH – Homes for Haringey	35	ALMO
5	RBH – Rochdale	28	Mutual



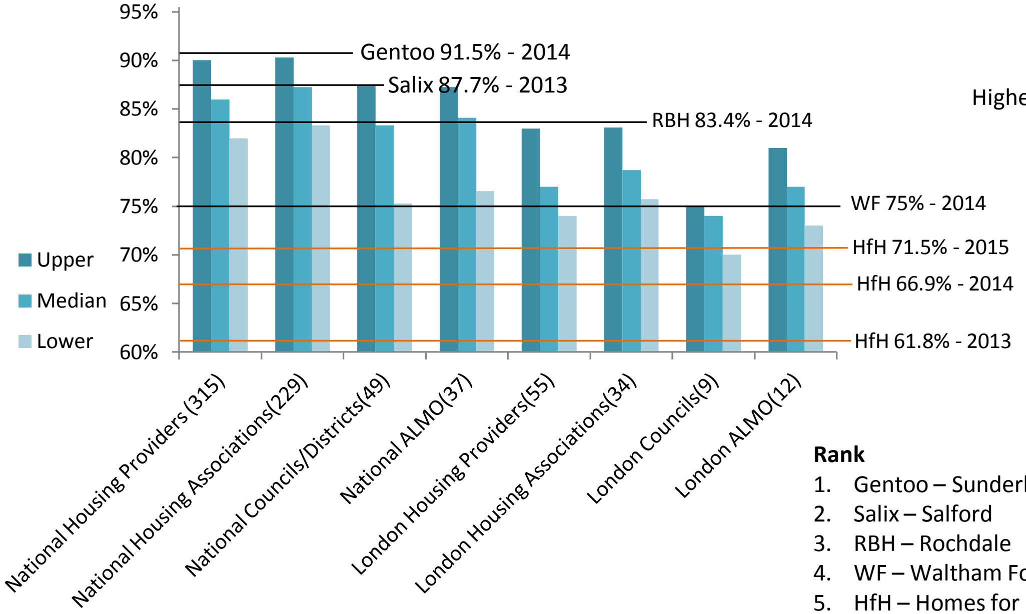
#	Category	Benchmark/KPI's	Highest Rank
1	Customer Service	Overall Customer Satisfaction Rating	Gentoo
2	Income Collection	% of rent collected (including arrears and excluding water rates)	Gentoo
3	Income Collection	Current tenant arrears as % of annual rent debit	Gentoo
4	Voids	Average relet times (calendar days) - (Old BV212 Definition)	Waltham Forest
5	Voids	Average time to repair voids (BV212)	Waltham Forest
6	Voids	Rent loss from voids	Homes for Haringey
11	Repairs	% jobs completed right first time (by Audit Commission definitions)	Salix
12	Repairs	Average cost of a repair	Gentoo
13	Client Services & Annual Maintenance	% of properties with valid gas certificate	HfH / Salix/ WF
15	Asset Management	Decent Homes Programme % of non-decent council homes	Gentoo
18	People	Average number of working days lost due to sickness absence (rolling 12 month figure)	Homes for Haringey
19	People	Management cost per properties (housing management overheads)	Salix

3

1. Overall Customer Satisfaction Rating

Definition

This indicator measures, for General Needs & Housing for Older People residents, the number of 'very satisfied' or 'fairly satisfied' responses, as a percentage of the total number of responses, to the question 'How satisfied or dissatisfied are you with the services / overall service provided by your landlord'.



Higher is better

Rank

1. Gentoo – Sunderland
2. Salix – Salford
3. RBH – Rochdale
4. WF – Waltham Forest
5. HfH – Homes for Haringey

Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	61.80%	66.90%	71.5% (unconfirmed)	

Providers – 2013/14	Upper	Median	Lower
National Housing Providers (315)	90%	86%	82%
National Housing Associations(229)	90.28%	87.25%	83.33%
National Councils/Districts(49)	87.4%	83.3%	75.3%
National ALMO(37)	87.25%	84.1%	76.55%
London Housing Providers(55)	83%	77%	74%
London Housing Associations(34)	83.1%	78.7%	75.75%
London Councils(9)	75%	74%	70%
London ALMO(12)	81%	77%	73%

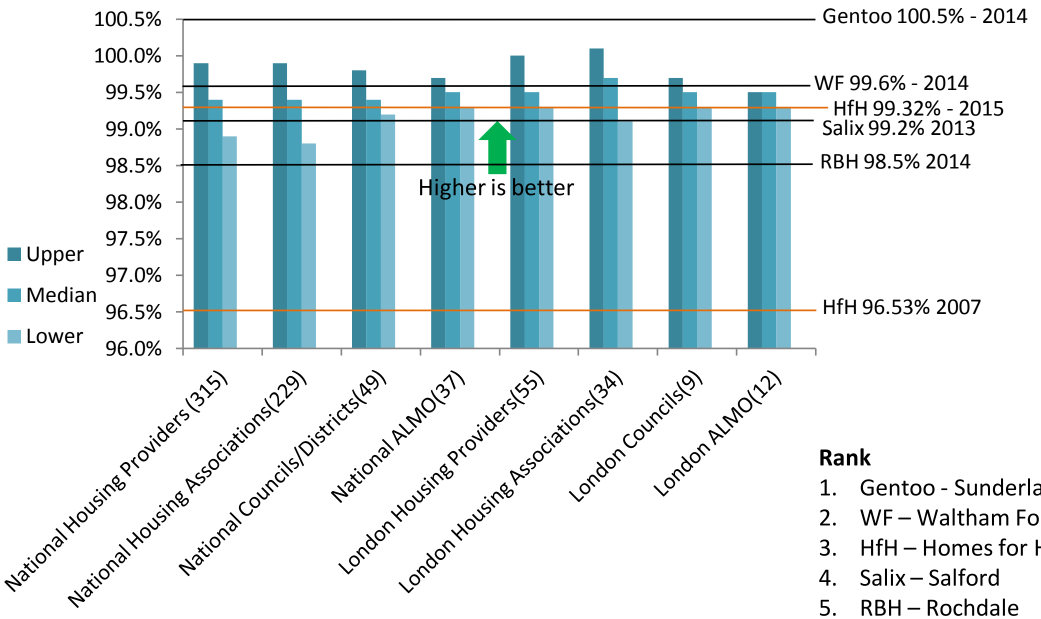
Comments

Overall Tenants Satisfaction - STAR survey in 2012, leadership factor survey in 2013 and will be provided by BMG Research for 2014/15 in March 2015. BMG is contracted to carry out quarterly surveys about the customer experience across all service aspects from 2015/16. Positive customer experience is one of our key priorities.

4

2. % of rent collected

Definition
This indicator is designed to measure the rent collected year-to-date as a percentage of the rent due year-to-date, for all current General Needs and Housing for Older People tenancies.



Rank
1. Gentoo - Sunderland
2. WF – Waltham Forest
3. HfH – Homes for Haringey
4. Salix – Salford
5. RBH – Rochdale

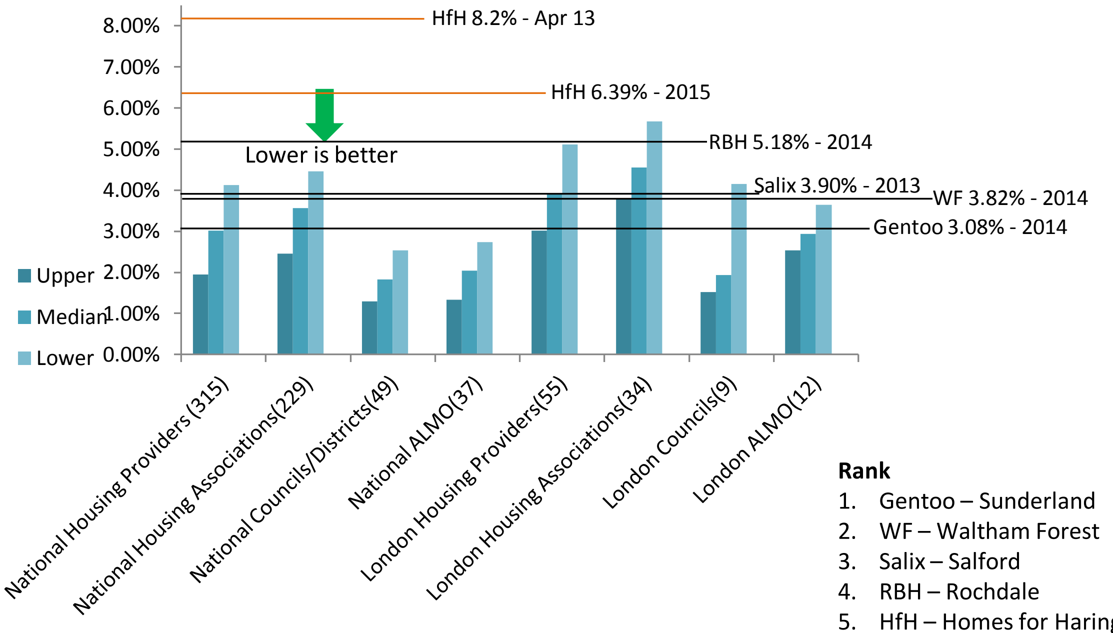
Earliest Figure	2012/13	2013/14	2014/15	Change
96.53% (2006/7)	97.15%	99.23%	99.32%	

Providers – 2013/14	Upper	Median	Lower
National Housing Providers (315)	99.9%	99.4%	98.9%
National Housing Associations(229)	99.9%	99.4%	98.8%
National Councils/Districts(49)	99.8%	99.4%	99.2%
National ALMO(37)	99.7%	99.5%	99.3%
London Housing Providers(55)	100%	99.5%	99.3%
London Housing Associations(34)	100.1%	99.7%	99.1%
London Councils(9)	99.7%	99.5%	99.3%
London ALMO(12)	99.5%	99.5%	99.3%

Comments

5

3. Current tenant arrears as % of annual rent debit



Rank
1. Gentoo – Sunderland
2. WF – Waltham Forest
3. Salix – Salford
4. RBH – Rochdale
5. HfH – Homes for Haringey

Earliest Figure	Apr 13	2013/14	2014/15	Change
N/A	8.2%	6.93%	6.39%	

Provider 2013/14	Upper	Median	Lower
National Housing Providers (315)	1.95%	3.01%	4.13%
National Housing Associations(229)	2.46%	3.56%	4.46%
National Councils/Districts(49)	1.29%	1.83%	2.54%
National ALMO(37)	1.33%	2.04%	2.73%
London Housing Providers(55)	3.02%	3.93%	5.11%
London Housing Associations(34)	3.79%	4.55%	5.67%
London Councils(9)	1.52%	1.93%	4.15%
London ALMO(12)	2.53%	2.93%	3.64%

Comments

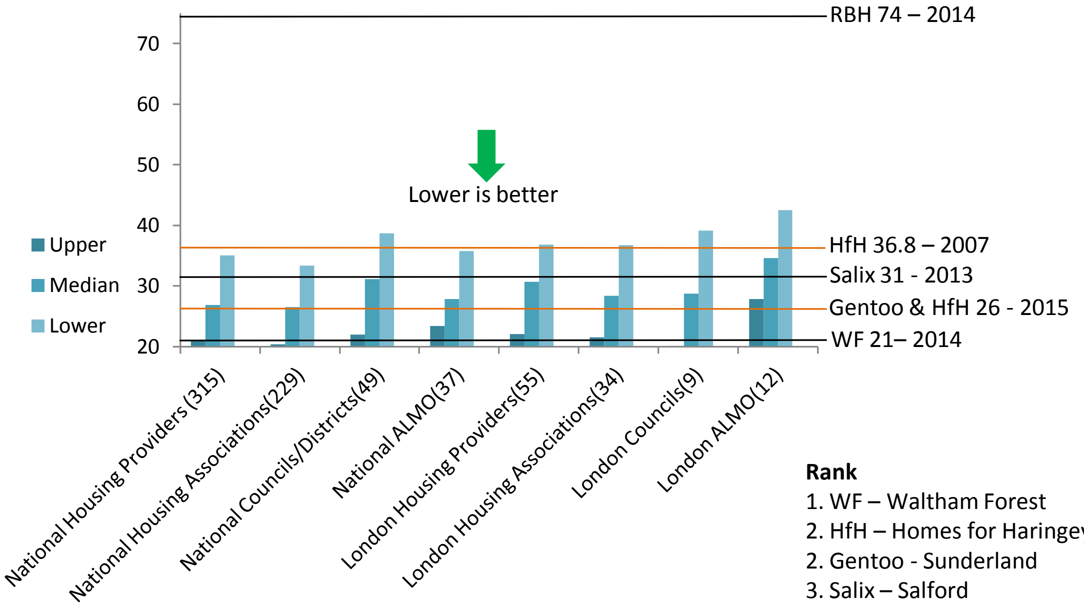
This PI was introduced in April 2013 to measure weekly the arrears as a percentage of the annual rent debit. The 2014/15 figure reflects week 50, which is the week in the four weekly Housing Benefit cycle where the arrears caused by the HB payment in arrears is lowest for March. When we started measuring this indicator in April 2013, it was at 8.2%.

6

4. Average relet times (calendar days) voids

Definition

This indicator measures the average time (in calendar days) to re-let vacant GN & HfOP properties during the period benchmarked. It is calculated by dividing the total number of days re-let properties were vacant in the period, by the number of voids in the period.



Rank
1. WF – Waltham Forest
2. HfH – Homes for Haringey
2. Gentoo - Sunderland
3. Salix – Salford
4. RBH – Rochdale

Earliest Figure	2012/13	2013/14	2014/15	Change
36.8 days (2006/7)	30.7	41 days	26.2 days	

Provider 2013/14	Upper	Median	Lower
National Housing Providers (315)	20.91	26.88	35.02
National Housing Associations(229)	20.35	26.52	33.35
National Councils/Districts(49)	21.94	31.13	38.72
National ALMO(37)	23.42	27.84	35.76
London Housing Providers(55)	22.05	30.65	36.79
London Housing Associations(34)	21.52	28.38	36.73
London Councils(9)	20.05	28.7	39.15
London ALMO(12)	27.84	34.61	42.5

Comments

This includes hostels relet times and we would be at 22.5 days excluding hostels.

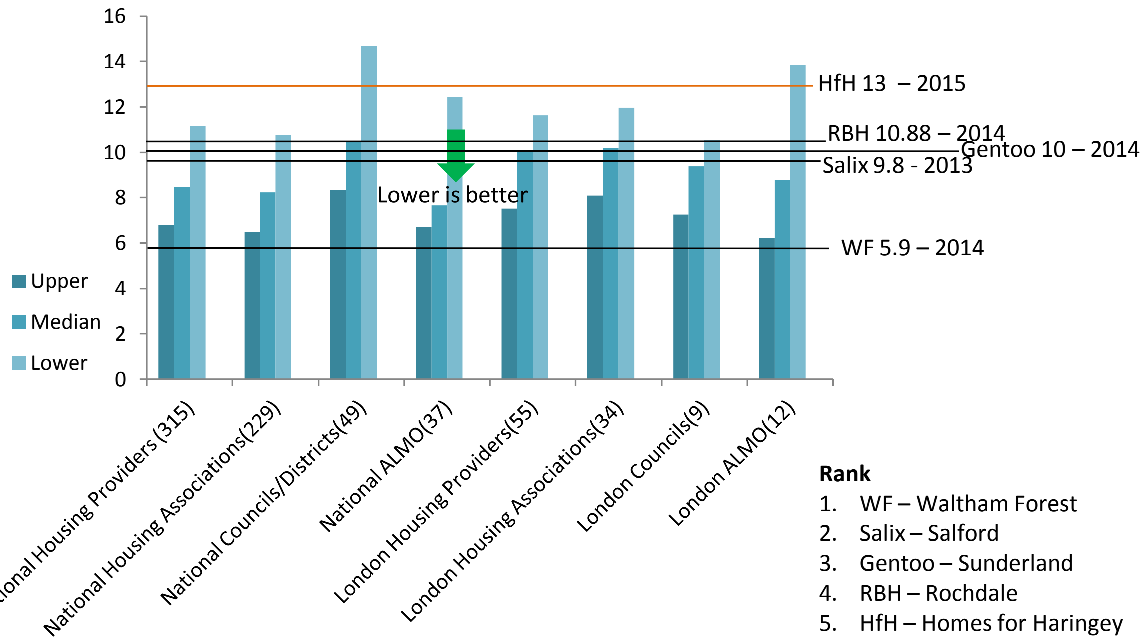
7

5. Average time to repair voids (days)

Definition

This is defined as the average number of (calendar) days between the responsive repair being requested and its satisfactory completion including the day of request and the day of completion.

Ultimately the date of satisfactory completion is decided by the landlord or its agent. All responsive repairs completed during the benchmarked period should be included.



Rank

1. WF – Waltham Forest
2. Salix – Salford
3. Gentoo – Sunderland
4. RBH – Rochdale
5. HfH – Homes for Haringey

Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	N/A	40 days	13 days	

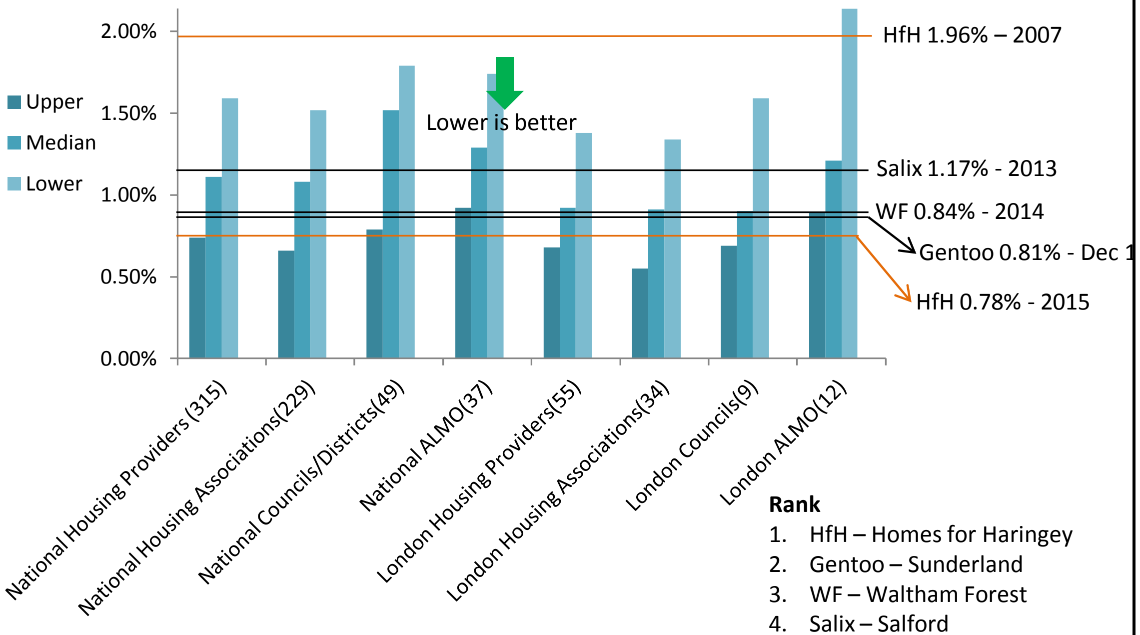
Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	6.8	8.47	11.16
National Housing Associations(229)	6.48	8.24	10.76
National Councils/Districts(49)	8.32	10.46	14.7
National ALMO(37)	6.7	7.66	12.44
London Housing Providers(55)	7.52	10	11.64
London Housing Associations(34)	8.09	10.2	11.97
London Councils(9)	7.25	9.39	10.53
London ALMO(12)	6.23	8.79	13.85

Comments
Information drawn from weekly Voids and Arrears

8

6. Rent loss from voids

Definition
This measure calculates the amount of rent and service charges lost through GN & HOP properties being vacant as a percentage of the total GN & HOP rent roll. The rent roll is the total amount of potential rent and service charges collectable for the period for all dwellings managed by the landlord, if all dwellings had been occupied.
The dwelling may have been vacant for any reason, and includes dwellings that are unavailable to let. However, for dwellings that are unavailable to let and are not expected to be let as social dwellings again, the rent and service charges should be zeroed out. For example, properties awaiting demolition.



Rank
1. HfH – Homes for Haringey
2. Gentoo – Sunderland
3. WF – Waltham Forest
4. Salix – Salford
5. RBH – Rochdale 3.57% - 2014

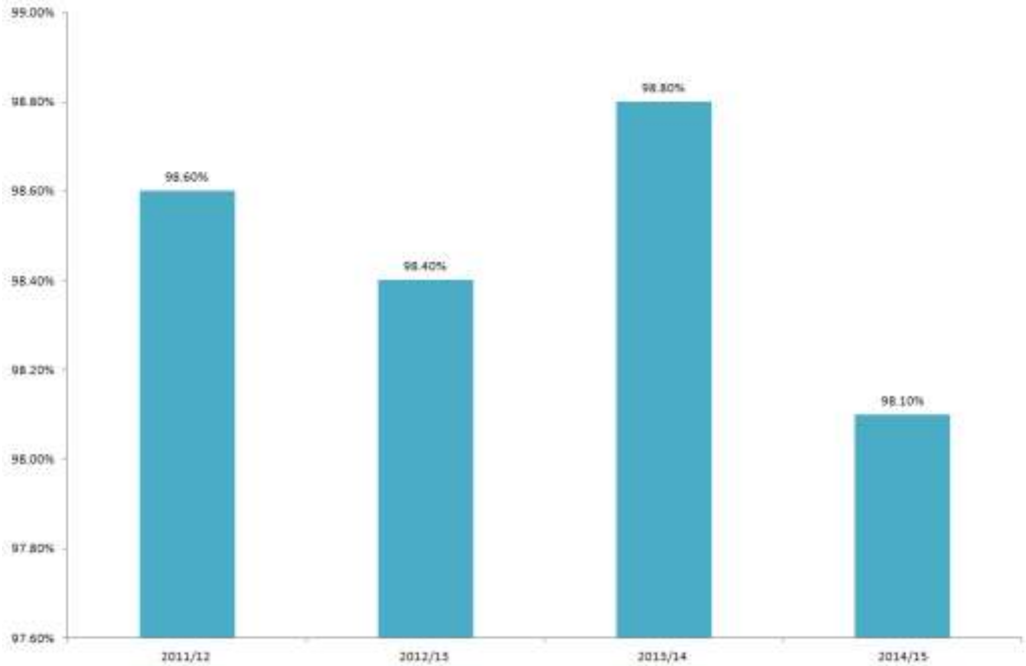
Earliest Figure	2012/13	2013/14	2014/15	Change
1.96% (2006/7)	1.35%	1.09%	0.78%	

Provider - 2013/14	Upper	Median	Lower
National Housing Providers (315)	0.74%	1.11%	1.59%
National Housing Associations(229)	0.66%	1.08%	1.52%
National Councils/Districts(49)	0.79%	1.52%	1.79%
National ALMO(37)	0.92%	1.29%	1.74%
London Housing Providers(55)	0.68%	0.92%	1.38%
London Housing Associations(34)	0.55%	0.91%	1.34%
London Councils(9)	0.69%	0.9%	1.59%
London ALMO(12)	0.89%	1.21%	2.14%

Comments

9

7. % of Emergency repairs completed within timescale

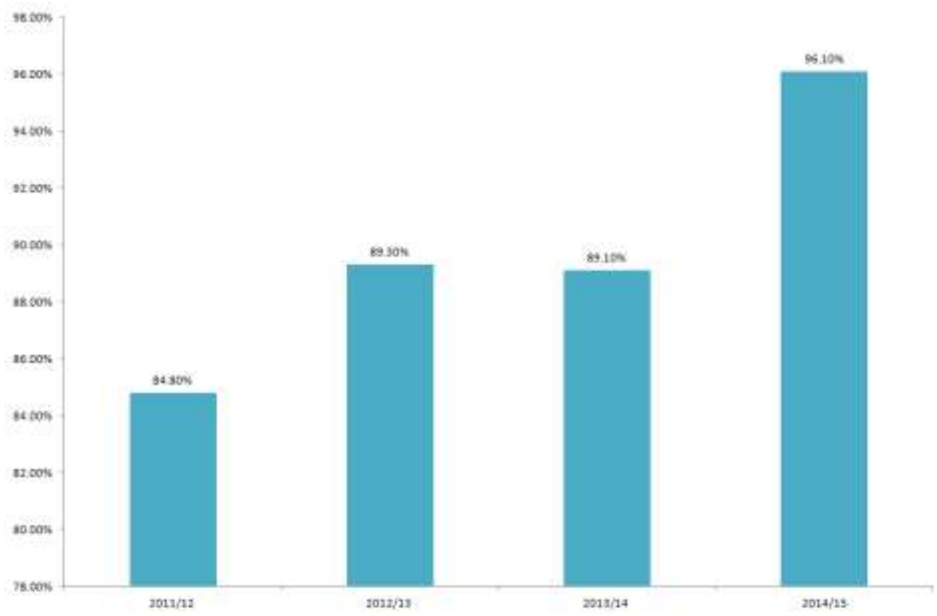


Higher is better

2011/12	2012/13	2013/14	2014/15	Change
98.6%	98.40%	98.80%	98.10%	

Comments
These are not benchmarked by HouseMark. In April 2014 we changed our approach to managing repairs and implemented a pilot to identify whether offering an appointment at the tenants convenience (rather than system priorities determining appointments) would improve access rates and the customer journey. Whilst the pilot was running we did not change the priorities and KPI reporting was based on the 11 job priorities and therefore were not measuring what we were actually doing which resulted in a determination in reported KPI's. In October 2014 we formalised this approach and moved to 3 job priorities. We now measure % of appointed repairs completed within 25 days and % of Programmed/Planned (PL) repairs completed within 5 working days of second appointment.

8. % of Urgent repairs completed within timescale

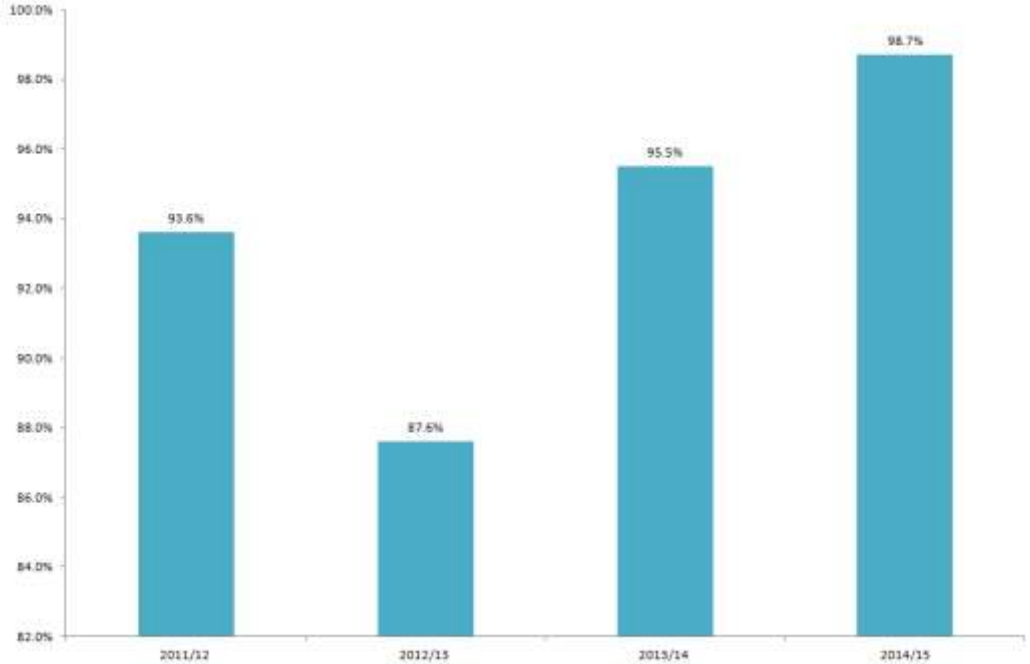


Higher is better

2011/12	2012/13	2013/14	2014/15	Change
84.80%	89.30%	89.10%	96.1% (Appointed	

Comments
These are not benchmarked by HouseMark. In April 2014 we changed our approach to managing repairs and implemented a pilot to identify whether offering an appointment at the tenants convenience (rather than system priorities determining appointments) would improve access rates and the customer journey. Whilst the pilot was running we did not change the priorities and KPI reporting was based on the 11 job priorities and therefore were not measuring what we were actually doing which resulted in a determination in reported KPI's. In October 2014 we formalised this approach and moved to 3 job priorities. We now measure % of appointed repairs completed within 25 days and % of Programmed/Planned (PL) repairs completed within 5 working days of second appointment.

9. % of Routine repairs completed within timescale



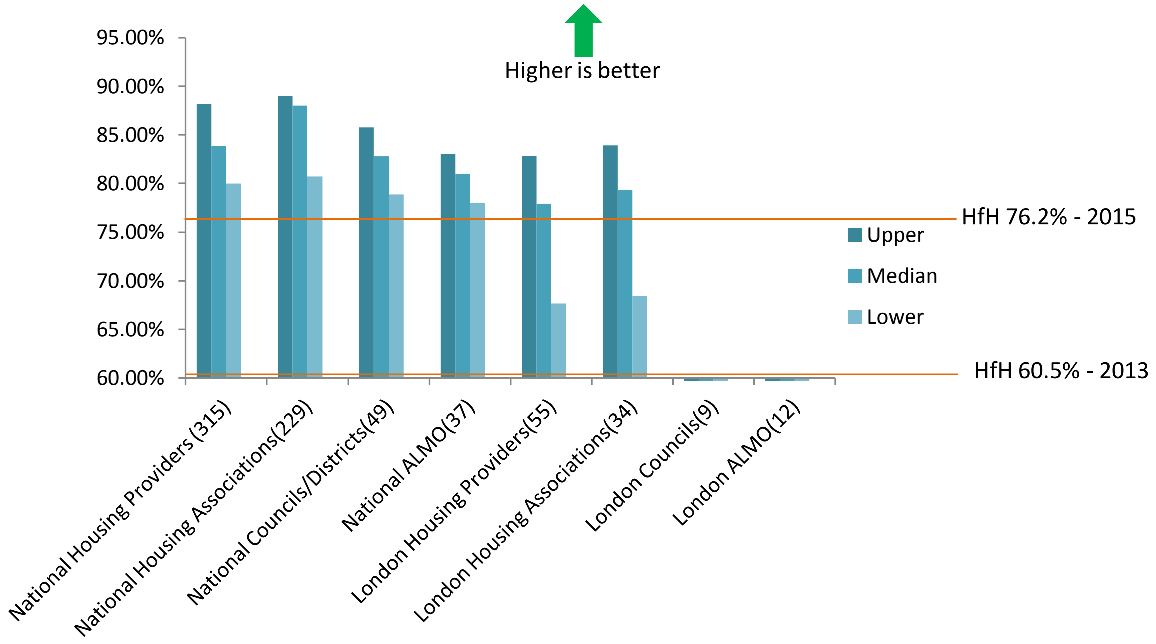
Higher is better

2011/12	2012/13	2013/14	2014/15	Change
93.6%	87.6%	95.5%	98.7% (PL)	

Comments

These are not benchmarked by HouseMark. In April 2014 we changed our approach to managing repairs and implemented a pilot to identify whether offering an appointment at the tenants convenience (rather than system priorities determining appointments) would improve access rates and the customer journey. Whilst the pilot was running we did not change the priorities and KPI reporting was based on the 11 job priorities and therefore were not measuring what we were actually doing which resulted in a deterioration in reported KPI's. In October 2014 we formalised this approach and moved to 3 job priorities. In October 2014 we formalised this approach and moved to 3 job priorities. We now measure % of appointed repairs completed within 25 days and % of Programmed/Planned (PL) repairs completed within 5 working days of second appointment.

10. % of tenants satisfied with quality of repair



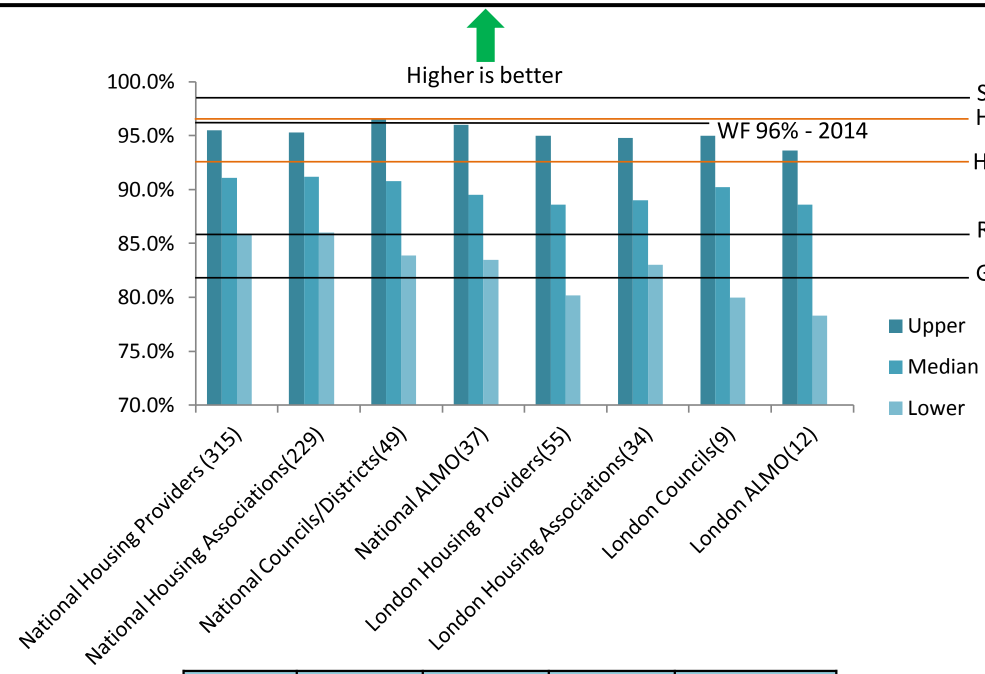
Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	60.5%	79.3%	76.2%	

Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	88.15%	83.85%	80%
National Housing Associations(229)	89%	88%	80.73%
National Councils/Districts(49)	85.75%	82.8%	78.88%
National ALMO(37)	83%	81%	78%
London Housing Providers(55)	82.87%	77.9%	67.65%
London Housing Associations(34)	83.93%	79.32%	68.45%
London Councils(9)	NoData	NoData	NoData
London ALMO(12)	NoData	NoData	NoData

Comments
Percentage of respondents very or fairly satisfied with the way their social housing provider deals with repairs and maintenance (GN & HfOP). Provided from last STAR Survey in 2012 and the more recent figures come from the Bostock Marketing Group (BMG) an independent company which carries out a repairs survey on a monthly basis with residents who requested a repairs service the previous month. The results from our new supplier have been consistently 2% lower than the previous supplier and they are unable to replicate the previous suppliers benchmarking parameters as these are trademarked.

13

11. % jobs completed right first time



Rank

1. Salix – Salford
2. HfH – Homes for Haringey
3. WF – Waltham Forest
4. RBH – Rochdale
5. Gentoo – Sunderland

2008/9	2012/13	2013/14	2014/15	Change
92.5%	99.6%	90.2%	96.6%	↑↓

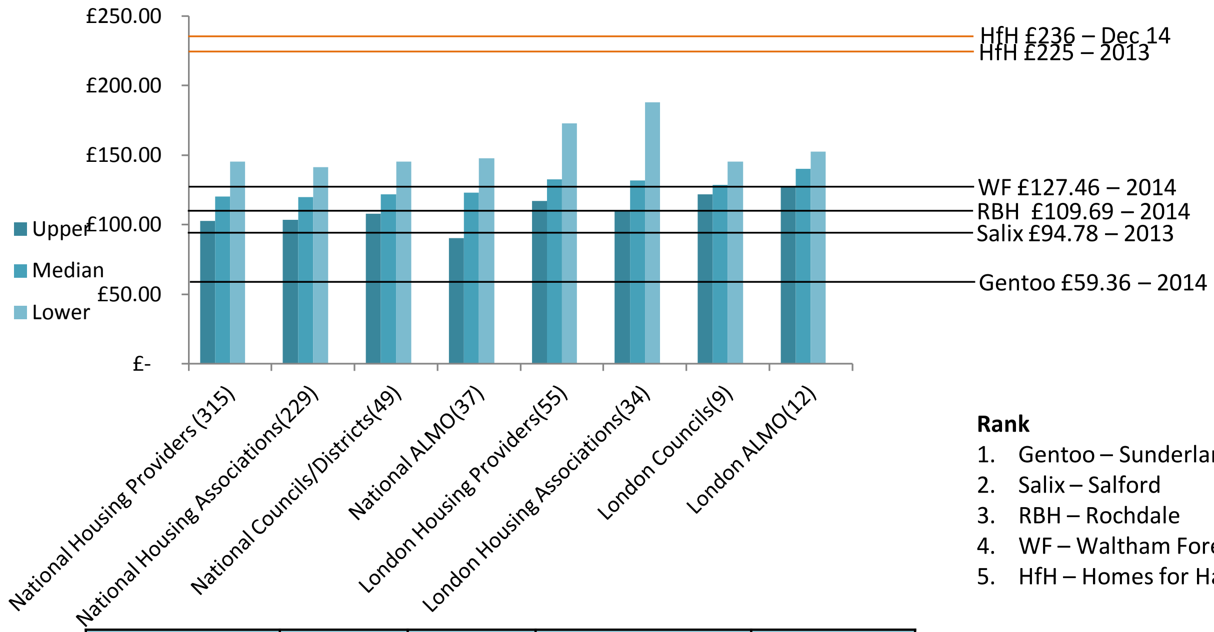
Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	95.5%	91.1%	85.8%
National Housing Associations(229)	95.3%	91.2%	86%
National Councils/Districts(49)	96.5%	90.8%	83.9%
National ALMO(37)	96%	89.5%	83.5%
London Housing Providers(55)	95%	88.6%	80.2%
London Housing Associations(34)	94.8%	89%	83%
London Councils(9)	95%	90.2%	80%
London ALMO(12)	93.6%	88.6%	78.3%

Comments

Appendix v - Performance Measurement and Comparison

12. Average cost of a repair

Lower is better



Rank

1. Gentoo – Sunderland
2. Salix – Salford
3. RBH – Rochdale
4. WF – Waltham Forest
5. HfH – Homes for Haringey

Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	£225	£206	£236 (estimated)	

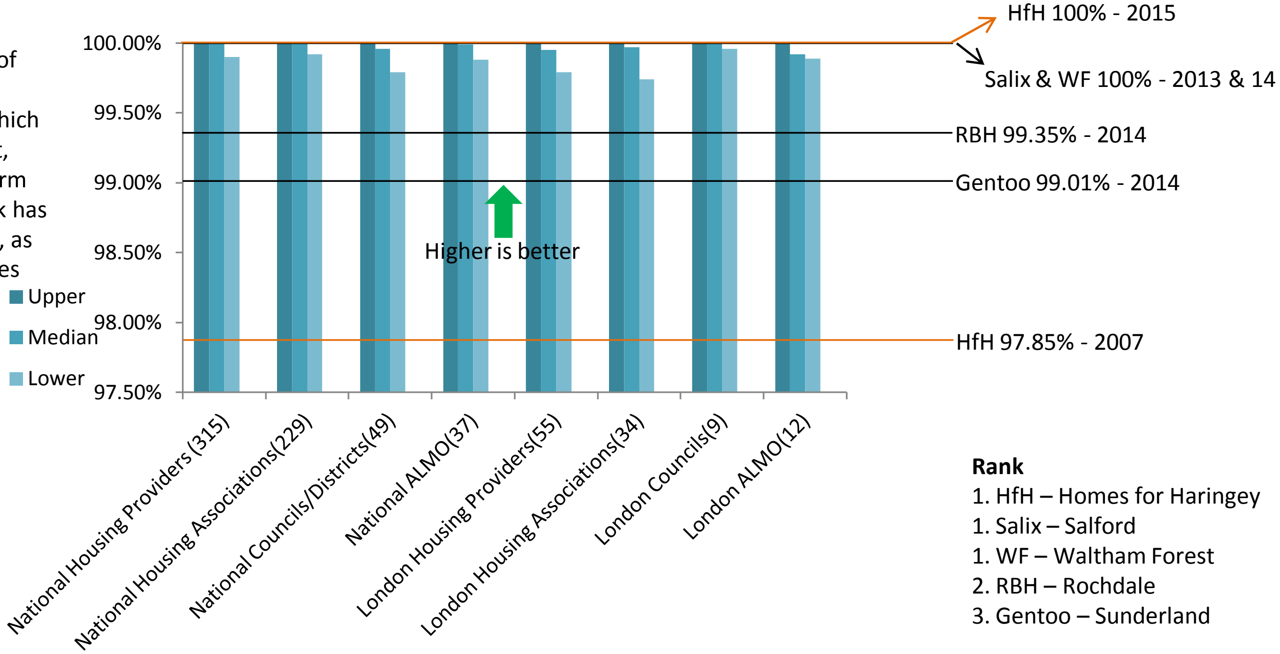
Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	£ 102.72	£ 120.35	£ 145.44
National Housing Associations(229)	£103.30	£119.64	£141.13
National Councils/Districts(49)	£107.82	£121.98	£145.44
National ALMO(37)	£90.18	£122.98	£147.50
London Housing Providers(55)	£ 117.06	£ 132.37	£ 172.94
London Housing Associations(34)	£110.10	£131.70	£187.84
London Councils(9)	£121.98	£128.58	£145.44
London ALMO(12)	£127.18	£140.01	£152.34

Comments

The HouseMark definition of average cost of repair has 2 components: (I) 'Service provision', often called the 'contractor side', is the actual carrying out of the repairs and maintenance work and (ii) Management, often called the 'client side', is the function of planning requirements, letting contracts or raising orders and monitoring the performance of the 'contract side'. HouseMark Core benchmarking figure is a mean average of the entire repairs cost divided by number of repairs. The respective service provision costs for 2012/13, 2013/14 and YTD are £175, £125 and £143. The full cost of £236, for YTD, is an estimate based on the ratio of the full cost at March 2014. Not available until Housemark submission is completed and verified.

13. % of properties with valid gas certificate

Definition
This measures the number of properties with a landlord owned gas appliance, for which the landlord holds a current, valid gas certificate to confirm that the annual safety check has been completed, when due, as a percentage of all properties with a landlord owned gas appliance.



Rank
1. HfH – Homes for Haringey
1. Salix – Salford
1. WF – Waltham Forest
2. RBH – Rochdale
3. Gentoo – Sunderland

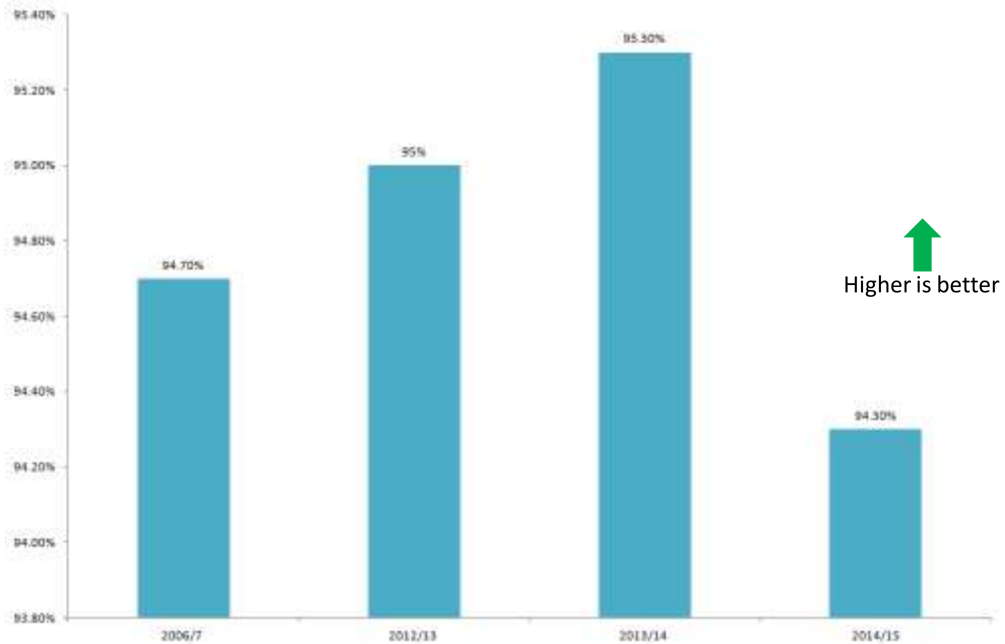
2006/7	2012/13	2013/14	2014/15	Change
97.85%	99.88%	99.99%	100%	

Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	100%	100%	99.9%
National Housing Associations(229)	100%	100%	99.92%
National Councils/Districts(49)	100%	99.96%	99.79%
National ALMO(37)	100%	99.99%	99.88%
London Housing Providers(55)	100%	99.95%	99.79%
London Housing Associations(34)	100%	99.97%	99.74%
London Councils(9)	100%	100%	99.96%
London ALMO(12)	100%	99.92%	99.89%

Comments

16

14. % of estates graded at A or B by Quality Assurance Officers Overall Grade



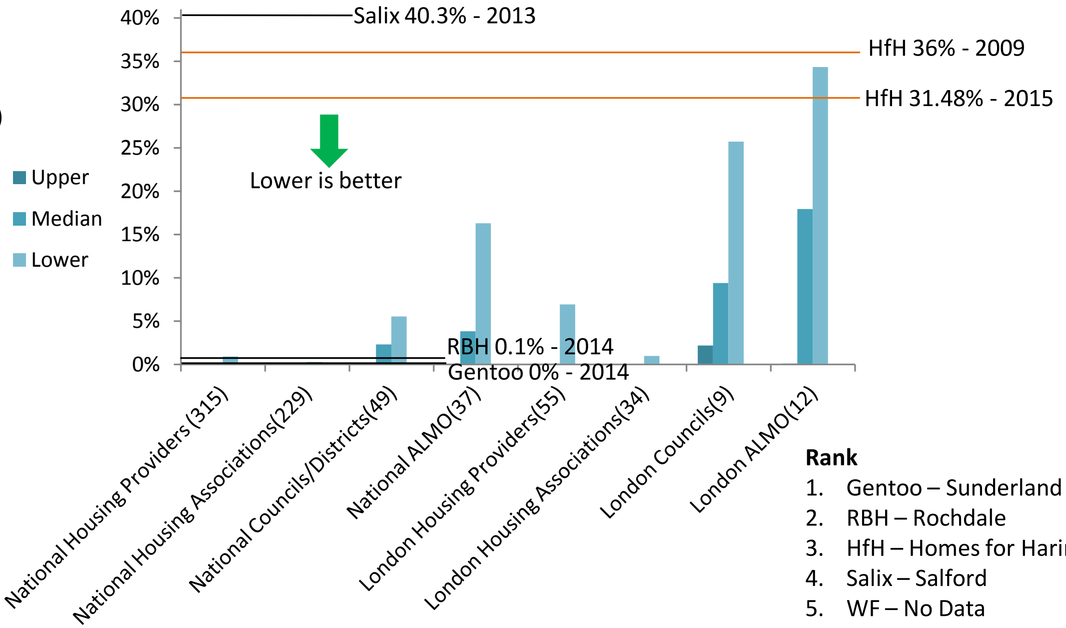
2006/7	2012/13	2013/14	2014/15	Change
94.7%	95%	95.30%	94.30%	

Comments
Please note that this indicator is the overall rating based on individual ratings for cleanliness and tidiness, landscaping, litter and bulk waste management for each estate. It is important to note that we are dependent on Council Contractors for the grounds maintenance and for the waste management and the latter was particularly difficult over the past year. The grading is done by four Quality Assurance Officers who are independent from the estates services team. Individual scoring is as follows: Internal areas - 98.5%, External areas 90.7% and Grounds Maintenance 95.2%

15. Decent Homes Programme % of non-decent council homes

Definition
This indicator measures the number of properties
failing to meet the Decent Homes Standard, as recorded in the RSR (housing associations) and the BPSA (local authorities/ALMOs), and the proportion this represents of the total housing stock. It is a snapshot at the end of the year.

Social landlords are not expected to make a home decent if this is against a tenant's wishes as work can be undertaken when the dwelling is next void (empty). For reporting purposes, these
properties are not counted as non - decent until they are void.



Rank
1. Gentoo – Sunderland
2. RBH – Rochdale
3. HfH – Homes for Haringey
4. Salix – Salford
5. WF – No Data

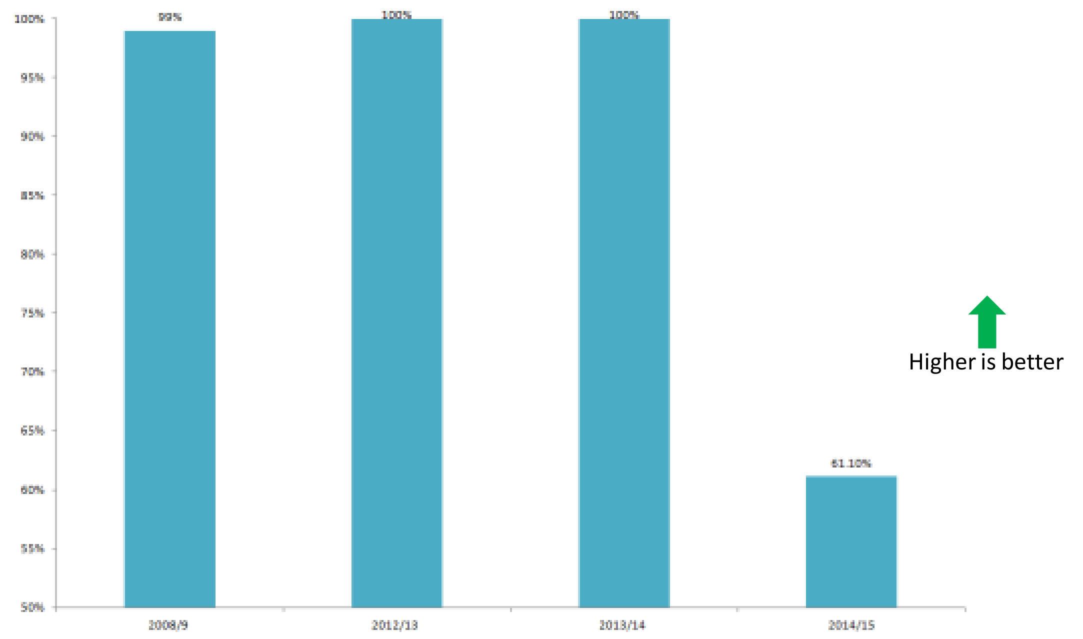
2008/9	2012/13	2013/14	2014/15	Change
36%	28.07%	30.98%	31.48%	

Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	0%	0%	0.9%
National Housing Associations(229)	0%	0%	0.3%
National Councils/Districts(49)	0%	2.3%	5.5%
National ALMO(37)	0%	3.8%	16.3%
London Housing Providers(55)	0%	0.1%	6.9%
London Housing Associations(34)	0%	0%	1%
London Councils(9)	2.20%	9.4%	25.7%
London ALMO(12)	0.1%	17.9%	34.3%

Comments

18

16. Decent Homes Programme % of units completed against number programmed

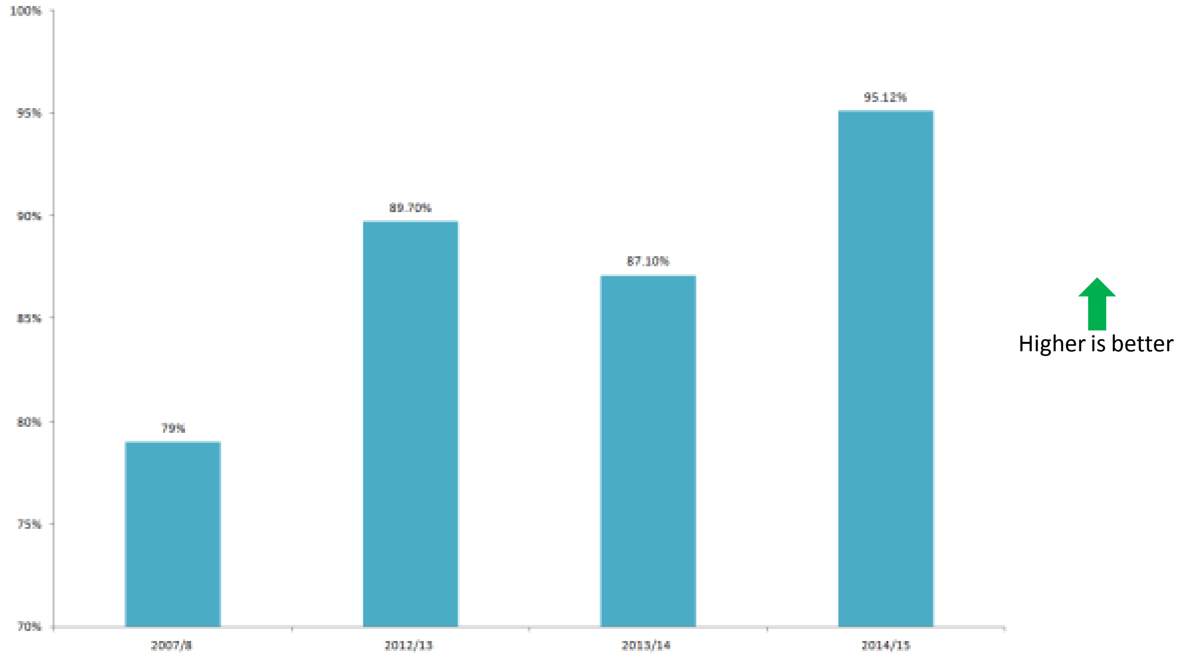


2008/9	2012/13	2013/14	2014/15	Change
99%	100%	100%	61.10%	

Comments

19

17. Decent Homes Programme % of residents satisfied with outcome of works

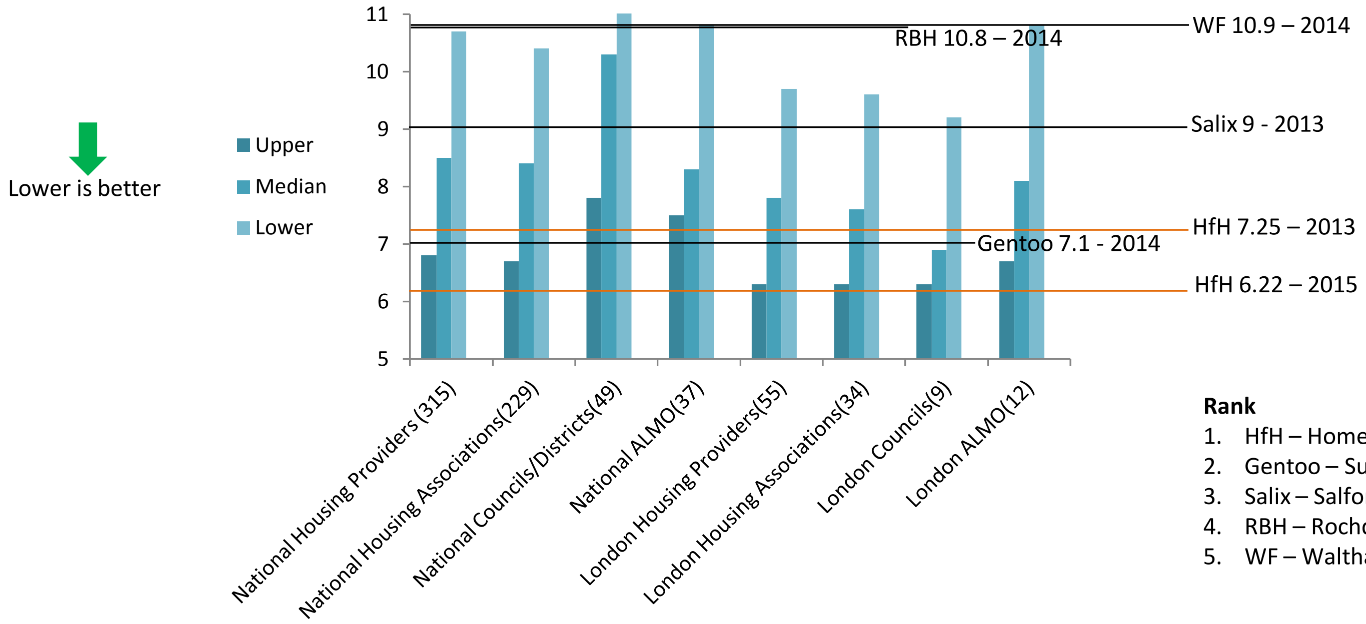


2007/8	2012/13	2013/14	2014/15	Change
79%	89.70%	87.10%	95.12%	

Comments

20

18. Average number of working days lost due to sickness absence



Rank

1. HfH – Homes for Haringey
2. Gentoo – Sunderland
3. Salix – Salford
4. RBH – Rochdale
5. WF – Waltham Forest

Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	7.25	8.74	6.22	

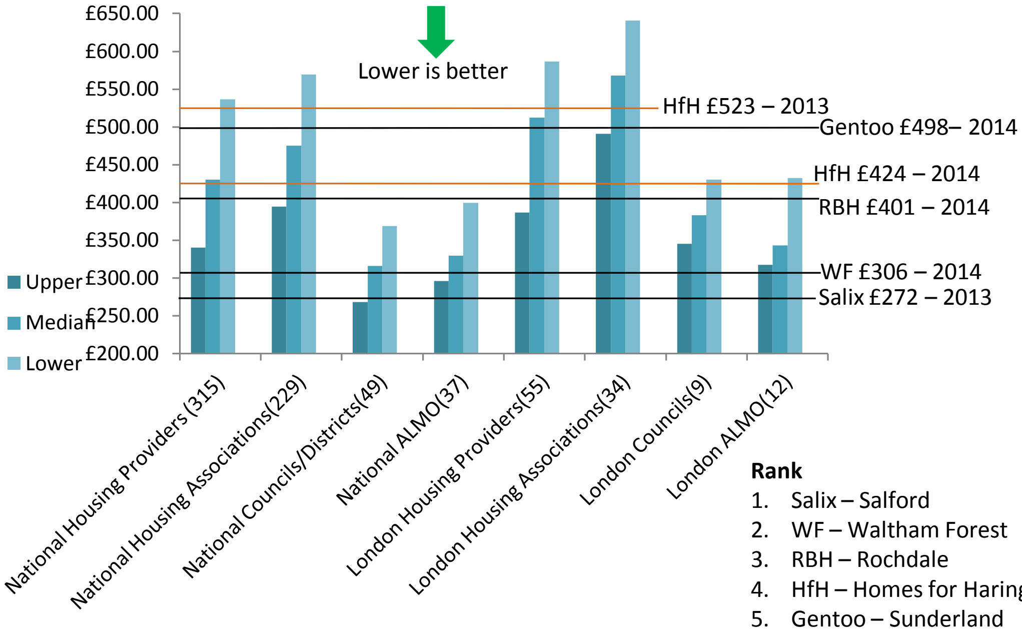
Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	6.8	8.5	10.7
National Housing Associations(229)	6.7	8.4	10.4
National Councils/Districts(49)	7.8	10.3	12.4
National ALMO(37)	7.5	8.3	10.8
London Housing Providers(55)	6.3	7.8	9.7
London Housing Associations(34)	6.3	7.6	9.6
London Councils(9)	6.3	6.9	9.2
London ALMO(12)	6.7	8.1	10.8

Comments

19. Management cost per properties

Definition
This is the total cost of providing the housing management service, calculated per GN, HfOP and shared ownership property that receives a housing management service. It includes direct employee costs and direct non - pay costs and overhead costs.

Housing management contains the following functions: rent arrears and collection, resident involvement, anti - social behaviour, tenancy management and lettings.



Rank

1. Salix – Salford
2. WF – Waltham Forest
3. RBH – Rochdale
4. HfH – Homes for Haringey
5. Gentoo – Sunderland

Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	£523.70	£424.25	No Data	

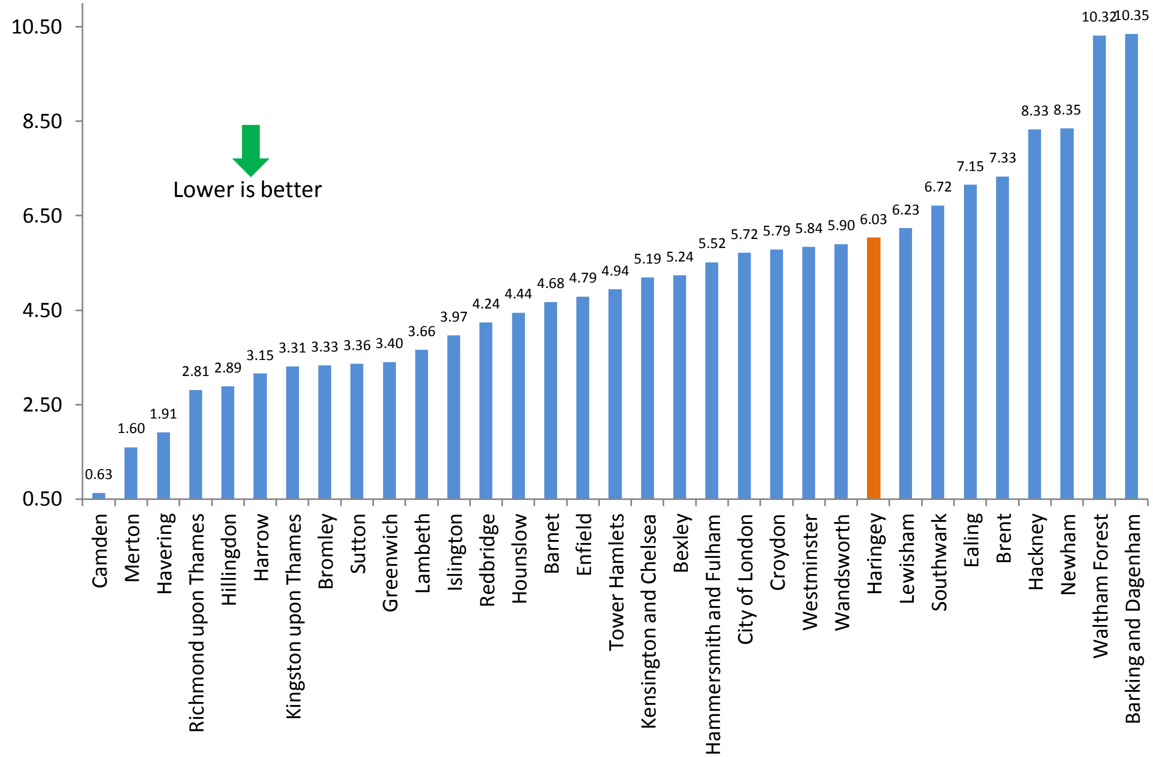
Provider – 2013/14	Upper	Median	Lower
National Housing Providers (315)	£340.06	£430.16	£536.62
National Housing Associations(229)	£394.54	£474.75	£569.17
National Councils/Districts(49)	267.76	315.68	368.53
National ALMO(37)	£295.53	£329.44	£399.17
London Housing Providers(55)	£386.36	£512.18	£586.63
London Housing Associations(34)	£491.05	£567.65	£640.49
London Councils(9)	344.87	382.87	429.84
London ALMO(12)	317.24	342.95	432.2

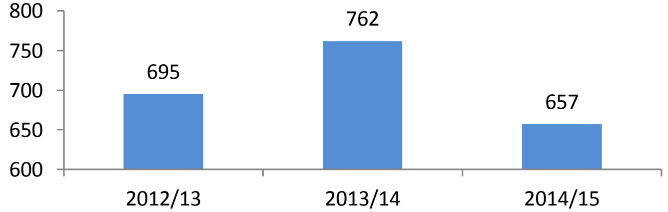
Comments
Not available until Housemark submission complete and verified.

22

20. Numbers of homelessness acceptances per 1,000 households 2014/15

Authority	Total	Number per 1,000 households
Camden	64	0.63
Merton	132	1.60
Havering	191	1.91
Richmond upon Thames	232	2.81
Hillingdon	307	2.89
Harrow	280	3.15
Kingston upon Thames	222	3.31
Bromley	451	3.33
Sutton	277	3.36
Greenwich	364	3.40
Lambeth	504	3.66
Islington	398	3.97
Redbridge	447	4.24
Hounslow	452	4.44
Barnet	677	4.68
Enfield	606	4.79
Tower Hamlets	551	4.94
Kensington and Chelsea	402	5.19
Bexley	498	5.24
Hammersmith and Fulham	444	5.52
City of London	27	5.72
Croydon	880	5.79
Westminster	643	5.84
Wandsworth	787	5.90
Haringey	657	6.03
Lewisham	769	6.23
Southwark	857	6.72
Ealing	926	7.15
Brent	847	7.33
Hackney	902	8.33
Newham	921	8.35
Waltham Forest	1,051	10.32
Barking and Dagenham	764	10.35

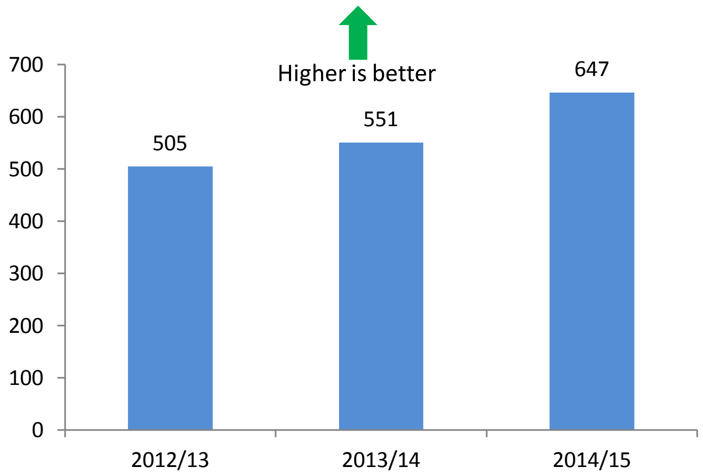




Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	695	762	657	

Comments
23

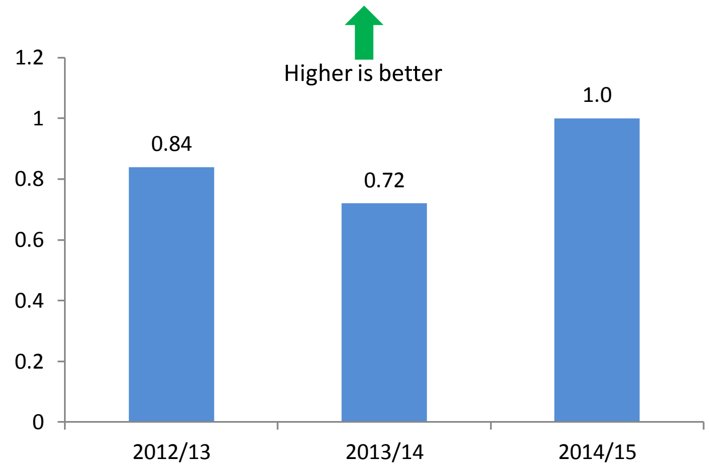
21. Number of homelessness preventions



Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	505	551	647	

22. Prevent homelessness

(ratio of homelessness preventions to acceptances)

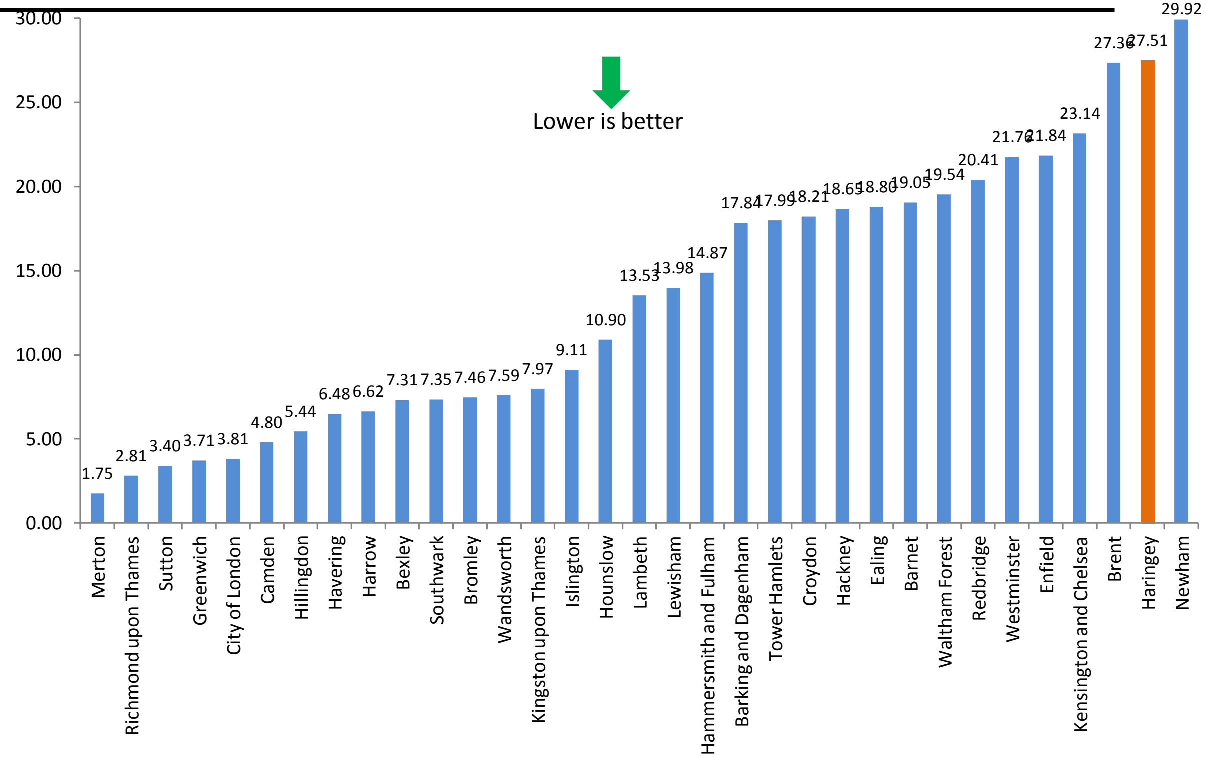


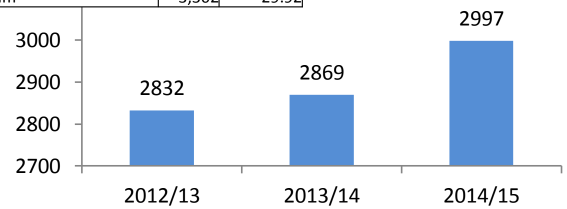
Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	0.84	0.72	1.0	

Comments
There is no standard uniformed process for recording preventions across Local authorities which makes benchmarking unachievable. The T.A. Reduction Manager will be providing additional comments on 29/06/15.

23. Number of households in temporary accommodation per 1,000 households 2014/15

Authority	Total	per 1,000 households
Merton	145	1.75
Richmond upon Thames	232	2.81
Sutton	280	3.40
Greenwich	397	3.71
City of London	18	3.81
Camden	490	4.80
Hillingdon	579	5.44
Havering	649	6.48
Harrow	588	6.62
Bexley	695	7.31
Southwark	937	7.35
Bromley	1,010	7.46
Wandsworth	1,013	7.59
Kingston upon Thames	535	7.97
Islington	914	9.11
Hounslow	1,108	10.90
Lambeth	1,865	13.53
Lewisham	1,724	13.98
Hammersmith and Fulham	1,197	14.87
Barking and Dagenham	1,317	17.84
Tower Hamlets	2,007	17.99
Croydon	2,770	18.21
Hackney	2,021	18.65
Ealing	2,433	18.80
Barnet	2,758	19.05
Waltham Forest	1,990	19.54
Redbridge	2,152	20.41
Westminster	2,397	21.76
Enfield	2,764	21.84
Kensington and Chelsea	1,793	23.14
Brent	3,161	27.36
Haringey	2,997	27.51
Newham	3,302	29.92





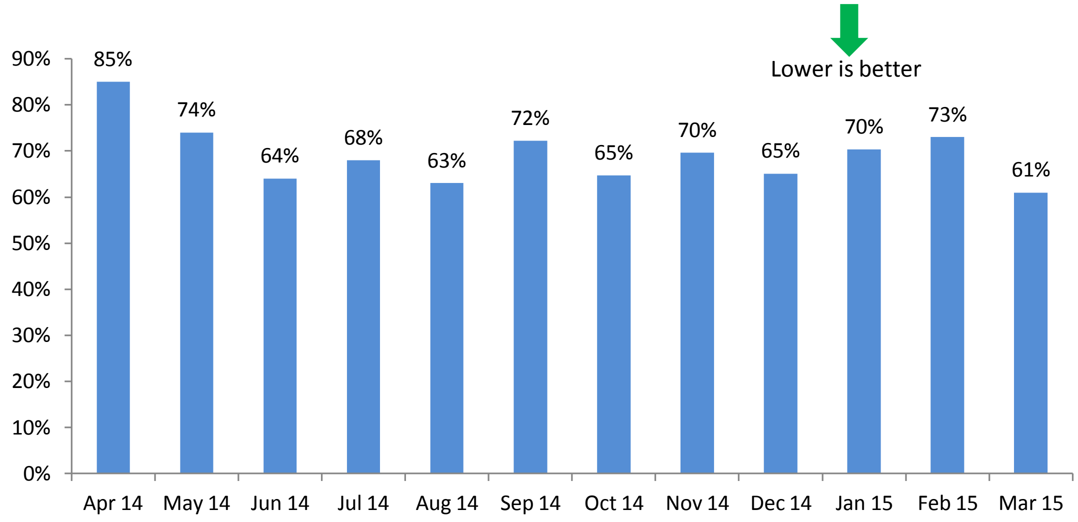
Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	2832	2869	2997	

Comments

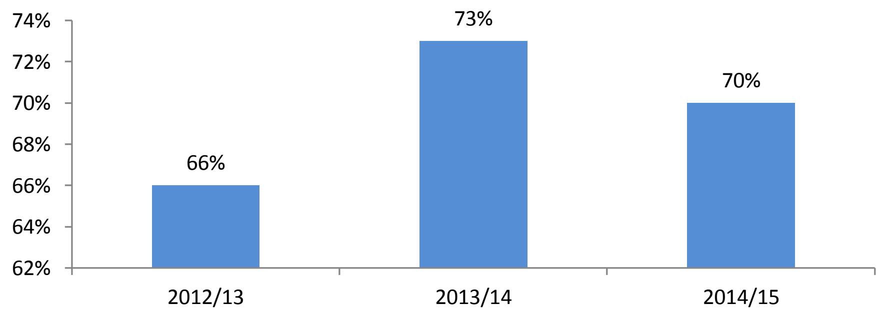
25

24. % of social housing lets to applicants in temporary accommodation

Month	Count	%
Apr 14	2894	85%
May 14	2901	74%
Jun 14	2890	64%
Jul 14	2916	68%
Aug 14	2937	63%
Sep 14	2948	72%
Oct 14	2986	65%
Nov 14	2987	70%
Dec 14	2983	65%
Jan 15	2978	70%
Feb 15	2976	73%
Mar 15	2997	61%



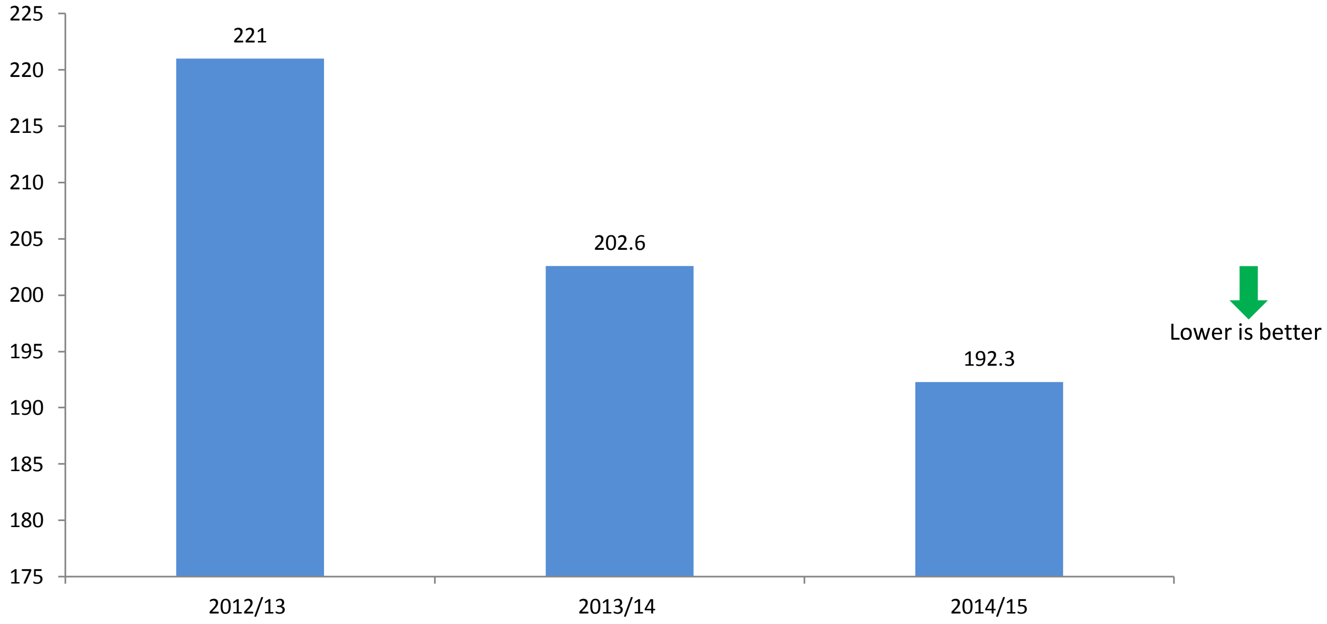
Comments



Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	66%	73%	70%	

26

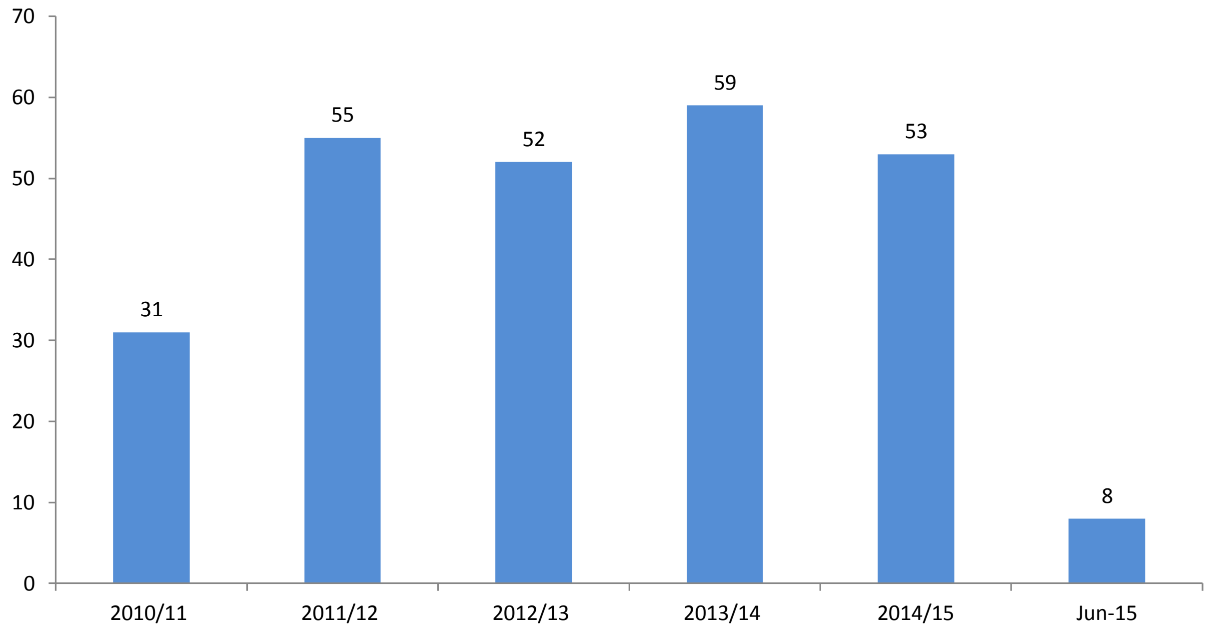
25. Average weeks in temporary accommodation



Earliest Figure	2012/13	2013/14	2014/15	Change
N/A	221	202.6	192.3	

Comments
As at 31/03/15 (2 x cases have no date of first resource) As at 31/03/14 (2 x cases have no date of first resource) As at 31/03/13 (7 x cases have no date of first resource)

26. Number of empty private sector properties brought back into use



2010/11	2011/12	2012/13	2013/14	2014/15	June 15	Change
31	55	52	59	53	8	

Comments
Figures are not from Council Tax figures as many other authorities record (as that figure is wildly incorrect as to the true picture of the number of empties), it is the number of properties which have been referred as being empty and which have come back into use following some involvement from communicating with the owner to bring the property back into use. Therefore it may be impossible to compare the figures with other authorities.

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Appendix v - Performance Measurement and Comparison