Housing Performance Indicators 2010/11

Description	Year end 2007/08	Year end 2008/09	Year end 2009/10	2010/11 Target	Year end 2010/11	Direction of Travel	Upper Qtle 2008/9	2011/12 Target
Housing Options								
Number of new affordable homes built in the borough	116	243	160	150	220	↑	225*	77
Number of households living in Temporary Accommodation	36	26	20	20	28	↓	13*	20
Number of homelessness prevention cases	N/A	237	233	150	205	↓	278	205
Length of stay in bed and breakfast	6.19wks	3.97 wks	1.4 wks	0 wks	4.5 wks	↓	0.96 wks	0 wks
The number of days it took to investigate and decide if someone is homeless	29	32	21	25	26	↓	N/A	Deleted
Income Protection								
Rent arrears of current tenants as a percentage of all tenants	2.16%	1.83%	1.39%	1.81%	1.29%	↑	N/A	1.2%
Rent collected in the financial year as a proportion of the rent debit	97.91%	98.03%	98.61%	98.5%	98.87%	↑	99.67%	99%
Number of tenants with more than 7 weeks rent arrears as a percentage of total tenants	5.77%	4.30%	3.47%	3.9%	2.37%	↑	3.46%	2.2%
Percentage of tenants evicted as a result of rent arrears	0.47%	0.61%	0.34%	0.5%	0.67%	↓	0.19%	0.4%

* This is where the latest upper quartile data available is National Indicator 2007/08 data

Description	Year end 2007/08	Year end 2008/09	Year end 2009/10	2010/11 Target	Year end 2010/11	Direction of Travel	Upper Qtle 2007/08	2011/12 Target
Property Management								
Gas servicing of local authority properties	100%	100%	100%	100%	100%	←→	N/A	100%
Average time to re-let local authority housing	44 days	41 days	35 days	25 days	31 days	↑	25 days	25 days
Repairs								
The percentage of priority 1 repairs completed within 24 hours	N/A	N/A	96.88%	98%	96.28%	↓	N/A	98%
The percentage of priority 2 repairs completed within 7 days	N/A	N/A	99.15%	100%	86.73%	↓	98.88%	99%
The percentage of Priority 3 repairs completed within 90 days	N/A	N/A	99.87%	100%	96.62%	↓	N/A	100%
The percentage of priority 4 repairs completed within 365 days	N/A	N/A	N/A	100%	91.52%	N/A	N/A	100%

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