

Housing Management Tasks	Target	Q1	Q2	Q3	January	February	March	Q4	Year to date
RENT ACCOUNT									
RENT COLLECTED	95.00%	96.81%	95.57%	89.53%	89.16%	97.34%	118.96%	118.96%	118.96%
ACTUAL ARREARS	3.00%	2.81%	2.22%	2.66%	3.24%	3.31%	2.29%	2.95%	2.95%
TRUE ARREARS		£ 34,473.28	£ 31,085.76	£ 47,660.86	£ 50,046.25	£ 51,099.05	£ 35,415.07	£ 35,415.07	£ 35,415.07
NUMBER OF TENANTS ON UC		61	61	61	61	61	61	61	61
NUMBER OF TENANTS ON UC WHERE CHA GETS DIRECT PAYMENT		17	20	38	38	40	35	35	35
UC DIRECT PAYMENT ARREARS %		4.61%	4.70%	0.13%	0.22%	0.19%	0.11%	0.11%	0.11%
HOUSING BENEFIT ARREARS %	1.00%	0.55%	0.03%	0.05%	0.14%	0.17%	0.18%	0.18%	0.18%
NUMBER OF TENANTS IN TRUE ARREARS		71	71	125	98	103	110	110	110
CURRENT TENANT ARREARS %	2.00%	2.23%	2.08%	2.54%	2.78%	2.72%	2.29%	2.29%	2.29%
% TENANTS IN ARREARS(NON TECH)		19.20%	19.24	33.88	26.56	27.91	29.81	29.81	29.81%
FORMER TENANT ARREARS PERCENTAGES	0.50%	0.32%	0.02%	0.04%	0.04%	0.04%	0.04%	0.04%	0.04%
FORMER TENANT ARREARS BALANCES		£ 5,077.10	£296.49	£656.04	£656.04	£658.98	£618.98	£618.98	£618.98
ft WRITE OFFS		£ 286.19	£ 4,831.00	£ -	£ -	£ -	£ -	£ 5,117.19	£ 5,117.19
no of LIVE NOPS		0	0	0	0	0	0	0	0
ALLOCATIONS									
AVERAGE DAYS TO LET	5 DAYS	7.3 DAYS	3.37	11	0	11	0	5.5 days	6.79
NUMBER OF TENANCY OFFERS MADE		4	9	1	0	2	0	2	16
NUMBER OF TENANCY OFFERS REFUSED		1	1	0	0	0	0	0	2
% OF TENANCY OFFERS REFUSED		25%	11%	0%	0%	0%	0%	0%	13%
VOID LOSS- amount		£ 438.42	288.56	101.88	0	94.15	0	94.15	£ 923.01
VOID LOSS- %	1.00%	0.03%	0.2	0.01%	0	0.01%	0	0.01	0.06%
NUMBER OF LETS		3	8	1	0	2	0	2	14
NUMBER OF MUTUAL EXCHANGES		2	0	0	0	1	0	1	2
SOURCE OF LET- SECTION 5 NUMBER		1	2	1	0	0	0	0	4
SOURCE OF LET- SECTION 5	40%	33.30%	25%	100%	0%	0%	0%	0%	28.57%
SOURCE OF LET- INTERNAL TRANSFER NUMBER		1	3	0	0	0	0	0	4
SOURCE OF LET- INTERNAL TRANSFER	20%	33.30%	37.50%	0.00%	0.00%	0.00%	0.00%	0.00%	28.57%
SOURCE OF LET- WAITING LIST NUMBER		1	3	0	0	2	0	2	6
SOURCE OF LET- WAITING LIST	40%	33.30%	37.50%	0.00%	0.00%	100.00%	0.00%		42.86%
WAITING LIST									
RE-REGISTRATION - % DUE THIS MONTH FORMS SENT	100%	100%	100%	100%	100%	100%	100%	100%	100%
NUMBER OF DAYS TO PROCESS APPLICATION FORMS	10 DAYS	5	4.6	3.1	6.3	4.8	5.9	5.6	4.58
ESTATE MANAGEMENT- WALK ABOUTS	WEEKLY	0	2	weekly	weekly	weekly	weekly	weekly	
HOME VISITS COMPLETED	74/ YEAR	0	0	0	0	0	0	0	0
REPAIRS SATISFACTION									
NUMBER OF REPAIRS SATISFACTION LETTERS ISSUED		0	277	308				379	964
NUMBER OF REPAIRS SATISFACTION LETTERS RETURNED		0	15	7				7	29

[illegible]