

How are we performing?

1. Repairs Completions (On Time)

Measured completion time for repairs is started when a repair need is first logged. For example, this may be when a customer telephones our call centre. Repairs are categorised into Emergency (L1), Priority (L2) and Routine (L3) and the council has set targets to complete work within the time-scales noted in Table 1.

Year	2002-2003	2003-2004	2004/2005	2005/2006	2006/2007	2007/2008*
Emergency (L1) (24 Hours)	90.3%	94.2%	94%	91%	89%	89%
Priority (L2) (3 Days)	90.2%	85.0%	93%	90%	87%	89%
Routine (L3) (15 Days)	93.8%	93.6%	96%	92%	89%	91%

Table 1. Percentage Repairs Completed within Target Time-scale.

2. Rent Loss Due To Vacant Houses

When a property is empty, the council does not collect rent on that property and potential income is lost.

Year	2002-2003	2003-2004	2004/2005	2005/2006	2006/2007	2007/2008*
% of gross debit	0.44%	0.4%	0.5%	0.6%	0.6%	0.7%

Table 2. Rent lost as a result of vacant houses expressed as a percentage of the gross collectable rent.

3. Turn over time for re-letting vacant houses

To reduce the income lost due to vacant houses, the council must re-let properties as quickly as possible whilst maintaining standards. We monitor our performance from the date an existing tenancy comes to an end and log the number of days that each property remains empty. The property must be brought up to the required standards for re-letting before the new tenant can move in.

Year	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008*
< 2 weeks	73.1%	72.2%	74%	67.1%	67.6%	69.5%
2-4 weeks	19.8%	22.1%	19.2%	23.8%	25%	20.4%
> 4 weeks	7.1%	5.7%	7%	9.1%	7.4%	10.1%

Table 3. Percentage of vacant houses Turned Over within Statutory Time-scales.

4. Rent Arrears

Unfortunately, some of our tenants do not pay their rent on time and this is known as “getting into arrears”. The council takes various approaches to reduce the amount of arrears. These range from helping people who are in difficulty, for example by ensuring that a person in arrears is claiming all the benefits to which they are entitled, to reducing further rent loss by, as a last resort, eviction.

Year	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008*
As % of Net Rent Due (Total Rent arrears)	3.2% (£508,871)	3.2% (£468,466)	2.8% (£388,688)	3.2% (£468,294)	2.8% (£413,042)	2.6% (£367,455)
As % tenants owing >13 weeks rent excluding tenants owing less than £250 (No of Tenants owing)	2.5% (376)	2.4% (337)	1.8% (246)	2.3% (315)	2.1% (277)	2.0% (248)

Table 4. Rent Arrears

* un-audited figures