


## **HOUSING**

### **Response repairs**

Indicator 1: Response repairs	Emergency		Urgent		Routine		Normal	
	2007/2008	2006/2007	2007/2008	2006/2007	2007/2008	2006/2007	2007/2008	2006/2007
a) The target response time	24hrs	24hrs	4 days	4 days	12 days	12 days	30 days	30 days
b) The number of repairs carried out	24,599	20,959	1,979	2,278	7,406	12,260	22,208	18,963
c) The percentage of repairs completed within the target response time	99%	98.5%	90%	89.8%	91%	89.6%	84%	88.2%
d) The percentage of all repairs due to be completed within 24 hours that were completed within target.							99%	98.5%


This indicator sets out the standards determined by the council for the level of service for responding to repairs. It reveals the level of success in achieving the set targets.

### **Managing tenancy changes**


Indicator 2	2007/2008	2006/2007	Trend
The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year.	3.5%	3.8%	

This indicator reveals the level of rent loss due to houses remaining empty when they are available for letting.

**Indicator 3:** a) Stock which is not low demand – the number of dwellings that were re-let within the following time bands.

Void Period	(i) Number of houses re-let		
	2007/2008	2006/2007	
Less than 2 weeks	206	195	
2-4 weeks	291	393	
5-8 weeks	199	390	
9–16 weeks	127	201	
More than 16 weeks	76	83	Trend
Average re-let times	47 days	54 days	

**Indicator 3:** b) Low demand stock – the number of dwellings that were re-let within the following time bands.

Void Period	(i) Number of houses re-let		
	2007/2008	2006/2007	
Less than 2 weeks	112	18	
2-4 weeks	135	35	
5-8 weeks	121	46	
9–16 weeks	83	23	
17-32 weeks	48	15	
33-52 weeks	9	7	
More than 52 weeks	2	1	Trend
Average re-let times	52 days	68 days	

**Indicator 3: c) For low demand stock:**

	2007/2008	2006/2007	
i) The number remaining un-let at the year end	491	379	Trend
ii) The average period these dwellings had been un-let at the year end	1149 days	1097 days	↓

**Indicator 3: d)**

	2007/2008	2006/2007
The number of dwellings considered to be low demand at the year end?	3,732	1,433

**Indicator 3: e)**



	2007/2008	2006/2007
The number at d) above considered to be low demand at the start of the year?	1,377	1,433

**Indicator 3: f)**

	2007/2008	2006/2007
The number at d) above that were not actively being re-let because they were subject to a disposal strategy	351	265



This indicator shows how good the council is in re-letting properties.

## Rent Management

Indicator 4	2007/2008	2006/2007	Trend
a) Current tenant arrears as a percentage of the net amount of rent due in the year.	10.4%	11.6%	
b) The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	7.8%	8.1%	
c) The proportion of tenants giving up their tenancy during the year that were in rent arrears	48.1%	14.7%	
d) Average debt as a percentage of average weekly rent	14.1%	20.8%	
e) The percentage of former tenant arrears written off or collected during the year	54.1%	39.2%	

Part (a) of this indicator is a measure of the council's performance in collecting rent due to it from its current tenants. Part (b) shows the level of serious arrears cases. Parts (c) and (d) show the extent to which tenants are leaving their tenancy with rent arrears and the extent of those arrears. Part (e) indicates the extent to which councils are successful in managing arrears owed by former tenants.

## Council house sales

Indicator 5	2007/2008	2006/2007	Trend
a) The percentage of house sales completed within 26 weeks.	94.9%	94.1%	
b) The average time for council house sales.	18 weeks	19 weeks	

This indicator gives an indication of the overall performance of the council in processing council house sales.

## Homelessness

Indicator 6	2007/2008	2006/2007	Trend
a) The number of households assessed as homeless or potentially homeless during the year.	879	778	
b) The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless.	17.7 weeks	15 weeks	↓
c) The number of cases reassessed as homeless or potentially homeless within 12 months of the previous case being completed, as a proportion of all cases assessed as homeless or potentially homeless during the year.	5.7%	2.1%	↓

This indicator deals with aspects of the council's duty in relation to the current homelessness legislation. It shows both the efficiency of the council in fulfilling its responsibility to those who present themselves as homeless or potentially homeless and are subsequently assessed as being so and the effectiveness of its processes for successfully fulfilling its duty and reducing repeat homelessness.