

<b>EastendHomes Board</b>	<b>Date:</b> 27 <sup>th</sup> January 2010	<b>Agenda Item No:</b> 8
<b>Report of:</b> Paul Bloss Chief Executive	<b>Report Title:</b> Key Performance Indicators	

## 1.0 Purpose of the report

1.1 To advise the board of the results of the Key Performance Indicator (KPI) report for the first three quarters of 2010/11.

## 2.0 Recommendation

2.1 To note the report.

## 3.0 Background

3.1 The report shows the performance across EeH in key service areas including voids, repairs, rents, letting, complaints, ASB, estate cleaning aids and adaptations and gas servicing. Performance shown is across EastendHomes.

## 4.0 Key

Code	Definition
	Target meet
	Performance below target but with improvement on performance achieved 2009/10.
	Target not met and performance below that achieved 2009/10.

## 5.0 Voids

### 5.1. Short Term Void Turnaround

5.1.1 Short term void turnaround KPI considers “turnaround” voids, i.e. it excludes long term voids and properties let to LBTH as temporary accommodation.

5.1.2 This KPI measures, in calendar days, the period between a property becoming void and the start date of the new tenancy. The table below shows short term **void turnaround**.

	Voids	Days	Average Turnaround Time
Quarter 1	16	268	16.75
Quarter 2	15	190	12.7
Quarter 3	22	323	14.7
Apr - Dec	53	781	14.7

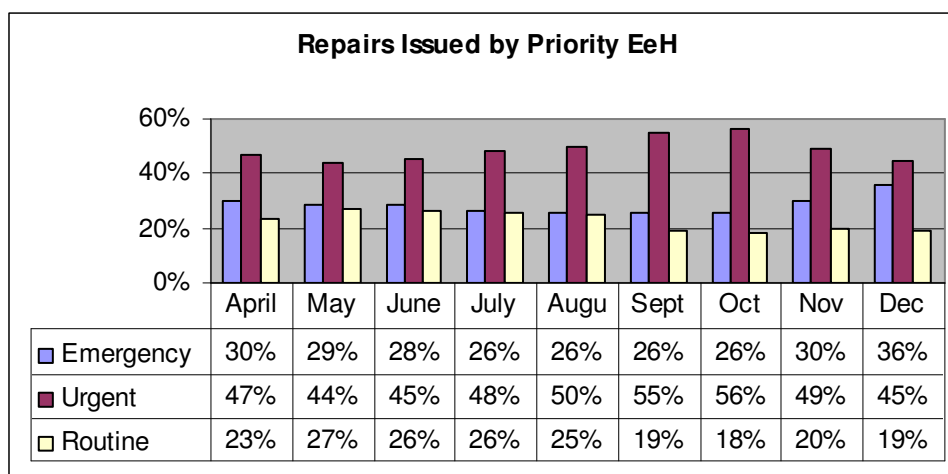
5.1.3 Overall void turnaround performance continues to be comfortably within target and compares favourably to the national top quartile performance for 2009/10<sup>1</sup>. (This compares to 17.9 days in 2009/10 and 19.6 in 2008/9).

## 6.0 Repairs

### 6.1 Repairs Issued by Priority

6.1.1 Good practice guidelines advise that day to day repairs should be issued on the ratio of: 10% Emergency, 20% Urgent and 70% Routine.

6.1.2 The graph below shows % of repairs issued against each priority during the first three quarters of 2010/11.



<sup>1</sup> Source data Housemark

6.1.3 Although EeH is not achieving the above ratio regular reviews are reported to the monthly Repairs Internal Performance Review meeting. In addition random monthly audits are carried out by the Housing Centre Managers.

6.1.4 The table below shows the results of the audit carried out on 15<sup>th</sup> December 2010.

	No of Repairs	%	Issued Correctly	%
Emergency	20	47%	20	100%
Urgent	17	40%	15	88%
Routine	6	14%	6	100%
Overall	43		41	95%

## 6.2 Completions in Target

6.2.1 Target times for each repair priority is calculated in calendar days, Emergency (including out of hours) 24 hours, Urgent seven days and Routine 28 days.

6.2.2 The table below shows % of jobs completed in target.

	Due for Completion	Completed	% Completed	In Target	% In Target	Target	Perf 2009/10
Emergency	2222	2158	97%	2084	97%		
ECO	458	458	100%	457	100%		
All Emergencies	2680	2616	98%	2541	97%	98%	97%
Urgent	3768	3674	98%	3607	98%	97%	97%
Routine	1587	1511	95%	1480	98%	97%	97%
Overall	8035	7801	97%	7628	98%	97%	97%

## 6.3 Appointments

6.3.1 EeH offers tenants an appointment for all in-dwelling non emergency repairs; depending on the contract the appointment slots available will be am/pm or 2 hourly slots starting at 8am. The table below shows % of jobs issued with an appointment.

Jobs Requiring Appointment	Appointments Made	% Eligible Jobs with Appointment	Target	Perf 2009/10
3639	3435	94%	100%	87%

6.3.2 Random monthly audits continue to be carried to help improve performance and identify where additional support may be required.

6.3.2 The table below shows the % of appointments kept.

Appointments Made	Appointments Kept	% Appointments Kept	Target	Perf 2009/10
3435	3348	97%	97%	96%

## 6.4 Repairs Satisfaction

6.4.1 The table below shows resident satisfaction with the **quality of the repair** and **satisfaction with EeH Repairs Service**.

	Completed in Dwelling Repairs	Responses	Response Rate	Satisfied	Satisfaction Rate	Target	Perf 2009/10
Satisfaction with quality of repair	5543	415	7.5%	378	91.1%	96%	84%
Satisfaction with EeH repairs service	5543	400	7.2%	364	91.0%	96%	82%

## 6.5 Handypersons

6.5.1 A locally based Handyperson services operates across EeH. The Handypersons work across a number of trades within the general build contract with repairs being issued against the same priorities as for external contractors i.e. emergency, urgent and routine.

6.5.2 The table below compares the % of jobs completed in target by the Handyperson Service against that achieved by all contractors.

	Jobs Due for Completion	Completed	%	In Target	%	Target 2010/10	All Contracts
Emergency	364	353	97%	337	95%	98%	97%
Urgent	1302	1284	99%	1263	98%	97%	98%
Routine	715	696	97%	686	99%	97%	98%
Overall	2381	2333	98%	2286	98%	97%	98%

6.5.3 The table below compares % of appointments kept achieved by the Handypersons Services against that achieved by all contractors.

<b>Jobs Requiring Appointment</b>	<b>Appointments Made</b>	<b>% Eligible Jobs with Appointment</b>	<b>Target</b>	<b>All Contractors</b>
1312	1237	94%	100%	94%
<b>Appointments Made</b>	<b>Appointments Kept</b>	<b>% Appointments Kept</b>	<b>Target</b>	<b>All Contractors</b>
1237	1234	99.8%	97%	97%

6.5.4 The table below compares % satisfaction with the quality of the repair achieved by the Handypersons Services against that achieved by all contractors.

<b>Completed In-dwelling Repairs</b>	<b>Completed Surveys</b>	<b>Responses Rate</b>	<b>Satisfied with Quality of Repairs</b>	<b>%</b>	<b>All Contractors</b>
1576	64	4.1%	61	95%	91.10%

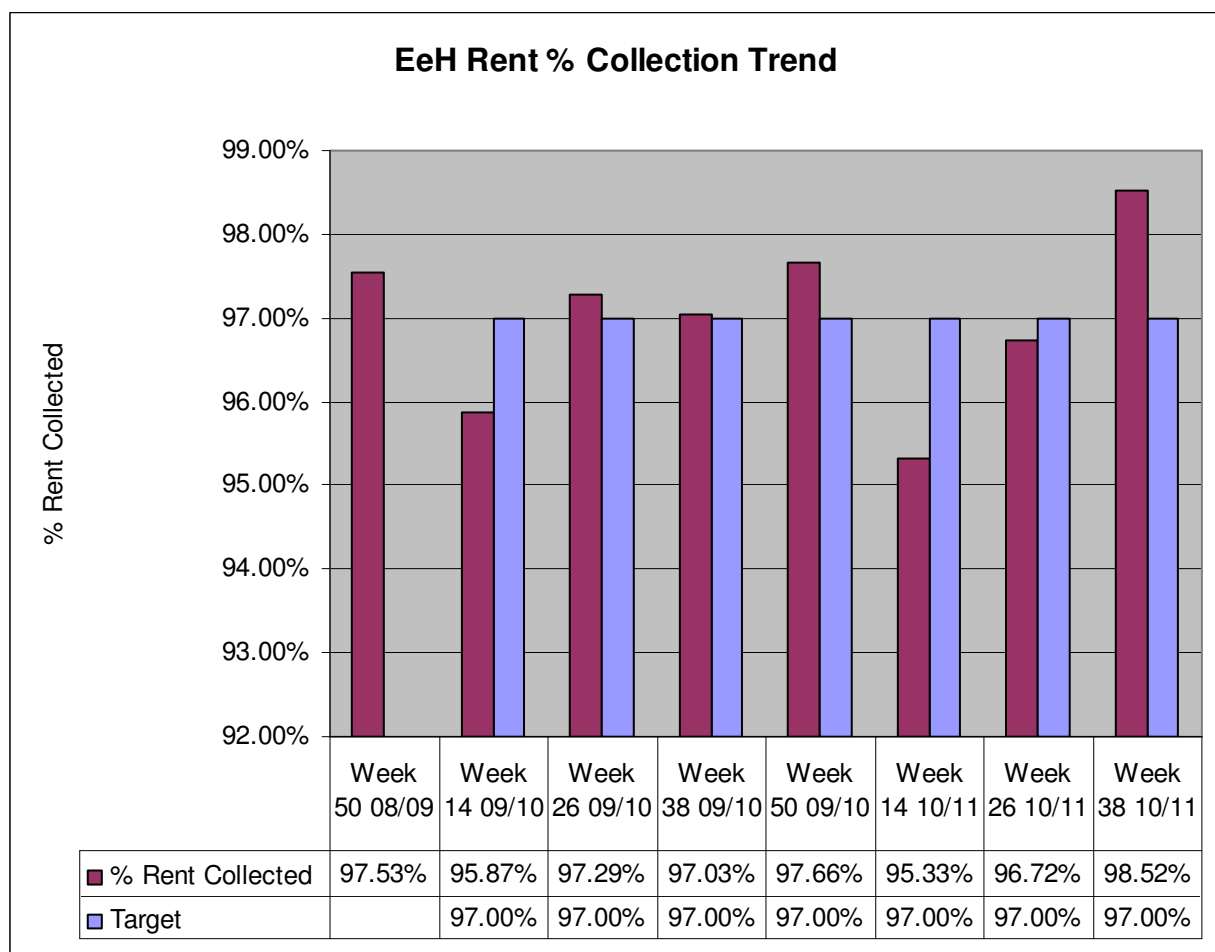
## 7.0 Rents

### 7.1 Rent Collection

7.1.1 This KPI measures the **% of rent collected as a proportion of the rent due in the period, including current tenant arrears brought forward**; The rent due includes income from general needs tenancies, garages, car spaces and pram sheds.

7.1.2 The table and related graph tracks performance at week 50 2008/9 to week 38 2010/11 (the nearest housing benefit week to each quarter end).

	Collectable During Period	Arrears Outstanding	Collectable inc arrears b/fwd	Collected	% Collected	Target
Week 50 2008/9	£10,136,255	£313,608	£10,449,863	£10,192,145	97.53%	*
Week 14 2009/10	£2,990,421	£337,501	£3,327,922	£3,190,505	95.87%	97%
Week 26 2009/10	£5,578,455	£355,698	£5,934,153	£5,773,475	97.29%	97%
Week 38 2009/10	£8,179,802	£379,410	£8,559,212	£8,304,945	97.03%	97%
Week 50 2009/10	£10,780,785	£398,030	£11,178,815	£10,916,867	97.66%	97%
Week 14 2010/11	£3,084,470	£369,421	£3,453,891	£3,292,491	95.33%	97%
Week 26 2010/11	£5,773,411	£359,651	£6,133,062	£5,931,855	96.72%	97%
Week 38 2010/11	£8,401,215	£362,195	£8,763,410	£8,634,066	98.52%	97%

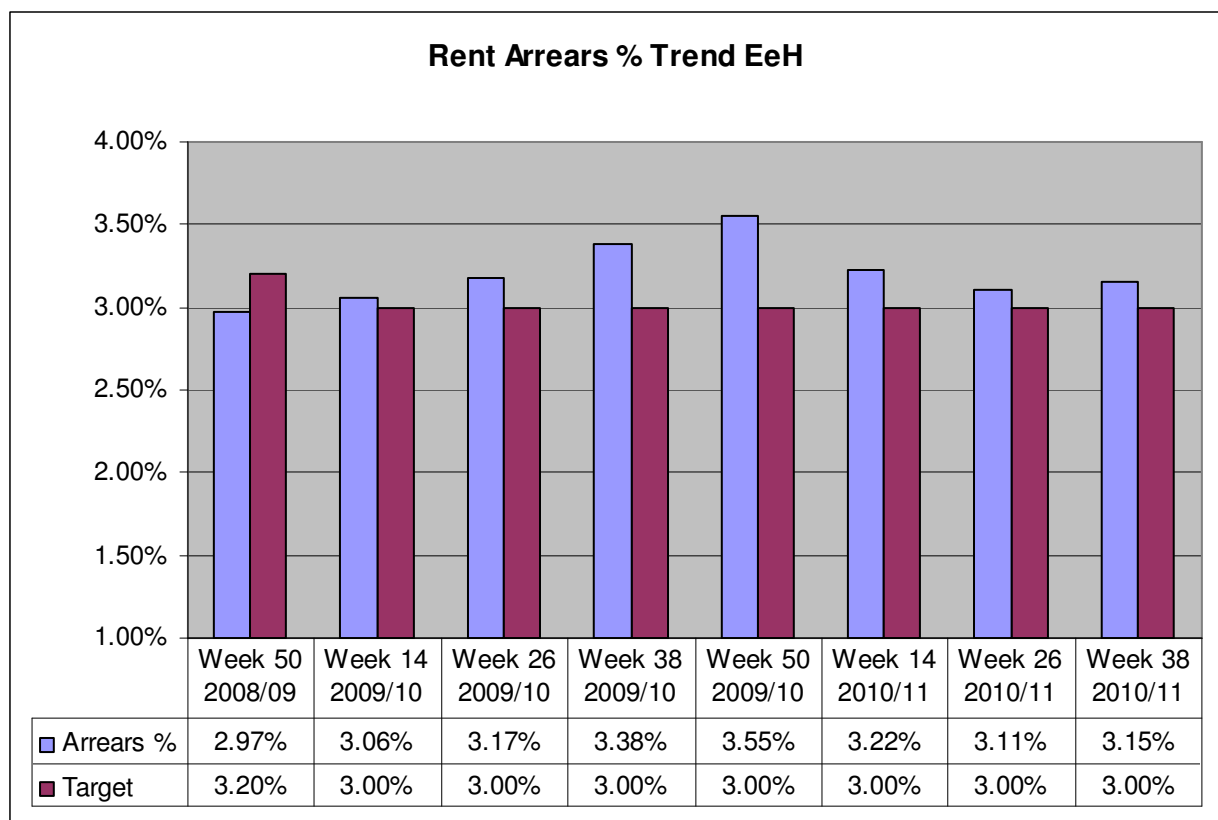


## 7.2 Rent Arrears

7.2.1 This KPI measures **current tenant arrears as a % of the annual rent due**; it considers income due from general needs lettings, non secure tenancies, garages, car spaces and pram sheds.

7.2.2 The table and related graph below tracks performance at week 50 2008/9 to week 38 2010/11 (the nearest housing benefit week to each quarter end).

	<b>Projected Annual Collectable</b>	<b>Arrears Outstanding</b>	<b>Arrears %</b>	<b>Target 2009/10</b>
Week 50 2008/9	£10,545,367	£313,608	2.97%	3.20%
Week 14 2009/10	£11,025,710	£337,501	3.06%	3.00%
Week 26 2009/10	£11,207,706	£355,698	3.17%	3.00%
Week 38 2009/10	£11,214,546	£379,410	3.38%	3.00%
Week 50 2009/10	£11,213,039	£398,030	3.55%	3.00%
Week 14 2010/11	£11,467,995	£369,421	3.22%	3.00%
Week 26 2010/11	£11,548,145	£359,651	3.11%	3.00%
Week 38 2010/11	£11,490,588	£362,195	3.15%	3.00%



## 8.0 Service Charge Collection

8.1 The table below shows **service charge collection** performance year on year.

	Value of Invoices Raised	Arrears @ 31/12/10	Arrears %	Target 2011/10	No of Leaseholders/ freeholders
2005/6	£511,087	£743	0.15%	2%	983
2006/7	£850,336	£708	0.08%	2%	1202
2007/8	£1,176,830	£8,529	0.72%	2%	1443
2008/9	£1,674,445	£20,501	1.22%	2%	1456
2009/10	£1,623,992	£80,137	4.93%	25%	1456
Quarter 1 2010/11	£1,708,675	£1,313,798	76.89%	25% *	1488
Quarter 2 2010/11	£1,715,024	£850,590	49.60%	25%	1488
Quarter 3 2010/11	£1,751,338	£417,251	23.82%	25%	1488

\*Annual target, current year invoices are payable in quarterly/ 10 monthly instalments with the full amount due by 31<sup>st</sup> January 2011

## 9.0 Right to Buy Completions

9.1 The table below shows the number of **right to buy completions** in the first three quarters of 2010/11.

Period	Number of RTB Completions
Quarter One	0
Quarter Two	2
Quarter Three	2
April to December	4

## 10.0 Complaints

10.1 There are four possible stages of a formal complaint within the EeH complaints procedure. Complaints performance/ learning outcomes are monitored at Housing Management Team.

10.2 The table below shows **responses within target** for complaints closed between 1<sup>st</sup> April and 31<sup>st</sup> December 2010.

	No of Complaints Received	No Answered in Target	%	Target	Perf 2009/10
Formal	50	46	92%	100%	90%
Stage 1	14	14	100%	100%	97%
Stage 2	5	4	80%	100%	100%
Stage 3	2	2	100%	100%	100%
Overall	71	66	93%	100%	93%

10.3 At complaint closure EeH carries out a postal satisfaction survey. To date no satisfaction surveys have been received for complaints closed in the third quarter.

	Surveys Issued	Responses	Return Rate	Satisfied	%	Target	Perf 2009/10
Case handling	93	12	12.90%	3	25%	72%	47%
Case Outcome	93	11	11.83%	2	18%	80%	53%

## 11.0 Members Enquiries

11.1 The target response time (14 calendar days) for Members Enquiries is set by LBTH. Service Mangers are responsible for answering these enquiries.

11.2 The table below show the % of responses in target for Member Enquiries received/ due for a response between 1<sup>st</sup> April 2010 and due for response by 31<sup>st</sup> December 2010.

	Enquiries Due for Response	Responses in Target	% In Target	Target
Mile End	20	14	70%	87%
Island Gardens	17	17	100%	87%
St Georges	10	9	90%	87%
Holland	1	1	100%	87%
Lettings	49	47	96%	87%
Rents	1	1	100%	87%
Regen	24	16	67%	87%
Leasehold Services/ Finance	6	6	100%	87%
Other	18	17	94%	87%
Overall	146	128	88%	87%

## 12.0 Decent Homes

12.1 The table below shows the % of EeH homes meeting the Decent Homes standard at the end of quarter three.

	EEH Stock	Decent Homes	% of Decent Homes
2006/7	1937	1144	57.09%
2007/8	2096	1239	59.10%
2008/9	2105	1514	71.92%
2009/10	2105	1685	80.05%
Quarter 1 2010/11	2106	1689	80.23%
Quarter 2 2010/11	2092	1712	81.8%
Quarter 3 2010/11	2097	1718	81.9%

12.2 Details of progress will be considered in the Regeneration Report (agenda item 7).

### 13.0 Gas Servicing

- 13.1 EeH is required by law to ensure that an annual gas safety check carried out in all tenanted<sup>2</sup> properties with individual gas appliances.
- 13.2 EeH offers flexible appointments arrangements for gas servicing; this includes early morning, evening and weekends.
- 13.3 The table below shows the **% of properties with a valid CP12 certificate** at the 31<sup>st</sup> December 2010.

	Properties Requiring CP12 Inspections	Properties with Valid CP12 Certificate	%	Target	Performance 2009/10
Mile End	613	613	100.00%	100%	100.0%
Island Gardens	534	532	99.63%	100%	99.6%
St Georges	285	285	100.00%	100%	99.6%
Holland	180	180	100.00%	100%	99.4%
EeH	1612	1610	99.88%	100%	99.7%

- 13.4 The table below shows the breakdown by time of the non compliant properties.

Time since last Inspection	No of properties
0 to Month	0
1 to 3 Months	2
3 to 6 Months	0
> 6 Months	0

- 13.5 In the case of both of the properties legal action is being progressed to complete the CP12 inspections.
- 13.6 EeH carries out a random sample satisfaction survey (minimum 10% annually) for gas servicing works. The satisfaction survey is via post with a follow up telephone call. The table below shows the **satisfaction with EeH gas servicing service**. The satisfaction target is 100%.

	Completed CP12 Inspections	Completed Satisfaction Surveys	Response Rate	No Satisfied with EeH Gas Servicing	%	Perf 2009/10
Mile End	613	29	4.73%	27	93.1%	97%
Island Gardens	364	9	2.47%	8	88.9%	100%
St Georges	221	6	2.71%	6	100.0%	100%
Holland	151	3	1.99%	3	100.0%	100%
EeH	1349	47	3.48%	44	93.6%	99%

<sup>2</sup> All tenanted properties on Glamis are connected to the communal heating/ hot water system.

## 14.0 Lettings

14.1 EeH is a member of the Council's Common Housing Register (CHR) partnership and as such EeH void properties are offered in line with the Council's lettings policy.

14.2 The table below shows **new tenancies** by application type since April 2009. This numbers differs from the void turnaround figure as it includes tenancies let where the void was a long term void.

	HPU	ORI	Waiting List	CHR Transfer	EeH Int Transfer	Total Lets
Mile End	3	3	12	6	1	25
Island Gardens	5	2	5	1	0	13
St Georges	1	1	7	1	0	10
Holland	1	1	11	0	0	13
Glamis	0	1	5	0	0	6
Overall	10	8	40	8	1	67
%	<b>14.9%</b>	<b>11.9%</b>	<b>59.7%</b>	<b>11.9%</b>	<b>1.5%</b>	

14.3 EeH carries a satisfaction survey for all new tenants; the survey is completed at the settling in at least four weeks after the start of the tenancy; results are reviewed at the six weekly void panels.

14.4 The table below shows **new tenant satisfaction with the condition of the property**. Performance shown is for the first two quarters of 2010/11.

New Lets	Completed Satisfaction Questionnaires	Response Rate	Satisfied	%	Target	Perf 2009/10
59	24	40.7%	17	71%	85%	76%

14.5 The level of dissatisfaction is disappointing. Further analysis is required to determine whether the dissatisfaction is a result of service delivery failure or a failure to meet expectations. EeH is currently undertaking a Voids Service Review involving residents, staff and contractors and will develop a Voids Action Plan which will include actions to address any identified areas of weakness.

## 15.0 Estate Services

- 15.1 Housing staff carry out full inspections of every block on their estate on approximately a six weekly schedule. Residents, board members and local councillors are encouraged to attend the inspection. Inspection schedules are published in local newsletters and are displayed on estate notice boards. The completed estate inspection forms are held in a central file available on the housing centre reception for public perusal and copies are sent to local residents on request.
- 15.2 Cleaning standards are graded between A-D for bulk rubbish, dirt/ grime/ litter, graffiti/ fly posting and staining. The Estate Service Co-ordinators will implement follow up action for any area achieving below B. Update/ progress on the follow up action will be reported to the local boards. The 2009/10 target for internal, external and horticultural areas is 98% overall achieving grade B or above.
- 15.3 The table below shows **the number of inspections** carried out between April and December and the **% of inspections where there was a resident inspector in attendance**.

	<b>Completed Inspections</b>	<b>Inspections with Resident in Attendance</b>	<b>%</b>	<b>Target</b>	<b>Perf 2009/10</b>
Mile End	46	6	13%	30%	22%
Island Gardens	41	25	61%	30%	57%
St Georges	6	0	0%	30%	0%
Holland	32	1	3%	30%	2%
Glamis	4	0	0%	30%	0%
Overall	129	32	25%	30%	27%

15.4 The table below show the **number of internal/ external areas surveyed** and the **grades achieved** by location.

<b>Internal</b>	<b>Inspections</b>	<b>Grade A</b>	<b>%</b>	<b>Target</b>	<b>Grade A-B</b>	<b>%</b>	<b>Target</b>	<b>Grade C-D</b>	<b>%</b>
Bin Chambers	2,899	2,345	80.89%	80%	2,898	99.97%	99.5%	1	0.03%
Entrance Lobbies	3,789	3,250	85.77%	80%	3,784	99.87%	99.5%	5	0.13%
Hoppers Rooms	2,565	2,240	87.33%	80%	2,563	99.92%	99.5%	2	0.08%
Landings	3,969	3,043	76.67%	80%	3,943	99.34%	99.5%	26	0.66%
Lifts	660	540	81.82%	80%	659	99.85%	99.5%	1	0.15%
Stairwells	3,838	3,068	79.94%	80%	3,831	99.82%	99.5%	7	0.18%
<b>Overall</b>	<b>17,720</b>	<b>14,486</b>	<b>81.75%</b>	<b>80%</b>	<b>17,678</b>	<b>99.76%</b>	<b>99.5%</b>	<b>42</b>	<b>0.24%</b>
<b>External</b>	<b>Inspections</b>	<b>Grade A</b>	<b>%</b>	<b>Target</b>	<b>Grade A-B</b>	<b>%</b>	<b>Target</b>	<b>Grade C-D</b>	<b>%</b>
Car Parks	2,109	1,734	82.22%	81%	2,100	99.57%	100%	9	0.43%
Estate Roads	2,175	1,772	81.47%	81%	2,166	99.59%	100%	9	0.41%
Grassed Areas	264	250	94.70%	81%	264	100.00%	100%	0	0.00%
Paths & Walkways	2,920	2,368	81.10%	81%	2,918	99.93%	100%	2	0.07%
Play Areas	366	351	95.90%	81%	366	100.00%	100%	0	0.00%
Shrub Beds	256	239	93.36%	81%	256	100.00%	100%	0	0.00%
<b>Overall</b>	<b>8,090</b>	<b>6,714</b>	<b>82.99%</b>	<b>81%</b>	<b>8,070</b>	<b>99.75%</b>	<b>100%</b>	<b>20</b>	<b>0.25%</b>

15.5 The table below show the **number of horticultural surveyed** and the **grades achieved**.

	<b>Inspections</b>	<b>Grade A</b>	<b>%</b>	<b>Grade A-B</b>	<b>%</b>	<b>Target</b>	<b>Grade C - D</b>	<b>%</b>
Shrub Bed Maintenance	494	389	79%	494	100.0%	99.50%	0	0.00%
Grassed Area Maintenance	498	416	84%	497	99.8%	99.50%	1	0.20%
<b>Overall</b>	<b>992</b>	<b>805</b>	<b>81%</b>	<b>991</b>	<b>99.9%</b>	<b>99.50%</b>	<b>1</b>	<b>0.10%</b>

## 16.0 ASB

16.1 The table below shows the **number of cases** recorded in the first quarter; case types mirror those defined in the Respect Agenda.

	<b>Mile End</b>	<b>Island Gardens</b>	<b>St Georges</b>	<b>Holland</b>	<b>Glamis</b>	<b>EeH</b>
Alcohol related	1	1	0	1	0	<b>3</b>
Criminal behaviour/ crime	0	3	0	0	2	<b>5</b>
Domestic Abuse	0	0	0	2	0	<b>2</b>
Drug/ substance misuse/ dealing	1	5	1	4	0	<b>11</b>
Garden nuisance	0	0	0	0	0	<b>0</b>
Graffiti	0	0	0	0	0	<b>0</b>
Hate Crime	0	1	0	0	0	<b>1</b>
Litter, Rubbish, Fly Tipping	4	4	3	0	5	<b>16</b>
Misuse of communal/ areas, loitering	9	2	2	0	5	<b>18</b>
Noise	26	5	10	14	9	<b>64</b>
Nuisance from pets and animals	0	3	0	1	0	<b>4</b>
Nuisance from vehicles	1	0	0	0	0	<b>1</b>
Physical violence	1	3	1	1	0	<b>6</b>
Prostitution, sex acts, kerb crawling	0	0	0	2	0	<b>2</b>
Vandalism/ damage to property	9	1	1	1	2	<b>14</b>
Verbal harassment, intimidation	15	7	4	1	2	<b>29</b>
<b>Total</b>	<b>67</b>	<b>35</b>	<b>22</b>	<b>27</b>	<b>25</b>	<b>176</b>

16.2 Residents are invited to complete a satisfaction survey following closure of an ASB case. The table below shows satisfaction with case handling and case outcome for cases closed between 1<sup>st</sup> April and 31<sup>st</sup> December 2010.

	<b>Cases Closed</b>	<b>Responses</b>	<b>Return Rate</b>	<b>Satisfied</b>	<b>%</b>	<b>Target</b>	<b>Perf 2009/10</b>
Case handling	93	21	22.58%	13	62%	90%	68%
Case Outcome	93	21	22.58%	13	62%	80%	68%

## 17.0 Aids and Adaptations

17.1 The annual R&M budget includes specific allocation for the installation of new adaptations and repair or replacement of existing disabled adaptations.

17.2 The target time for end to end completion (i.e. from receipt of request to completion of the work) of minor disabled adaptations is 28 calendar days and for major works (above £1,000) 180 calendar days.

17.3 The table below shows **% of aids and adaptations jobs completed in target**.

	Issued Due for Completion	Completed	%	In Target	%	Target	Perf 2009/10
Minor Works (28 day target)	13	13	100%	7	54%	100%	99%
Major Works (180 day target)	7	7	100%	5	71%	100%	40%
Overall	20	20	100%	12	60%	100%	97%

17.4 Work costing over £1,000 may attract Disabled Facilities Grant (DFG) funding which is administered by LBTH Social Services; generally grant applications are made in advance of the work being issued to the contractor. Any delay in the progression of a grant application will impact on the time taken to complete the work. EeH proactively monitors grant progression and liaises with Social Services on behalf of its residents. In some circumstances EeH prioritises completions of aids and adaptations works as part of its regeneration programme.

17.5 The table below shows **satisfaction with aids and adaptations** for the first three quarters of 2010/11.

Completions	Responses	Response Rate	Overall Satisfied	%	Target	Perf 2009/10
20	7	35%	7	100%	100%	100%

17.6 Although completions in target for both categories of repair are below target EeH is achieving 100% satisfaction with the service. Resident availability was the reason for the delay in 3 out of the minor (28) repairs and for the major (180) the delay in both cases was due to the DFG grant application process.

## 18.0 Customer Contact

### 18.1 Visits to the Local Housing Centres.

18.1.1 The table below shows the **number of/ reasons for** visits to each housing centre during the first three quarters of 2010/11.

	Repairs	Repairs Chase Up	Lettings	Rents	Housing Benefit	Tenancy Mgt (inc collect forms/key fobs etc	C/taking	Parking	Capital Works/ Regen	Hort.	ASB	L/H S/Charge	Other	Total
Mile End Housing Centre	713	292	335	456	49	1,094	35	768	197	10	191	61	320	4,521
Island Gardens Neighbourhood Centre	436	375	97	116	28	202	53	348	25	20	148	42	1,416	3,306
St Georges/ Glamis Housing Centre	287	106	17	76	2	176	23	270	60	21	54	23	230	1,345
Holland Housing Centre	324	133	86	110	25	260	17	239	75	1	83	80	285	1,718
EeH	1,436	773	449	648	79	1,472	111	1,386	282	51	393	126	1,966	10,890

## 18.2 Telephone Answering

18.2.1 A telephone monitoring system operates at the Mile End, Island Gardens, St Georges/ Glamis and Holland housing centres as well as Regen/ Major Works and Tayside House.

18.2.2 The table below shows the number of telephone calls and average response times for received by housing centre/ service area between 9am and 5pm from 1<sup>st</sup> April to 31<sup>st</sup> December 2010.

	No of Calls	Average Time Taken To Answer (Seconds)
<b>Tayside House</b>		
Admin	9,116	2.8
Leasehold Services	4,819	4.0
Finance	4,085	3.8
<b>Mile End Housing Centre</b>		
Housing Centre	15,656	5.0
Lettings	2,363	4.1
Rents	7,622	3.3
Technical Services	5,854	4.0
<b>St Georges/ Glamis Housing Centre</b>	9,371	4.5
<b>Island Gardens Neighbourhood Centre</b>	15,123	7.1
<b>Commercial Street</b>		
Holland Housing Centre	7,320	3.9
Regeneration	5,597	4.8

### 18.3 Correspondence

18.3.1 EeH has agreed a response time of 15 days for written correspondence, the table shows performance by area/ section.

	<b>No of Letters/ Emails Requiring a Response</b>	<b>Responses in Target</b>	<b>%</b>
Mile End	53	44	83%
Island Gardens	54	54	100%
St Georges/ Glamis	88	87	99%
Holland	18	17	94%
Rents	81	77	95%
Lettings	99	99	100%
Technical Services	5	3	60%
Regeneration	4	2	50%
EeH	402	383	95%

## **19.0 Risk/Control Issues**

The KPIs have been constructed to highlight key risk areas.

## **20.0 Equalities and Diversity Implications**

EeH is working to include equality and diversity information within future reports.

## **21.0 Contribution to Corporate Plan Objectives**

The KPIs relating to rents and service charges contribute to business plan objectives.

## **22.0 Finance Comments**

The overall picture in the third quarter is positive. Collection rates for both rents and service charges due were above target. Service charge arrears as a percentage of invoices raised are now below the annual target of twenty five per cent. However, rent arrears as a percentage of rents due is slightly higher than target, most probably because the Christmas holidays falls within this quarter, traditionally arrears do go up at this time for obvious reasons.

We will continue to monitor rent arrears over the next few months in order to determine whether there are ongoing problems. It should however, be noted that Eastend rent arrears were top quartile for our local peer group at the end of Quarter Two (September 2010).

## **23.0 Value for Money Considerations**

Providing the good quality services that our residents want is central to achieving value for money and the regular review of our performance on key indicators is a key element in this process.

## Appendix One

The table below shows performance against residents' Top Ten KPIs.

No	Performance Indicator	Perf. 2007/8	Perf. 2008/09	Target 2009/10	Perf. Qtr 4 2009/10	Target 2010/11	Perf. Qtr 1 2010/11	Perf. Qtr 2 2010/11	Perf. Qtr 3 2010/11
	<b>Voids</b>								
1	Short Term Void Turnaround Times	25 days	19.6 days	22 days	17.9 days	20 days	16.9 Days	14.8 Days	14.7 Days
	<b>Lettings</b>								
2	New tenant satisfaction with condition of home	53%	53%	85%	76%	85%	100%	71%	Not available
	<b>Repairs</b>								
3	Repairs completed in target overall	93%	94%	96%	97%	97%	98%	98%	98%
4	Appointments Kept	92%	94%	96%	96%	97%	99%	96.3%	97%
5	Repairs Satisfaction	93%	93%	96%	84%	96%	84%	90%	91%
	<b>Rents</b>								
6	Satisfaction with help given if in arrears (Monitored Annually) Target 2009 80%								
	<b>ASB</b>								
7	Satisfaction with outcome of ASB complaint	Not Available	84%	80%	68%	80%	Not Available	Not Available	62%
	<b>Gas Servicing</b>								
8	% of Properties with valid CP12	99%	99.2%	100%	99.75%	100%	99.13%	99.8%	99.8%
	<b>Estate Cleaning</b>								
9	External areas achieving grade B or above	Not Available	97%	98%	99.8%	100%	99%	99.86%	99.75%
	<b>Complaints</b>								
10	Satisfaction with case outcome	Not Available	36%	80%	53%	80%	Non received	Non received	18%

## Appendix Two

The tables below compares EeH quarter two 2010/11 performance with that achieved locally<sup>3</sup> and nationally<sup>4</sup>.

	Void Turnaround Times (days)	Arrears % Current Tenants	% Emergency Repairs Completed in Target	% Urgent Repairs Completed in Target	% Routine Repairs Completed in Target	% Repairs Completed in Target All Priorities	Appointments Made as % of Appointable Jobs	% Appointments Kept	% of Properties with Current CP12 Certificate
<b>Local Peers</b>	19.18	3.18%	98.21%	98.58%	98.08%	98.29%	94.18%	98.10%	100%
<b>EeH</b>	14.8	3.11%	97%	98%	98%	97.50%	90.00%	96.30%	99.80%
<b>EeH Ranking</b>									

<b>Housemark National Club</b>	19.69	3.00%	99.74%	99.13%	98.81%	98.91%	97.92%	99%	99.98%
<b>EeH</b>	14.8	3.11%	97%	98%	98%	97.50%	90.00%	96.30%	99.80%
<b>EeH Ranking</b>									
<b>EeH</b>	14.8	3.11%	97%	98%	98%	97.50%	90.00%	96.30%	99.80%

### Key

	Top Quartile
	2nd Quartile
	3rd Quartile
	Bottom Quartile

<sup>3</sup> Local peers Tower Hamlets Community Housing, Tower Hamlets Homes, Poplar Harca, Old Ford, Gateway

<sup>4</sup> Source data Housemark