

# Housing Management Sub-Committee Performance Report (Appendix A)

January 15th 2008

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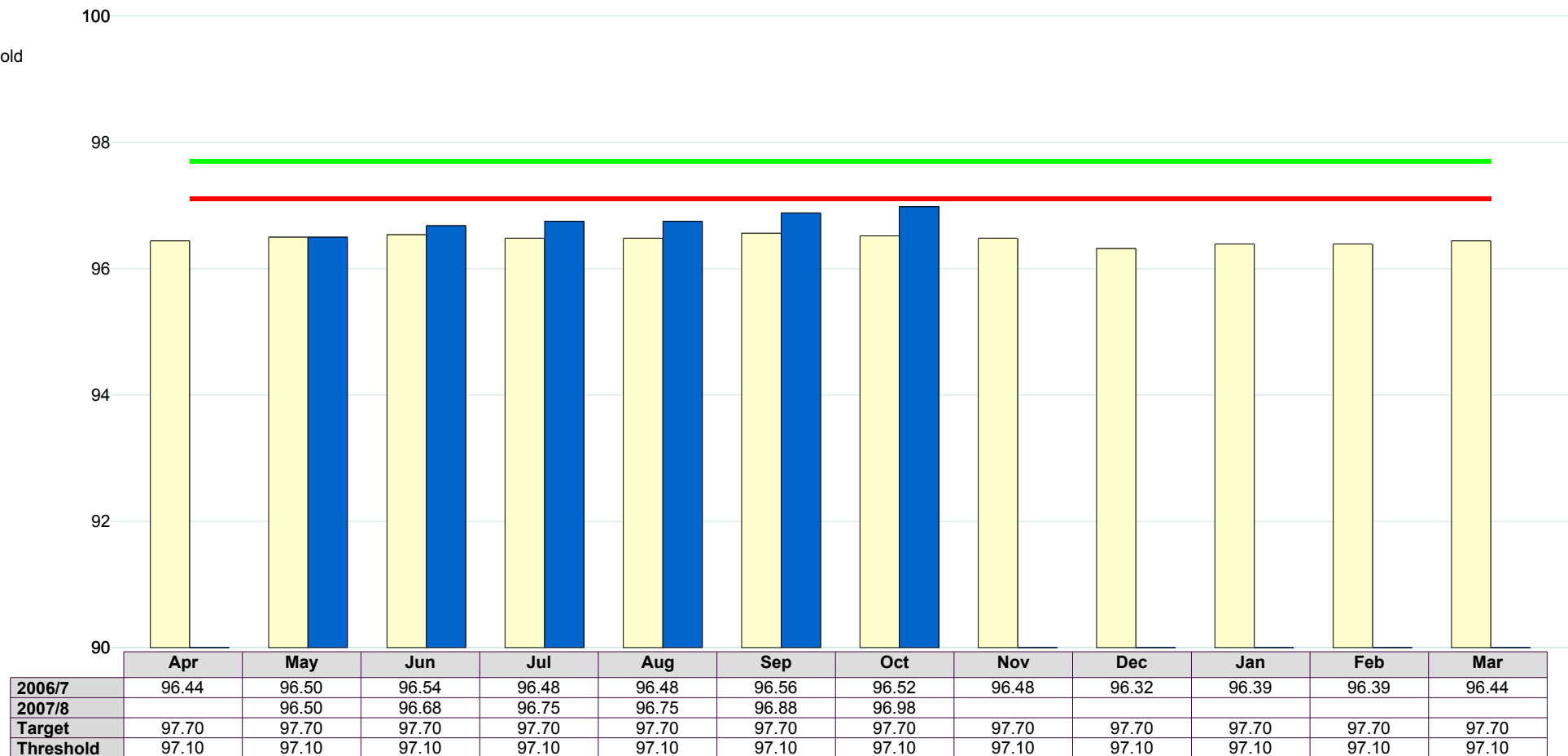
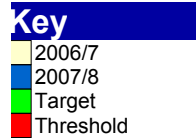
## Key to Graphs

The graphs shown on pages 3-15 display the council's performance against the indicators listed above. The green line on the graphs represents the target we aim to achieve, which is set each year in agreement between service managers, directors and elected members.

The red line denotes a "threshold" level of performance, which represents a significant variation from target and means action needs to be taken to bring about improvement. This level is set in agreement between service managers and the corporate performance team.

The yellow bars show monthly performance during the financial year of 2006/07, and the blue bars show performance during each month of 2007/08.

## BV 66a - Proportion of rent collected (Citywide)



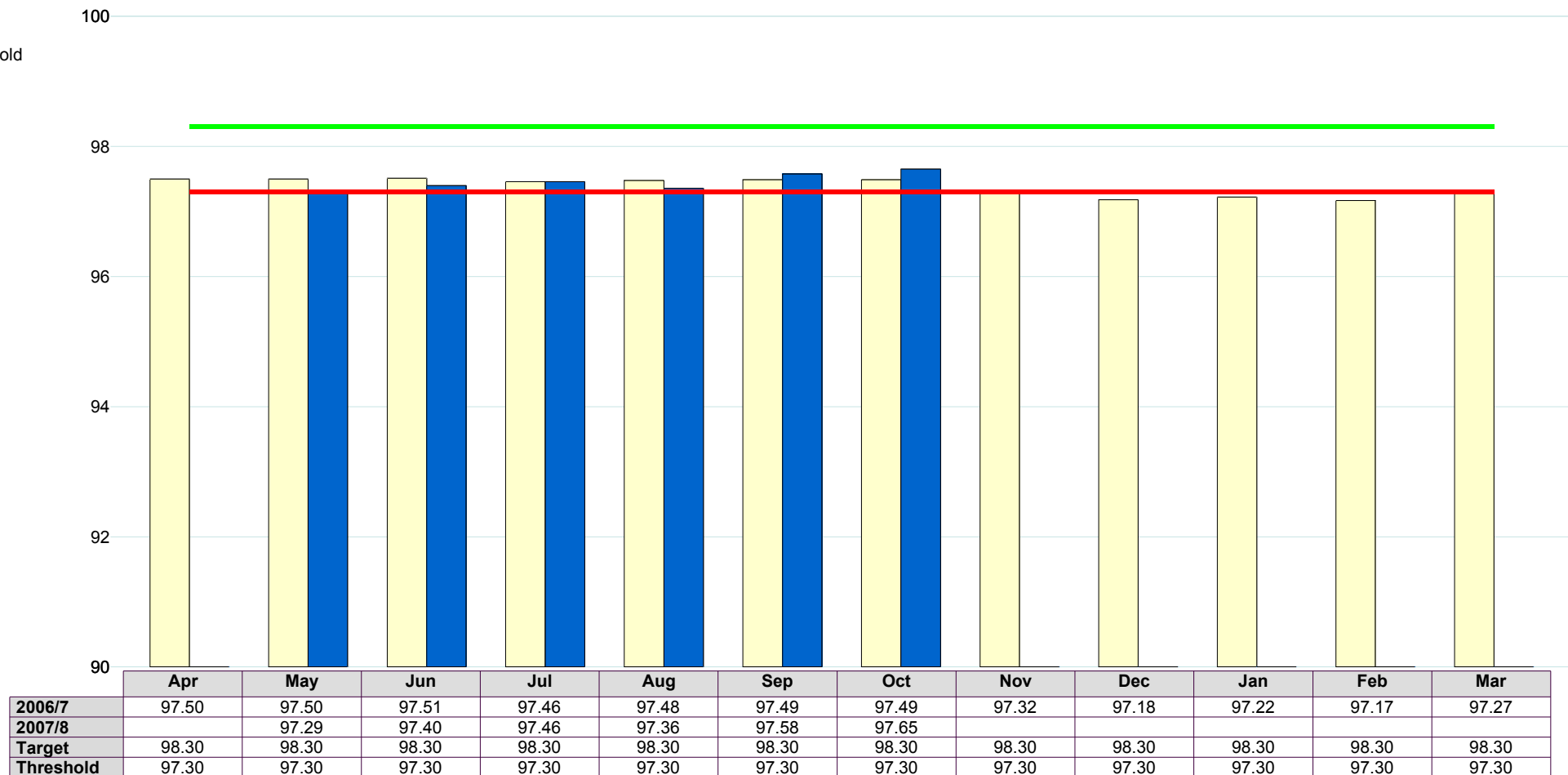
### Comment

This indicator measures the rent collected by the Authority as a proportion of the rents owed on local authority-owned dwellings across the city.

Citywide, the total rent and arrears due to the council after empty properties are taken into account in 2007/08 is forecast to be approximately £39.6m. The council's target is to collect 97.7% of this amount over the course of the year (as represented by the green line on the graph).

See the "Rent Collection and Arrears" section of the Housing Management sub-committee report for further information on work contributing to performance against this indicator.

## BV 66a - Proportion of rent collected (North)



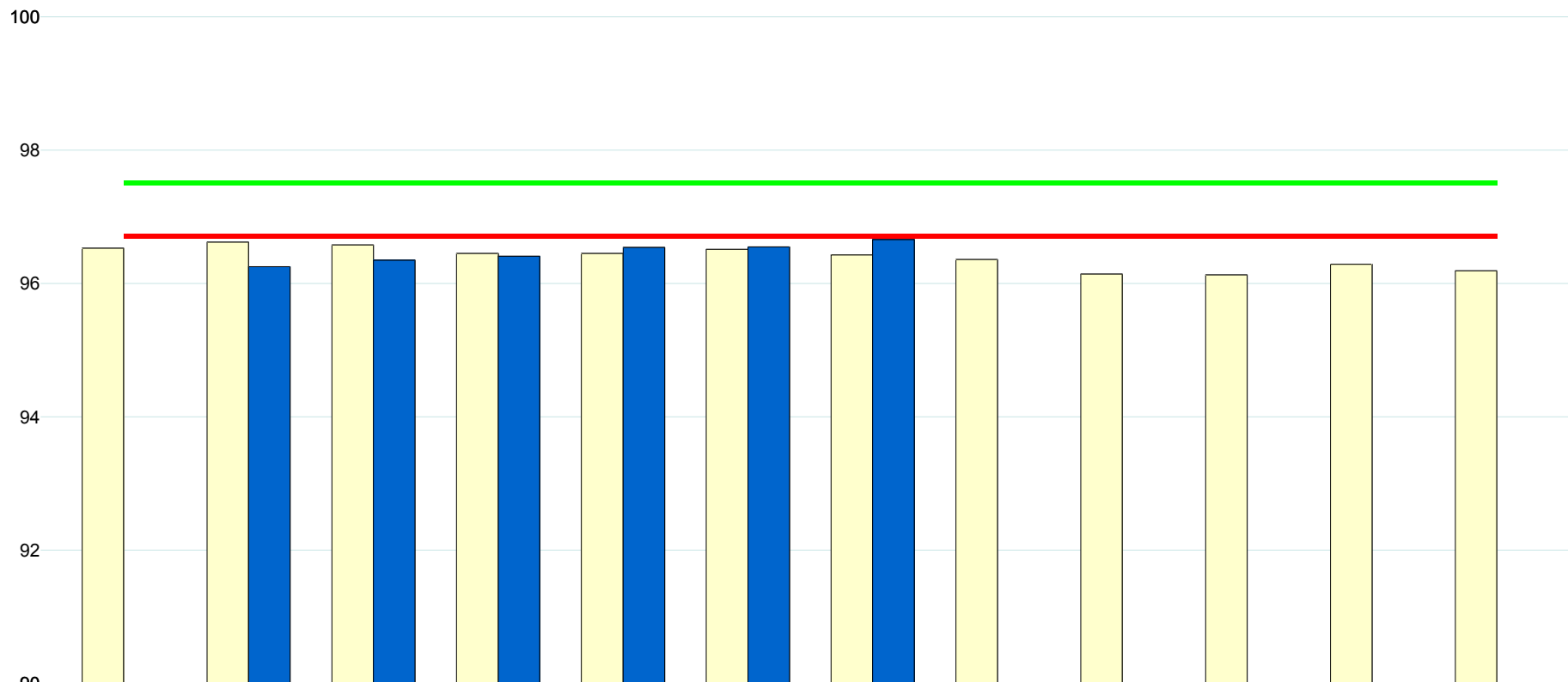
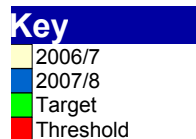
### Comment

In the North region of the city, the total rent and arrears due to the council after empty properties are taken into account in 2007/08 is forecast to be approximately £11.1m.

The council's target is to collect 98.3% of this amount in this region over the course of the year (as represented by the green line on the graph).

See the "Rent Collection and Arrears" section of the Housing Management sub-committee report for further information on work contributing to performance against this indicator.

## BV 66a - Proportion of rent collected (West)



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2006/7</b>	96.53	96.62	96.58	96.45	96.45	96.51	96.43	96.36	96.14	96.13	96.29	96.19
<b>2007/8</b>		96.25	96.35	96.41	96.54	96.55	96.66					
<b>Target</b>	97.50	97.50	97.50	97.50	97.50	97.50	97.50	97.50	97.50	97.50	97.50	97.50
<b>Threshold</b>	96.70	96.70	96.70	96.70	96.70	96.70	96.70	96.70	96.70	96.70	96.70	96.70

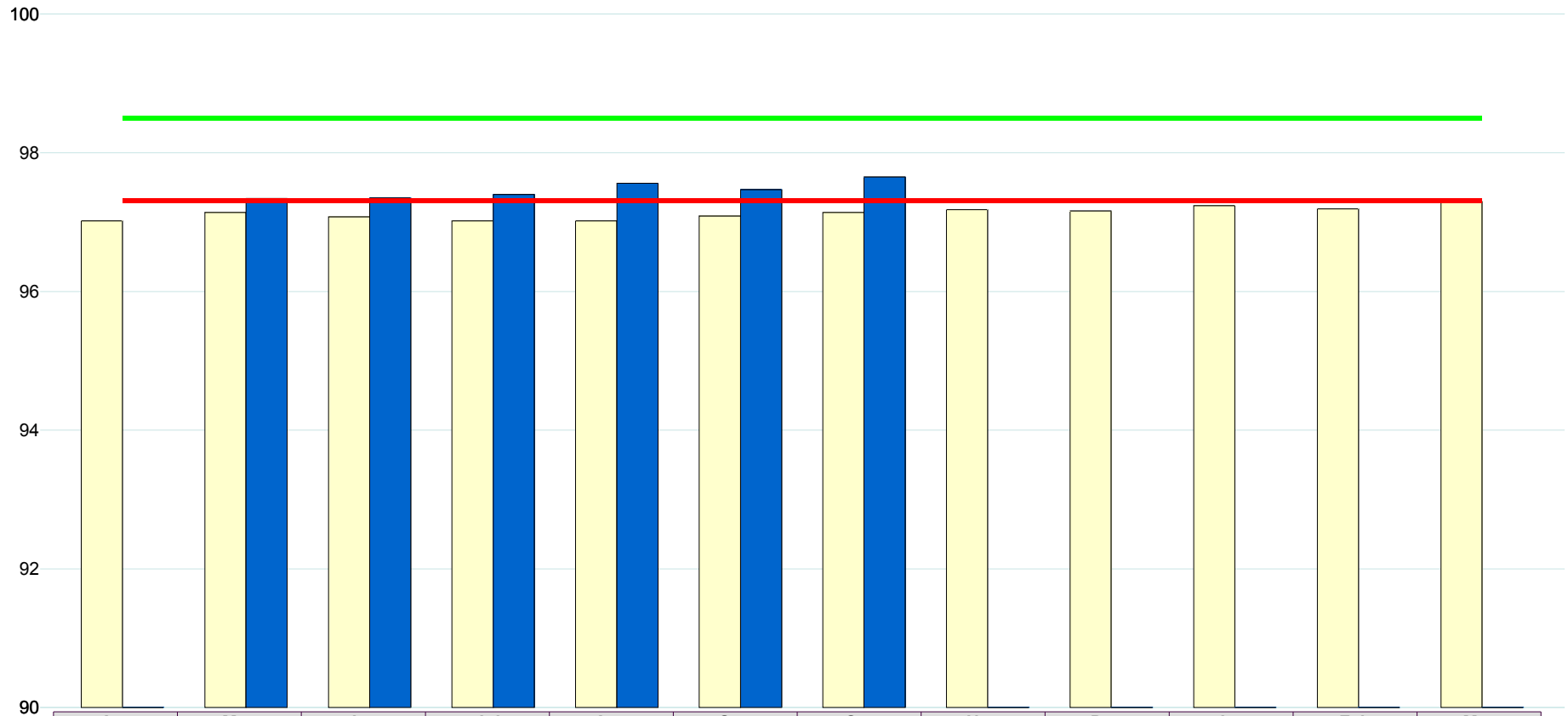
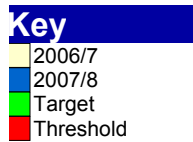
### Comment

In the West region of the city, the total rent and arrears due to the council after empty properties are taken into account in 2007/08 is forecast to be approximately £7.8m.

The council's target is to collect 97.5% of this amount in this region over the course of the year (as represented by the green line on the graph).

See the "Rent Collection and Arrears" section of the Housing Management sub-committee report for further information on work contributing to performance against this indicator.

## BV 66a - Proportion of rent collected (Central)



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2006/7</b>	97.02	97.14	97.08	97.02	97.02	97.09	97.14	97.18	97.16	97.24	97.19	97.30
<b>2007/8</b>		97.34	97.35	97.40	97.56	97.47	97.65					
<b>Target</b>	98.50	98.50	98.50	98.50	98.50	98.50	98.50	98.50	98.50	98.50	98.50	98.50
<b>Threshold</b>	97.30	97.30	97.30	97.30	97.30	97.30	97.30	97.30	97.30	97.30	97.30	97.30

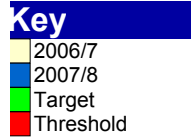
### Comment

In the Central region of the city, the total rent and arrears due to the council after empty properties are taken into account in 2007/08 is forecast to be approximately £7.6m.

The council's target is to collect 98.5% of this amount in this region over the course of the year (as represented by the green line on the graph).

See the "Rent Collection and Arrears" section of the Housing Management sub-committee report for further information on work contributing to performance against this indicator.

## BV 66a - Proportion of rent collected (East)



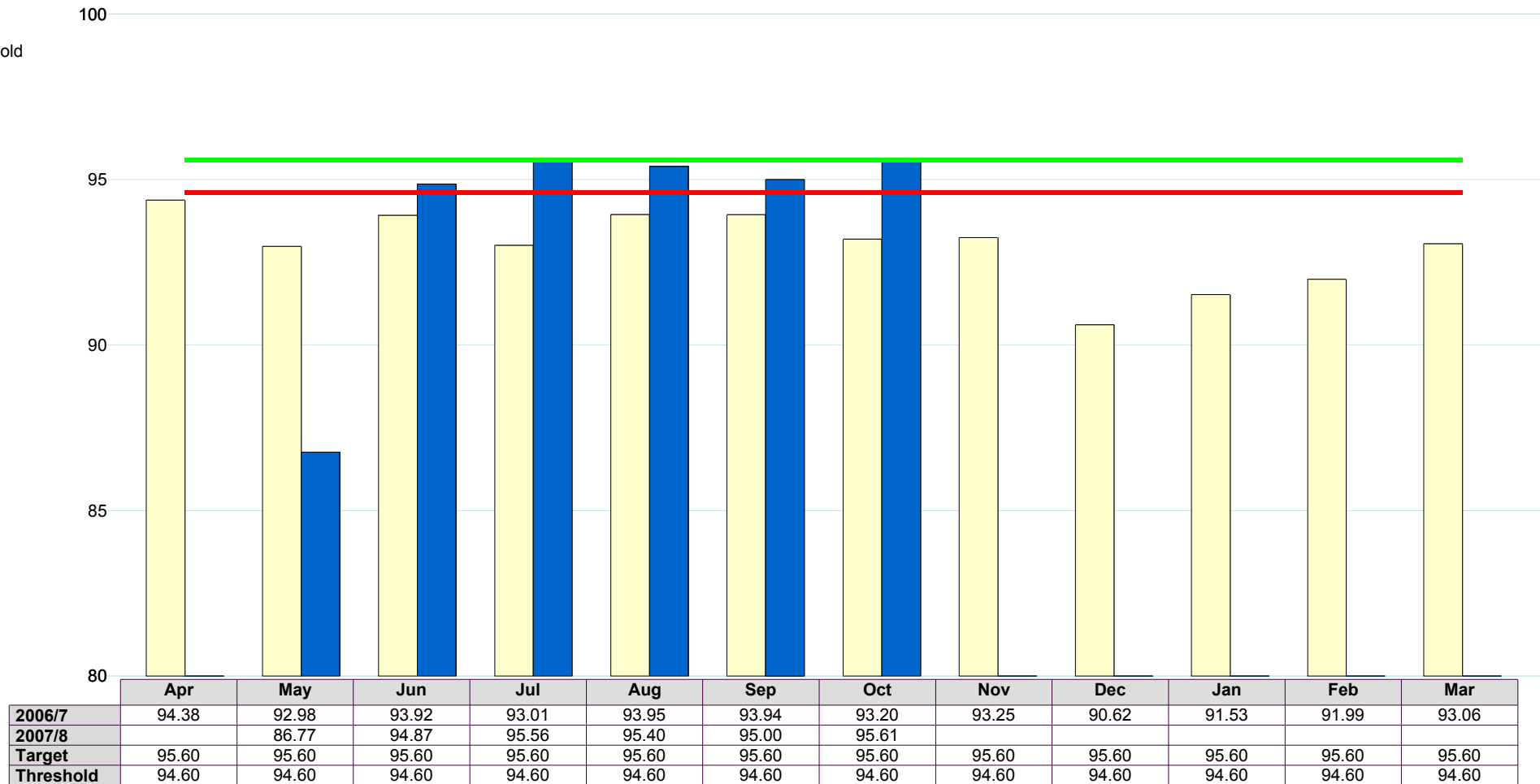
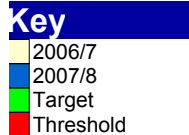
### Comment

In the East region of the city, the total rent and arrears due to the council after empty properties are taken into account in 2007/08 is forecast to be approximately £12.8m.

The council's target is to collect 97.05% of this amount in this region over the course of the year (as represented by the green line on the graph).

See the "Rent Collection and Arrears" section of the Housing Management sub-committee report for further information on work contributing to performance against this indicator.

## BV 66a - Proportion of rent collected (temporary accommodation)



### Comment

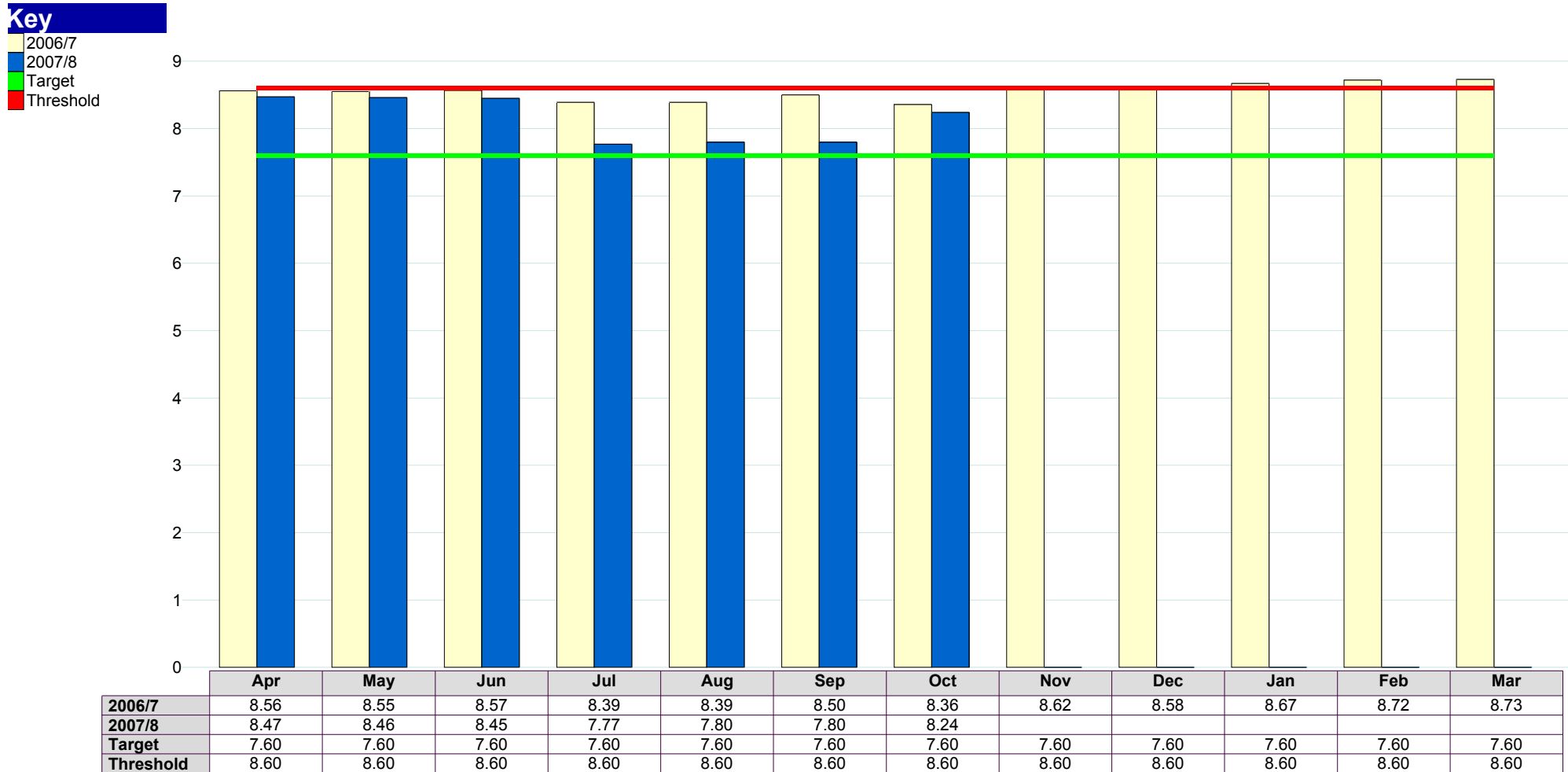
For temporary accommodation, the total rent and arrears due to the council after empty properties are taken into account in 2007/08 is forecast to be approximately £300,000.

The council's target is to collect 95.6% of this amount from temporary accommodation over the course of the year (as represented by the green line on the graph).

See the "Rent Collection and Arrears" section of the Housing Management sub-committee report for further information on work contributing to performance against this indicator.



## BV 66b - % of tenants with more than 7 weeks' rent arrears



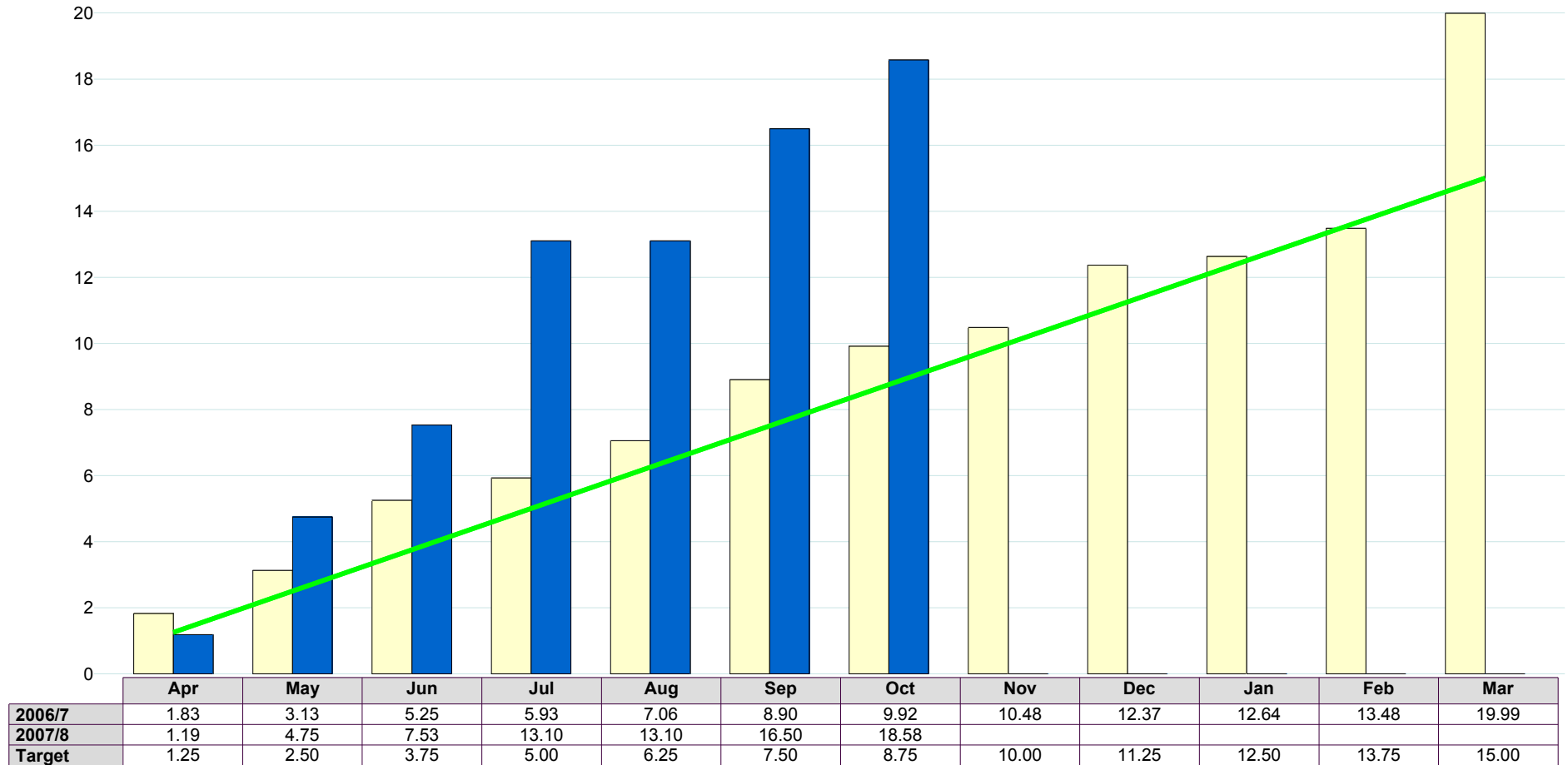
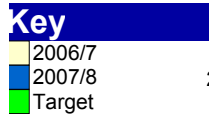
### Comments

This indicator measures the number of tenants with 7 weeks or more gross rent arrears as a percentage of the total number of tenants.

In Brighton & Hove, there are roughly 12,200 tenants, of which around 950 (7.8%) are in more than 7 weeks gross rent arrears.

See the "Rent Collection and Arrears" section of the Housing Management sub-committee report for further information on work contributing to performance against this indicator.

## BV 66c - % of tenants in arrears who have had notices seeking possession served

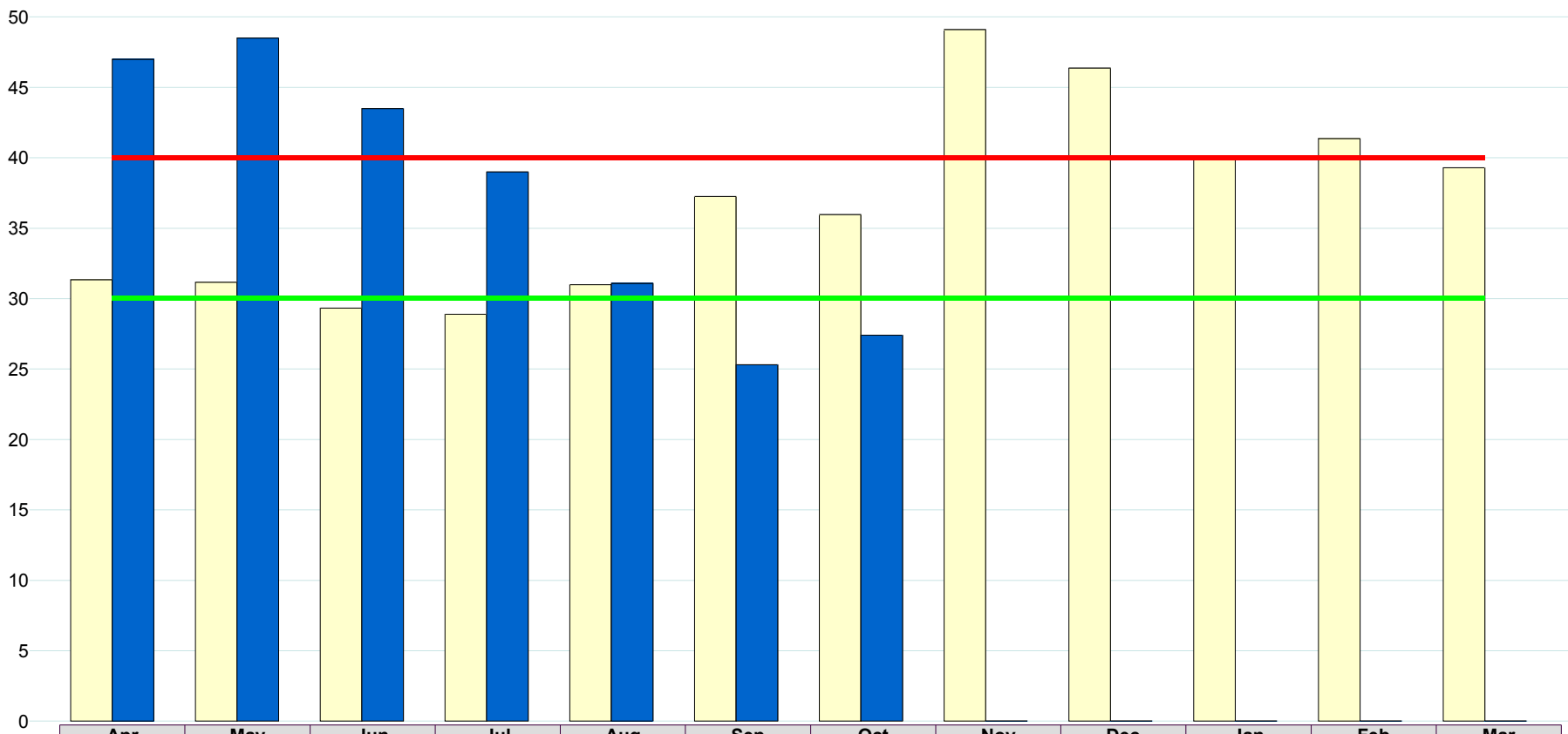
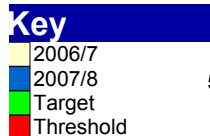


### Comments

This indicator measures the number of tenants who have had notice seeking possession served as a result of being in arrears as a percentage of the total number of tenants who are in arrears. Notices seeking possession are served as necessary throughout the year, so the number the council serves increases as the year progresses from April to March. Over the course of the year, the council aims to serve notices seeking possession to no more than 15% of tenants in arrears (as indicated by the green line).

See the "Rent Collection and Arrears" section of the Housing Management sub-committee report for further information on work contributing to performance against this indicator.

## BV 212 - Average time in days to relet local authority housing



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2006/7</b>	31.34	31.18	29.32	28.89	31.00	37.26	35.96	49.10	46.37	40.10	41.38	39.29
<b>2007/8</b>	47.00	48.50	43.50	39.00	31.10	25.30	27.40					
<b>Target</b>	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00
<b>Threshold</b>	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00

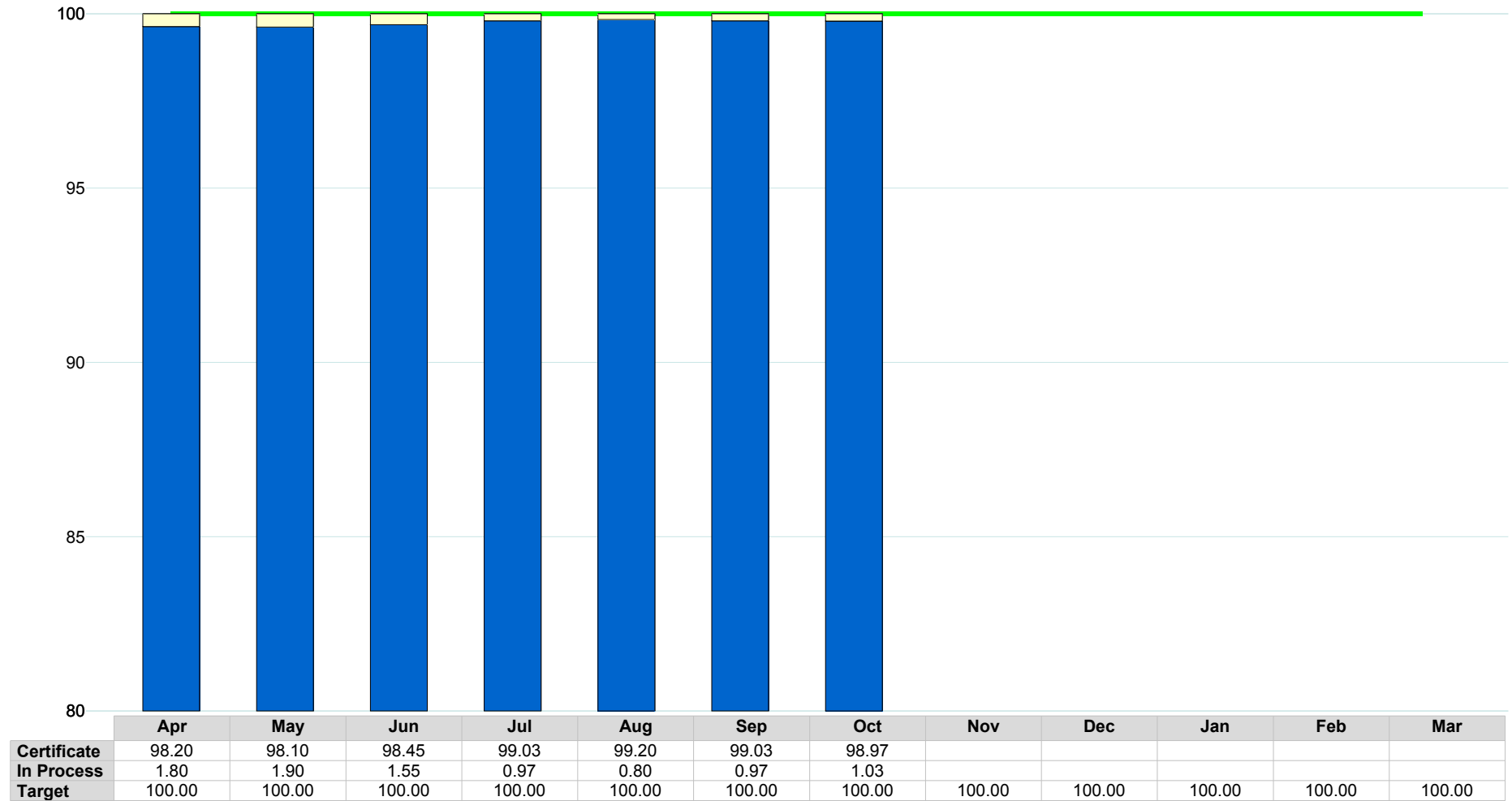
### Comments

This indicator measures the average number of days to relet local authority homes once they have become vacant. This includes supported and sheltered accommodation, but excludes properties undergoing major repairs.

The council aims to achieve an average relet time of 30 days or less (as represented by the green line on the graph).

See the "Empty Property Turnaround Time" section of the Housing Management sub-committee report for further information on work contributing to performance against this indicator.

## % of properties with a current gas safety certificate (Citywide)

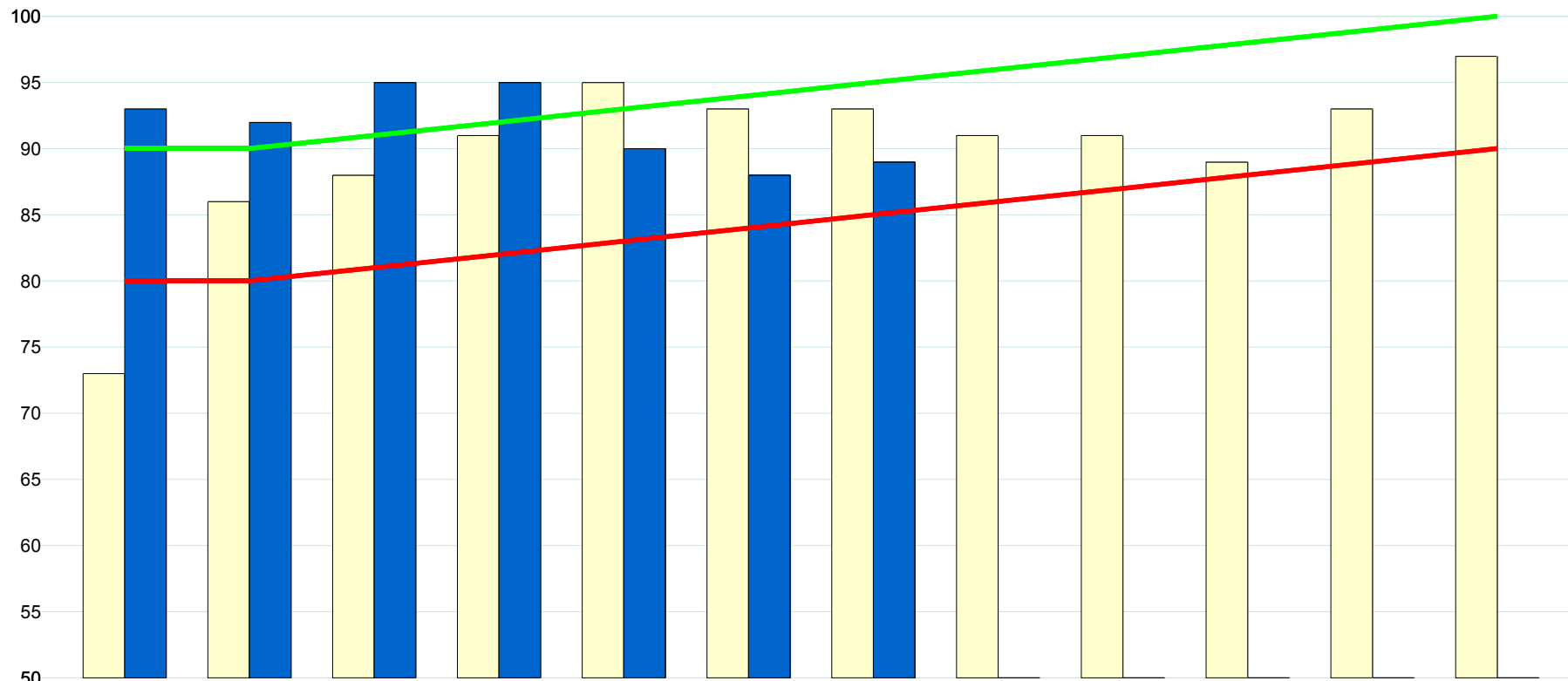


### Comments

This indicator measures the percentage of local authority homes with gas pipework or equipment for which there is a current gas safety certificate. The council aims to ensure that all relevant properties have up to date gas safety certificates. There are approximately 10,600 such properties in Brighton & Hove.

The blue portions of the bars above represent those properties for which there is a current gas safety certificate, while the yellow portion at the top of the bar shows the proportion of properties where the certificate is overdue.

**% of cleaning scheduled for each 4 week period that was completed**



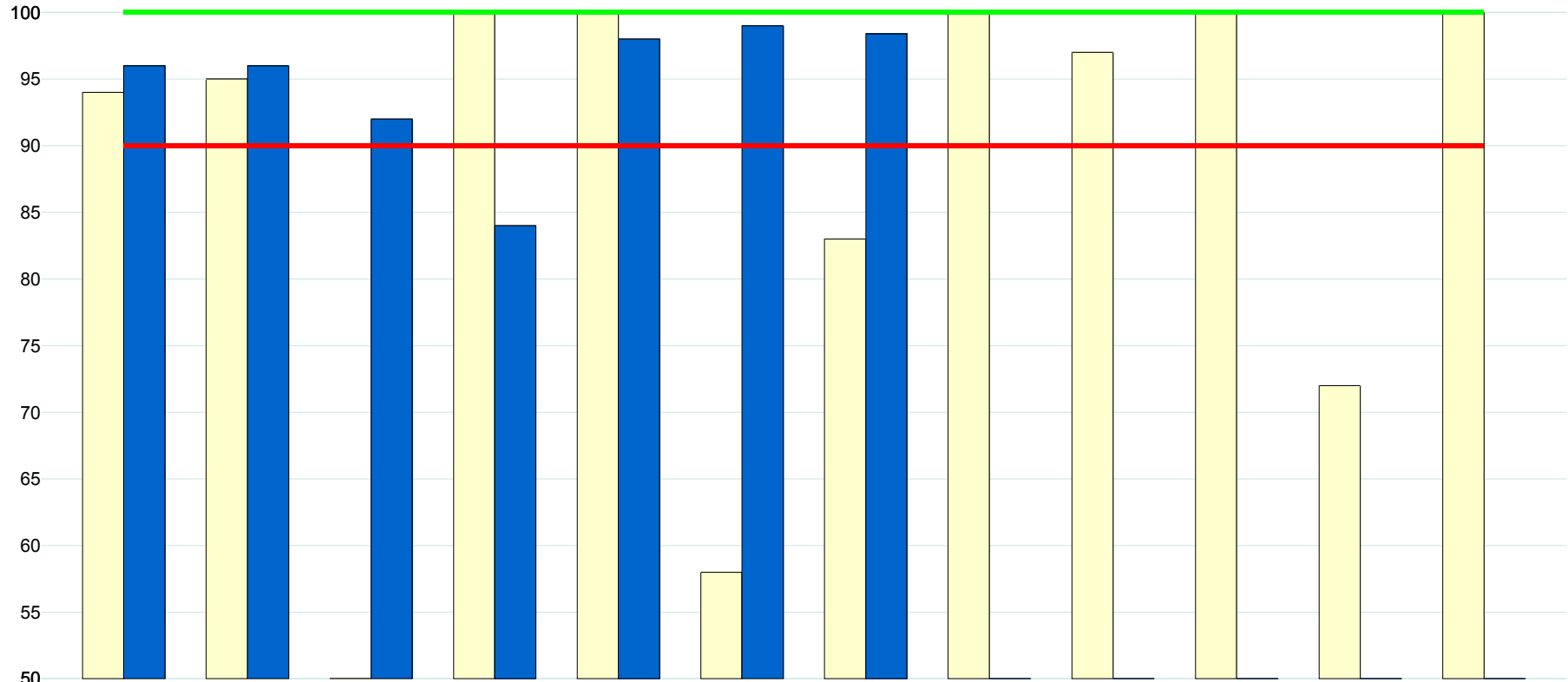
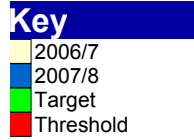
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>2006/7</b>	73.00	86.00	88.00	91.00	95.00	93.00	93.00	91.00	91.00	89.00	93.00	97.00
<b>2007/8</b>	93.00	92.00	95.00	95.00	90.00	88.00	89.00					
<b>Target</b>	90.00	90.00	91.00	92.00	93.00	94.00	95.00	96.00	97.00	98.00	99.00	100.00
<b>Threshold</b>	80.00	80.00	81.00	82.00	83.00	84.00	85.00	86.00	87.00	88.00	89.00	90.00

**Comments**

This indicator measures the performance of the Estate Assistant cleaning teams. The indicator is the cleaning completed as a percentage of the cleaning scheduled for each 4 week period in the cleaning schedule.

The targeted level of performance increases from 90% to 100% over the course of the year to reflect the planned improvements in service delivery.

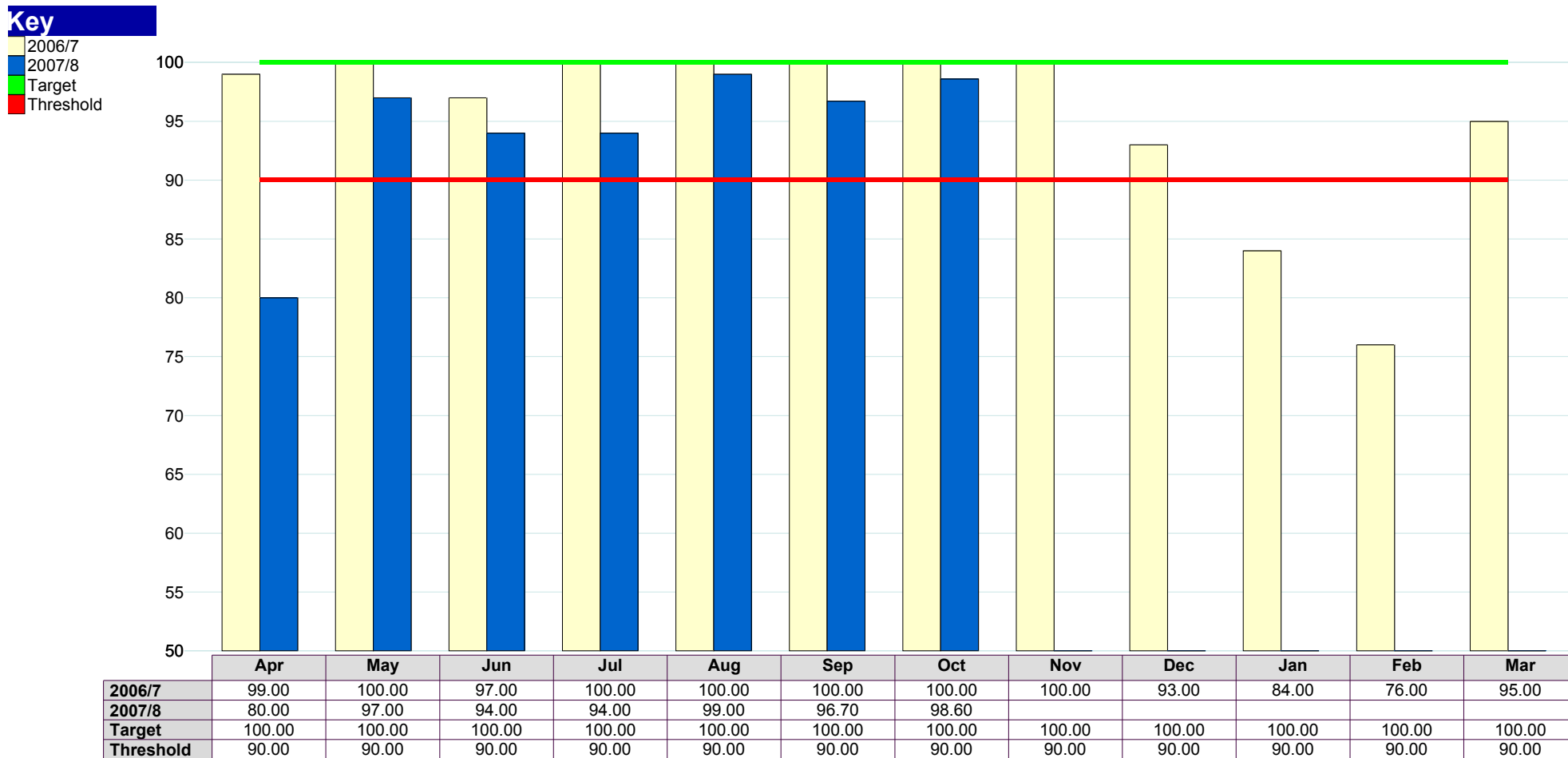
## % of graffiti removal jobs completed within target times



### Comments

This indicator measures the response times of the graffiti removal team. Graffiti that are perceived as offensive, racist or discriminatory are classified as high priority and removed within 1 working day of being reported. Other types of graffiti are removed within 7 working days of being reported.

## % of bulk refuse removal jobs completed within target times



### Comments

This indicator measures the response times of the bulk refuse removal team. Bulk refuse that is causing a health & safety hazard or obstructs key pathways are classified as high priority and removed within 1 working day of being reported. Other types of graffiti are removed within 7 working days of being reported.