

Trent & Dove Housing Limited (L4311)

2009 General Needs Performance Indicators Regulation Report

| Performance Indicator | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | National Quartile Position | Q Ind | Top Quartile | National Mean Average | Notes | Annual Improvement indicator |
|--|---------|-----------|-----------|-----------|-----------|-----------|----------------------------|-------|--------------|-----------------------|--------------------------|------------------------------|
| Compliance Status | | Compliant | Compliant | Compliant | Compliant | Compliant | - | - | | - | Eq & Div | |
| General needs voids and lettings | | | | | | | | | | | | |
| GN re-let time | 67 days | 58 days | 36 days | 33.8 days | 22.3 days | 21.4 days | 1 | SAME | 24.3 days | 38.6 days | | ↑ |
| % Social Housing rental dwellings vacant at 31 March | | | | 1.7% | 1.3% | 1.4% | 2 | SAME | 1.3% | 2.5% | | ↓ |
| Vacant and available GN (self-cont'd) stock | | 0.80% | 0.90% | 0.40% | 0.30% | 0.70% | 2 | SAME | 0.5% | 0.90% | | ↓ |
| Vacant and not available GN (self-cont'd) stock | | 1.40% | 0.60% | 1.20% | 0.70% | 0.20% | 1 | UP | 0.2% | 1.00% | | ↑ |
| GN lettings to BME tenants | | 5.70% | 7.90% | 15.20% | 16.00% | 16.50% | - | - | - | 16.20% | | ↑ |
| Asset condition | | | | | | | | | | | | |
| Average SAP rating | 61 | 69 | 70 | 72 | 64.6 | 67.4 | 2 | UP | 71.1 | 67.9 | to New 2005 standard | ↑ |
| Failing decent homes standard | 20.20% | 15.30% | 10.90% | 5.40% | 2.00% | 1.00% | 2 | SAME | 0.9% | 8.60% | | ↑ |
| Repairs performance | | | | | | | | | | | | |
| Emergency repairs completed in target | 97.30% | 96.60% | 97.60% | 96.40% | 98.30% | 97.00% | | | | | No longer a HC PI | ↓ |
| Urgent repairs completed in target | 81.70% | 92.00% | 95.10% | 95.40% | 97.20% | 97.50% | | | | | No longer a HC PI | ↑ |
| Routine repairs completed in target | 86.90% | 84.10% | 94.80% | 95.30% | 98.40% | 99.20% | | | | | No longer a HC PI | ↑ |
| Appointments made that were kept | | | 98.30% | 99.00% | 98.40% | 99.70% | | | | | No longer a HC PI | ↑ |
| Service to tenants | | | | | | | | | | | | |
| Tenant satisfaction overall | 96% | 82.0% | 82.0% | 81.9% | 82.0% | 83.0% | 2 | SAME | 86.0% | 80.4% | 2008 | ↑ |
| Tenant satisfaction with participation | 55% | 69% | 69% | 69% | 63% | 64% | 2 | SAME | 69.0% | 62.8% | question changed in 2008 | ↑ |
| Tenant satisfaction with repairs & maintenance | | | | 77% | 81% | 82% | 2 | SAME | 83.0% | 76.0% | | ↑ |
| Tenant satisfied with quality of newly built home | | | | | 88% | 88% | 3 | DOWN | 95.9% | 89.8% | New/optional in 2008 | |
| Shared Owners satisfaction with overall service | | | | | 68% | 68% | 2 | SAME | 68.8% | 60.5% | | |
| Shared Owners satisfaction with sales process | | | | | 59% | 59% | 4 | DOWN | 80.9% | 66.2% | New/optional in 2008 | |
| General needs FPI | | | | | | | | | | | | |
| Current tenant rent arrears at year end for GN | | 4.10% | 4.30% | 2.50% | 2.21% | 1.20% | 1 | UP | 3.0% | 4.60% | Top Decile | ↑ |
| General needs context | | | | | | | | | | | | |
| STATUS survey Year | | 2005 | | | 2008 | | | | | | | |
| Total general needs dwellings owned | 5204 | 4423 | 4382 | 4338 | 4309 | 4359 | - | - | 5445 | 4525 | | |
| Total CORE lettings (GN) | 498 | 568 | 467 | 440 | 374 | 425 | - | - | 444 | 370 | | |
| Managed GN stock (FPIs) | 5281 | 5159 | 4404 | | 4310 | 4360 | - | - | 5709 | 4666 | | |
| Association has DLO for repairs? | No | No | No | No | No | No | - | - | | - | | |
| Average re-let time for dwellings managed | | | 36 days | 35.5 days | 28.9 days | 24 | 1 | UP | 26.1 days | 39.5 days | | ↑ |