

**HOUSING MANAGEMENT PERFORMANCE INFORMATION**

Report of the Director of Derby Homes

**SUMMARY OF REPORT**

1. This report summarises performance against key service areas.

**RECOMMENDATION**

2. That the Local Housing Board notes the content of the report.

**MATTER FOR CONSIDERATION****3.1 Rent Arrears**

As at 25 July 2003 the Rent Arrears for the North Area were £744,480.80. This amount is £2,044.08 below the floating target. Particular note should be given to Cowsley and Mackworth local offices, both of which are considerably below target. Increased monitoring will be targeted at Chaddesden Park.

**3.2 Voids**

The papers attached to the report relate to the position on empty properties as at 7 July 2003. Details of performance at the end of July 2003 will be tabled at the meeting. Overall the performance on management of active voids continues to be good and within target. Attention has been turned to a review of passive voids with a view to reducing the overall number held un-occupied and returning properties back into use.

**3.3 Average Relet Time**

The average relet time is the average time between a property becoming empty and it being relet to a new tenant.

The monthly average relet times for July 2003 is 23.44 days. This performance exceeds the target figure of 37 days and represents top quartile performance.

The impact of Derby Homefinder is now having a positive effect on our ability to let empty properties more quickly. As at the end of July there was only 7 properties within the category of active void that had been unoccupied for more than 3 months. This indicator is not now being so badly affected by the letting of long term empty properties.

The ability to let properties more quickly and efficiently obviously reduces the amount of rent loss incurred as a result of empty properties.

### **3.4 Anti-Social Behaviour**

A report up to and including the end of June 2003 is attached which shows the ongoing workload in relation to anti-social behaviour complaints.

The main workload areas continue to be around complaints of noise and the condition of gardens.

### **CONSULTATION IMPLICATIONS**

4. None.

### **FINANCIAL AND BUSINESS PLAN IMPLICATIONS**

5. Officers of Derby Homes and Derby City Council monitor a full listing of monthly/quarterly/year end performance indicators on a monthly basis.

Full reports are submitted to the Board of Derby Homes, Committees of Derby Homes and Cabinet of Derby City Council.

### **LEGAL AND CONFIDENTIALITY IMPLICATIONS**

6. None

### **PERSONNEL IMPLICATIONS**

7. None

### **ENVIRONMENTAL IMPLICATIONS**

8. None

### **EQUALITIES IMPLICATIONS**

9. None

### **Contact Officer**

Maria Murphy Housing Manager (Local Services) Derby 01332 251053, email [maria.murphy@derby.gov.uk](mailto:maria.murphy@derby.gov.uk)