

Rent Arrears

North Area Offices

2003/04 Targets	09/05/03	16/05/03	23/05/03	30/05/03	06/06/03	13/06/03	20/06/03	27/06/03	04/07/03	11/07/03	18/07/03	25/07/03
Brook Street	71,119.57	74,236.05	77,298.13	79,085.64	80,538.97	82,513.00	84,362.68	85,792.69	86,733.08	83,904.15	85,411.87	88,046.51
Chaddesden Park	31,873.45	33,270.15	34,642.47	35,443.58	36,094.91	36,979.61	37,808.57	38,449.46	38,870.90	37,603.07	38,278.79	39,459.54
Cowsley	84,990.64	88,714.95	92,374.26	94,510.40	96,247.18	98,606.23	100,816.67	102,525.58	103,649.38	100,268.70	102,070.49	105,218.98
Mackworth	78,693.05	82,141.40	85,529.56	87,507.42	89,115.51	91,299.76	93,346.41	94,928.70	95,969.23	92,839.05	94,507.33	97,422.52
Spondon	35,312.74	36,860.16	38,380.56	39,268.11	39,989.72	40,969.88	41,888.29	42,598.33	43,065.26	41,660.62	42,409.25	43,717.41
Sussex Circus	98,072.70	102,370.28	106,592.84	109,057.79	111,061.90	113,784.06	116,334.74	118,306.70	119,603.47	115,702.43	117,781.56	121,414.67
Total	400,062.14	417,593.00	434,817.84	444,872.94	453,048.18	464,152.52	474,557.37	482,601.46	487,891.32	471,978.02	480,459.28	495,279.64

2003/04 Arrears	5	6	7	8	9	10	11	12	13	14	15	16
Brook Street	77,386.84	80,319.00	82,116.91	82,823.76	82,412.60	85,901.31	88,358.78	89,666.43	88,548.74	84,923.95	87,640.40	90,480.67
Chaddesden Park	41,503.85	44,588.86	45,466.28	47,419.21	46,418.00	46,028.73	47,526.07	49,981.34	48,800.21	49,894.03	48,394.73	49,209.81
Cowsley	92,911.09	95,680.18	94,520.23	91,749.28	90,796.31	94,704.79	93,839.25	93,186.83	94,207.42	93,611.52	95,190.69	94,622.43
Mackworth	85,207.44	87,337.34	86,815.09	85,197.03	85,249.91	85,495.21	86,016.85	84,012.79	82,221.54	83,075.94	84,112.04	86,434.31
Spondon	38,744.10	39,618.07	41,242.25	42,934.51	42,641.59	46,312.22	47,232.91	47,707.49	47,300.98	46,890.86	46,970.16	49,738.61
Sussex Circus	107,713.29	111,629.76	116,002.89	118,571.21	118,582.69	123,333.14	122,350.40	122,139.52	121,170.43	121,232.52	121,655.28	122,749.73
Total	443,466.61	459,173.21	466,163.65	468,695.00	466,101.10	481,775.40	485,324.26	486,694.40	482,249.32	479,628.82	483,963.30	493,235.56

2002/03 Arrears	5	6	7	8	9	10	11	12	13	14	15	16
Brook Street	70,410.52	72,589.86	72,243.04	72,751.65	71,412.63	76,127.55	76,735.40	81,010.95	79,178.50	73,918.99	74,982.03	79,841.46
Chaddesden Park	38,654.26	40,944.26	42,208.91	43,472.41	44,425.74	48,581.25	49,192.26	49,258.25	49,433.70	49,739.50	50,508.20	53,712.32
Cowsley	105,341.48	107,288.47	109,632.09	110,761.22	112,766.22	114,091.39	114,814.89	114,940.76	112,940.07	108,979.28	109,924.25	114,196.35
Mackworth	68,826.43	71,079.39	73,375.77	74,579.99	73,809.26	74,486.97	74,066.73	74,158.21	72,799.96	68,859.34	69,264.82	72,762.04
Spondon	38,592.07	41,276.99	42,102.09	41,892.89	42,225.25	41,287.44	41,863.65	42,622.13	38,648.27	41,298.10	39,092.53	42,693.94
Sussex Circus	111,506.86	112,494.14	114,274.87	117,772.88	113,471.44	114,656.19	115,877.16	118,518.99	115,678.51	113,340.63	113,859.09	120,145.05
Total	433,331.62	445,673.11	453,836.77	461,231.04	458,110.54	469,230.79	472,550.09	480,509.29	468,679.01	456,135.84	457,630.92	483,351.16

Anti Social Behaviour ~ Ongoing Workload

North Area Offices

	July 2002	Aug 2002	Sep 2002	Oct 2002	Nov 2002	Dec 2002	Jan 2003	Feb 2003	Mar 2003	Apr 2003	May 2003	June 2003
Damage to Property	2	3	2	1	1	1	3	3	2	1	1	1
Verbal Abuse	6	7	10	11	9	4	3	3	9	5	2	2
Boundary Dispute	1	1	1	1	1	1	1	1	1	1	1	1
Gardens	4	4	3	4	8	6	23	27	33	28	30	35
Dogs	2	3	7	6	6	4	1	2	5	5	5	7
Vehicle Repairs	0	0	0	0	1	1	1	1	1	0	0	0
Business Use	0	0	0	0	0	0	0	0	0	0	0	0
Criminal Behaviour	7	7	11	8	5	5	4	4	3	4	3	3
Noise	31	37	45	31	30	30	41	39	38	33	47	47
Drug Abuse	3	4	4	7	7	5	5	5	6	5	6	6
Physical Intimidation	1	0	1	2	2	1	1	1	1	2	2	1
Harassment	3	7	6	7	5	4	10	12	11	17	11	13
Domestic Violence	1	0	0	0	0	0	0	0	0	0	0	0
Racial Abuse	5	5	6	7	5	6	4	2	3	2	2	1
Nuisance Juveniles	21	20	20	19	13	11	13	17	34	35	29	20
Totals	87	98	116	104	93	79	110	117	147	138	139	137
Cases from previous month	101	87	98	116	104	93	79	110	117	147	138	139
New cases: current month	16	17	42	24	18	13	50	53	53	40	41	46
Cases resolved	30	6	24	36	29	27	19	46	23	49	40	48

Voids Analysis as at 7 July 2003

North Area Offices

	Brook Street	Chaddesden Park	Cowsley	Mackworth	Sussex Circus
TOTAL VOIDS	24	19	25	69	6
TOTAL PASSIVES	8	10	8	61	3
TOTAL ACTIVES	16	9	17	8	3
% of stock	2.2%	1.2%	2.5%	5.0%	0.4%
ACTIVE VOIDS					
1-5 weeks	11	9	15	8	3
Over 6 weeks	5	0	2	0	0
RTL	17	5	2	2	0
No. of lettings	5	2	0	1	1
No. of keys received	0	0	0	0	0
Pending voids	7	0	5	3	6

South Area Offices

	Allenton	Alvaston	Austin	Littleover	New Sinfen	Old Sinfen	Osmaston	Stockbrook Street
TOTAL VOIDS	18	10	18	15	3	5	16	19
TOTAL PASSIVES	8	3	15	13	0	3	12	7
TOTAL ACTIVES	10	7	3	2	3	2	4	12
% of stock	1.0%	0.7%	1.6%	3.0%	0.6%	1.4%	1.5%	1.3%
ACTIVE VOIDS								
1-5 weeks	8	7	3	1	3	2	4	12
Over 6 weeks	2	0	0	1	0	0	0	0
RTL	7	1	1	3	0	0	1	4
No. of lettings	1	5	2	1	2	0	0	3
No. keys received	0	0	0	0	0	0	0	0
Pending voids	6	6	3	2	4	2	9	7

BVPI – 68
AVERAGE RELET TIME FOR LOCAL AUTHORITY DWELLINGS
 July 2003 – Target 37 days.

	MAY 03	JUN 03	JUL 03	Comments
CITY	41.88	40.20	23.44	Excellent performance reflecting the reduction in active voids now over 3 months old. All offices are within target.
SOUTH				
Chellaston	43.8	32.6	-	No properties relet during July.
Bingham Street	73.4	38.9	14	Excellent performance.
Alvaston	23	26.3	29	Maintaining excellent performance.
Osmaston	16	-	17	Excellent performance.
Austin	24	62.9	34	Excellent performance.
Littleover	-	-	-	No properties relet during July.
New Sinfin	17.6	35.2	18	Excellent performance.
Old Sinfin	37.5	-	-	No properties relet during July.
Stockbrook Street.	75	61	20	Excellent performance.
NORTH				
Chaddesden Park	34	49.16	22	Excellent performance.
Cowsley	14	42.75	34	Excellent performance.
Sussex Circus	13.3	24	25	Excellent performance.
Mackworth	51.5	24	22	Excellent performance.
Brook Street	48	37	30	Excellent performance.

Rent Arrears North



