

**HOUSING MANAGEMENT PERFORMANCE INFORMATION –  
YEAR END SUMMARY**

Report of the Director of Derby Homes

**SUMMARY OF REPORT**

1. This report summarises 2002/03 performance against key service areas.

**RECOMMENDATIONS**

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

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

	<b>£</b>
Total amount outstanding at 6.4.02	<b>1,076,886.12</b>
Less amount outstanding on leased properties (asylum seekers)	29,571.37
Less housing benefit postings received week 1 (backdated housing benefit credits)	49,455.20
Less outstanding Transitional Housing Benefit (supporting people)	2,089.08
<b>Adjusted Year End Total</b>	<b>995,770.47</b>

- 3.2 This represents good performance against the target figure of £999,000.00. Clearly an improvement in the processing of housing benefit and the additional income collected in the rent-free weeks at the end of the financial year had a major impact.

**3.3 Voids**

As at 28 March 2003 there were 113 Active Voids which represents 0.77% of the total stock. Active voids are properties we expect to relet after minimal repair, properties that are empty for a longer period are termed 'passive', these will include properties undergoing modernisation and properties being used as temporary accommodation.

- 3.4 The performance in relation to active voids exceeds our target figure of 160 (1.04% of stock at April 2002).
- 3.5 The total number of empty properties as at 28 March 2003 was 282, these being made up of 113 actives and 169 passives. This total figure represents 1.9% of the total stock.

Figures will be produced up to and including 6 April 2003, it is not however anticipated that there will be a major change from the position detailed in this report.

### **3.6 Average Relet Time**

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

During the last quarter of the financial year our performance has continued to improve. The annual average figure is 41.68 days. A figure of 37 days is required to achieve top quartile performance.

The impact of Homefinder (Choice Based Lettings) has through its success had a detrimental impact on this Key Performance Indicator in that properties only become included in the calculation when they are let. Therefore, a property that has been of low demand and empty for a long time can and will have an adverse effect on the figures when relet.

One should view performance on relet times alongside the figures for rent loss, an improvement in the numbers of properties being let will have a positive effect in reducing rent loss.

## **CONSULTATION IMPLICATIONS**

4. None.

## **FINANCIAL AND BUSINESS PLAN IMPLICATIONS**

5. A full list of year end performance data will be filed with the City Council and presented to the Board and Committees of the Board at the earliest possible opportunity.

## **LEGAL AND CONFIDENTIALITY IMPLICATIONS**

6. None.

## **PERSONNEL IMPLICATIONS**

7. None.

## **ENVIRONMENTAL IMPLICATIONS**

8. None.

## **EQUALITIES IMPLICATIONS**

9. None.

### **Contact Officer**

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