

February 2015

Position Statement from the Cabinet Member for Housing

1 PERFORMANCE REPORT REGARDING REPAIRS

See appendix A.
To discuss

2 2008 AUDIT REPORT

This report indicated the proportions of repairs.

Local Authorities are expected to achieve:

Emergency repairs	10%
Urgent i.e. within 7 days	20%
Routine	70%

However bearing in mind that most MDDC stock is quite old the above targets are unlikely to be achieved.

However

See appendix B

At time of the Audit report in 2008 there were 14000 call outs. For 2014/15 9000 are anticipated.

Reduction of some 5000 visits per annum.

3 AFFORDABLE HOMES

MDDC annual target is 80 units pa

2011/12	28	units
2012/13	63	units
2013/14	68	units
2014/15	58	
2015/1	65	

However 2015/16 may increase dependent upon Private Sector activity.

Possible additions from the programmed MDDC future development.

Palmerston Park	26	2016/17
Eastern Urban Extension	75	2016/18
Farleigh Meadows	55	2015/17 + £600K financial contribution from developer

Crediton Wells Park	60	2015/17
Barratts Cullompton	95	2016/18

Further other possible opportunities are being pursued.

4 FINANCE

A. Empty Homes budget currently	£100K available
B. Wessex Bank (£110 already allocated with) Discuss	£190K available
C. Total income from solar PV to end of March 2015 (income from solar PV still available £340K) All solar income subject to RPI	£550K
D. Grant from Gov Green issues 15/16 onwards i.e. renewable heating initiative over 7 years	£200-300K
E. HRA Council reserve including 30 year planned fund	£5100K
F. MRR (Major repairs reserve)	£570K
G. Decent Home Funding (HCA)	£1400K
H. HCA funding towards programme development	£400K
TOTAL	£5900K

5 IDENTIFIED EXPENDITURE 14/16

Fir Close	£650K
Wells Park	£2700K
Beeches Lane/Bircham Lane	£600K
St Andrew Street	£1500K
Palmerston Park	£3-3500K
Renewable energy projects i.e. external walling insulation	£200K
Communal heat pumps	-
Solar Panel energy Storage	Free
Burlescombe (6)	£700K
	£9350K

6 RENT ARREARS

Budget target 2014/15 less than 1%

In year 2013/14 achieved % 100.5%

Rent arrear schedule – see appendix C

7 VOIDS

Target 2014/15 17 days

Current year to Dec 19.5 days

See appendix D

Remember 6 years ago void period was 55 days.

8 GARAGES

See Appendix E

Current budget includes £30K pa for repairs and maintenance.

No increase to garage rents envisaged for 2015/16 but ground rent increased to £200 per site per annum.

9 FLEXIBLE TENANCIES

All new tenants placed on flexible tenancy of 5 years duration.

10 HOUSE VISITS

Random calling upon tenants in place

See appendix F

11 RIGHT TO BUY

Since changes in discounts implemented by the Government numbers have increased from 8 per year to currently 19 to December 2014.

12 DECENT HOMES

MDDC received an overall grant from the HCA of £1.4M over 18 months on the basis that all housing stock will achieve 'Decent Home Standards' by the end of March 2015.

MDDC placed a specific contract with Ian Williams to carry out work; they are on programme to achieve that target.

But be aware that from April 2015 it is likely that standards will again be revised and the process continues.

Currently 95.4% of stock meets this standard.

13 HOUSING LIST

Currently 2067 on the list of which 1137 are placed in band E.

14 SHELTERED HOUSING

DCC's funding ceases in March 2015 i.e. £264K per annum will disappear. The Housing Service recognises the moral obligation to help those in most need. Accordingly 2 staff (carers) will be directly employed to provide a limited service.

It is also intended to promote the alarm system, including the private sector, which will attract the same weekly charge.

15 CARETAKER SERVICE

This has been a success, the service will continue.

16 IMPROVEMENT BOARD

A monthly meeting including tenant representatives to review performance, (VFM) planned maintenance and contractors performance.

17 RENT PLUS

To discuss

18 DARS

Loans given to those who need initial deposits in the private sector housing market. Money recovered progressively

See appendix G

19 MAIN SPEND ON HOUSING

Capital budget 2014/15	£4.4m
HRA	£1.3m
DFG (HRA) part funded by RTTB	0.3m

The above is over and above house building of the house building indicated earlier.

20 EVICTION PANEL

To discuss

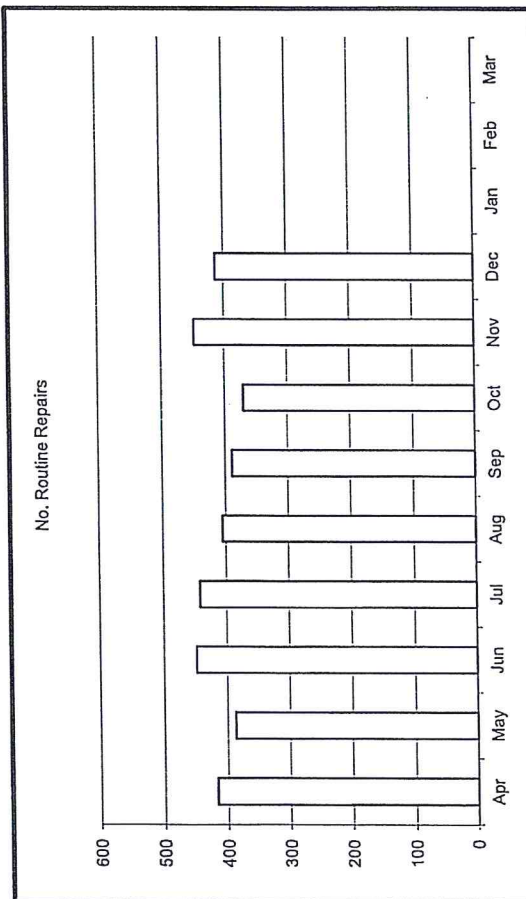
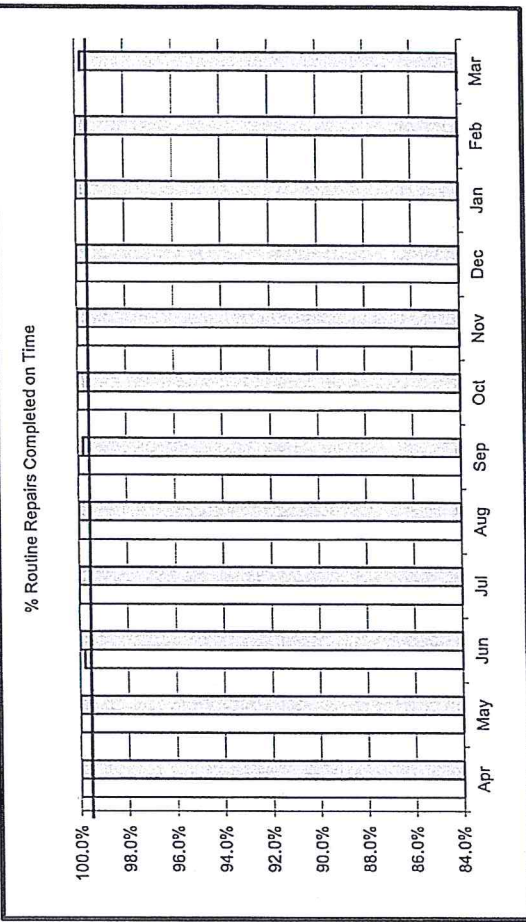
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Housing Maintenance

Routine Repairs Completed on Time

Responsible Manager
Repairs Manager

Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Movement on Previous Month	YTD Performance
2013-14	>99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	↔	☺
	>100%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	↔	☺
2014-15	N/A	417	387	448	442	405	389	370	447	413				3718		
	N/A	417	387	447	442	405	389	370	447	413				3717		



Comments - Buildings Manager

Comment not necessary as target for last month reached.

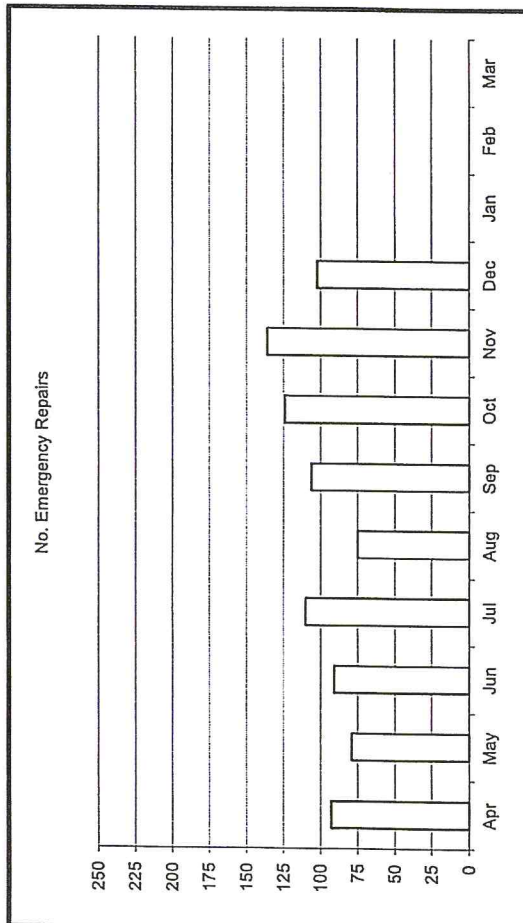
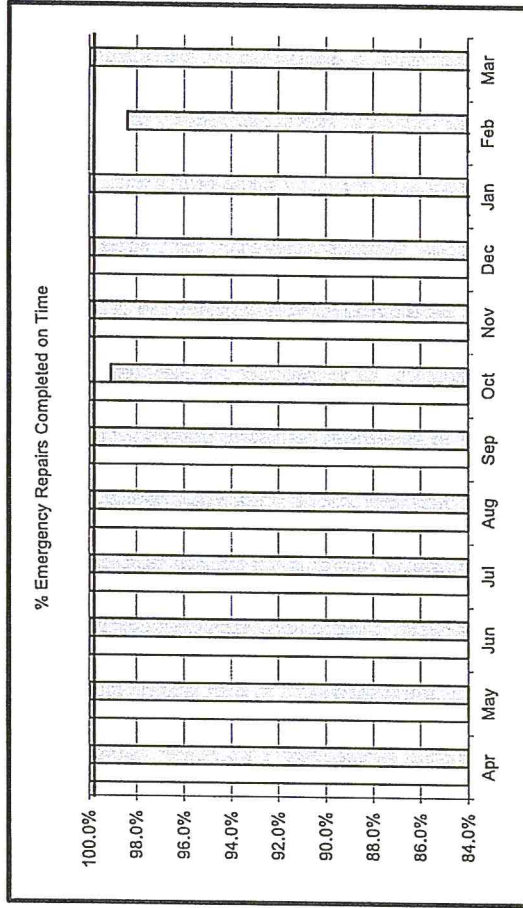
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Housing Maintenance

Emergency Repairs Completed on Time

Responsible Manager
Repairs Manager

Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Movement on Previous Month	YTD Performance
2013-14	>99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	98.4%	100.0%	99.7%	↑	😊
	>100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	↔	😊
2014-15	N/A	93	79	91	110	75	106	124	136	102				916		
	N/A	93	79	91	110	75	106	124	136	102				916		



Comments - Buildings Manager

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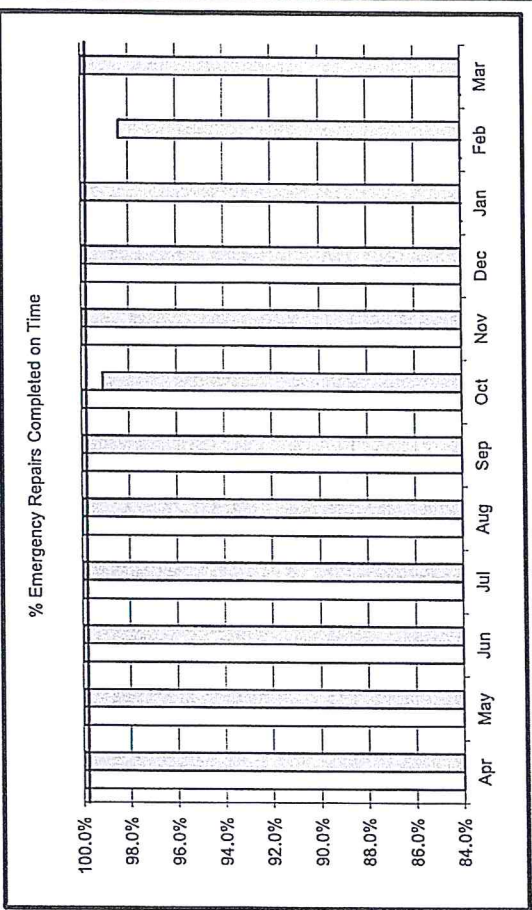
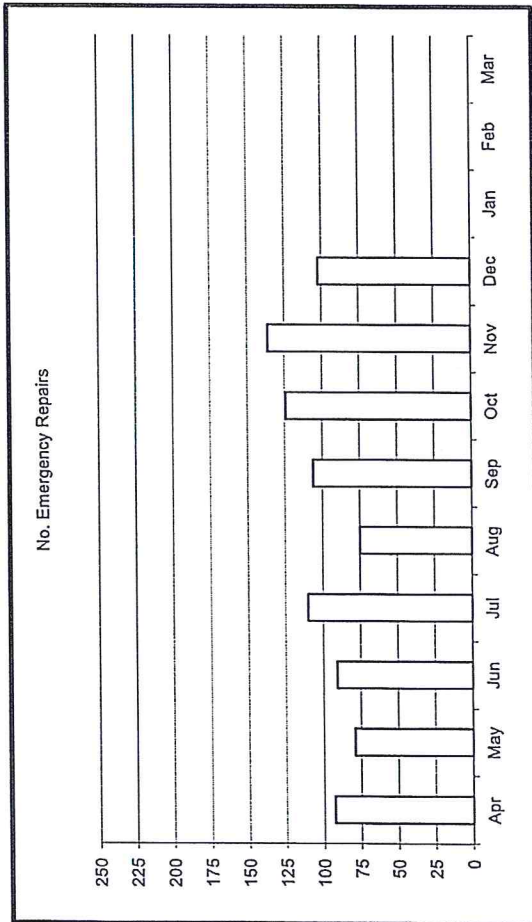
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Housing Maintenance

Emergency Repairs Completed on Time

Responsible Manager
Repairs Manager

Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Movement on Previous Month	YTD Performance
2013-14	>99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	98.4%	100.0%	99.7%	↑	😊
	>100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	↔	😊
2014-15	N/A	93	79	91	110	75	106	124	136	102				916		
	N/A	93	79	91	110	75	106	124	136	102				916		



Comments - Buildings Manager

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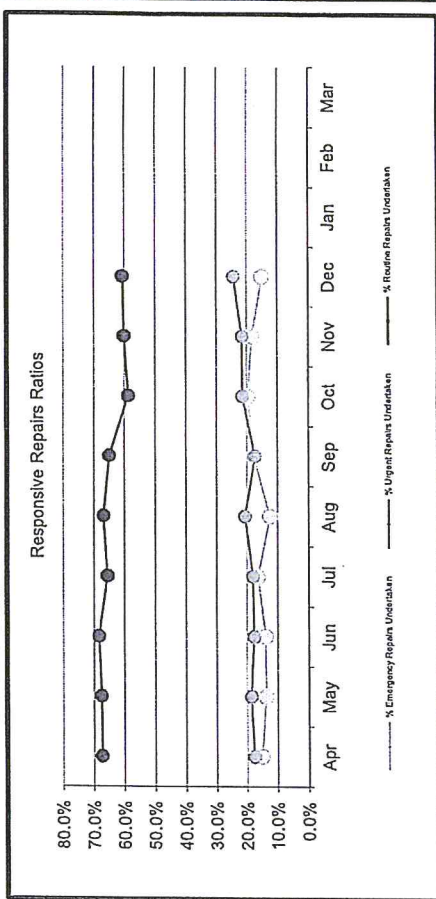
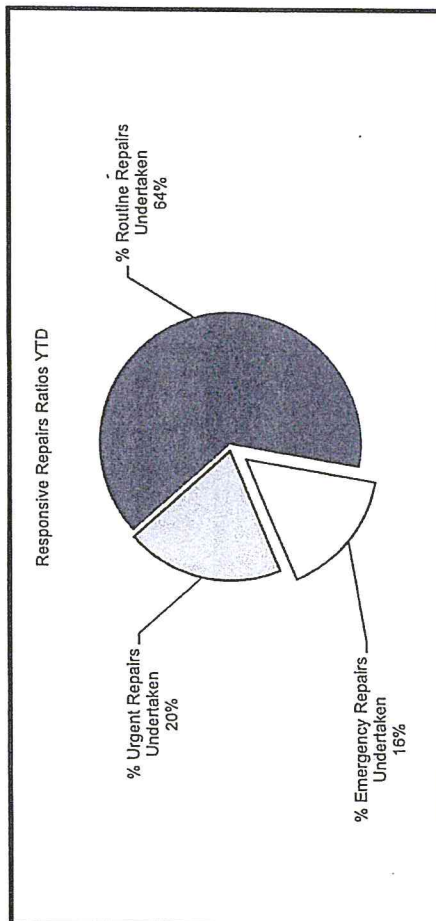
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Housing Maintenance

Responsive Repairs Ratios

Responsible Manager
Repairs Manager

	Year	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	Movement on Previous Month	YTD Performance
% Emergency Repairs Undertaken	2013-14	<10%	13.7%	14.3%	13.8%	16.5%	13.9%	14.1%	16.0%	17.1%	15.3%	13.2%	16.8%	13.0%	14.8%	↓	☹️
	2014-15	<10%	15.0%	13.8%	13.9%	16.3%	12.4%	17.7%	19.7%	18.3%	15.0%				15.9%	↓	☹️
% Urgent Repairs Undertaken	2013-14	<20%	18.5%	21.4%	22.2%	18.5%	19.9%	19.7%	16.5%	15.6%	15.6%	20.1%	22.7%	16.8%	18.9%	↓	☺️
	2014-15	<20%	17.6%	18.7%	17.7%	18.1%	20.7%	17.4%	21.5%	21.5%	24.3%				19.8%	↑	☺️
% Routine Repairs Undertaken	2013-14	>70%	67.8%	64.3%	64.0%	65.0%	66.2%	66.2%	67.5%	67.3%	69.1%	66.7%	60.5%	70.2%	66.2%	↑	☺️
	2014-15	>70%	67.4%	67.5%	68.4%	65.6%	66.9%	64.9%	58.8%	60.2%	60.7%				64.4%	↑	☹️



Comments - Buildings Manager

We have seen a slight improvement in the figures over December with the number of emergency repairs dropping and an increase in urgent repairs. This has been part due to the mild weather and part due to reinforcement of the category criteria.

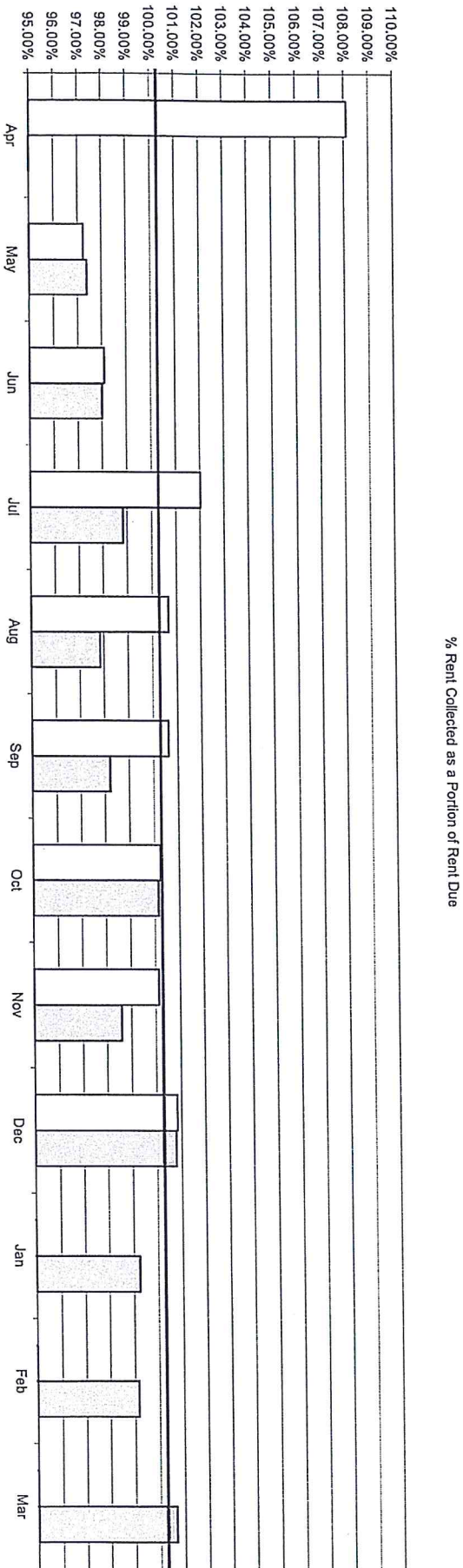
Income Collection

Dwelling Rent Collected as a % of Dwelling Rent Owed

Responsible Manager
Housing Services Manager

	Q2 13-14	Q3 13-14	Q4 13-14	Q1 14-15	Q2 14-15
Upper Quartile	>0%	>0%	>99.9%	>100.22%	>100.29%
Second Quartile	>0%	>0%	>99.41%	>98.54%	>98.88%
Third Quartile	<0%	<0%	<99.41%	<98.54%	<98.88%
Lower Quartile	<0%	<0%	<98.93%	<96.88%	<97.72%
MDDC	0%	0%	100.78%	98.09%	100.74%

	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Movement on Previous Month	YTD Performance
% Rent Collected	>98.85%	94.98%	97.40%	98.01%	98.83%	97.85%	98.22%	100.15%	98.60%	100.78%	99.25%	99.16%	100.66%	↑	😊
	>100.5%	108.10%	97.24%	98.09%	102.02%	100.66%	100.62%	100.22%	100.13%	100.83%				↑	😊
Rent Due to Date	N/A	£1,044,225	£2,080,792	£3,120,674	£4,434,761	£5,745,426	£6,799,167	£8,114,023	£9,160,409	£9,994,792					
Total Rent Collected	N/A	£1,128,807	£2,023,438	£3,061,022	£4,524,176	£5,793,596	£6,941,655	£8,131,651	£9,172,364	£10,017,251					



Comments - Housing Services Manager

Comment not necessary as target for last month reached.

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YEAR ON YEAR COMPARISON OF RENT ARREARS

CURRENT TENANCIES					
Week	2010/11	2011/12	2012/13	2013/14	2014/15
1	157,796.79	137,719.70	115,636.25	121,875.56	100,644.91
2	171,310.46	138,651.10	135,249.25	131,662.86	118,111.62
3	182,826.45	176,296.78	154,694.50	142,231.18	130,633.64
4	179,463.90	171,368.82	154,947.61	141,108.77	117,885.91
5	182,312.71	178,996.81	144,702.24	131,052.34	128,362.69
6	187,556.95	174,480.67	152,111.31	137,099.19	135,775.38
7	190,847.89	174,761.13	167,222.48	144,036.31	135,232.21
8	188,866.27	165,590.12	166,636.62	145,354.29	138,860.29
9	183,182.71	160,154.10	156,110.29	147,860.74	129,545.81
10	181,376.09	162,944.04	162,841.68	146,870.69	128,381.46
11	191,656.65	171,915.98	165,780.11	147,022.07	137,289.84
12	194,034.58	178,787.67	180,020.51	153,669.79	140,359.00
13	187,695.38	163,323.05	170,702.75	146,090.40	129,073.07
14	192,302.87	164,272.08	162,844.15	143,608.16	133,292.65
15	196,110.04	170,958.71	170,281.82	147,659.56	133,779.47
16	196,988.02	178,520.60	180,930.35	155,703.77	134,353.20
17	195,925.79	173,922.00	184,012.26	150,310.82	122,832.49
18	186,317.27	165,306.56	167,940.15	144,538.67	124,980.94
19	189,591.43	164,466.55	177,008.67	150,707.70	131,497.82
20	203,335.01	170,740.81	186,297.21	160,849.60	147,588.77
21	202,690.19	175,043.34	185,938.17	169,229.41	144,854.02
22	187,347.37	170,108.39	189,456.13	166,020.95	133,455.47
23	188,673.21	166,269.13	183,381.98	164,524.08	139,706.71
24	198,355.50	176,885.21	192,186.20	172,207.68	149,457.77
25	206,084.30	177,158.53	205,299.68	176,378.14	147,345.33
26	191,236.13	171,196.22	182,764.53	173,410.30	127,436.77
27	189,217.68	156,327.03	180,572.07	162,456.50	134,109.40
28	193,694.37	160,621.39	189,819.35	166,441.35	144,148.75
29	194,530.91	171,393.96	203,631.61	172,248.86	150,698.47
30	191,422.41	171,994.80	191,295.67	169,658.00	143,894.23
31	177,929.47	160,728.07	184,154.08	150,505.26	138,534.85
32	188,024.11	159,623.59	183,266.80	152,970.95	147,808.03
33	199,755.98	165,889.49	191,662.89	162,017.02	151,673.24
34	199,763.51	166,285.23	191,849.77	171,495.51	143,136.34
35	192,087.86	148,060.04	186,906.16	159,963.17	134,840.48
36	193,542.01	148,636.19	181,701.83	158,329.79	136,388.85
37	198,674.89	155,367.26	187,823.93	164,788.12	144,519.90
38	185,875.81	145,083.34	174,204.91	155,128.34	150,690.17
39	182,203.05	142,049.25	155,869.57	128,343.64	133,463.30
40	154,747.10	115,073.70	135,931.49	113,237.27	105,970.68
41	167,828.24	134,969.84	152,211.39	130,900.16	117,692.79
42	179,881.82	146,038.86	164,448.08	144,293.16	135,248.88
43	185,187.45	144,515.55	166,906.20	158,598.95	132,500.11
44	174,169.68	137,366.66	161,007.83	152,944.09	
45	175,995.03	145,625.63	164,174.89	155,386.87	
46	179,376.17	151,154.41	176,570.98	164,308.81	
47	178,311.43	156,708.42	175,315.05	167,398.51	
48	163,717.58	135,195.73	153,936.26	153,951.66	
49	166,193.48	138,980.14	149,654.67	150,587.00	
50	169,430.47	155,743.46	147,790.09	150,866.28	
51	144,906.47	115,634.15	129,243.26	118,989.60	
52	120,322.30	95,141.69	102,829.09	100,661.79	
53				87,034.24	

FORMER TENANCIES					
Week	2010/11	2011/12	2012/13	2013/14	2014/15
1	23,979.87	34,800.88	44,889.90	49,691.47	73,405.54
2	24,388.07	32,916.41	44,697.41	52,148.29	73,331.01
3	24,719.49	37,031.06	44,678.08	58,271.86	72,266.16
4	26,811.68	37,634.27	44,691.68	57,923.41	73,418.31
5	28,331.27	39,033.92	47,049.04	57,454.20	73,834.55
6	28,065.79	38,474.94	47,533.06	58,667.30	73,465.05
7	29,565.01	38,902.34	47,955.15	62,269.78	62,192.55
8	29,489.01	43,886.31	49,902.56	61,712.33	63,379.16
9	29,965.29	43,799.69	50,340.06	60,701.30	64,133.69
10	30,228.76	44,511.09	51,112.77	60,003.98	66,169.56
11	30,570.31	44,024.53	52,126.99	62,890.29	62,652.81
12	30,594.00	45,082.19	52,300.51	63,959.50	63,388.11
13	30,485.24	46,183.03	51,609.57	63,484.68	63,127.24
14	22,705.26	46,330.78	50,897.28	62,412.93	62,972.99
15	23,338.28	47,284.96	50,902.92	64,802.42	64,412.28
16	26,241.13	48,101.51	51,543.16	64,783.06	63,740.88
17	26,480.75	49,271.73	50,497.58	55,816.24	63,251.22
18	26,043.67	49,636.19	50,524.91	57,701.42	62,956.76
19	27,163.86	50,529.64	50,671.63	59,096.48	62,346.81
20	27,379.73	53,072.22	51,071.83	60,486.85	62,910.89
21	27,333.54	50,629.23	51,625.66	60,277.03	62,849.88
22	27,564.03	50,535.18	47,322.52	60,771.39	62,841.28
23	29,037.81	49,964.96	47,293.22	61,655.17	63,312.14
24	29,111.27	50,803.22	47,283.11	62,377.20	62,254.76
25	28,819.36	54,322.56	46,802.11	64,055.06	63,989.71
26	32,295.68	49,712.64	44,611.77	58,570.79	64,810.87
27	30,430.80	43,918.34	45,166.34	58,656.31	64,116.06
28	31,207.80	44,278.12	45,769.56	58,737.11	63,515.18
29	28,514.10	44,727.55	46,555.36	62,323.47	64,659.94
30	28,396.60	44,623.25	40,041.31	63,742.38	65,147.55
31	32,262.44	46,433.27	42,588.89	57,812.16	66,032.11
32	32,241.96	42,502.98	40,963.10	57,444.31	66,416.54
33	32,390.03	43,368.38	41,178.87	58,239.72	69,327.28
34	32,118.21	43,792.16	43,481.69	57,386.16	67,896.37
35	34,680.61	46,672.25	42,105.47	58,233.93	69,914.13
36	29,064.92	49,379.79	43,122.01	58,470.50	69,644.12
37	28,932.81	48,923.83	44,361.35	61,882.44	70,987.17
38	28,522.28	47,753.19	45,620.17	59,603.66	65,503.46
39	28,522.28	47,750.69	45,730.91	61,640.82	65,401.50
40	29,941.69	48,322.19	45,443.61	61,124.33	66,547.05
41	31,110.11	46,491.28	48,821.74	63,548.96	66,601.20
42	32,241.48	47,037.29	49,061.02	63,597.21	66,138.63
43	32,260.11	46,748.89	48,907.56	63,765.19	65,590.47
44	33,161.48	46,672.02	47,305.37	60,939.71	
45	32,796.81	47,741.79	47,222.84	60,115.61	
46	32,785.95	50,176.75	47,953.35	61,029.75	
47	33,791.07	42,499.30	51,943.69	64,257.37	
48	33,993.16	43,125.20	53,829.83	67,619.86	
49	35,093.54	44,568.28	54,774.23	68,106.47	
50	34,480.49	44,900.27	55,455.52	72,799.38	
51	35,694.93	46,113.95	55,361.07	73,983.02	
52	34,609.94	45,423.77	49,007.29	75,960.68	
53				76,826.87	

Acc B



VOIDS

MONTHLY PERFORMANCE



2013/2014	NUMBER OF ALLOCATIONS	NUMBER OF DAYS WITH H. NEEDS	NUMBER OF DAYS WITH MAINTENANCE	Total		Cumulative to Date
APRIL	24	4.25	16.31	20.56	21	21
MAY	19	2	16.9	18.9	19	20
JUNE	17	3	18	21	21	20
JULY	19	2	18.46	20.46	20	20.25
AUGUST	17	3.17	17.25	20.42	20	20.2
SEPTEMBER	19	2.9	14.8	17.7	18	19.83
OCTOBER	16	2.87	12	14.87	15	19.14
NOVEMBER	12	2	12	14	14	18.5
DECEMBER	16	4.91	13.75	18.66	19	18.56
JANUARY	17	2	27	29	29	19.6
FEBRUARY	13	2.87	17.25	20.12	20	19.6
MARCH	20	3.5	14.5	18	18	19.5

Total	209	35.47	198.22	233.69	234	19.47
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2014/2015	TOTAL NUMBER OF ALLOCATIONS (STD)	STD NUMBER OF DAYS WITH H. NEEDS	STD NUMBER OF DAYS WITH MAINTENANCE	STD Total		STD Cumulative to Date
APRIL	23 (17)	8.76	15.94	24.7	25	24.71
MAY	17 (10)	4.9	17.5	22.4	22	23.85
JUNE	22 (17)	6.94	14.06	21	21	22.75
JULY	23 (11)	3.27	12.64	15.91	16	21.38
AUGUST	13 (8)	2.88	13.75	16.63	17	20.78
SEPTEMBER	14 (9)	10.67	11.89	22.56	23	21
OCTOBER	11 (6)	2	15.5	17.5	18	20.73
NOVEMBER	12 (9)	2	12	14	14	20.03
DECEMBER	14 (11)	2.09	13.18	15.27	15	19.5
JANUARY				0	0	
FEBRUARY				0	0	
MARCH				0	0	

Total	149 (98)	43.51	126.46	169.97		20.03
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VOIDS

MONTHLY PERFORMANCE



2013/2014	NUMBER OF ALLOCATIONS	NUMBER OF DAYS WITH H. NEEDS	NUMBER OF DAYS WITH MAINTENANCE	Total		Cumulative to Date
APRIL	24	4.25	16.31	20.56	21	21
MAY	19	2	16.9	18.9	19	20
JUNE	17	3	18	21	21	20
JULY	19	2	18.46	20.46	20	20.25
AUGUST	17	3.17	17.25	20.42	20	20.2
SEPTEMBER	19	2.9	14.8	17.7	18	19.83
OCTOBER	16	2.87	12	14.87	15	19.14
NOVEMBER	12	2	12	14	14	18.5
DECEMBER	16	4.91	13.75	18.66	19	18.56
JANUARY	17	2	27	29	29	19.6
FEBRUARY	13	2.87	17.25	20.12	20	19.6
MARCH	20	3.5	14.5	18	18	19.5
Total	209	35.47	198.22	233.69	234	19.47

2014/2015	TOTAL NUMBER OF ALLOCATIONS (STD)	STD NUMBER OF DAYS WITH H. NEEDS	STD NUMBER OF DAYS WITH MAINTENANCE	STD Total		STD Cumulative to Date
APRIL	23 (17)	8.76	15.94	24.7	25	24.71
MAY	17 (10)	4.9	17.5	22.4	22	23.85
JUNE	22 (17)	6.94	14.06	21	21	22.75
JULY	23 (11)	3.27	12.64	15.91	16	21.38
AUGUST	13 (8)	2.88	13.75	16.63	17	20.78
SEPTEMBER	14 (9)	10.67	11.89	22.56	23	21
OCTOBER	11 (6)	2	15.5	17.5	18	20.73
NOVEMBER	12 (9)	2	12	14	14	20.03
DECEMBER	14 (11)	2.09	13.18	15.27	15	19.5
JANUARY				0	0	
FEBRUARY				0	0	
MARCH				0	0	
Total	149 (98)	43.51	126.46	169.97		20.03

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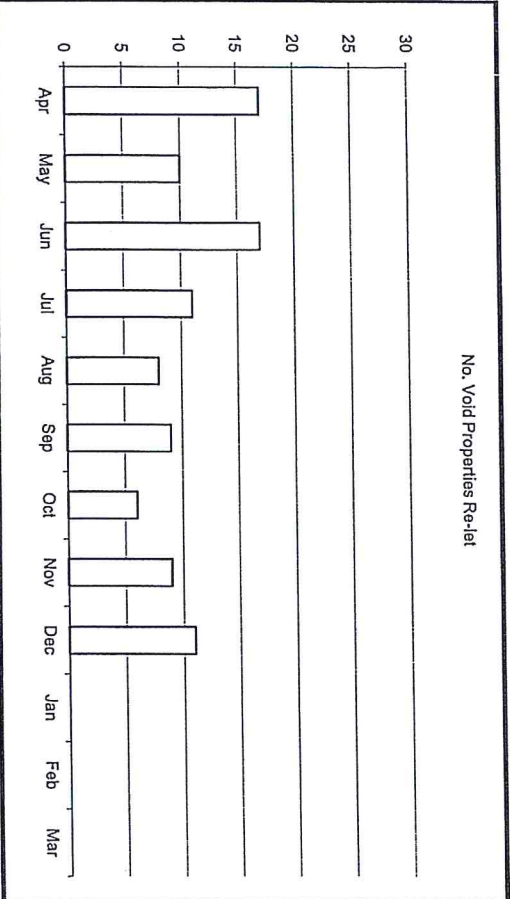
Providing Quality Housing

Re-let Times Excluding Major Voids

Responsible Manager
Allocations Team Leader/Repairs Manager

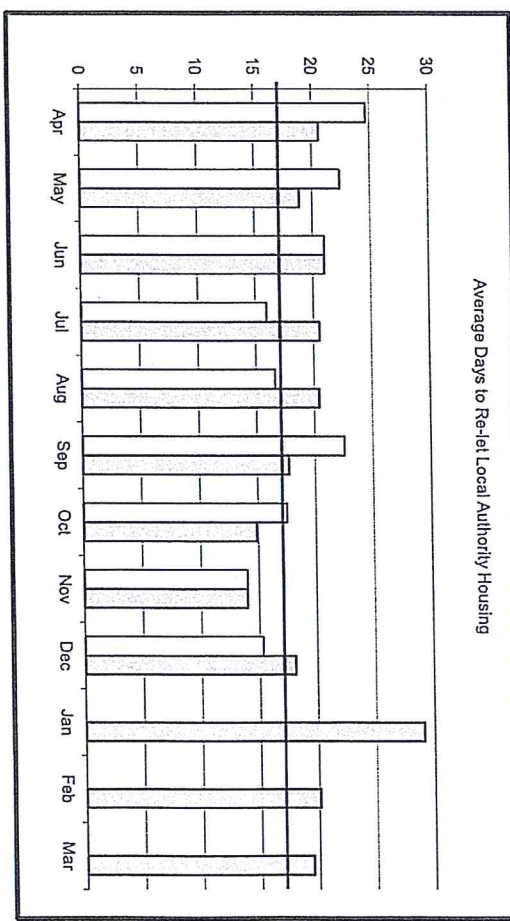
	Q2 13-14	Q3 13-14	Q4 13-14	YTD	Q1 14-15	Q2 14-15
Upper Quartile	<20	<20.27	<20.85	20	<19.83	<20.03
Second Quartile	<25	<25.9	<26.77	20	<26.58	<25.43
Third Quartile	>25	>25.9	>26.77	20	>26.58	>25.43
Lower Quartile	>34.07	>33.37	>34.31	14.15	>34.31	>34.71
MDDC	20.00	19.00	19.94	98	22.75	20.42

Average Days to Re-let Local Authority Housing	Year	Target	2014-15												Movement on Previous Month	YTD Performance	
			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			YTD
Time with Housing Needs	2013-14	<17	21	19	21	21	16	20	18	15	14	18	20	20	20	↑	☹
	2014-15	<17	25	22	21	16	17	23	18	14	15						☹
Time with Repairs		N/A	8.76	4.90	6.94	3.27	2.88	10.67	2.00	2.00	2.09						5.35
No. Void Properties Re-let	2014-15	N/A	15.94	17.50	14.06	12.64	13.75	11.89	15.50	12.00	13.18						14.15
			17	10	17	11	8	9	6	9	11						98



Comments - Housing Options Manager

Comment not necessary as target for last month reached.



Comments - Buildings Manager

Comment not necessary as target for last month reached.

APP E

BLOCK GARAGE STATISTICS

	2012/13	2013/14	2014/15	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals
Opening Voids	328	341	341	342	345	345	346	335	335	335	326	328	325	335	345	176
Terminated Tenancies	29	12	7	15	9	14	6	8	18	12	15	7	23	25	24	176
New Tenancies	16	12	15	12	9	13	17	8	18	21	13	10	13	15	16	165
Closing Voids	341	341	333	345	345	346	335	335	335	326	328	325	335	345	353	
2013/14	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals			
Opening Voids	342	345	345	346	335	335	335	335	335	335	326	328	325	335	345	176
Terminated Tenancies	15	9	14	6	8	18	8	18	18	12	15	7	23	25	24	176
New Tenancies	12	9	13	17	8	18	17	8	18	21	13	10	13	15	16	165
Closing Voids	345	345	346	335	335	335	335	335	335	326	328	325	335	345	353	
2014/15	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Totals			
Opening Voids	353	359	360	360	353	352	353	353	352	357	354	357	351	357	357	125
Terminated Tenancies	16	10	21	11	14	21	14	14	21	12	14	6	12	14	14	125
New Tenancies	10	9	21	18	15	16	15	15	16	15	11	12	12	11	11	127
Closing Voids	359	360	360	353	352	357	352	352	357	354	357	351	351	357	357	
Breakdown Lettable Voids																
Awaiting Inspection	81	79	79	60	63	70	63	70	61	64	61	61	61	64	61	61
Items Inside	31	29	32	29	28	28	28	28	28	28	26	26	26	26	26	26
Garage Requires Repairs	72	75	73	76	78	78	78	78	82	82	82	78	78	82	78	78
Lock Change	11	11	11	11	11	11	11	11	12	12	12	12	12	12	12	12
Long Term Void	5	5	5	5	5	5	5	5	6	6	6	6	6	6	6	6
Ready to Let	80	76	79	94	89	83	84	89	84	84	87	87	87	87	87	87
Terminated	15	21	17	13	13	17	13	13	17	16	15	16	16	15	16	16
Total	295	296	296	288	287	292	288	287	292	289	292	286	286	289	292	286
Unlettable Voids	64	64	64	65	65	65	65	65	65	65	65	65	65	65	65	65
	359	360	360	353	352	357	352	352	357	354	357	351	351	357	357	351

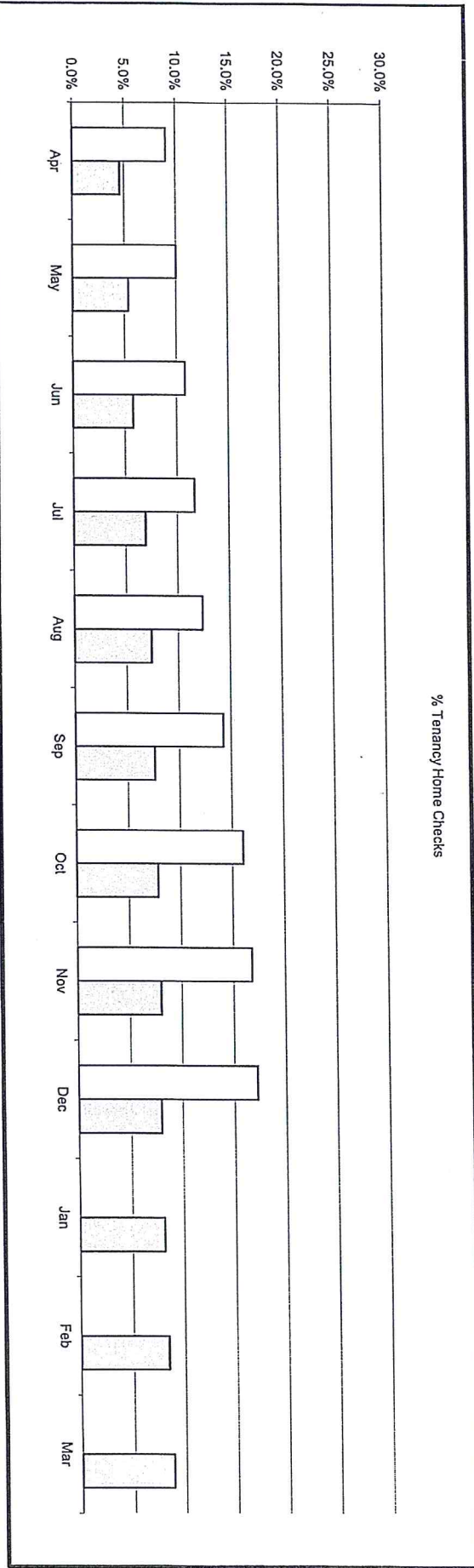
Customer Care

Tenancy Home Checks

Responsible Manager
Housing Services Manager

Ann. 2

	Year	Target	2014-15												YTD	Movement on Previous Month	YTD Performance
			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
% Cumulative Tenancy Home Checks Completed	2013-14	>50%	4.6%	5.4%	5.8%	6.9%	7.4%	7.6%	7.8%	8.0%	7.9%	8.1%	8.4%	8.8%	8.8%	↑	☹
		>20%	9.1%	10.0%	10.8%	11.7%	12.4%	14.3%	16.1%	16.8%	17.2%				17.2%	↓	☹
No. Properties		N/A	2928	2932	2935	2940	2936	2932	2939	2938	2939				2939		
No. Tenancy Home Checks Completed	2014-15	N/A	285	294	317	343	363	418	472	493	506				506		



Comments - Housing Services Manager

Officers are aware of the need to complete these checks. December was a short month due to the Christmas holiday which impacted upon the ability to undertake this area of work.

APPENDIX 9
A11 F

*with 1/10/15
write off*

HG320 (DARS) Aged Debt and Provision as at 31 December 2014

Aged Debt - HG320

TOTAL NET DEBTS RAISED UP TO 31 DEC 2014	(565,237.39)	
TOTAL RECEIPTS AGAINST DEBTS RAISED	221,842.02	39.25%
DEBTS WRITTEN OFF	<u>51,815.16</u>	9.17%
	273,657.18	
OUTSTANDING HG320 DEBT	<u>(291,580.21)</u>	

HG320 (DARS) Provision - DR451

OPENING BALANCE 2014/15	(278,253.62)
PROVISION FOR 95% OF HG320 AGED DEBT	(277,001.20)
IN YEAR MOVEMENT TO PROVISION	<u>1,252.42</u>

Aging of HG320 Debt

TOTAL DEBT	CURRENT	0 - 30 DAYS	31 - 60 DAYS	61 - 90 DAYS	90 DAYS +
-291,580.21	-2,095.25	-2,447.94	-9,147.31	-7,617.15	-270,272.56

HG320 (DARS) Breakdown of 2013/2014 receipts

Aged Debt - HG320

	Repaid in 2013/2014	As a %	Opening balance 2013/2014	Closing Balance 2013/2014	Repayment as a % of Opening Balance
2009/2010 & older	9,084.21	16.21%	110,417.27	101,333.06	8.23%
2010/2011	4,197.58	7.49%	36,336.93	32,139.35	11.55%
2011/2012	13,818.60	24.65%	53,764.12	39,945.52	25.70%
2012/2013	16,680.79	29.76%	60,916.39	44,235.60	27.38%
2013/2014	12,275.57	21.90%		69,407.89	
	<u>56,056.75</u>		<u>261,434.71</u>	<u>287,061.42</u>	
			4,385.44	BDWO	
			<u>38,783.07</u>	BDWO	
			<u>43,168.51</u>		

Above assumes BDWO has been against 2009/2010 balances

HG320 (DARS) Breakdown of 2014/2015 receipts as at 31 December 2014

Aged Debt - HG320

	Repaid in 2014/2015	As a %	Opening balance 2014/2015	YTD balance 2014/2015	Repayment as a % of Opening Balance
2009/2010 & older	4,783.89	12.09%	101,333.06	87,902.52	4.72%
2010/2011	2,436.06	6.16%	32,139.35	29,703.29	7.58%
2011/2012	4,784.12	12.09%	39,945.52	34,931.40	11.98%
2012/2013	8,586.25	21.71%	44,235.60	35,879.35	19.41%
2013/2014	16,225.59	41.02%	69,407.89	53,182.30	23.38%
2014/2015	2,739.00	6.92%	-	49,981.35	
	<u>39,554.91</u>		<u>287,061.42</u>	<u>291,580.21</u>	
			4,385.44	BDWO	
			<u>47,429.72</u>	BDWO	
			<u>51,815.16</u>		

Above assumes BDWO has been against 2009/2010 balances

38 percent → 44,902 next to ye,