



**Year-end Performance Report**

**April – March 2009/10**

## Brent Housing Partnership

### 1. Overview of Performance

BHP had about 40 main indicators to measure performance in 2009-10. Of the 40, 27 were within or above the targets set, leaving 13 below target. The 27 indicators that were within target represented 68% of the overall performance.

Only five indicators failed to meet the 5% tolerance level, which was set for each indicator, hence, fell within the red cells in the tables below.

Significant improvements were seen in the following areas in 2009/10 compared to the previous year:

#### Decent homes

There were 23 non-decent homes at the end of 2009-10 compared to 67 non-decent homes at the end of 2008-09.

#### SAP Rating

BHP's housing stock energy report for 2009-10 showed an improved rating of 68.4 compared to 65 in the previous year.

#### Phones calls

The percentage of phone calls answered within 15 seconds improved from 78% in 2008-09 to an average of 83% in 2009/10.

#### Complaints

The percentage of Stage 2 complaints responded to within 20 days improved from 68% in 2008-09 to 87% in 2009-10.

The percentage of Stage 1 complaints responded to within 15 working days improved from 88% to 93% in 2009-10.

Although, the percentage of members enquiries responded to within 10 days did not meet the target of 100%, performance also, significantly improved from 78% in 2008-09 to 87% in 2009-10.

Comments on areas which failed to meet the targets set are shown in later pages of this report.

key			
<i>Met/exceeded target</i>	<i>Within 5% tolerance level below target</i>	<i>Did not meet target</i>	<i>Yearly Figures</i>

## 2 Rent Collection

The percentage of rent collected - including rent arrears - from current tenants for the first quarter was 109.4%. The collection rate was over 100% due to the implementation of the rent reduction policy for 09/10 as only part of the process was done in the first quarter, with the process being completed in Q2. This therefore led to exaggerated results for Q1. The subsequent cumulative results for the year were correct.

### Rent Collection Analysis

Rent Collected = Total Payment to date less any overpayment

- a. Annual BV66a = Rent Collected/ Net rent debit including adjusted arrears brought forward  
**97.73% = £40,848,458 / £41,795,964**
- b. YTD In year Rent Collection = Rent Collected(less overpayments) / Net Rent Debit to date  
**99.1% = £40,456,463 / £40,806,123**

## 3. Void rent loss

Void rent loss (rent loss for all empty properties) for 2009-10 was £705,830 which represented 1.5% of the total rent roll. This figure included void rent loss from South Kilburn and Barham Park regeneration properties. Void rent loss at the same period last year was £644,802 which represented 1.4% of the total rent roll.

key			
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## 4. Arrears

Arrears as at 30 March 2010	
Total arrears	<b>£2,648,106</b>
• Current arrears	<b>£1,798,495</b>
• Former tenant arrears	<b>£849,611</b>

There was a significant reduction of former tenants' arrears following a programme of write-offs of uncollectible debts during this financial year. Collection of former tenant's arrears for the year was **£93,266**.

## 5. Sickness

Working days lost due to sick absence for the year was **5.8 days** which is within its target of 7.75 days. This does not include long term sick days.

## 6. Complaints

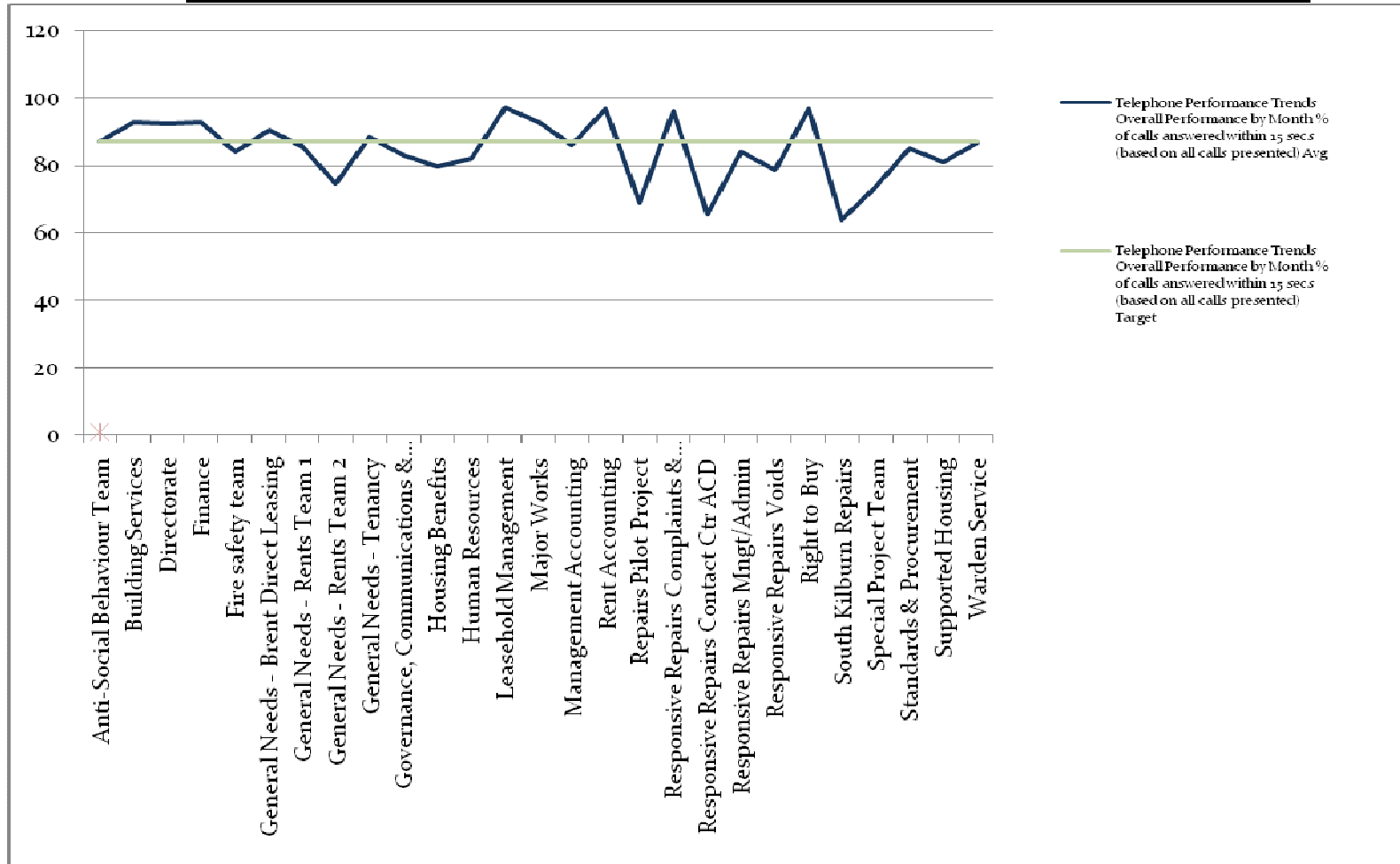
Escalation rate from stage 1 to 2 significantly improved in the first quarter of 2009/10 at 16% from 22% in 2008/09. 23 out of 204 complaints were escalated from stage 1 to stage 2. Performance later reduced quarterly with a year end result of 21% with 174 out of 829 stage 1 complaints escalated to stage 2 in 2009/10.

Response rates have significantly improved for Stage 1 and Stage 2 complaints and also members' enquiries.

key			
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7. **Telephone stats** – BHP’s target for calls answered within 15 seconds was 87%. Outcome for the year was 83%. Although the target was not met for the year, performance was 9% above the outturn for Brent. The main under-performing areas were; **General Rents Team 2, Responsive Repairs Contact Centre, South Kilburn Repairs Team, Repairs Pilot Project Team and the Special Projects Team.**

**Percentage of calls answered within 15 Secs – April to March 2009/10 against target of 87%**



key			
Met/exceeded target	Within 5% tolerance level below target	Did not meet target	Yearly Figures

## Notes on Performance

A4 - Out of 500 respondents, 470 were satisfied with the works carried out.

C5 - In an effort to improve performance, BHP contractors have introduced comprehensive plumbing spares to vehicles. This is due to be rolled out to other trades which will increase the number of jobs completed on the first visit.

Further changes are being introduced into the repairs system this year including new scheduling software and PDA's which aim to improve the service. Although the target has been missed, 93 per cent is strong performance.

CN - This is the first year of this indicator and the first year's target was an estimate. We propose to make the target more realistic for the next financial year.

C9b - There was a large amount of void properties as a result of decanting in the earlier part of the year. Quarter 4 figure includes Barham Park and South Kilburn regeneration properties.

C23& C23a - Due to an office relocation carried out by one of our gas contractors and the subsequent drop in performance, BHP have been unable to progress with our servicing process as efficiently as preferred. We are, however, still confident of achieving 100% servicing during 2010.

C6a & C6b - The credit crunch may have had an adverse effect on our ability to collect more rent. The courts are reluctant to give possession orders for tenants, even where they have very high rent arrears. Tenants get multiple stays to give them an opportunity, and the courts criticise us for wanting to evict tenants in the current economic climate. All these go together to frustrate our rent collection attempts.

key			
Met/exceeded target	Within 5% tolerance level below target	Did not meet target	Yearly Figures

Other factors: - We have a large number of cases which are either disputed succession cases or illegal sublets. Once the occupants are on notice that we are of the view that they are not entitled to be in the property they stop paying. These cases are allocated to a slower track by the courts, and in some instances it could be up to 18 months before we get to court. During this time the arrears increase substantially, and affect the collection rates.

During the last financial year, all tenants in receipt of income support were taken off income support as part of a review which would then place them on Job Seekers' Allowance. Before the changeover could happen, they must attend a face to face interview at the DWP. Where persons have not attended, their welfare benefit and consequently their HB gets suspended until that interview could take place.

South Kilburn has the highest rent arrears and the highest number of illegal sublets. The majority of our evictions happen at SKL, but it is such a big problem that it will always be difficult to meet rent collection targets there.

There is also very low benefit take-up although a large percentage of the tenant population there are single unemployed males. We have tried a number of initiatives to boost benefit take-up but the response has been poor.

The officer who managed STR left in July 2009 but we were not allowed to recruit to the post. The work was then split between the two officers managing HAB. The result was that both areas were adversely affected, thereby creating problems with collection for both areas. We have since had the go ahead to fill the vacancy, and things have already started to improve on both patches.

C6b - Same as in 2 above, but also some of the arrears in 7 weeks+ are quite high and even where the number of tenants in arrears are reducing, it takes a very long time for them to fall out of that band. In essence, the arrears will need to be less than approximately £700. So for tenants who may have been reducing at £20 per week off an arrears figure of £3000, it takes a significantly long time to get out of the 7 week plus band.

key			
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C8 - The target for this indicator was not met due to a 3.3% rent loss in the South Kilburn area. These include properties vacant due to the regeneration programme.

C20a – Performance of this indicator improved over the last quarter of the financial year and BHP met the target of 10 days within the last quarter of the year. However, the cumulative result stands at 11days. We will continue to work towards achieving our internal target of 10 days cumulatively.

C21 - Changes have been made within the complaints team with two people now responding to stage one and two complaints. BHP is now focusing on complaints escalation. We are concentrating on the quality of stage1 responses and looking at the quality of remedies provided at stage 1. Escalation rate is still being closely monitored and an in-house training was done with the corporate complaints team to help towards improving complaints within BHP. Also, most of the complaints escalated to stage 2 were responsive repairs complaints. The manager of the responsive repairs section is now closely monitoring the escalation rate of complaints as well.

LPI 4- BHP continue to work towards the escalation target of 40% for stage 2 complaints. There is an external training for all staff on the 19<sup>th</sup> of April 2010 as well as an internal training which has been planned for 2010. Changes have also been made to relevant processes with two people now responding to stage 2 complaints rather than one person as in the past.

C24 - BHP was awaiting the decision of the Allocations Panel. HRC did not set a date for a case in the third quarter until January 2010.

key			
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## Racial Harassment Cases April – March 2010

Case 6112: North Kilburn – Tenant reported that her neighbour had used a racial remark towards her. Perpetrator was interviewed warning letter sent. No further reports complainant agreed to close the case.

Case 5786: Harlesden – Tenant reported racial remarks from her neighbour. Both parties interviewed. Police disclosure sought. Warning letter sent.

Case 6755: North Kilburn – Tenant reported racial remarks from her neighbour. Police also investigated. Perpetrator was bailed. Police disclosure pending. BHP will work in partnership with police. Warning letter sent to perpetrator.

Case 6519:- North Kilburn – Tenant reported racial harassment that had taken place outside his block. Perpetrator unknown. Police investigated, found perpetrator and issued an Adult caution but did not pursue complaint. Perpetrator interviewed a NOSP to be served.

Case 6725 : Harlesden – Tenant reported racial remarks. Complainant did not want to report the matter to the police. Both parties were interviewed. Perpetrator denied allegations. Warning letter sent to perpetrator. Perpetrator referred to START for support. Case closed in August, no further reports.

Case 6603 : North Kilburn – Tenant reported racial remarks from his neighbour’s visitor. Both tenants interviewed. Complainant did not want police involvement. Warning letter sent. Mediation discussed, complainant refused as no further problems. Case to be closed.

Case 6873:- North Kilburn – Tenant reported racial abuse from neighbour. After investigating the case a NOSP was served. Police also looking at taking action. Case passed to our legal team for action.

Case 7111:- South kilburn – Tenant reported racial abuse from neighbour along with other incidents of nuisance. ASB Officer unable to interview perpetrator as failed to attend appointments. Joint working now with the police.

Case 7065:- Harlesden & Brentfield – Tenant reported racial abuse from neighbour. Interviewed neighbour who denied allegation. Tenant had reported the matter to the Police. Awaiting information from police. No further reports have been made. Investigations on-going.

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Brent Housing Partnership													
Quarterly Performance Report													
2009 - 2010													
	Technical Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		PI Type	
					Q1	Q2	Q3	Q4		BHP target	top 25% 08-09		
A2a	Percentage of homes non Decent at the end of the financial year		1.3% (121/9610)	0.88% (67/7589)	Annual				0.25%	↑	2%	23.80%	NI 158
A1	% of decent Council Homes		100%	99.11% (7522/7589)	Annual				99.75%	↑	baseline year		NI 158
A3	Average SAP (energy efficiency rating) of dwellings (annual)	67	69	65	Annual				68.4	↑	66	72.00	BV 63
A4	Tenant satisfaction with major works	95%	94%	94%	Annual				94%	↔	96%	local	Delivery Plan
A5	Tenants satisfied with the repair and maintenance service provided by their landlord	68%		72%	Bi-Annual						n/a		HIP HSSA

key			
Met/exceeded target	Within 5% tolerance level below target	Did not meet target	Yearly Figures

	Technical Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		PI Type
					Q1	Q2	Q3	Q4		BHP target	top 25% 08-09	
C2a	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	58%	63%	63%	Annual					60% Responsive	66.00%	BVPI 211a
		42%	37%	37%						63%		
*C2	Percentage of repairs for which appointments were made and kept (excluding emergencies)	98%	98%	100%	99.8%	99.9%	99.9%	99.5%	↓	99.0%	98%	BVPI 185
*C5	Percentage of repairs finished on first visit	95%	92%	95%	91%	92%	94%	93%	↓	96%	local	Delivery Plan
	Percentage of Post Inspections passed			New for 09/10	97%	97%	98%	98%	↔	95%	local	BHP
CN	End to End time for all repairs undertaken			New for 09/10	16.4	8.9	10.5	12.3	↓	9	local	BHP

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	Technical Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		PI Type
					Q1	Q2	Q3	Q4		BHP target	top 25% 08-09	
	Percentage of tenants satisfied with the repair service			New for 09/10	97%	97%	99%	99%		No target	local	BHP
	Percentage of Stage 1 complaints received from the total number of repairs issued			New for 09/10	1%	1%	1%	1%	↔	4%	local	BHP
	Percentage of stage 1 complaints received due to repairs			New for 09/10	50%	66%	67%	71%		target to be set	local	BHP
*C9	Average number of days taken to re-let council housing	31	27	26	28	27	27	27	↔	27	24	BVPI 212
C9a	Ready to Let time (days)	16	22	19	28	23	24	19	↑	22	local	BHP
C9b	Number of Vacant Properties		129	91	101	176	188	224		n/a	local	BHP

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	Technical Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		PI Type
					Q1	Q2	Q3	Q4		BHP target	top 25% 08-09	
C18	Percentage of new tenants satisfied with the property	88%	92%	89%	93%	95%	94%	95%	↑	90%	local	BHP
C23	Percentage of properties with a gas appliance that have a valid gas certificate		99.0%	99.2%	99.0%	99.3%	99.1%	99.1%	↔	100%	local	Delivery Plan
C23a	The proportion of CP12 (gas servicing certificates) outstanding at the end of 12 months at 1 April	88/88	92/92	0.8% (71/9228)	1.0%	0.7%	0.9%	0.9%	↔	0%	HIP HSSA	Delivery Plan

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B	Housing Management Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		BVPI
					Q1	Q2	Q3	Q4		BHP target	top 25%	
C6a	Rent collected by the local authority as a proportion of rent arrears owed on HRA dwellings	97.4%	98.03%	97.68%	109.40%	96.30%	97.10%	97.73%	↑	98.00%	98.10%	ex BVPI 66a
C6b	The percentage of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	12.10%	10.41%	9.14%	9.59%	9.60%	9.94%	9.29%	↑	9.50%	6.10%	ex BVPI 66b
C6c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	1,332	1033	1,486	1643	2,053	2,163	2,479		no target	16.60%	BVPI 66c
		28.38%	27.23%	36.87%	51.57%	48.68%	50.83%	63.99%				
C6d	Percentage of local authority tenants evicted as a result of rent arrears	38	48	68	9	34	45	57		no target	0.21%	BVPI 66d
		0.42%	0.53%	0.75%	0.10%	0.38%	0.50%	0.64%				
C7	Rent arrears of current tenants as a proportion of the rent roll	3.3%	2.8%	2.3%	1.6%	2.5%	2.6%	2.0%	↑	2.5%	2.5%	BHP
C8	Percentage rent loss through void properties	1.4%	1.5%	1.4%	0.3%	0.5%	1.0%	1.5%	↓	1.4%	1.12%	BVPI 69 HIP HSSA

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B	Housing Management Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		BVPI
					Q1	Q2	Q3	Q4		BHP target	top 25%	
*D1	Number of racial incidents reported and percentage which resulted in further action	100% (11/11)	94.44% (17/18)	100% (4/4)	100% (2/2)	100% (6/6)	100% (9/9)	100% (9/9)	↔	100%	100%	BVPI 175
D1a	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	18	18	4	0	2	2	2		n/a		BVPI 174
D9	Number of ASB cases responded to within time scale (5 days)	95.9% (94/98)	97.62% (82/84)	100% (122/122)	100% (100/100)	98.92% (92/93)	100% (255/255)	100% (345/345)	↑	95.0%	local	BHP
D10	Percentage of Anti Social Behaviour (ASB) <b>short term</b> cases referred/resolved within 6 months	100%	100% (56/56)	100% (84/84)	100% (31/31)	100% (55/55)	100% (70/70)	100% (87/87)	↔	100%	local	BHP
D2	Percentage of vulnerable tenants contacted in compliance with 6 monthly visit programme	98%	99%	99%	99%	98.2%	99.3%	100%	↑	100.0%	local	Delivery Plan

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B	Housing Management Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		BVPI
					Q1	Q2	Q3	Q4		BHP target	top 25%	
D11	Percentage of assessed service users that have a 'person-centred plan' in place	97%	98%	100%	100%	98%	100%	99%	↓	97%	local	BHP
D12	Percentage of assessed service users reviewed at least once every six months	70%	91%	98%	95%	93%	96%	91%	↓	90%	local	BHP
D13	Percentage of Housing Support clients satisfied with the overall level of support	95%	93%	98%	97%	96%	96%	96%	↔	96%	local	BHP
D14	Percentage of tenants who have completed the floating support programme		new for 08/09	100%	100%	100%	97%	100%	↑	100%	local	BHP

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C	Other Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		Ref
					Q1	Q2	Q3	Q4		BHP target	top 25%	
C1a	Satisfaction of all tenants with their landlord's service	75%	70%	76%	Bi-Annual					No target	77.25%	N160 ex BVPI 74a
C1b	Satisfaction of tenants with their landlord's service - black and minority ethnic tenants (BME)	72%	70%	73%	Bi-Annual					75%	72.5%	BVPI 74b
C1c	Satisfaction of tenants with their landlord's service - non-black and minority ethnic tenants (Non BME)	74%	70%	77%	Bi-Annual					75%	77.0%	BVPI 74c
C10	Percentage of leasehold service charge collected(including arrears)	109%	111%	108%	stats available from Q2	57%	82%	110%	↑	105%	HIP HSSA	Delivery Plan
C15	Number of Right to Buy forms received	174	126	40	17	29	37	45		n/a	local	BHP

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C	Other Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		Ref
					Q1	Q2	Q3	Q4		BHP target	top 25%	
C20	Percentage of stage 1 complaints answered in 15 working days	84%	86%	88%	94%	94%	94%	93%	↓	85.0%	local	Delivery Plan
C20a	Average number of days to respond to stage 1 complaints	13	13	12	11	11	11	11	↔	10	local	BHP
C20b	Number of Stage 1 complaints received	955	769	805	204	413	616	829		n/a	local	BHP
C20c	Number of Stage 2 complaints received from stage 1		new for 08/09	180	33	86	137	174		n/a	local	BHP
C21	Stage 2 complaints as a percentage of stage 1	21%	19%	22%	16%	21%	22%	21%	↑	15%	local	Delivery Plan
LPI 2	% of stage 2 complaints responded to within 20 days	75%	71%	68%	90%	89%	87%	87%	↔	85%	local	BHP

key			
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C	Other Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		Ref
					Q1	Q2	Q3	Q4		BHP target	top 25%	
LPI 4	% of stage 2 complaints upheld		46%	43% upheld 18% partly upheld	21% upheld 17% partly upheld	35% upheld 19% partly upheld	33% upheld 21% partly upheld	34% upheld 28% partly upheld	↓	40%	local	BHP
	Number of stage 2 complaints upheld			68 upheld, 29 partially upheld	6 upheld, 5 partially upheld	29 upheld, 16 partially upheld	42 fully upheld, 27 partly upheld	58 fully upheld, 47 partly upheld		n/a	local	BHP
LPI 5	Number of new stage 3 complaints received by chief Executive			46	6	28	45	52		n/a	local	BHP
LPI 6	Number of Stage 3 complaints Upheld	6	8	1 fully upheld 15 partially upheld	0 fully upheld 6 partially upheld	0 fully upheld 12 partially upheld	1 upheld, 19 partly upheld	1 upheld, 25 partly upheld		n/a	local	BHP
LPI10	Number of stage 3 complaints responded to	—	new for 08/09	41	15	28	43	57			local	BHP

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C	Other Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		Ref
					Q1	Q2	Q3	Q4		BHP target	top 25%	
	Number of stage 3 complaints responded to within 30 days			New for 09/10	1	9	11	15				
	Percentage of stage 3 complaints responded to within 30 days			New for 09/10	7%	32%	26%	26%				
	Average number of days to respond to stage 3 complaints			New for 09/10	68	56	56	59				
LPI 7	Percentage of members enquires responded to within 10 days	70%	79%	78% 233/300	91%	85%	86%	87%	↑	100%	local	BHP
LPI 8	Total number of members enquires		438	300	100	208	345	441		n/a	local	BHP
C22	Percentage of phone calls answered in 15 seconds	76%	81%	78%	85%	85%	83%	83%	↔	87%	local	BHP

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C	Other Indicators	2006-07 actual	2007-08 actual	2008-09 actual	2009-10				Direction of Travel	Annual target		Ref
					Q1	Q2	Q3	Q4		BHP target	top 25%	
C24	Percentage of domestic violence cases resolved	95.5% (21/22)	100% (11/11)	100% (10/10)	100% (1/1)	100% (2/2)	75% (3/4)	80% (4/5)	↑	90%	local	Delivery Plan
C25	Correspondence answered within timescale	97%	98%	99%	98%	98%	98%	98%	↔	97%	local	Delivery Plan
C26	Invoices paid within 30 days	96%	95%	92%	96%	97%	97%	97%	↔	90%	local	Delivery Plan
C28	% of customers satisfied with standard of building cleaning		new for 08/09	94%	93%	93%	90%	92%	↑	85%	local	BHP
C30	% of customers satisfied with standards of grounds maintenance		new for 08/09	87%	88%	89%	82%	85%	↑	85%	local	BHP
C33	Working days lost due to Sickness Absence		8.7	10.0	4.8	5.6	5.9	5.8	↑	7.75	8.3	BHP

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Brent Housing Partnership	Telephone Performance Trends												
	Overall Performance by Month												
	% of calls answered within 15 secs (based on all calls presented)												
Unit	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Avg
Anti-Social Behaviour Team	84	88	88	89	86	89	88	86	85	87	88	89	<b>87</b>
Building Services	97	97	95	93	88	93	90	92	93	93	89	92	<b>93</b>
Directorate	95	93	92	88	95	90	94	97	95	89	92	90	<b>93</b>
Finance	91	93	94	92	95	94	96	90	87	92	93	95	<b>93</b>
Fire safety team					84	77	91	77	88	90	86	79	<b>84</b>
General Needs - Brent Direct Leasing	91	92	89	91	90	91	92	88	89	87	92	92	<b>90</b>
General Needs - Rents Team 1	85	85	85	87	86	86	86	86	86	85	87	86	<b>86</b>
General Needs - Rents Team 2	82	78	77	73	77	76	72	72	75	70	74	71	<b>75</b>
General Needs - Tenancy	89	90	85	86	89	88	91	89	88	89	87	88	<b>88</b>
Governance, Communications & Neighbourhood Servi	88	87	82	80	81	81	83	84	83	84	77	85	<b>83</b>
Housing Benefits	83	85	77	83	83	75	75	79	83	71	84	77	<b>80</b>
Human Resources	79	85	78	89	89	85	77	84	74	79	86	79	<b>82</b>
Leasehold Management	97	96	97	96	98	97	98	98	97	98	97	96	<b>97</b>
Major Works	92	89	92	93	93	89	94	95	93	94	94	94	<b>93</b>
Management Accounting	88	83	80	72	91	91	87	96	78	88	90	90	<b>86</b>

key			
Met/exceeded target	Within 5% tolerance level below target	Did not meet target	Yearly Figures

**Brent Housing Partnership**  
Performance Report 1<sup>st</sup> April 2009 – 31<sup>st</sup> March 2010

<b>Unit</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Avg</b>
Rent Accounting	97	95	96	97	98	98	98	98	97	97	97	95	<b>97</b>
Repairs Pilot Project	85	90	93	94	79	80	63	58	55	44	26	59	<b>69</b>
Responsive Repairs Complaints & Disrepair	96	97	96	96	96	96	97	97	96	96	96	95	<b>96</b>
Responsive Repairs Contact Ctr ACD	79	65	74	82	65	55	54	48	45	65	74	82	<b>66</b>
Responsive Repairs Mngt/Admin	90	95	89	92	95	67	83	80	86	67	78	86	<b>84</b>
Responsive Repairs Voids	79	73	76	76	77	80	82	78	78	81	81	81	<b>79</b>
Right to Buy	98	94	96	98	97	97	99	97	96	96	98	96	<b>97</b>
South Kilburn Repairs	61	67	68	62	72	66	65	80	56	49	61	58	<b>64</b>
Special Project Team		69	46	78	73	84	83	71	76	81	78	72	<b>74</b>
Standards & Procurement	86	85	87	82	82	83	87	86	89	85	84	85	<b>85</b>
Supported Housing	90	92	83	78	89	88	84	76	70	61	80	81	<b>81</b>
Warden Service	90	90	84	86	89	79	85	84	91	90	85	86	<b>87</b>
Average for BHP (based on all calls by extension no)	87	84	85	86	83	82	81	79	78	83	85	86	<b>83</b>
Average for Brent(based on all calls by extension no)	74	73	74	73	72	71	73	74	74	75	75	76	<b>74</b>

<i>key</i>			
<i>Met/exceeded target</i>	<i>Within 5% tolerance level below target</i>	<i>Did not meet target</i>	<i>Yearly Figures</i>