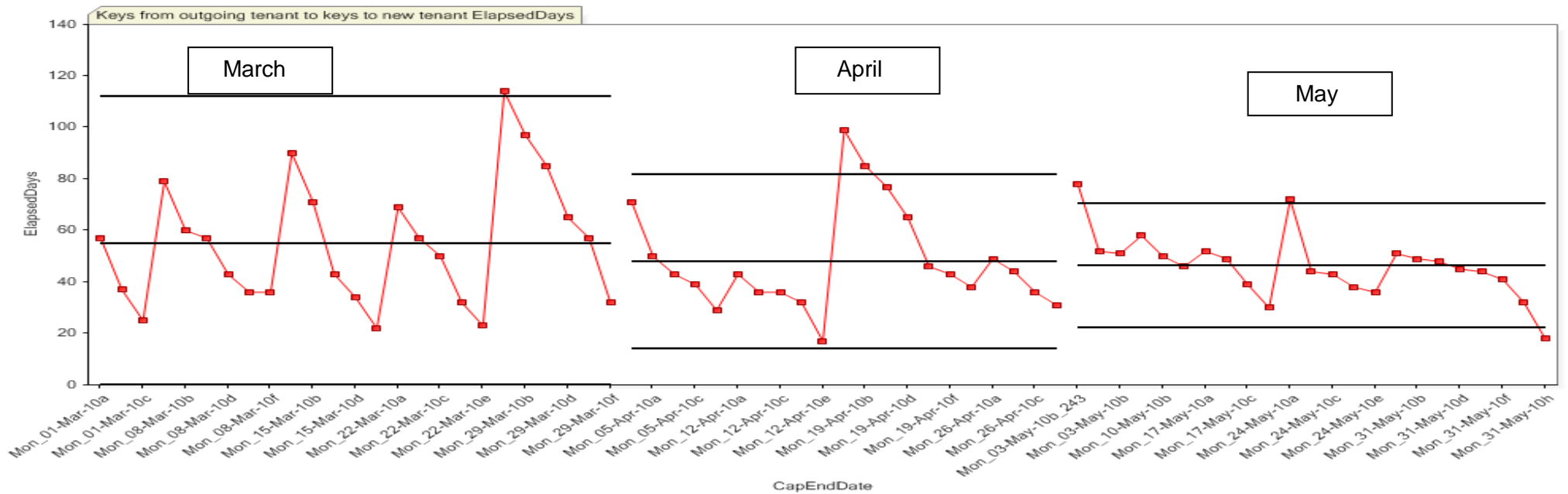


# Housing measures

## 3 Month rolling period March – May 2010

The process of re-letting a council property following the 'key to Key' time line represents the period of keys received from the outgoing tenant to the key given to the new tenant. The last three months has seen a steady decrease in the times between repairs being completed and keys being passed onto new tenants. We typically carry out modernisation works on change of tenancy which can mean major building works such as new kitchen installation. We have been working with contractors to minimise this time whilst maintaining good quality workmanship and tenant choice.

### Overview



Mean: March 54.8 days

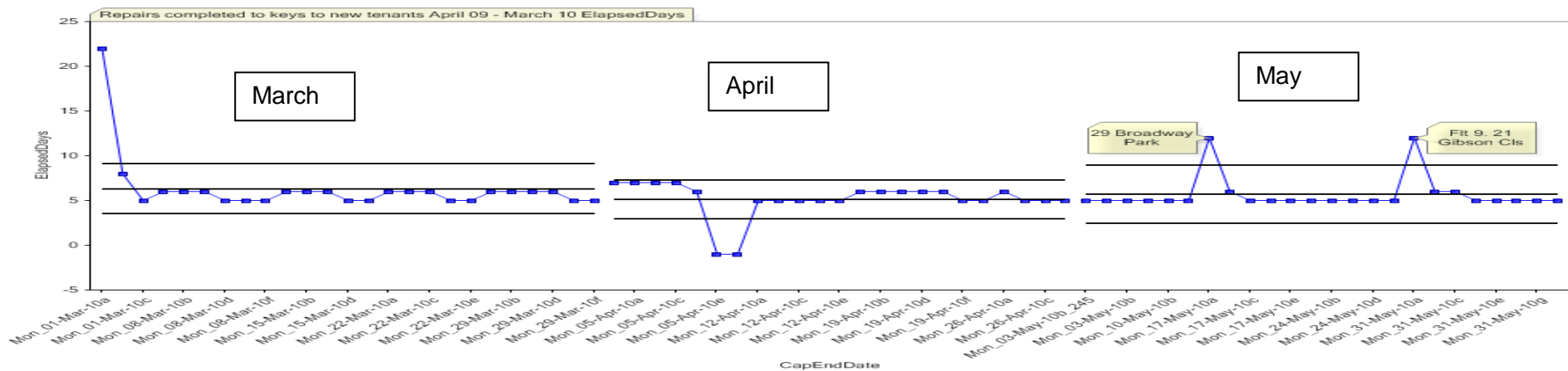
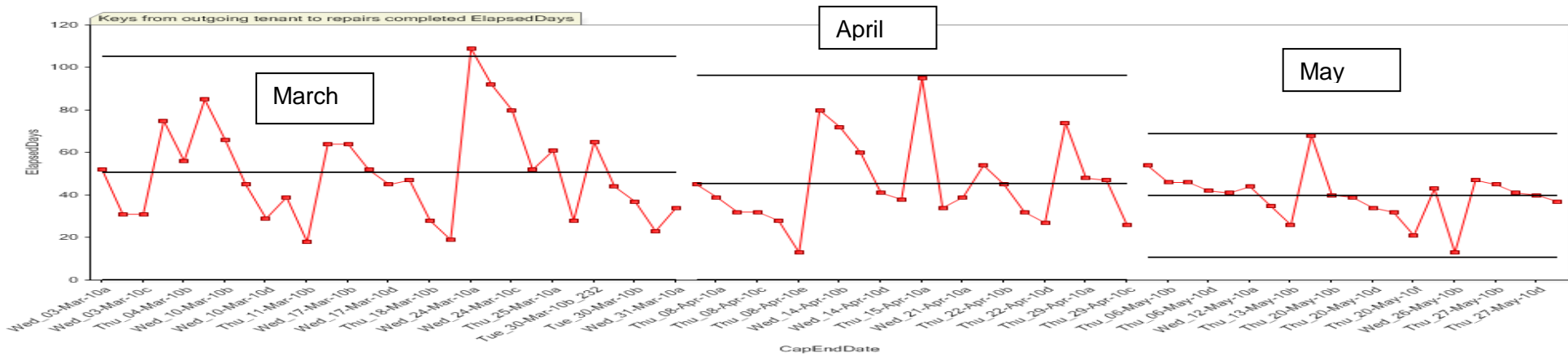
Mean: April 48 days

Mean: May 46.3 days

UCL	Mon_01-Mar-10a Mon_05-Apr-10b_222	Mon_05-Apr-10b_222 Mon_03-May-10b_243	Mon_03-May-10b_243 Mon_31-May-10h
Mean	54.8	48	46.3
LCL	0	14.3	22.2

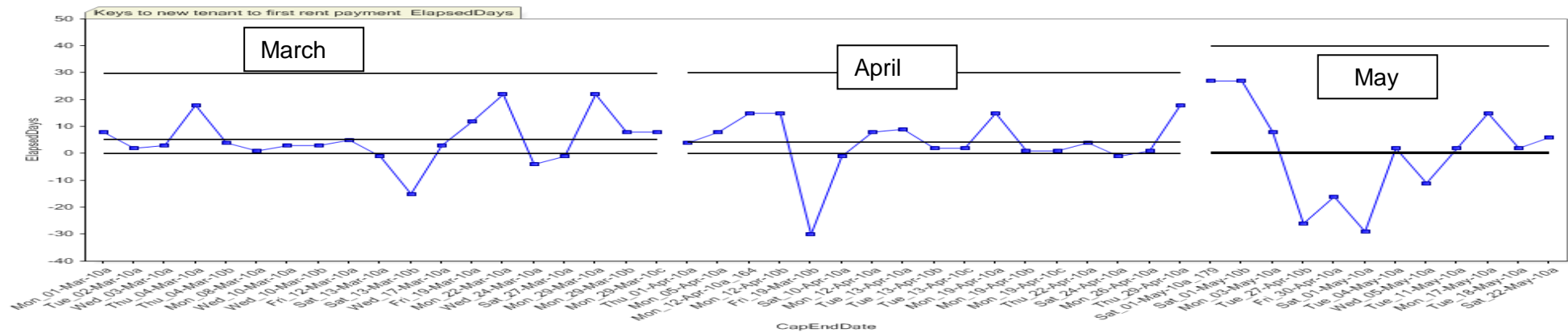
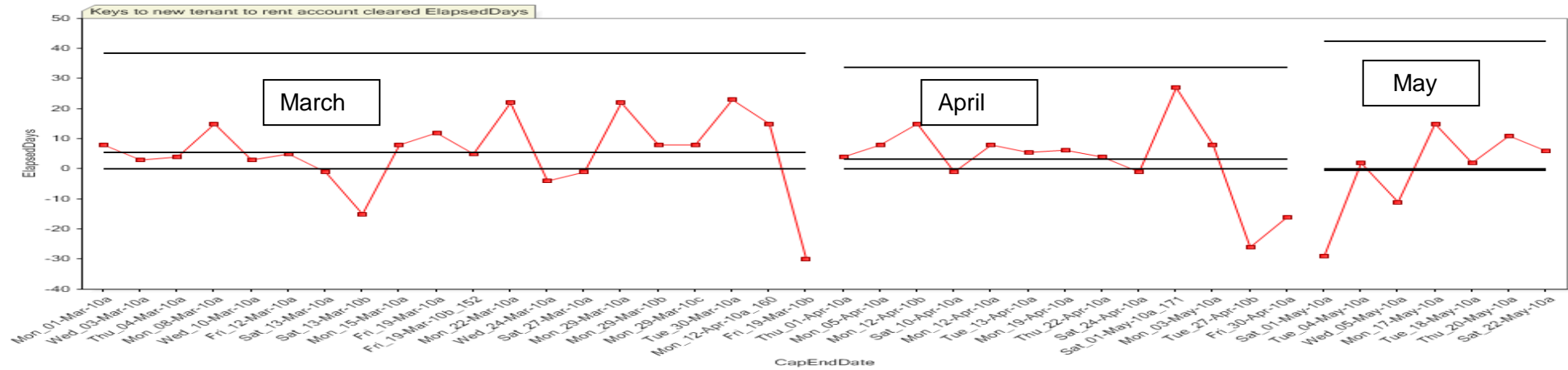
## Analysis

Keys from outgoing tenant to repairs being completed improved again in May. There was a slight increase in average times between repairs being completed and keys passed onto the tenant increased slightly, however the pattern is still a flat line of less than five days. We have been working with contractors to improve void periods without compromising our accompanied viewing and tenant choice elements of our Redesign.



UCL	Wed_03-Mar-10a Thu_01-Apr-10a	Thu_01-Apr-10a Thu_06-May-10a	Thu_06-May-10a Thu_27-May-10e	Mon_01-Mar-10a Mon_05-Apr-10b_222	Mon_05-Apr-10b_222 Mon_03-May-10b_245	Mon_03-May-10b_245 Mon_31-May-10h
Mean	105.3	96.3	68.8	9.1	7.3	8.9
LCL	0	0	10.6	6.3	5.1	5.7
				3.5	3	2.5

The average time for rent accounts to be cleared and for the collection of the first rent payment both improved in May. The time scales are much improved on the measures during the check phase following the Redesign of the 'sign up' process.



UCL	Mon_01-Mar-10a Thu_01-Apr-10a	Thu_01-Apr-10a Sat_01-May-10a	Sat_01-May-10a Sat_22-May-10a	Mon_01-Mar-10a Thu_01-Apr-10a	Thu_01-Apr-10a Sat_01-May-10a_179	Sat_01-May-10a_179 Sat_22-May-10a
Mean	38.5	33.7	42.4	29.8	30.1	40
LCL	5.5	3.2	-0.6	5.3	4.2	0.6
	0	0	0	0	0	0