



Rochdale
Boroughwide Housing

Delivering Excellent Services –
Building Stronger Communities

2009/10 Performance

Rochdale Boroughwide Housing aims to deliver an excellent housing service. To help us achieve this, we set ourselves stretching targets and monitor how we do against these to make sure we continue to improve our services to tenants.

Key to performance:



We are very pleased with our performance in this area as we are beating our target.



We are satisfied with our performance as it is meeting or close to target









We are disappointed with our performance as we have not met our target in this area, but we will work hard to improve on this.



During this period
RBH looked after
13,868 properties

Rent Collection and Arrears	How did we do?	2009/10	Last Year we did
We aim to collect 97.9% of rent arrears (includes arrears brought forward)		98.1%	97.4%
We want to reduce rent arrears and aim for current tenants rent arrears to be less than 2.15% of rent due		1.90%	2.2%
We want to reduce the number of tenants owing more than 7 weeks gross rent to below 5.0% of all tenants.		5.5%	5.7%
We want to reduce the number of tenants evicted as a result of rent arrears to below 0.74% of all tenants.		0.60%	1.0%

Repairs and Maintenance to your homes	How did we do?	2009/10	Last Year we did
We aim to complete 98.0% of all repairs within agreed timescales.		97.4%	97.6%
We aim to be keep 96.7% of appointments for repair jobs requiring access, for which an appointment was made.		86.7%	92.5%
We aim to keep 93.5% of our tenants satisfied with the overall repairs service.		92.1%	93%
We aim to complete non urgent repairs in an average of 10 days.		10.1 days	10.5 days
We aim to complete 99.2% of urgent repairs within Government timescales.		96.9%	98.8%

Empty Property Management	How did we do?	2009/10	Last Year we did
We aim to relet empty homes within 25 days		27.8 days	27 days
We aim to have less than 1.0% of our homes empty at any given time.		0.9%	1.0%
We aim to keep the percentage of rent lost through having empty homes less than 1.04% .		1.1%	1.1%

Buying Your Home	How did we do?	2009/10	Last Year we did
We aim to send out 100% of offer prices within Government timescales		100%	100%
We aim to keep the average time to send out acknowledgement notices below 16 days		11.4 days	11 days
We aim to serve Right to Buy notices for Houses within 30 days and Flats within 57 days		H. 12 days F. 18 days	H. 12 days F. 23 days

Customer Service	How did we do?	2009/10	Last Year we did
We aim to respond to 98.5% of all complaints within 15 working days.		93.9 %	97.6%
We aim to reduce the average time taken to respond to complaints to below 6 working days.		7.6 days	6.1 days

For further information please contact **Chris Baldock**, Policy & Performance Unit, Floor 2
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