

2011/12 - How did we do?



Improving



Stayed the same



Need to do better

	2009/10	2010/11	As at 30th September 2011	Target for 2011/12	Trend
Amount of money owed to us by current tenants	£969,122	£942,425	£925,994	£936,007	
Number of properties that became empty during the year	990	971	537	*Not Appropriate	
Number of empty properties which were available for people to move in to	53	64	76	53	
Number of empty properties which were awaiting major works or demolition	318	328	300	142	
Average number of days it took us to relet properties	24	30	32	20	
Number of anti-social behaviour cases reported to us	615	642	343	*Not Appropriate	
Number of complaints received	142	184	124	*Not Appropriate	
Number of calls received by the contact team	88,459	105,846	56,050	*Not Appropriate	
We are currently completing repairs in an average of	New Indicator	5.5 days	7 days	New Indicator	

During the year, 75 people were accepted as homeless, compared to 8 people in 2009/10. The work of the team focuses on prevention with 531 potential homeless cases prevented in 2010/11.

*Not appropriate - Targets are not set for these indicators, the numbers given are for information only.