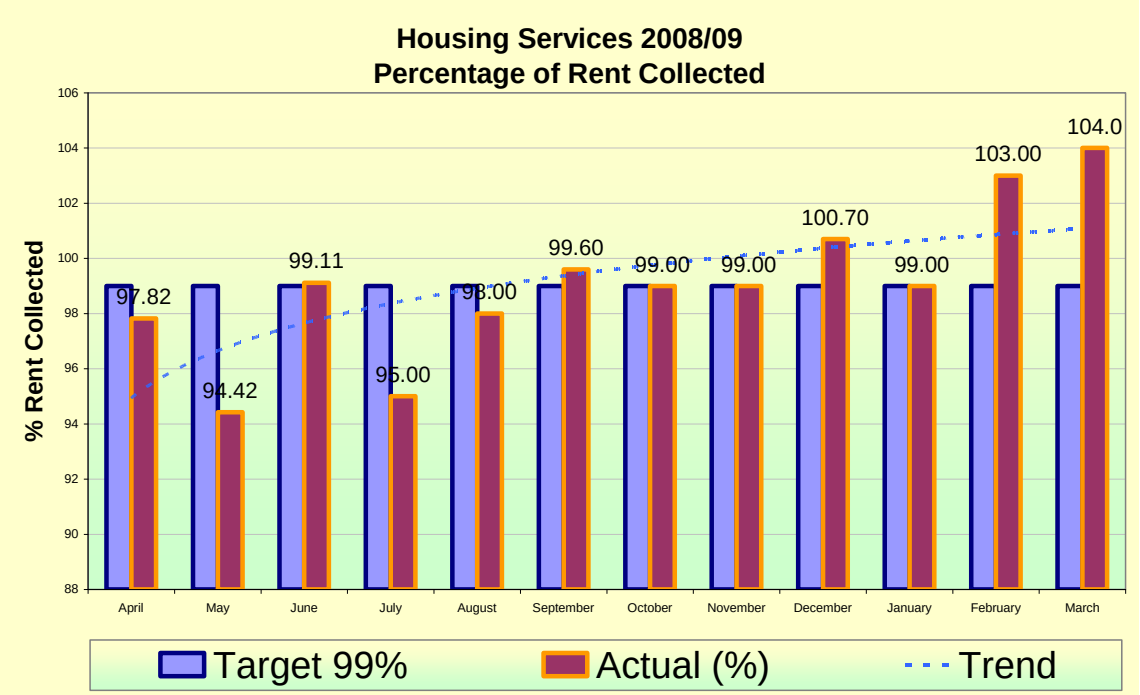
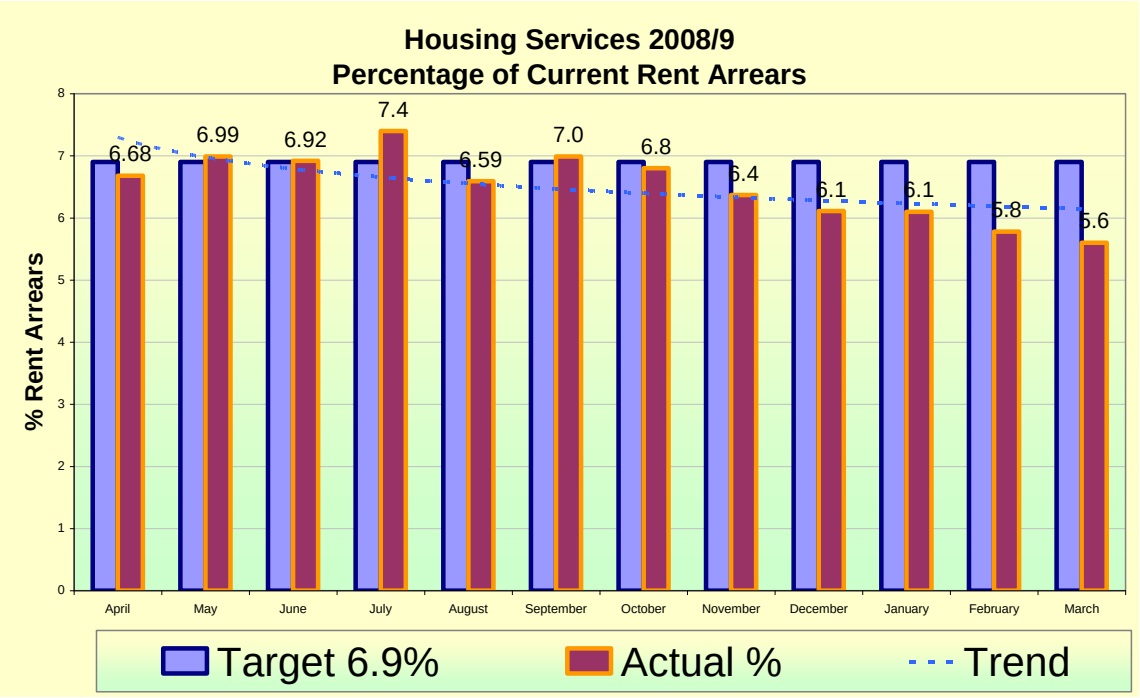
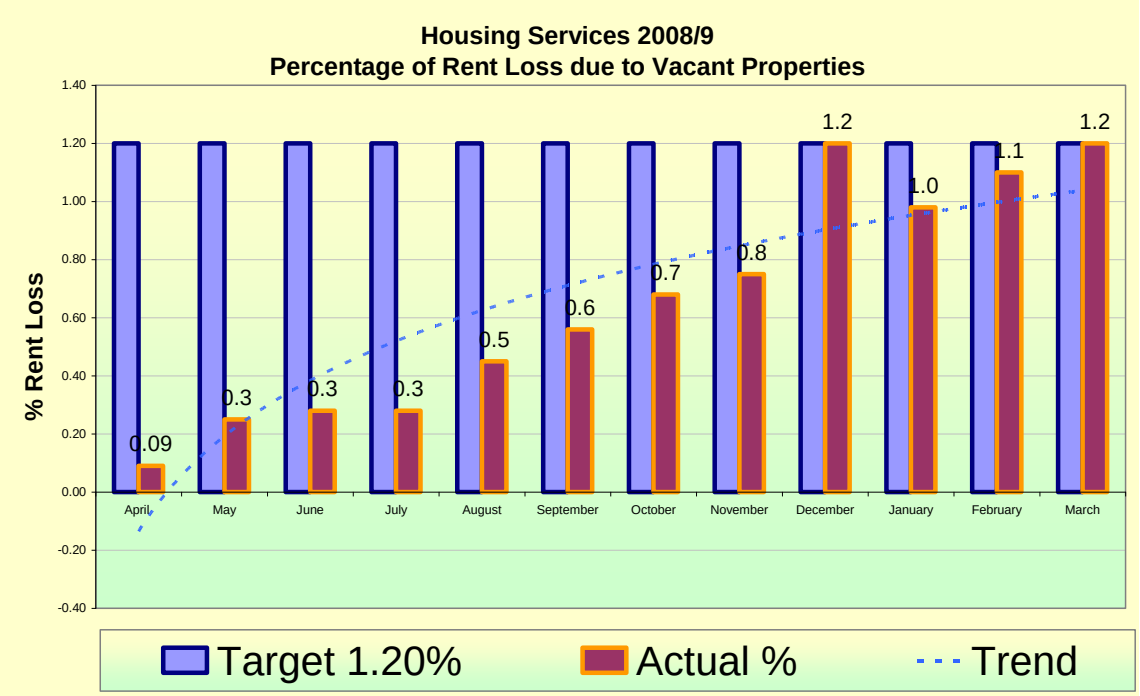
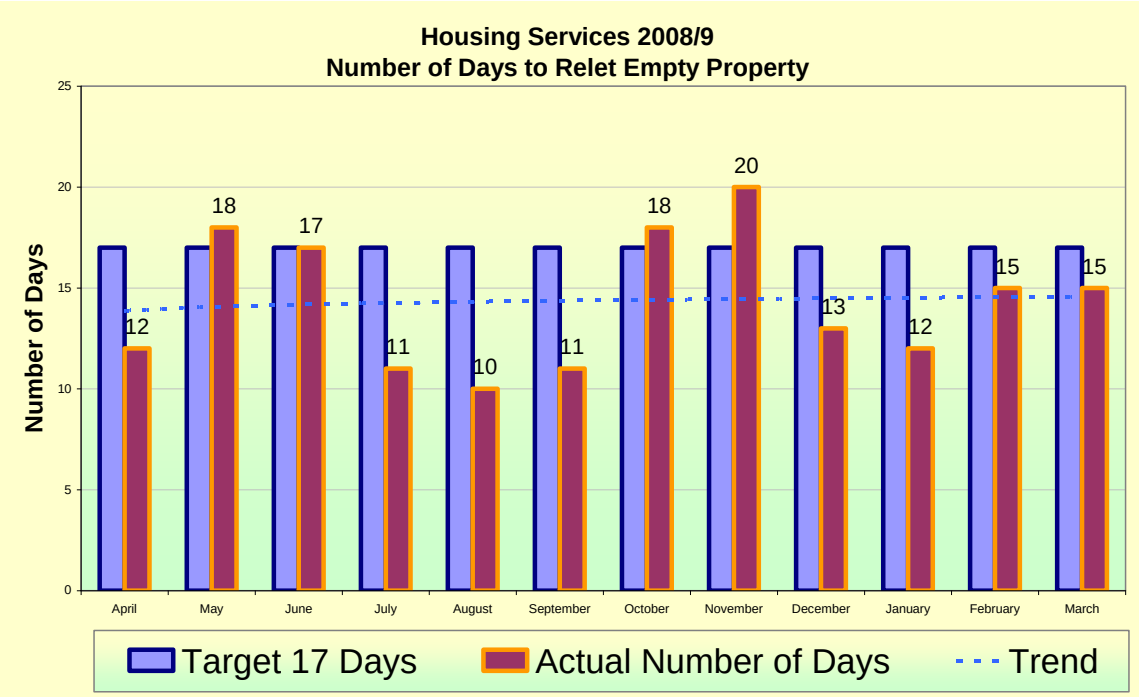
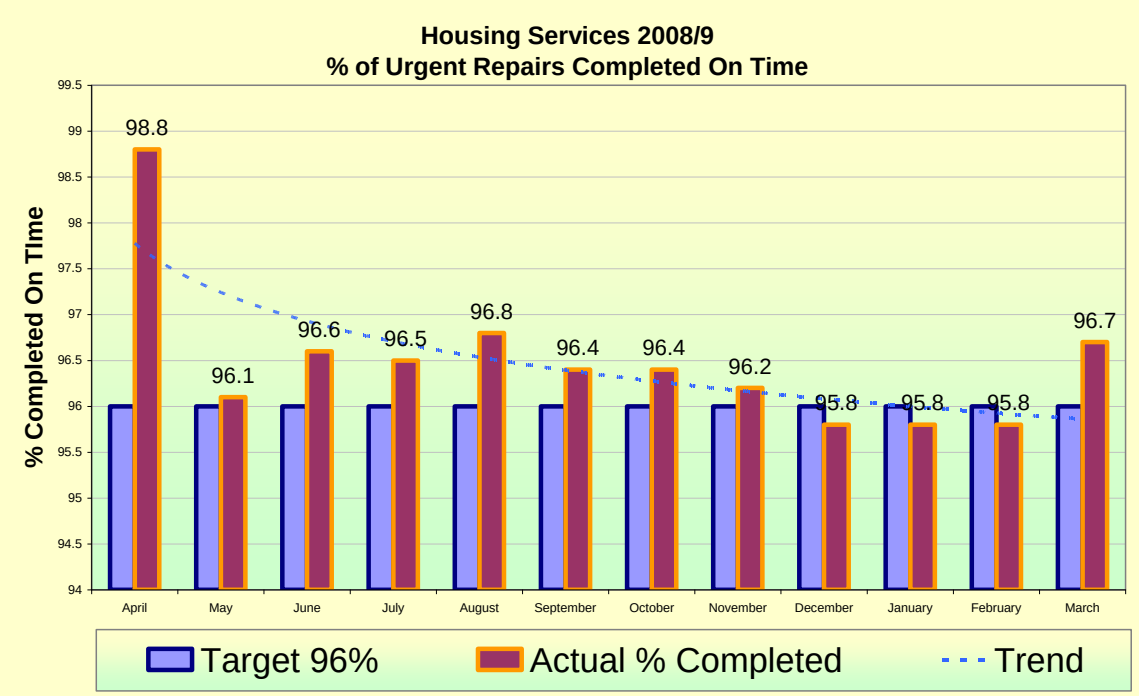
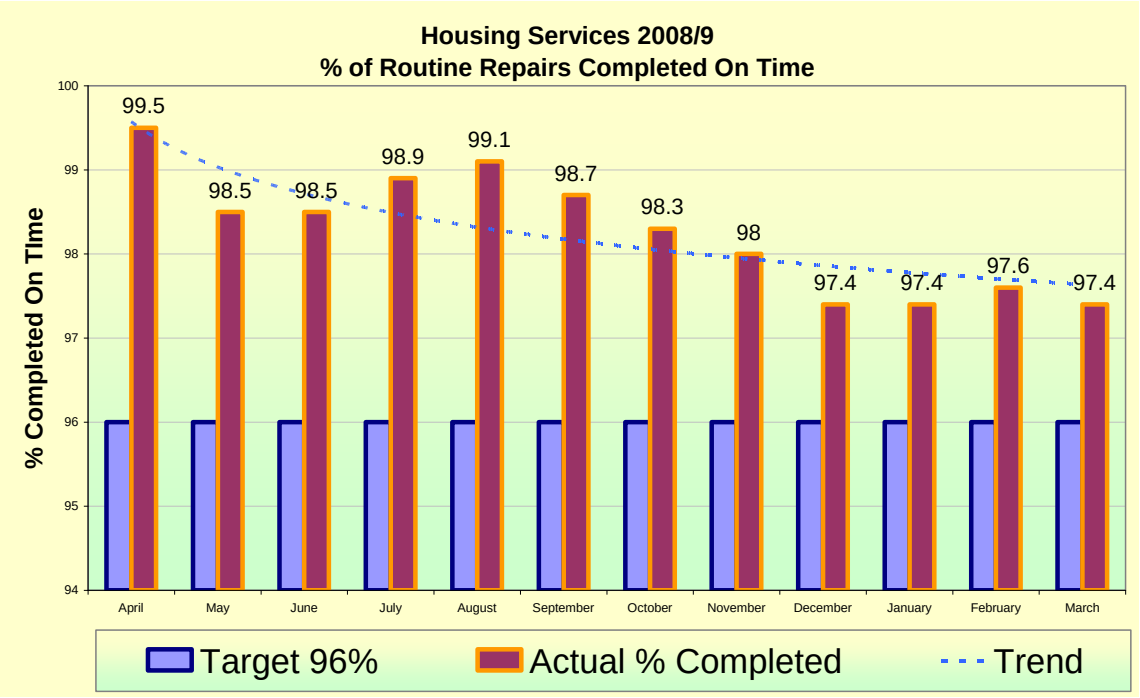

Housing Services 2008/09
Percentage of Rent Collected
% Rent Collected
106
104
102
100
98
96
94
92
90
88
97.82
94.42
99.11
95.00
99.00
99.60
99.00
99.00
100.70
99.00
103.00
104.0
April
May
June
July
August
September
October
November
December
January
February
March
Target 99%
Actual (%)
Trend


Housing Services 2008/9
Percentage of Current Rent Arrears
% Rent Arrears
8
7
6
5
4
3
2
1
0
6.68
6.99
6.92
7.4
6.59
7.0
6.8
6.4
6.1
6.1
5.8
5.6
April
May
June
July
August
September
October
November
December
January
February
March
Target 6.9%
Actual %
Trend


Housing Services 2008/9
Percentage of Rent Loss due to Vacant Properties
% Rent Loss
1.40
1.20
1.00
0.80
0.60
0.40
0.20
0.00
-0.20
-0.40
0.09
0.3
0.3
0.3
0.5
0.6
0.7
0.8
1.2
1.0
1.1
1.2
April
May
June
July
August
September
October
November
December
January
February
March
Target 1.20%
Actual %
Trend


Housing Services 2008/9
Number of Days to Relet Empty Property
Number of Days
25
20
15
10
5
0
12
18
17
11
10
11
18
20
13
12
15
15
April
May
June
July
August
September
October
November
December
January
February
March
Target 17 Days
Actual Number of Days
Trend


Housing Services 2008/9
% of Urgent Repairs Completed On Time
% Completed On TIme
99.5
99
98.5
98
97.5
97
96.5
96
95.5
95
94.5
94
98.8
96.1
96.6
96.5
96.8
96.4
96.4
96.2
95.8
95.8
95.8
96.7
April
May
June
July
August
September
October
November
December
January
February
March
Target 96%
Actual % Completed
Trend


Housing Services 2008/9
% of Routine Repairs Completed On Time
% Completed On TIme
100
99
98
97
96
95
94
99.5
98.5
98.5
98.9
99.1
98.7
98.3
98
97.4
97.4
97.6
97.4
April
May
June
July
August
September
October
November
December
January
February
March
Target 96%
Actual % Completed
Trend