

Housing

2007/2008

Orkney Islands

1 RESPONSE REPAIRS	Source	Contextual	Performance information	PI values		
				04/05	05/06	06/07
First Priority						
a) i.	Name of first priority housing response repairs category	Emergency				
ii.	Target response time for this category	24				
iii.	Unit of time used for this category (eg hours, days)	Hours				
b) i.	Number of repairs in this category					
ii.	Number completed within target time	87				
c)	Percentage completed within target time		89.7 %	75.7%	84.4%	93.2%
Second Priority						
a) i.	Name of second priority housing response repairs category	Urgent				
ii.	Target response time for this category	3				
iii.	Unit of time used for this category (eg hours, days)	Days				
b) i.	Number of repairs in this category					
ii.	Number completed within target time	165				
c)	Percentage completed within target time		92.7 %	73.1%	88.3%	89.5%
Third Priority						
a) i.	Name of third priority housing response repairs category	Normal				
ii.	Target response time for this category	20				
iii.	Unit of time used for this category (eg hours, days)	Days				
b) i.	Number of repairs in this category					
ii.	Number completed within target time	782				
c)	Percentage completed within target time		87.4 %	84.2%	86.0%	84.5%
Fourth Priority						
a) i.	Name of fourth priority housing response repairs category	No Service				
ii.	Target response time for this category					
iii.	Unit of time used for this category (eg hours, days)					
b) i.	Number of repairs in this category					
ii.	Number completed within target time					
c)	Percentage completed within target time		%	72.7%	No Service	No Service
Fifth Priority						
a) i.	Name of fifth priority housing response repairs category	No Service				
ii.	Target response time for this category					
iii.	Unit of time used for this category (eg hours, days)					
b) i.	Number of repairs in this category					
ii.	Number completed within target time					
c)	Percentage completed within target time		%	No Service	No Service	No Service

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Sixth Priority						
a) i. Name of <i>sixth priority</i> housing response repairs category		No Service				
ii. Target response time for this category						
iii. Unit of time used for this category (eg hours, days)						
b) i. Number of repairs in this category						
ii. Number completed within target time						
c) Percentage completed within target time				No Service	No Service	No Service
All categories						
d) i. Number of housing response repairs		1,170				
ii. Number of housing response repairs completed within target		1,034				
iii. Number of council dwellings		760				
iv. Number of repairs due to be completed within 24 hours		97				
v. Number of repairs completed within 24 hours	87					
vi. Percentage completed within 24 hours			89.7 %	75.7%	84.4%	93.2%
MANAGING TENANCY CHANGES						
2 a) Percentage of rent due in the year that was lost due to voids			1.5 %	1.3%	1.2%	1.0%
b) Amount of rent loss due to voids		£ 24,347 .00				
c) Gross annual rent debit (rent due in the year)		£ 1,612,149.36 .00				

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3 a) Dwellings which are not low demand						
Number of houses re-let that took:						
i. less than 2 weeks		2				
ii. 2-4 weeks		18				
iii. 5-8 weeks		22				
iv. 9-16 weeks		11				
v. More than 16 weeks		0				
vi. Total number of houses re-let		53				
vii. Total number of days to re-let houses	2,296 days					
viii. Average time to re-let houses			43 days	-	43 days	53 days
b) Dwellings which are low demand						
Number of houses re-let that took:						
i. less than 2 weeks		0				
ii. 2-4 weeks		3				
iii. 5-8 weeks		3				
iv. 9-16 weeks		6				
v. 17-32 weeks		0				
vi. 33-52 weeks		1				
vii. More than 52 weeks		0				
viii. Total number of houses re-let		13				
ix. Total number of days to re-let houses	980 days					
x. Average time to re-let houses			75 days	-	No Service	336 days
c) i. Number of low demand houses remaining un-let at year end		6				
ii. Number of days and average time that these houses had been un-let at year end		686 days	114 days	-	392 days	17 days
d) Number of dwellings considered to be low demand at year end		156				
e) The number at d) above considered to be low demand at the start of the year		43				
f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy		6				

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RENT MANAGEMENT						
4 a) i.	Amount of current tenants' rent arrears	£ 29,536.00				
ii.	Net annual rent debit	£ 806,543.00				
iii.	Current tenants' arrears as a percentage of net rent due		3.7 %	3.8%	2.4%	2.8%
b) i.	Number of current tenants	679				
ii.	Number of current tenants owing more than 13 weeks rent excluding those owing less than £250	21				
iii.	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250		3.1 %	2.8%	2.2%	2.5%
c) i.	Number of tenants giving up their tenancy during the year	109				
ii.	The number and proportion of those tenants that were in rent arrears	37	33.9 %	-	-	27.6
d) i.	Average weekly rent	£ 44.33				
ii.	Total debt owed by tenants leaving their tenancies with arrears	£ 15,011				
iii.	Average debt owed by tenants leaving their tenancies with arrears	£ 405.70				
iv.	Average debt expressed as a percentage of average weekly rent		915.2 %	-	-	5.4
e) i.	Amount of former tenant arrears	£ 66,230				
ii.	Amount and percentage of former tenant arrears written off or collected during the year	£ 7,115	10.7 %	-	-	33.4
COUNCIL HOUSE SALES						
5	The number and percentage of house sales completed within 26 weeks	house sales				
a)	Total council house sales	1	6.7 %	47.8%	20.0%	5.9%
b)	Total time to sell houses	557 weeks				
c)	Average time to sell houses		37 weeks	37 weeks	44 weeks	41 weeks

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HOMELESSNESS						
6 a) The number of households assessed as homeless or potentially homeless during the year		85				
b) i. Total number of weeks between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless (for those cases completed during the year)		3,156				
ii. Total number of cases completed during the year		96				
iii. Average time per case			32.9 weeks	36.5 weeks	24.0 weeks	28.8 weeks
c) i. Number of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed		5				
ii. Number of cases assessed during the year		130				
ii. % of cases reassessed			3.8 %	21.6%	6.3%	14.3%