

| 1 RESPONSE REPAIRS                                                     | Source | Contextual | Performance information | PI values  |            |            |
|------------------------------------------------------------------------|--------|------------|-------------------------|------------|------------|------------|
|                                                                        |        |            |                         | 03/04      | 04/05      | 05/06      |
| <b>First Priority</b>                                                  |        |            |                         |            |            |            |
| a) i. Name of <b>first priority</b> 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                               |        | 162        |                         |            |            |            |
| ii. Number completed within target time                                | 151    |            |                         |            |            |            |
| c) Percentage completed within target time                             |        |            | 93.2 %                  | 86.5%      | 75.7%      | 84.4%      |
|                                                                        |        |            | OK                      |            |            |            |
| <b>Second Priority</b>                                                 |        |            |                         |            |            |            |
| a) i. Name of <b>second priority</b> 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                               |        | 266        |                         |            |            |            |
| ii. Number completed within target time                                | 238    |            |                         |            |            |            |
| c) Percentage completed within target time                             |        |            | 89.5 %                  | 76.7%      | 73.1%      | 88.3%      |
|                                                                        |        |            | OK                      |            |            |            |
| <b>Third Priority</b>                                                  |        |            |                         |            |            |            |
| a) i. Name of <b>third priority</b> housing response repairs category  |        | Routine    |                         |            |            |            |
| 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                               |        | 1,064      |                         |            |            |            |
| ii. Number completed within target time                                | 899    |            |                         |            |            |            |
| c) Percentage completed within target time                             |        |            | 84.5 %                  | 86.2%      | 84.2%      | 86.0%      |
|                                                                        |        |            | OK                      |            |            |            |
| <b>Fourth Priority</b>                                                 |        |            |                         |            |            |            |
| a) i. Name of <b>fourth priority</b> housing response repairs category |        | NS         |                         |            |            |            |
| ii. Target response time for this category                             |        | NS         |                         |            |            |            |
| iii. Unit of time used for this category (eg hours, days)              |        | NS         |                         |            |            |            |
| b) i. Number of repairs in this category                               |        | NS         |                         |            |            |            |
| ii. Number completed within target time                                | NS     |            |                         |            |            |            |
| c) Percentage completed within target time                             |        |            | NS %                    | No Service | 72.7%      | No Service |
|                                                                        |        |            | OK                      |            |            |            |
| <b>Fifth Priority</b>                                                  |        |            |                         |            |            |            |
| a) i. Name of <b>fifth priority</b> housing response repairs category  |        | NS         |                         |            |            |            |
| ii. Target response time for this category                             |        | NS         |                         |            |            |            |
| iii. Unit of time used for this category (eg hours, days)              |        | NS         |                         |            |            |            |
| b) i. Number of repairs in this category                               |        | NS         |                         |            |            |            |
| ii. Number completed within target time                                | NS     |            |                         |            |            |            |
| c) Percentage completed within target time                             |        |            | NS %                    | No Service | No Service | No Service |
|                                                                        |        |            | OK                      |            |            |            |

Housing

2006/2007

Orkney Islands

|                                                                       | Source | Contextual     | Performance information | 03/04      | PI values<br>04/05 | 05/06      |
|-----------------------------------------------------------------------|--------|----------------|-------------------------|------------|--------------------|------------|
| <b>Sixth Priority</b>                                                 |        |                |                         |            |                    |            |
| a) i. Name of <i>sixth priority</i> housing response repairs category |        | NS             |                         |            |                    |            |
| ii. Target response time for this category                            |        | NS             |                         |            |                    |            |
| iii. Unit of time used for this category (eg hours, days)             |        | NS             |                         |            |                    |            |
| b) i. Number of repairs in this category                              |        |                |                         |            |                    |            |
| ii. Number completed within target time                               | NS     |                |                         |            |                    |            |
| c) Percentage completed within target time                            |        |                | NS %<br>OK              | No Service | No Service         | No Service |
| <b>All categories</b>                                                 |        |                |                         |            |                    |            |
| d) i. Number of housing response repairs                              |        | 1,492          |                         |            |                    |            |
| ii. Number of housing response repairs completed within target        |        | 1,288          |                         |            |                    |            |
| iii. Number of council dwellings                                      |        | 775            |                         |            |                    |            |
| iv. Number of repairs due to be completed within 24 hours             |        | 162            |                         |            |                    |            |
| v. Number of repairs completed within 24 hours                        | 151    |                |                         |            |                    |            |
| vi. Percentage completed within 24 hours                              |        |                | 93.2 %<br>OK            | 86.5%      | 75.7%              | 84.4%      |
| <b>MANAGING TENANCY CHANGES</b>                                       |        |                |                         |            |                    |            |
| 2 a) Percentage of rent due in the year that was lost due to voids    |        |                | 1.0 %<br>OK             | 1.4%       | 1.3%               | 1.2%       |
| b) Amount of rent loss due to voids                                   |        | £ 16,295.00    |                         |            |                    |            |
| c) Gross annual rent debit (rent due in the year)                     |        | £ 1,583,530.00 |                         |            |                    |            |

Housing

2006/2007

Orkney Islands

|                                                                                                                       | Source     | Contextual | Performance information | PI values |       |            |
|-----------------------------------------------------------------------------------------------------------------------|------------|------------|-------------------------|-----------|-------|------------|
|                                                                                                                       |            |            |                         | 03/04     | 04/05 | 05/06      |
| <b>3 a)</b> Dwellings which are <b>not low demand</b>                                                                 |            |            |                         |           |       |            |
| Number of houses re-let that took:                                                                                    |            |            |                         |           |       |            |
| i. less than 2 weeks                                                                                                  |            | 5          |                         |           |       |            |
| ii. 2-4 weeks                                                                                                         |            | 22         |                         |           |       |            |
| iii. 5-8 weeks                                                                                                        |            | 16         |                         |           |       |            |
| iv. 9-16 weeks                                                                                                        |            | 5          |                         |           |       |            |
| v. More than 16 weeks                                                                                                 |            | 3          |                         |           |       |            |
| vi. Total number of houses re-let                                                                                     |            | 51         |                         |           |       |            |
| vii. Total number of days to re-let houses                                                                            | 2,716 days |            |                         |           |       |            |
| viii. Average time to re-let houses                                                                                   |            |            | 53 days                 | -         | -     | 43 days    |
| <b>b)</b> Dwellings which are <b>low demand</b>                                                                       |            |            |                         |           |       |            |
| Number of houses re-let that took:                                                                                    |            |            |                         |           |       |            |
| i. less than 2 weeks                                                                                                  |            | 1          |                         |           |       |            |
| ii. 2-4 weeks                                                                                                         |            | 0          |                         |           |       |            |
| iii. 5-8 weeks                                                                                                        |            | 0          |                         |           |       |            |
| iv. 9-16 weeks                                                                                                        |            | 2          |                         |           |       |            |
| v. 17-32 weeks                                                                                                        |            | 0          |                         |           |       |            |
| vi. 33-52 weeks                                                                                                       |            | 0          |                         |           |       |            |
| vii. More than 52 weeks                                                                                               |            | 3          |                         |           |       |            |
| viii. Total number of houses re-let                                                                                   |            | 6          |                         |           |       |            |
| ix. Total number of days to re-let houses                                                                             | 2,016 days |            |                         |           |       |            |
| x. Average time to re-let houses                                                                                      |            |            | 336 days                | -         | -     | No Service |
| <b>c) i.</b> Number of low demand houses remaining un-let at year end                                                 |            | 2          |                         |           |       |            |
| ii. Number of days and average time that these houses had been un-let at year end                                     |            | 33 days    | 17 days                 | -         | -     | 392 days   |
| <b>d)</b> Number of dwellings considered to be low demand at year end                                                 |            | 43         |                         |           |       |            |
| <b>e)</b> The number at d) above considered to be low demand at the start of the year                                 |            | 43         |                         |           |       |            |
| <b>f)</b> The number at d) above that were not actively being re-let because they were subject to a disposal strategy |            | 1          |                         |           |       |            |

Housing

2006/2007

Orkney Islands

|                            | Source                                                                                           | Contextual   | Performance information | PI values   |          |          |          |
|----------------------------|--------------------------------------------------------------------------------------------------|--------------|-------------------------|-------------|----------|----------|----------|
|                            |                                                                                                  |              |                         | 03/04       | 04/05    | 05/06    |          |
| <b>RENT MANAGEMENT</b>     |                                                                                                  |              |                         |             |          |          |          |
| 4 a) i.                    | Amount of current tenants' rent arrears                                                          | £ 22,923.00  |                         |             |          |          |          |
| ii.                        | Net annual rent debit                                                                            | £ 804,519.00 |                         |             |          |          |          |
| iii.                       | Current tenants' arrears as a percentage of net rent due                                         |              | 2.8 %<br>OK             | 2.8%        | 3.8%     | 2.4%     |          |
| b) i.                      | Number of current tenants                                                                        | 710          |                         |             |          |          |          |
| ii.                        | Number of current tenants owing more than 13 weeks rent excluding those owing less than £250     | 18           |                         |             |          |          |          |
| iii.                       | Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250 |              | 2.5 %<br>OK             | 2.2%        | 2.8%     | 2.2%     |          |
| c) i.                      | Number of tenants giving up their tenancy during the year                                        | 98           |                         |             |          |          |          |
| ii.                        | The number and proportion of those tenants that were in rent arrears                             | 27           | 27.6 %<br>OK            | -           | -        | -        |          |
| d) i.                      | Average weekly rent                                                                              | £ 45.77      |                         |             |          |          |          |
| ii.                        | Total debt owed by tenants leaving their tenancies with arrears                                  | £ 6,686      |                         |             |          |          |          |
| iii.                       | Average debt owed by tenants leaving their tenancies with arrears                                | £ 247.63     |                         |             |          |          |          |
| iv.                        | Average debt expressed as a percentage of average weekly rent                                    |              | 541.0 %<br>OK           | -           | -        | -        |          |
| e) i.                      | Amount of former tenant arrears                                                                  | £ 6,686      |                         |             |          |          |          |
| ii.                        | Amount and percentage of former tenant arrears written off or collected during the year          | £ 2,232      | 33.4 %<br>OK            | -           | -        | -        |          |
| <b>COUNCIL HOUSE SALES</b> |                                                                                                  |              |                         |             |          |          |          |
| 5                          | The number and percentage of house sales completed within 26 weeks                               | house sales  | 1                       | 5.9 %<br>OK | 58.3%    | 47.8%    | 20.0%    |
| a)                         | Total council house sales                                                                        |              | 17                      |             |          |          |          |
| b)                         | Total time to sell houses                                                                        | 696 weeks    |                         |             |          |          |          |
| c)                         | Average time to sell houses                                                                      |              |                         | 41 weeks    | 26 weeks | 37 weeks | 44 weeks |

Housing

2006/2007

Orkney Islands

|                     | Source                                                                                                                                                                                    | Contextual | Performance information | PI values  |            |            |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------|------------|------------|------------|
|                     |                                                                                                                                                                                           |            |                         | 03/04      | 04/05      | 05/06      |
| <b>HOMELESSNESS</b> |                                                                                                                                                                                           |            |                         |            |            |            |
| 6 a)                | The number of households assessed as homeless or potentially homeless during the year                                                                                                     | 126        |                         |            |            |            |
| 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) | 3,775      |                         |            |            |            |
| ii.                 | Total number of cases completed during the year                                                                                                                                           | 131        |                         |            |            |            |
| iii.                | Average time per case                                                                                                                                                                     |            | 28.8 weeks              | 11.8 weeks | 36.5 weeks | 24.0 weeks |
| c) i.               | Number of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed                                                                          | 18         |                         |            |            |            |
| ii.                 | Number of cases assessed during the year                                                                                                                                                  | 126        |                         |            |            |            |
| ii.                 | % of cases reassessed                                                                                                                                                                     |            | 14.3 %<br>OK            | 21.7%      | 21.6%      | 6.3%       |