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1. Maintenance

Emergency Repairs – Internal Target 97%		<24 hrs		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 2 2008/9
98%	97%	95%	99%	96%

Urgent Repairs – Internal Target 97%		<3 working days		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 2 2008/9
94%	89%	92%	96%	95%

Routine Repairs – Internal Target 97%		<20 working days		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 2 2008/9
97%	96%	98%	98%	96%

Comments - Performance figures for Emergency and Urgent Repairs have been manually updated in consideration of discussions held at the previous Board Meeting where it was established that attendance to tenant concerns within designated response times (to make safe and/or secure) or in accordance with the tenants own preferred timescale was of greater significance than completion of the repair as this often required additional work or new parts provision which could not possibly be provided within the adopted timescale upon which we monitor ourselves.

In respect of Emergency Repairs, seven repairs were not completed within the designated 24 hours, however the tenants' initial concerns were attended within 24 hours in five of these cases which raises performance from an automatically generated 96% to an actual 99%.

In respect of Urgent Repairs, 30 repairs were not completed within the designated 3 days, however the tenants' initial concerns were attended within 3 days in 19 of these cases which raises performance from an automatically generated 89% to an actual 96%.

Staff training has been undertaken through October to alert all staff to the above issues and improved logging of initial repairs in future will eliminate the need for the manual analysis of this performance data.

Comments on Gas Service

At the end of September two properties which require a Landlords Gas Safety Certificate did not have one due to the tenants not providing access for the heating engineer on the appointed dates.

The Housing Officer is now following our adopted Policy in order to gain access to these properties in order that EHA can discharge it's statutory responsibilities and to enable us to involve any external agencies which may be able to offer assistance to the tenants, if necessary.

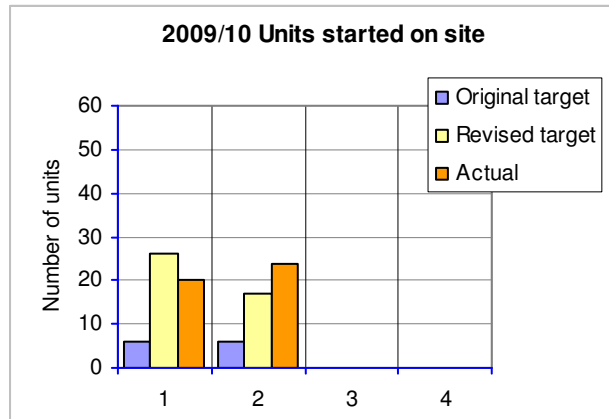
2. Development – Funded through Homes & Communities Agency

2.1 Performance Indicators

2009/10 Units Started on Site				
	Q1	Q2	Q3	Q4
Target	6	6		
Rev. Target	26	17		
Actual	20	24		

Comments

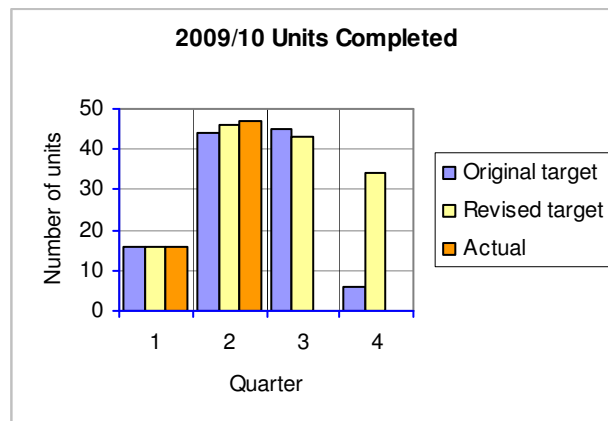
Start on sites achieved at:
Hardwick Phase 6 – 6
Hardwick Phase 7 – 12
Flighters Place – 6



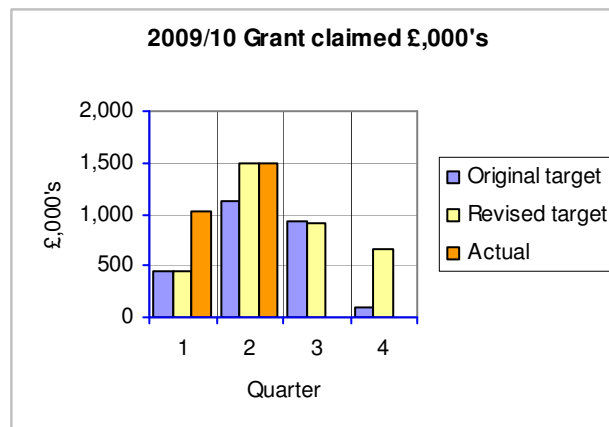
2009/10 Units Completed				
	Q1	Q2	Q3	Q4
Target	16	44	45	6
Rev. Target	16	46	44	30
Actual	16	47		

Comments – Completions achieved at:

HOLD Stockton – 1
Easington Road – 20
Haughton Road – 9
263 Marton Road – 9
Flighters Place – 6
Nimbus Close – 1
HOLD Redcar – 1



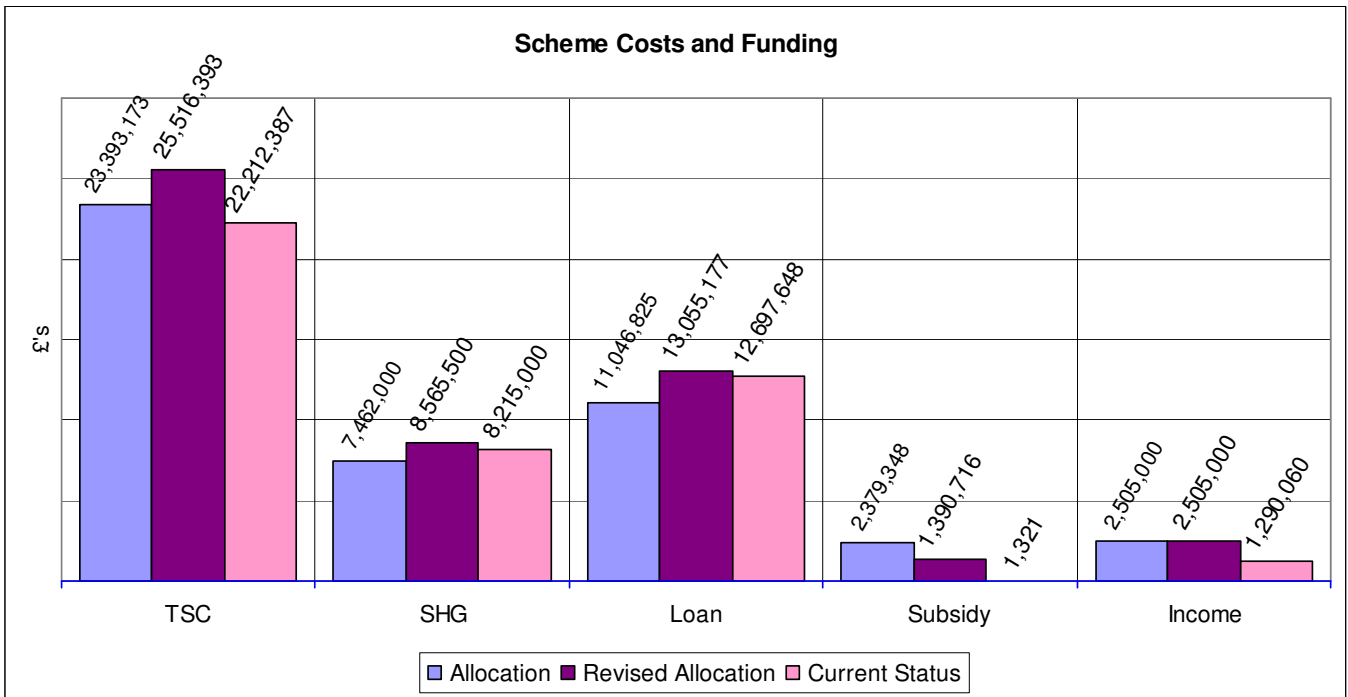
2009/10 Grant Claimed - £,000's				
	Q1	Q2	Q3	Q4
Target	451	1128	928	101
Rev. Target	451	1493	904	654
Actual	1038	1493	0	0





2.2 Scheme Costs

Description	Type	Units	TSC	Grant			Sales Income	Cost Per Unit	Status
				SHG	Loan	Subsidy			
Browning Avenue Hartlepool	Rent	13	1,938,000	650,000	780,000	508,000	0	149,077	Cancelled
		0	0	0	0	0	0		
HOLD Hartlepool	S O'ship	3	487,090	72,000	115,090	0	300,000	162,363	Development
		0	0	0	0	0	0	0	
HOLD Middlesbrough	S O'ship	3	487,090	72,000	115,090	0	300,000	162,363	Development
		2	320,175	48,000	70,632	8,593	192,950	160,088	
HOLD Redcar & Cleveland	S O'ship	3	487,090	72,000	115,090	0	300,000	162,363	Development
		1	178,315	24,000	49,115	9,200	96,000	178,315	
Empty Properties (ECHO) Redcar & Cleveland	Supp	5	605,000	225,000	300,000	80,000	0	121,000	Completed
		5	572,763	225,000	411,399	-63,636	0	114,553	
Easington Road Stockton	Gen/Supp	20	2,859,300	1,140,000	1,280,000	439,300	0	142,965	Completed
		20	2,603,686	1,140,000	1,551,457	-87,771	0	130,184	
Hardwick Ph 5 Barratt Stockton	Rent	7	951,298	315,000	420,000	216,298	0	135,900	Completed
		7	951,298	315,000	420,000	216,298	0	135,900	
Hardwick Ph 5 Haslam Stockton	Rent	6	800,073	270,000	360,000	170,073	0	133,346	Completed
		6	800,073	270,000	360,000	170,073	0	133,346	
HOLD Stockton	S O'ship	3	487,090	72,000	115,090	0	300,000	162,363	Completed
		3	476,992	72,000	93,398	0	291,110	158,997	
HOLD Sunderland	S O'ship	5	811,817	120,000	191,817	0	500,000	162,363	Development
		0	0	0	0	0	0	0	
Haughton Road Darlington	Gen Needs	9	1,203,750	450,000	628,266	125,484	0	133,750	Completed
		9	1,222,060	450,000	655,950	116,110	0	135,784	
Stockton Road Hartlepool	Gen Needs	18	2,354,000	900,000	1,226,497	227,503	0	130,778	Completed
		18	2,060,682	900,000	1,226,497	-65,815	0	114,482	
263 Marton Road Middlesbrough	Supp	9	1,268,450	540,000	638,582	89,868	0	140,939	Completed
		9	1,098,587	540,000	597,056	-38,469	0	122,065	
2 Applegarth Middlesbrough	Supp	3	281,250	30,000	292,639	-41389	0	93,750	Completed
		3	273,552	30,000	297,818	-54266	0	91,184	
ECHO Ph 2 Redcar & Cleveland	Supp	10	1,250,000	450,000	731,590	68,410	0	125,000	Completed
		10	1,039,873	450,000	731,590	-141,717	0	103,987	
Hardwick Ph 6a (Barratt) Stockton	Gen Needs	4	583,320	168,000	363,620	51,700	0	145,830	On site
		4	583,320	168,000	363,620	51,700	0	145,830	
Hardwick Ph 6b (Haslam) Stockton	Gen Needs	2	276,205	84,000	173,494	18,711	0	138,103	On site
		2	276,205	84,000	173,494	18,711	0	138,103	
Hardwick Ph 7a (Barratt) Stockton	Gen Needs	8	1,145,016	336,000	677,347	131,669	0	143,127	Development
		8	1,145,016	336,000	677,347	131,669	0	143,127	
Hardwick Ph 7b (Haslam) Stockton	Gen Needs	4	577,936	168,000	346,989	62,947	0	144,484	Development
		4	577,936	168,000	346,989	62,947	0	144,484	
HOLD Stockton	HOLD Int Rent	3	487,090	72,000	115,090	0	300,000	162,363	Transferred
		2	255,000	48,000	236,633	-29,633	0	127,500	
Bowesfield lane Stockton	Supp	10	1,424,850	400,000	711,277	63,573	250,000	142,485	On site
		10	1,375,034	400,000	816,007	-90,973	250,000	137,503	
St. John's Chapel Wear Valley	Gen Needs	6	657,200	276,000	381,612	-412	0	109,533	Cancelled
		0	0	0	0	0	0	0	
45, High St, Great Broughton Hambleton	Gen Needs	1	65,000	0	70,185	-5,185	0	65,000	Completed
		1	63,720	0	70,185	-6,465	0	63,720	
Hardwick Stock Units Stockton	Gen Needs	6	823,620	342,000	492,175	-10,555	0	137,270	Completed
		6	781,270	342,000	492,175	-52,905	0	130,212	
The Pastures, Snipe House Darlington	Gen Needs	5	392,375	0	429,855	-37,480	0	78,475	Completed
		5	372,015	0	429,855	-57,840	0	74,403	
Mile End Road, South Shields South Tyneside	Gen Needs	5	645,000	260,000	403,709	-18,709	0	129,000	Completed
		5	612,750	260,000	403,709	-50,959	0	122,550	
57, Hanson Grove, Mbro Middlesbrough	Supp	1	109,700	40,000	72,666	-2,966	0	109,700	Completed
		1	116,112	40,000	72,666	3,446	0	116,112	
NHS Campus Hartlepool Hartlepool	Supp	3	478,775	300,000	272,698	-93,923	0	159,592	Completed
		3	705,500	300,000	272,698	-92,198	225,000	235,167	
NHS Campus Sunderland Sunderland	Supp	7	1,140,000	712,500	500,520	-73,020	0	162,857	Development
		4	650,000	650,000	0	0	0	162,500	
Flighters Place Sunderland	Supp	6	830,000	300,000	681,125	-151,125	0	138,333	Acquisition
		6	778,175	300,000	681,125	-202,950	0	129,696	
Nimbus Close Middlesbrough	Supp	1	233,950	75,000	247,031	-88,081	0	233,950	Completed
		1	224,273	75,000	252,167	-102,894	0	224,273	
Cotherstone rent Teesdale HA	Gen Needs	4	513,354	200,000	312,137	1,217	0	128,339	Completed
		4	598,421	200,000	312,137	86,284	0	149,605	
Cotherstone sale Teesdale HA	Shared Own	4	635,624	80,000	235,445	65,179	255,000	158,906	Completed
		4	720,690	80,000	193,236	212,454	235,000	180,173	
Shirley Close, Evenwood Teesdale HA	Gen Needs	6	821,280	300,000	420,063	101,217	0	136,880	Completed
		6	778,894	300,000	438,693	52,327	0	129,816	
Allocation		168	23,393,173	7,462,000	11,046,825	2,379,348	2,505,000	139,245	
Revised Allocation		197	25,516,393	8,565,500	13,055,177	1,390,716	2,505,000	129,525	
Current Status		197	22,212,387	8,215,000	12,697,648	1,321	1,290,060	112,753	



Comments

Reduction in scheme costs due to tenders being lower than estimated.
Higher cost for Haughton Road due to additional payment to Darlington BC in respect of the lease.

3. Finance

Performance Indicators

INDICATOR		Target		Budget 2009/10	Actual Sep-09	Actual Mar-09
1	Interest Cover Excluding Depreciation	> 105%	*	129%	117%	107%
2	Loan Gearing : Loans / Historical Cost	< 60%	*	38%	39%	38%
3	GN Management direct costs per unit (£)			5.1	4.91	4.68
4	GN Maintenance direct costs per unit (£)			14.26	14.55	15.84
5	i Endeavour's overhead per unit (£)			3.03	3.15	3.13
	ii Charge from North Star per unit (£)			9.72	9.79	10.28
	iii Total overhead per unit (£)			13.34	12.94	13.41

Key	
1	The sum of Operating Surplus and Interest Receivable as a percentage of Total Interest payable for 3 financial years.
2	Long term loans as a percentage of Historic cost of properties (Revised)
3	Direct weekly management costs per general needs unit (i.e. excl company overheads and central services). Target is calculated from budgeted costs and units. (Previous year values have been adjusted for inflation)
4	Direct weekly routine, annual and cyclical maintenance costs per general needs unit (i.e. excl company overheads and central services). Target is calculated from budgeted costs and units. (Previous year values have been adjusted for inflation)
5i	EHA's Direct Overhead costs per week divided by the total of all units in management.
ii	EHA's share of NSHG charge for central service divided by the total units in management
iii	Total overheads divided by total number of units in management
*	Target set in loan documentation

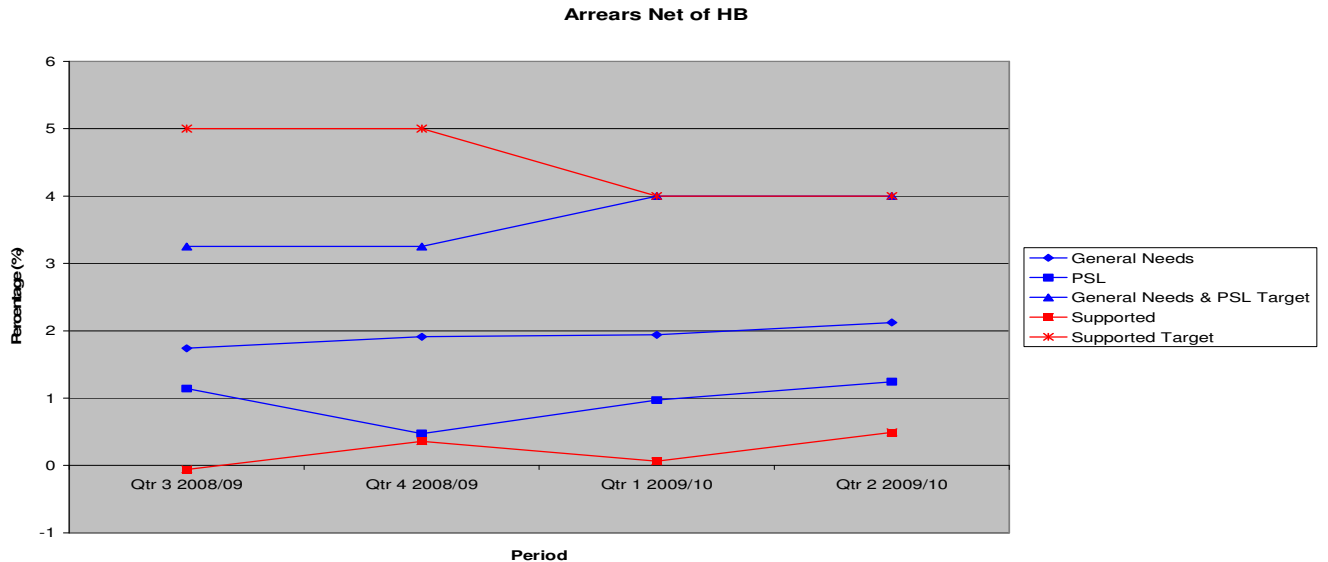
Key	Comments
1	Interest cover is currently performing well within target
2	Gearing is currently performing well within target.
3	GN Management direct costs per unit is less than budget due to the direct cost of Housing management being lower than budget.
4	GN Maintenance direct costs per unit is higher than budget due to the higher than budgeted costs for Void repairs - Action - We have analysed void costs to date and established that the actual includes additional work of £320 per property (EPC and fuse board/bonding to current regulations) and higher costs relating to cleaning and decorating. The fuseboard/bonding costs are now being covered within Planned Maintenance and controls are in place to eliminate unnecessary costs relating to cleaning and decorating
5	Endeavour's overhead per unit are lower than budget. Within this Endeavour's contribution to the charge for North Star HG is higher than budget - the budget is based on a unit cost of all units acquired in the year, the actual uses a unit cost of only the units acquired in the period.

4. Housing Management

4.1 Current Rent Arrears

Rent Arrears Excluding Former Tenants

Target	Housing Service	Qtr 1 2009/10 Current Arrears		Qtr 2 2009/10 Current Arrears		Qtr 2 2009/10 Net of HB		Qtr 2 2008/09 Current Arrears	
		£	%	£	%	£	%	£	%
<4%	General Needs	318,027	5.45	316,001	5.38	124,455	2.12	263,269	4.95
<4%	PSL	16,480	3.43	23,571	4.88	5,965	1.24	27,794	5.13
<4%	Supported	92,782	4.98	95,135	4.59	10,144	0.49	90,549	4.79
	Total	427,289	5.23	434,707	5.16	140,564	1.67	381,612	4.92



Comments - We are in the process of undertaking a system thinking review on collecting rent. This will ensure our processes are adequate to maximise collection rates. Also we are looking to source an independent debt advice service to assist tenants in prioritising their debts.

Total Collected as % of Debit Raised

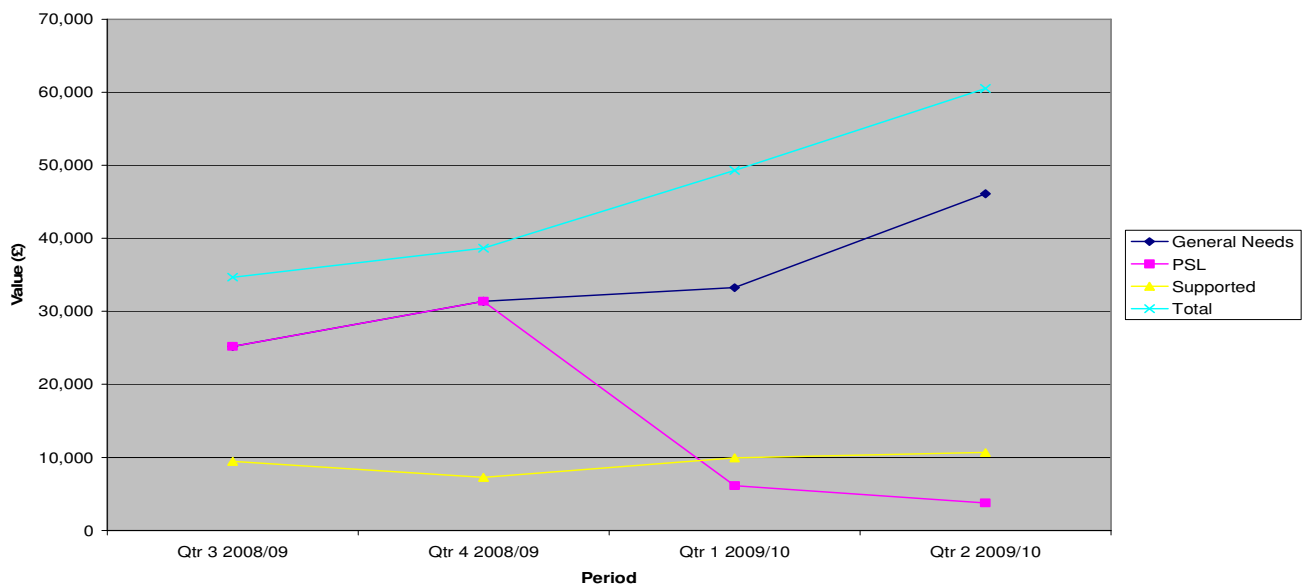
Target	Housing Service	Qtr 1 2009/10	Qtr 2 2009/10	Qtr 2 2008/09
		%	%	%
100%	General Needs	95.67	97.83	99.26
100%	PSL	111.40	103.88	91.55
100%	Supported	108.08	99.78	100.49
	Total	99.42	98.65	99.02

4.2 Former Tenants Arrears

Value of Rent Arrears for Former Tenants

	Qtr 1 2009/10	Qtr 2 2009/10	Qtr 2 2008/09
	£	£	£
General Needs	33,230	46,080	18,909
PSL	6,128	3,788	
Supported	9,944	10,653	7,167
Total	49,302	60,521	26,076

Former Tenant Arrears



Former Tenant Arrears Movements

	General	PSL	Supported	Total
Opening FT Balance @ 05/04/09	24,658	6,702	7,288	38,648
W/offes YTD	749	2,809	1,041	4,599
New Former Tenant arrears & Adjustments	37,659	28,097	27,931	93,686
FT Arrears Recovered YTD	(16,986)	(33,820)	(25,607)	(76,413)
Closing FT Balance @ 30/09/09	46,080	3,788	10,653	60,521
% of FT balances Collected	26.93	89.93	70.62	55.80
Target % of FT balances collected	75.00	75.00	80.00	

Comments – There are no write offs over £750 within the period ending September 2009. We are finalising details to secure a new debt collection agency and will forward all the outstanding cases for recovery.



Bad Debts Charge as per Income & Expenditure Account

Former tenant arrears written off in the period plus a 100% provision for former tenant arrears still to be written off, plus £40k static general provision for current tenant arrears.

Target	Housing Service	Qtr 1 2009/10		Qtr 2 2009/10		Qtr 2 2008/09	
		£	%	£	%	£	%
0.85%	General Needs	9,070	0.62	18,299	0.62	13,114	0.48
0.85%	PSL	-1,874	-1.47	-1,682	-0.66	4,319	1.67
1%	Supported	177	0.03	350	0.03	2,711	0.29
	Total	7,374	0.35	16,967	0.39	20,144	0.51

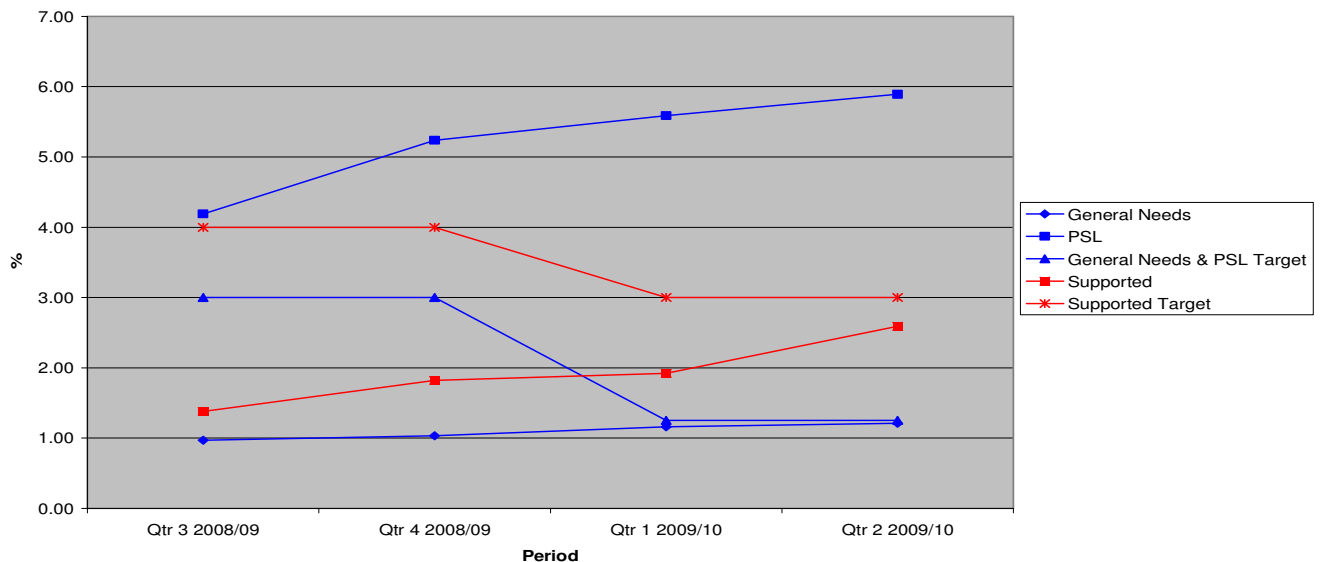
Comments - We continue to perform well in this area.

4.3 Void Loss

Cumulative Void Loss

Target	Housing Service	Qtr 1 2009/10		Qtr 2 2009/10		Qtr 2 2008/09	
		£	%	£	%	£	%
1.25%	General Needs	17,120	1.16	35,817	1.21	25,668	0.93
1.25%	PSL	7,099	5.59	15,107	5.89	9,432	3.64
3.00%	Supported	10,050	1.92	27,864	2.59	19,784	2.13
	Total	34,269	1.61	78,788	1.83	54,884	1.39

Cumulative Void Loss



Comments - We have had some difficulties in securing lets on our PSL properties. We have been working with the Local Authorities and all properties are now let. We are in the process of reviewing the service.

Void loss within supported has increased. During this quarter we relet 27 existing properties and 45 newly developed properties of which 10 were for people with a learning disability. We experienced a delay in some of the new tenants moving in until support arrangements were in place. The Local Authority will meet the cost associated with this delay. Despite this delay we continue to exceed our targets.

Average Relet Times (calendar days)

Target	Housing Service	Qtr 1 2009/10	Qtr 2 2009/10
20	General Needs	26	29.5
20	PSL	12	11
20	Supported	12	18.5

Comment - Relet times within supported housing have increased. During this quarter we relet 4 long term voids within shared accommodation and this has affected our average. However we are still out performing against our targets. Re let time in general needs are slightly higher than target. The introduction of Choice Based Lettings across the Tees Valley has had an impact on letting properties. Shared accommodation for people who have a Learning disability takes longer to let. We work closely with our Local Authority Partners however the referral and assessment process takes more time, compatibility with the other Tenants is assessed and the work needed to prepare the incoming Tenant for independent Living can also take time. We have voids insurance in place so that we minimise the potential for lost income however this does impact on relet times.

Number of Voids over 42 Days

General Needs

Address/Area	Current Status	Void From	Days Void	Reason
76 Mansfield Avenue	Let	6.7.09	49	Unpopular area been advertised twice on CBL
9 Rosedale Court	Let	15.6.09	49	1 st tenant changed their mind had to be re advertised on CBL
11 Jedburgh Street	Let	11.5.09	77	Maintenance – major repair work
30B Mansfield Avenue	Let	16.3.09	161	Unpopular area been advertised twice on CBL
60 Kensington Road	Let	22.12.09	259	Off Roll for long time due to maintenance
198 borough Road	Let	15.12.09	238	Needed extra work to suit tenants needs
66 Mansfield Avenue	Let	6.7.09	56	Unpopular area been advertised twice with CBL
34 Kendal Road	Let	29.6.09	63	Problems with ASB local letting policy applied, on-going multi agency work
56 Cobden Street	Let	29.6.09	70	Problems with ASB local letting policy applied, on-going multi agency work
2 York Road	Let	22.6.09	77	Problems with ASB local letting policy applied, on-going multi agency work
33 Leven Street	Still void	17.8.09	49	Demand issues been advertised on 3 occasions with Choice Based Lettings



Supported Housing

Address/Area	Current Status	Void From	Days Void	Reason
Room 1 38 Whitrout Road	Still void	15.6.09	112	See comments below
Room A 2 Applegarth	Still void	15.6.09	112	LD shared service issues of integrating a new tenant into the service – see below.
Room 2 1 Lees Road	Let	20.4.09	168	LD shared service- took LA some time to identify a suitable tenant – see below
Room 3 38 Whitrout Road	Still void	9.3.09	210	See comments below
Room 2 1 Simonside Court	Let	2.3.09	175	Referral process longer as it is shared accommodation for people with learning difficulties
Room 1 1 Edward Court	Let	19.1.09	189	Referral process longer as it is shared accommodation for people with learning difficulties
60 Laura Street	Let	27.7.09	70	Property was abandoned and took some time to make fit. Hestia tenant was lined up to move in who then proved unsuitable.

Comments

Whitrout Road in Hartlepool has offered services to people who have a Learning Disability. The service comprises of 4 units. It is currently occupied by 2 Tenants both of whom will soon move onto more appropriate accommodation. 1 is buying her own house and the other needs additional care and adapted accommodation as has early on set dementia. We are working with The Local Authority to explore other uses for the service. They are confident that demand exists and will meet 50% of any costs should the service be emptied before the new service is agreed. In addition the service is covered by Voids Insurance