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1. Maintenance

Emergency Repairs – Internal Target 97%		<24 hrs		
Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 4 2007/8
95%	96%	98%	97%	89%

Urgent Repairs – Internal Target 97%		<3 working days		
Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 4 2007/8
93%	95%	94%	89%	88%

Routine Repairs – Internal Target 97%		<20 working days		
Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 4 2007/8
94%	96%	97%	96%	92%

Comments

Year on year Q4 repairs performance has improved overall. There has been significant improvement in Emergency and Routine repairs performance compared with Q4 2007/08 accompanied by slight improvement in Urgent repairs performance. This trend is favourable. Comparing Q4 with Q3 there is some slight performance fluctuation in respect of Emergency and Routine repairs however our 97% target remains appropriate and is largely achieved. Disappointingly, Urgent repairs performance has fallen in Q4. An initial analysis of those repairs where our target timescale was not met illustrates a high proportion of repairs requiring 'diagnosis', 'location and rectification' and/or 'follow-up' work requiring parts; orders or manufacture. Together with the contractors we are investing more time into the further investigation of how we respond to repairs, in particular those classified Urgent, in order to restore and improve our performance.

Gas Service

Homes with a valid gas certificate 99% against a target of 100%. There are 3 properties with outstanding gas certificates as at 31 March 2009. These properties have had access procedures implemented and all gas certificates have now been completed. There are also 7 homes where the gas supply has been capped.

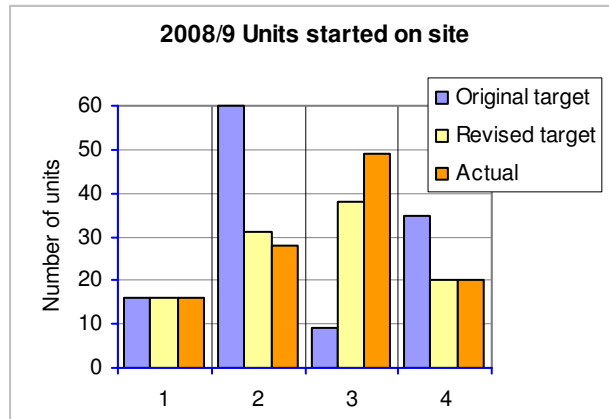
2. Development – Funded through Homes & Communities Agency

2.1 Performance Indicators

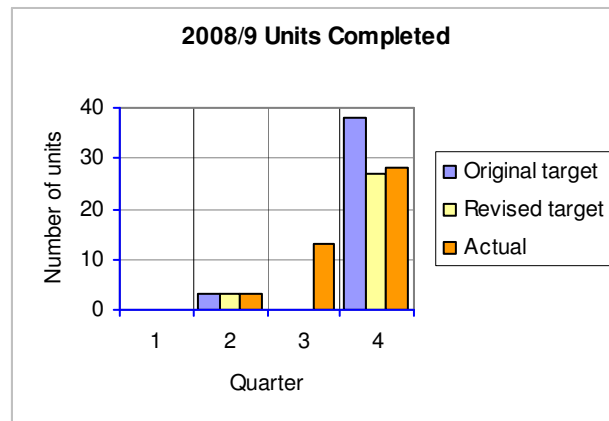
2008/9 Units Started on Site				
	Q1	Q2	Q3	Q4
Target	16	60	9	35
Rev. Target	16	31	38	20
Actual	16	31	49	20

Comments

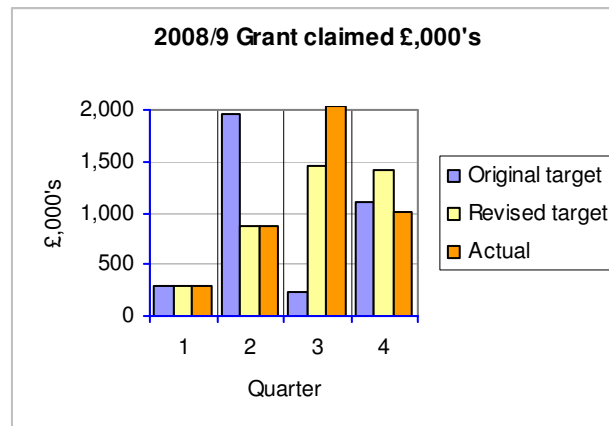
Start on sites achieved at:
Parkfield Hall, Stockton. Echo Phase2



2008/9 Units Completed				
	Q1	Q2	Q3	Q4
Target	0	3	0	38
Rev. Target	0	3	0	27
Actual	0	3	13	28



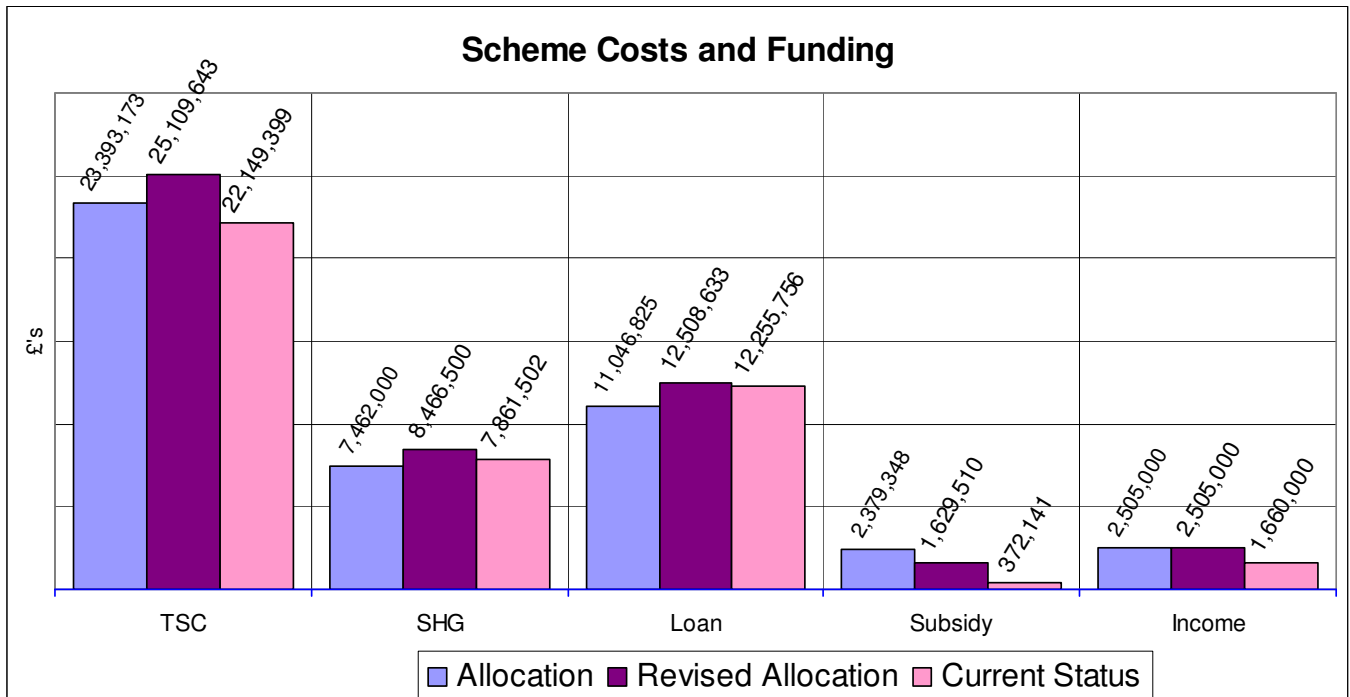
2008/9 Grant Claimed - £,000's				
	Q1	Q2	Q3	Q4
Target	292	1,957	225	1,111
Rev. Target	292	882	1,458	1,426
Actual	292	882	2,048	1018





2.2 Scheme Costs

	Description	Type	Units	Grant			Subsidy	Sales	Cost Per Unit	Status
				TSC	SHG	Loan		Income		
1	Browning Avenue	Rent	13	1,938,000	650,000	780,000	508,000	0	149,077	Cancelled
2	Hartlepool		0	0	0	0	0	0		
1	HOLD	S O'ship	3	487,090	72,000	115,090	0	300,000	162,363	Cancelled
2	Hartlepool		0	0	0	0	0	0	0	
1	HOLD	S O'ship	3	487,090	72,000	115,090	0	300,000	162,363	Development
2	Middlesbrough		3	487,090	72,000	115,090	0	300,000	162,363	
1	HOLD	S O'ship	3	487,090	72,000	115,090	0	300,000	162,363	Development
2	Redcar & Cleveland		3	487,090	72,000	115,090	0	300,000	162,363	
1	Empty Properties (ECHO)	Supp	5	605,000	225,000	300,000	80,000	0	121,000	Completed
2	Redcar & Cleveland		5	572,763	225,000	411,399	-63,636	0	114,553	
1	Easington Road	Gen/Supp	20	2,859,300	1,140,000	1,280,000	439,300	0	142,965	On site
2	Stockton		20	2,673,686	1,140,000	1,406,013	127,673	0	133,684	
1	Hardwick Ph 5 Barratt	Rent	7	951,298	315,000	420,000	216,298	0	135,900	Completed
2	Stockton		7	951,298	315,000	420,000	216,298	0	135,900	
1	Hardwick Ph 5 Haslam	Rent	6	800,073	270,000	360,000	170,073	0	133,346	Completed
2	Stockton		6	800,073	270,000	360,000	170,073	0	133,346	
1	HOLD	S O'ship	3	487,090	72,000	115,090	0	300,000	162,363	Development
2	Stockton		3	487,090	72,000	115,090	0	300,000	162,363	
1	HOLD	S O'ship	5	811,817	120,000	191,817	0	500,000	162,363	Cancelled
2	Sunderland		0	0	0	0	0	0	0	
1	Haughton Road	Gen Needs	9	1,203,750	450,000	628,266	125,484	0	133,750	On Site
2	Darlington		9	1,222,060	450,000	728,817	43,243	0	135,784	
1	Stockton Road	Gen Needs	18	2,354,000	900,000	1,226,497	227,503	0	130,778	On site
2	Hartlepool		18	2,127,500	900,000	1,226,497	1,003	0	118,194	
1	263 Marton Road	Supp	9	1,268,450	540,000	638,582	89,868	0	140,939	On site
2	Middlesbrough		9	1,170,450	540,000	638,582	-8,132	0	130,050	
1	2 Applegarth	Supp	3	281,250	30,000	292,639	-41389	0	93,750	Completed
2	Middlesbrough		3	273,552	30,000	292,639	-54266	0	91,184	
1	ECHO Ph 2	Supp	10	1,250,000	450,000	731,590	68,410	0	125,000	On site
2	Redcar & Cleveland		10	1,039,873	450,000	731,590	-141,717	0	103,987	
1	Hardwick Ph 6a (Barratt)	Gen Needs	4	583,320	168,000	363,620	51,700	0	145,830	Development
2	Stockton		4	583,320	168,000	363,620	51,700	0	145,830	
1	Hardwick Ph 6b (Haslam)	Gen Needs	2	276,205	84,000	173,494	18,711	0	138,103	Development
2	Stockton		2	276,205	84,000	173,494	18,711	0	138,103	
1	Hardwick Ph 7a (Barratt)	Gen Needs	8	1,145,016	336,000	677,347	131,669	0	143,127	Development
2	Stockton		8	1,145,016	336,000	677,347	131,669	0	143,127	
1	Hardwick Ph 7b (Haslam)	Gen Needs	4	577,936	168,000	346,989	62,947	0	144,484	Development
2	Stockton		4	577,936	168,000	346,989	62,947	0	144,484	
1	HOLD	HOLD	3	487,090	72,000	115,090	0	300,000	162,363	Cancelled
2	Stockton		0	0	0	0	0	0	0	
1	Bowesfield lane	Supp	10	1,424,850	400,000	711,277	63,573	250,000	142,485	On site
2	Stockton		10	1,380,850	400,000	816,007	-85,157	250,000	138,085	
1	St. John's Chapel	Gen Needs	6	657,200	276,000	381,612	-412	0	109,533	Cancelled
2	Wear Valley		0	0	0	0	0	0	0	
1	45, High St, Great Broughton	Gen Needs	1	65,000	0	70,185	-5,185	0	65,000	Completed
2	Hambleton		1	65,000	0	70,185	-5,185	0	65,000	
1	Hardwick Stock Units	Gen Needs	6	823,620	342,000	492,175	-10,555	0	137,270	Completed
2	Stockton		6	823,620	342,000	492,175	-10,555	0	137,270	
1	The Pastures, Snipe House	Gen Needs	5	392,375	0	429,855	-37,480	0	78,475	Completed
2	Darlington		5	392,375	0	429,855	-37,480	0	78,475	
1	Mile End Road, South Shields	Gen Needs	5	645,000	260,000	403,709	-18,709	0	129,000	Completed
2	South Tyneside		5	645,000	260,000	403,709	-18,709	0	129,000	
1	57, Hanson Grove, Mbro	Supp	1	109,700	40,000	72,666	-2,966	0	109,700	Completed
2	Middlesbrough		1	116,112	40,000	72,666	3,446	0	116,112	
1	NHS Campus Hartlepool	Supp	3	478,775	300,000	272,698	-93,923	0	159,592	Completed
2	Hartlepool		3	705,500	300,000	272,698	-117,198	250,000	235,167	
1	NHS Campus Sunderland	Supp	7	1,140,000	712,500	500,520	-73,020	0	162,857	Development
2	Sunderland		7	1,060,000	647,502	647,402	-234,904	0	151,429	
1	Cotherstone rent	Gen Needs	4	513,354	200,000	312,137	1,217	0	128,339	Completed
2	Teesdale HA		4	595,640	200,000	312,137	83,503	0	148,910	
1	Cotherstone sale	Shared Own	4	635,624	80,000	235,445	65,179	255,000	158,906	Completed
2	Teesdale HA		4	717,910	80,000	191,423	186,487	260,000	179,478	
1	Shirley Close, Evenwood	Gen Needs	6	821,280	300,000	420,063	101,217	0	136,880	On site
2	Teesdale HA		6	772,390	300,000	420,063	52,327	0	128,732	
	Allocation		168	23,393,173	7,462,000	11,046,825	2,379,348	2,505,000	139,245	
	Revised Allocation		197	25,109,643	8,466,500	12,508,633	1,629,510	2,505,000	127,460	
	Current Status		197	22,149,399	7,861,502	12,255,756	372,141	1,660,000	112,433	



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 2008/09	Actual Mar-09	Actual Dec -08	Actual Sep-08	Actual Jun-08	Actual Mar-08
1	Interest Cover Excluding Depreciation	> 105%	(a)	113%	100%	96.3%	98.2%	98.6%	124.1%
2	Loan Gearing : Loans / Historical Cost	< 60%	*	34.8%	37.2%	37%	35.7%	35.6%	35.1%
3	GN Management direct costs per unit (£)			6.26	5.31	5.25	5.46	5.59	5.84
4	GN Maintenance direct costs per unit (£)			14.80	15.96	15.74	15.39	15.54	15.78
5	i Endeavour's overhead per unit (£)			3.61	3.66	3.84	3.45	4.25	3.09
	ii Charge from North Star per unit (£)			8.68	10.24	10.03	8.69	8.69	8.64
	iii Total overhead per unit (£)			12.27	13.91	13.89	12.15	12.94	11.74

Key		Key to Traffic Lights	
1	Surplus for the year, before charging property depreciation, and interest as a percentage of all interest charges.		Over budget but within target
2	Long term loans as a percentage of Historic cost of properties (Revised)		Within budget and target
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)		Within budget
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)		Over budget but interventions in place to bring back with budget
5	Overhead costs per week divided by the total of all units in management.		Over budget due to increase in additional approved spending
(a)	Per KPIs set by Board		
*	Target set in loan documentation		

Key	Comments
1	Interest cover is lower than budget but still within the target due to increased spend in the year resulting in a lower than budgeted surplus for the year.
2	Gearing is currently performing well within target.
3	GN Management direct costs per unit is less than budget due to the reduction in salary cost because of the restructure of staff in Housing Management and the loss of the Housing Co-ordinators post.
4	GN Maintenance direct costs per unit is higher than budget due to the higher than budgeted costs for Void repairs - Action - we have reviewed the voids management and all void repairs over £2k now have to be authorised by a manager.
5	Endeavour's overhead per unit are higher than budget due to unbudgeted costs for Endeavour's contribution to the additional costs for staff restructuring.

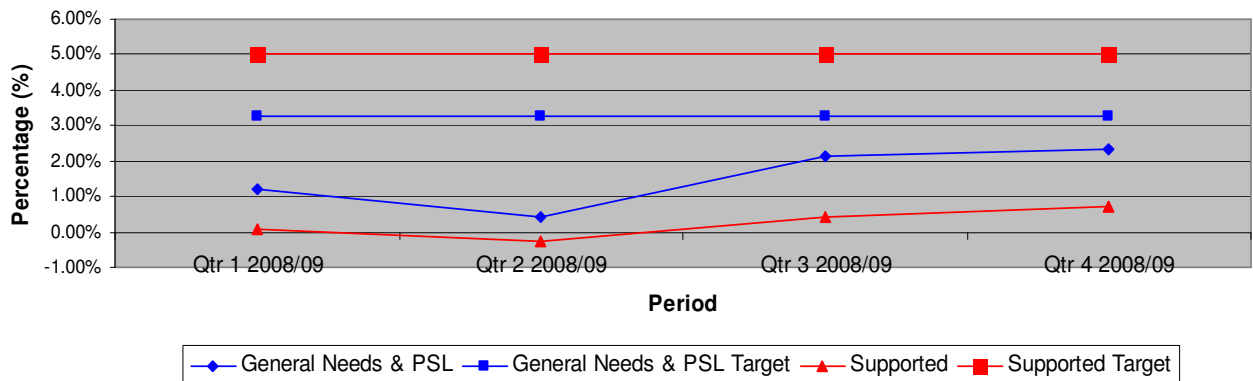
4. Housing Management

4.1 Current Rent Arrears

Rent Arrears Excluding Former Tenants

Target	Housing Service	Qtr 4 2007/08 Current Arrears		Qtr 4 2008/09 Current Arrears		Qtr 4 2008/9 Net of HB	
		£	%	£	%	£	%
<3.25%	General Needs & PSL	244801	4.38	315947	4.83	104905	1.78
<5.0%	Supported	83061	5.35	98675	4.73	6863	0.36
	Total	327862	4.59	414622	4.8	111768	1.43

Arrears Net of HB



Comments

Arrears in General Needs Housing have increased by 0.45% over the year however when taking into account committed Housing Benefit the amount has decreased significantly. This increase can be attributed to General Needs having brought 41 new properties into the stock during the last 3 months of the year showing an increased debit of 9.45%

Total Collected as % of Debit Raised

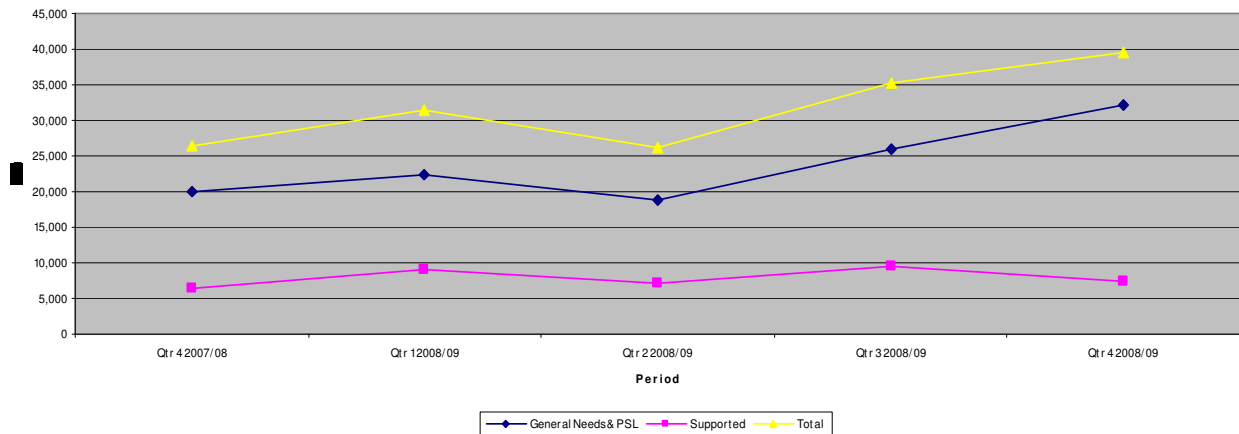
Target	Housing Service	Qtr 4 2007/08	Qtr 4 2008/09
		%	%
>97.5%	General Needs & PSL	97.61	99.34
>97.5%	Supported	96.74	100.27
	Total	97.17	99.57

4.2 Former Tenants Arrears

Value of Rent Arrears for Former Tenants

	Qtr 4 2007/08	Qtr 4 2008/09
	£	£
General Needs & PSL	20076	32235
Supported	6427	7288
Total	26503	39523

Former Tenant Arrears



Former Tenant Arrears Movements

	General & PSL	Supported	Total
Opening FT Balance @ 01/04/08	26,145.83	5,587.67	31,733.50
W/offes YTD	(21,993.04)	(4,994.18)	(26,987.22)
New Former Tenant arrears & Adjustments	120,665.83	53,262.83	173,928.66
FT Arrears Recovered YTD	(89,780.00)	(44,548.00)	(134,328.00)
Closing FT Balance @ 05/04/09	35,038.62	9,308.32	44,346.94
% of FT balances Collected	71.93%	82.72%	75.18%

Comments

Former tenant arrears remain low and are comparable to last year. We continue to perform well and have collected more Former Tenants Arrears across all service areas when compared with the same period last year.

Former Tenant Arrears over £750

There are no write off recommendations in this quarter. Our performance on bad debts continues to perform well and is down on the same period last year.



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 4 2007/08		Qtr 4 2008/09	
		£	%	£	%
3.75%	General Needs & PSL	24,115.74	0.43	31533.02	0.52
3.75%	Supported	4,442.73	0.27	8508.57	0.27
	Total	28,558.47	0.39	40041.59	0.50

Comments

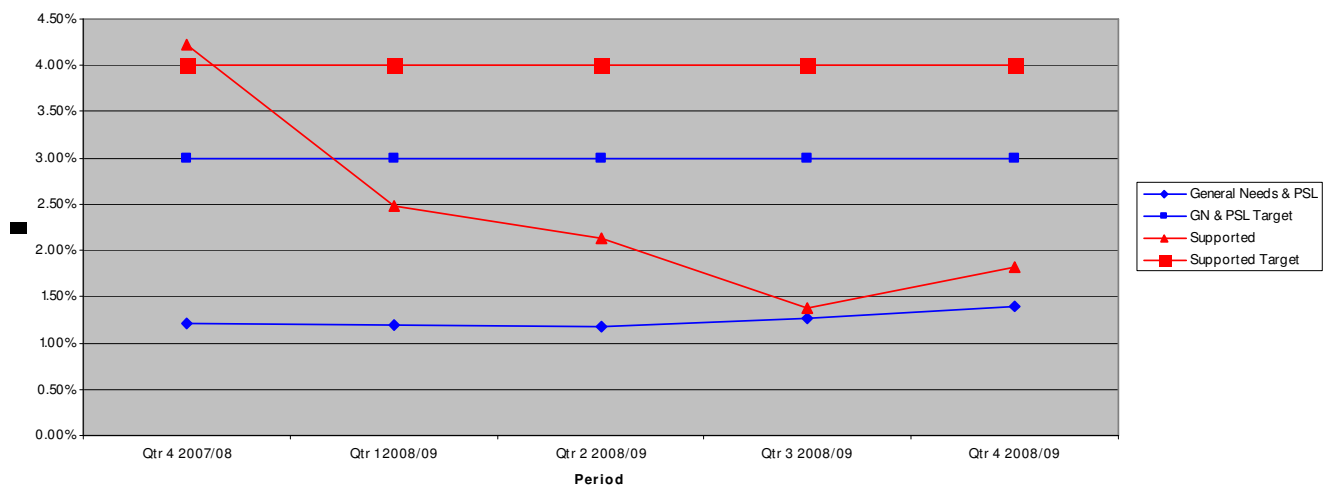
Although compared to the previous year Bad debts have increased slightly we are still performing within target. In previous years former tenant's arrears were written off as bad debt at the end of every quarter. This year we have changed our methods of collecting former tenant's arrears and so they are not written off but accumulate in the figures as we continue to try to collect the money. For this reason the balance of former tenants arrears has increased considerably on those shown last year, however we provide fully against all former tenant debt. We do provide however fully against all former tenant debt in our accounts.

4.3 Void Loss

Cumulative Void Loss

Target	Housing Service	Qtr 4 2007/08		Qtr 4 2008/09	
		£	%	£	%
3%	General Needs & PSL	67,758.36	1.21	84376.72	1.39
4%	Supported	69,757.63	4.23	34689.87	1.82
	Total	137,515.99	1.90	119066.59	1.49

Cumulative Void Loss



Average Relet Times (working days)

Target	Housing Service	Qtr 4 2007/08	Qtr 4 2008/09
13	General Needs	27	15.5
	PSL	Data not previously collected	11
10	Supported	Data not previously collected	9

Number of Voids over 42 Days

General Needs

Address/Area	Current Status	Void From	Days Void	Reason
24 Stamford Street	Still void	9.2.09	56	Still in Maintenance
12C Park Road North	Still Void	26.1.09	70	Problems finding suitable applicant
140 Grange Road	Let 8.3.09	19.1.09	49	In Maintenance

Supported Housing

Address/Area	Current Status	Void From	Days Void	Reason
Room 1 1 Edwards Court	Still Void	19.1.09	77	Shared Housing for people who have a Learning Disability. Suitable Tenant has been identified but preparation for move will be delayed due to the Tenants needs
Room 1 42 Grangefield Road	Still Void	2.2.09	63	Shared Housing for people who have a Learning Disability. Suitable Tenant was identified but changed their mind at the last minute.
Flat 5 Danesfield House	1.3.09	12.1.09	49	Referral and allocation took longer due to the time needed to prepare Tenants for the move into independent accommodation
Flat 1 78 Queen Street	1.3.09	12.1.09	49	The previous Tenant had caused problems in the neighbourhood. We insisted on a sensitive nomination from the Local Authority which took time.

Comments

Whilst re-let time have reduced significantly in General Needs Housing since the same period of last year they still remain outside of the target. Work has been done to secure a preferred partner on a pilot basis to undertake void repairs this has shown improvements to the void turn around period.

We are performing well within our targets for void loss and are reporting significant improvements compared with the same quarter last year.

There were 8 properties over 42 days empty during this quarter.

Supported Housing

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