

**RSL Performance Indicators  
for 2003/2005:  
Analysis of Registered Social Landlords  
in the Northern Region**

# Performance Indicators for 2003 - 2005: How Registered Social Landlords in the Northern Region Performed

## The Northern Housing Consortium

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**Price £25.00**

## Foreword

The Northern Housing Consortium is committed to helping its Members to improve their performance in the housing related services they provide and has produced this report drawing comparisons between Registered Social Landlords (RSLs) operating in the North.

Performance Indicators provide interesting reading not only to organisations looking to benchmark their own performance against those with a superior performance, but now also to potential customers seeking to exercise their choice of landlord.

This report will show how the performance of RSLs operating in the northern region compares against other RSLs in the same peer group. It will also show how they performed against their own performance in 2003 where possible and how the northern region performed nationally. It has however, been difficult to compare like with like in some areas as unlike local authorities, RSLs do not stick to the same boundaries and in particular trying to get a Northern picture has not been easy. The RSLs listed do not all operate in the Northern Region and neither are all RSLs operating in this region represented. This is due to the fact that in-group structures and registration field area allocated by the Housing Corporation is linked to the address of the parent association. Therefore, for example Kush Housing operates exclusively in London but is part of the Places for People group (registered Preston) hence appears here. The tables in this report have been split between Northern Housing Consortium members and non-members. However, where there is no data available for RSLs, for example where no data exists for a newly formed RSL or where the type of data is not applicable (i.e. RSL doesn't operate a repairs appointments system) the RSL does not appear in the tables.

Much information is derived from CORE and RSR returns, which have not, thus far, been subject to the voracity of audit than have the returns underpinning Best Value indicators. The Housing Corporation has a validation of information systems project ongoing, which should enhance the reliability of the data.

Furthermore, when drawing comparisons between comparator RSLs, the report refers to the best and worst performing organisations. It should be noted that this is the terminology used by the Housing Corporation and has been adopted in this report.

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# Executive Summary

## Introduction

- On an annual basis, Registered Social Landlords (RSLs) are required to supply the Housing Corporation a set of housing Performance Indicators (PIs).
- PIs are seen as important drivers of improvement in housing services and allow RSLs, their auditors, inspectors and service users to judge how well a service is performing, and what needs to be done to bring performance up to levels being achieved elsewhere. It also enables better comparisons to be made with Local Authorities. They should not be regarded as providing a complete picture, but can act as a useful stimulant for further investigation and analysis.
- 19 national general needs housing PIs were published by the Housing Corporation for the year to 31 March 2005, along with 8 supported housing PIs and 6 shared ownership PIs. Annex A provides a list of all housing PIs for 2005. The results for RSLs in the northern region for 2005 are compared against the results for 2003 to assess the extent of continuous improvement.

## Improvements in Performance

- When considering the overall performance of RSLs, of the 33 reported housing PIs that have comparisons for 2003, approximately half show an improvement.
- The average SAP rating of RSLs in the North has again increased between 2003 and 2005, by 4 points, from 61 to 65 points.
- Similarly, performance on tackling the level of disrepair has improved, the proportion of dwellings failing the Decent Homes Standard having fallen from 26.2% to 22.3%.
- Tenants' satisfaction levels with their opportunities to participate in the management of their homes rose from 62% to 64% in the last two years.
- Rent collection for general needs accommodation has risen from 98% to 99.3% since 2003.
- Rent levels in supported housing accommodation fell sharply by an average of £17.22 on 2003 prices (£81.08 to £62.86).
- Average weekly operating costs for supported housing fell from £139.13 to £78.33 between 2003 and 2005.
- Supported housing operating costs as a percentage of turnover fell from 93.5% to 89.1% over the same period.

## Reductions in Performance

- Average weekly gross rent for general needs dwellings has risen since 2003, by £2.41 (4.1%).

- The time taken to re-let supported accommodation has more than doubled (21 to 43 days).
- On average, northern RSL dwellings are taking twelve days longer to let than they were in 2003.
- Performance on all of the repairs PIs has decreased in general in the north for the second year running. The proportion of repairs completed within target time (for all types of repairs) has fallen and the proportion of appointments made and kept has also decreased.
- Tenant satisfaction levels with their landlords' overall service have again fallen by 2% in general since 2003.

### **Analysis**

Performance Indicators are essentially can openers and not gauges and can only ever be viewed as within the operating context of a particular RSL and indicator in question.

The performance of the region on stock condition has been good, showing an overall improvement in the energy efficiency of dwellings (as measured by the Standard Assessment Procedure), and the percentage of homes failing the decent homes standard also showing a significant fall.

The level of satisfaction of RSL tenants with participation in decision-making in the region has risen, although the level of satisfaction of RSL tenants with the overall service has decreased slightly. These results must be viewed as promising for those RSLs spending resources on tenant participation activities, such as tenant compacts and it will be interesting to see if further improvements can be made next year. However, this is the second year running that overall satisfaction levels have fallen.

Comparison to 2003 on Financial Indicators shows a mixed performance with operating costs increasing by an average of £5.99 and operating costs as a proportion of annual turnover increasing by 6.2% on 2003. However, this is on the back of weekly investment in general needs dwellings rising by an average of £6.94. Furthermore, the proportion of rent lost due to properties being empty decreased by 0.3%.

Performance Indicators measuring the percentage of dwellings vacant and not available to let and proportion of dwellings vacant and available changed in 2005. These are now contextual Indicators and have been replaced with Percentage of self-contained dwellings vacant and available for let at 31 March and Percentage of self-contained dwellings vacant and not available for let at 31 March. As a result, no comparison with previous years is possible for these indicators. A change in indicator has also occurred for the Percentage of dwellings let to BME households.

The North region had declined in relation to the number of emergency repairs, urgent repairs and routine repairs carried out within target time as well as the number of appointments made and kept.

The overall picture is that the region has shown signs of continuous improvement in roughly 50% of Performance Indicators. Of particular interest is perhaps the rate of change on key indicators that will be experienced over coming years as more investment comes on line through further stock transfers and housing market renewal pathfinders.

# Chapter 1 - Introduction

## **The Northern Region**

This is the fourth annual Northern Housing Consortium report analysing Performance Indicators (PIs) of Registered Social Landlords (RSLs) registered with the Housing Corporation as being in the Northern region. The region of registration is that in which the RSL's registered office is located, and is usually the RSL's principal contact with the Housing Corporation. By 'Northern region', the report refers to those areas that lie within the Government Office regions of the North East, North West and Yorkshire and Humberside.

The Government Office region for the North East stretches from the Scottish Borders in the North, to Yorkshire in the South, and from the Border Hills and Pennines in the West to the East coast. It encompasses Northumberland, Tyne and Wear, Durham and Teesside.

The area covered by the Government Office for the North West, lies between Dumfries and Galloway in the North, and borders with Wales, the West Midlands, and East Midlands in the South, and stretches from the West coast to Yorkshire and the North East. The North West is comprised of Cumbria, Lancashire, Greater Manchester, Merseyside, and Cheshire.

The Yorkshire and Humberside Government Office region lies between the North East, North West, East Midlands and the East coast. It encompasses North Yorkshire, South Yorkshire, West Yorkshire, the East Riding of Yorkshire, and North Lincolnshire.

Of the 1,966 RSLs listed on the Public Register of Social Landlords (as found on the Housing Corporation web site) 145 are registered by the Housing Corporation in the North registration field.

Of the RSLs whose data is available to analyse on the Housing Corporation web site, the total number of RSLs with less than 5,000 dwellings is 111, of which 30 are Large Scale Voluntary Transfer (LSVT) RSLs. There are a total of 34 RSLs in the northern region with over 5,000 dwellings, of which 21 are LSVT RSLs.

## **Data Sources**

This paper draws primarily on housing PI results for 2004 published on the Housing Corporation web site ([www.housingpis.co.uk](http://www.housingpis.co.uk)). Other relevant information from this site has been used to support this paper, including information on policy aspects of Best Value and Performance Indicators in England, the Government's Best Value publications and research, and Housing Corporation Regulatory returns and guidance.

A limitation with RSLs that have stock nationally, but which are registered in the north, is the 'pooling' effect that occurs on the data. In these instances, the performance of an RSL in the North is offset by its operations elsewhere in the country. This is a particular limitation when measuring the performance of RSLs in terms of rents and costs, and could result in the recorded average for the performance indicator not being indicative of the RSL's stock in the northern region.

## **Aims of this report**

The statutory duty of Best Value lies with local authorities, however RSLs are significant both in their own right in delivering Best Value to their residents, and in their responsibility to work alongside local authorities. On an annual basis the Housing Corporation sets PIs for larger housing associations. In specifying indicators and targets for RSLs, the Housing Corporation aims to ensure that they focus on service delivery to tenants and to facilitate a better comparison with local authorities, which can be utilised as a comparative tool against PIs from the previous year.

Performance Indicators are the result of a shared commitment between the Housing Corporation and Government to maximise read across between local authorities and RSLs, and to facilitate a better comparison between the two sectors. The Housing Corporation has made clear that they expect RSLs to fully embrace Best Value, even though as independent bodies they will not be subject to the statutory duty of Best Value. Recent changes to the inspection framework and the introduction of Key lines of Enquiry (KLOE) confirm that the expectation on RSLs is the same as local authority housing providers.

While it is recognised that PIs are an important method of helping to achieve continuous improvement in key areas of the housing services provided by housing associations, they couldn't be regarded as infallible as they do not provide a complete picture. PIs are flawed for a number of reasons it is argued. One of which is because of the differences between RSLs in each peer group, and the fact their PIs will differ depending on who they provide for and the relative amounts of stock in each category. RSL PIs are also affected by external circumstances such as Housing Benefit failure and local authority regeneration activities. They can, however, act as a useful stimulant for further investigation and analysis.

This paper reviews PI results for RSLs in the northern region for 2005. For comparative reasons, large (over 5,000 dwellings) and small (under 5,000 dwellings) RSLs are analysed separately, as are LSVT and non-LSVT RSLs. The results for 2005 are then compared with those for 2003 to examine any trends. RSLs providing supported housing in the North are also analysed.

## **Who is it for?**

This paper is primarily aimed at persons working for RSLs with an interest in PIs. It will also be of interest to persons working for local authority housing departments where a BVPI performance management framework is in place.

## **How to use it**

This report is designed to be used in five ways:

1. For a quick overview of the PI framework, the role of the Housing Corporation and how PIs are used (Chapter 2).
2. The majority of this report provides an analysis of the PI results for RSLs registered with the Housing Corporation in the northern region, and chapters three to nine have been structured in a generally consistent format. General needs PIs are analysed in the following way:
  - Firstly, small non-LSVT RSLs in the northern region are analysed, (being those with less than 5,000 dwellings)\*;
  - Secondly, large non-LSVT RSLs are analysed, (being those with over 5,000 dwellings)\*;
  - Thirdly, northern LSVT RSLs with less than 5,000 dwellings are analysed;
  - Finally, LSVT RSLs with over 5,000 dwellings are analysed.

Each chapter corresponds to a group of related PIs. This is followed by an analysis of the performances of different types of RSL within the region. The following PI groupings are covered:

- to review PI results relating to rent (Chapter 3)
  - to consider PI results relating to cost and efficiency (Chapter 4)
  - for an insight into vacant dwellings and lettings BVPI results (Chapter 5)
  - to examine PI results relating to stock condition (Chapter 6),
  - to review PI results on repairs performance (Chapter 7)
  - to consider PI results on tenants' satisfaction (Chapter 8),
  - for an insight into results relating to supported housing PIs (Chapter 9), and
  - for an insight into results relating to shared ownership PIs (Chapter 10)
3. For data sets on each PI (Annexe A).
  4. For useful documents and websites (Annexe B).

# Chapter 2 – The Best Value Performance Indicator Framework

## Chapter scope

This chapter provides a brief overview of the PI framework, the role of government and how PIs are used.

## Terminology

The following definitions might be helpful in relation to PIs, standards, and targets relating to Best Value:

- Performance Indicators: means the measure of an RSL's performance in exercising a function.
- Performance Standard: means the minimum acceptable level of service provision, which must be met by an RSL in the exercise of a function and measured by a reference to a performance indicator for that function. A failure to meet a performance standard where specified will be judged as failing the test of best value for that service or function.
- Performance Target: means the level of performance in the exercise of a function that an RSL is expected to achieve, as measured by reference to the performance indicator in relation to that function.
- FVA Form: Associations owning or managing 250 or more units at the start of their accounting period are expected to submit Form FVA. This collects figures based on associations' accounts.

## The role of government

The Housing Corporation regulates and funds RSLs in England. There is a shared commitment between the ODPM and the Housing Corporation to maximise read across on housing Performance Indicators between RSLs and local authorities. The Housing Corporation requires RSLs to adopt eleven landlord BVPIs for local authorities, prescribed in 2000/01. This will facilitate performance comparisons between the two sectors. Performance targets are seen as an important driver of improvement and allow RSLs, their auditors, inspectors, and service users to judge how well a service is performing, and what needs to be done to bring performance up to levels which are being achieved elsewhere.

Since April 2003, the Audit Commission has inspected RSLs, with their findings being used by the Housing Corporation in the Housing Corporation Assessment (HCA), the overall judgement on the RSL. Performance against PIs forms part of the Audit Commission report and therefore Housing Corporation Assessment.

## How PIs are used

PIs are now viewed as an essential instrument of political control, their growth increasing with the greater accessibility and use of information technology. They are used in an attempt to sharpen transparency and accountability of RSLs, and have the capacity to shape managerial behaviour and to change strategies and control with RSLs. Debates about how PIs should be used,

and indeed whether they should be used at all, have pervaded the literature since they were introduced. PIs may be used as 'can openers' (to help diagnose problems) or as 'dials' (to measure performance). The former opens up the possibility of feedback, self-regulation and reflexive performance management systems while the latter is associated with externally applied systems of control.

Recent changes to the inspection framework encourage a more self-aware approach and the use of PIs as 'can openers'.

### **Types of PI**

PIs are designed to enable comparisons to be made between the performance of different types of RSLs, between RSLs and local authorities, and within an RSL over time, although progress or otherwise from one year to another can be effected by external circumstances such as a downturn in the economic cycle or deterioration of the local authority's Housing Benefit service.

To give a balanced view of performance the Government has adopted five 'dimensions' of PIs. These are:

- Strategic objectives: why the service exists and what it seeks to achieve;
- Cost/efficiency: the resources committed to a service and the efficiency with which they are turned into outputs;
- Service delivery outcomes: how well the service is being operated in order to achieve the strategic objectives;
- Quality: the quality of the services delivered, explicitly reflecting users' experiences;
- Fair access: ease and equality of access to services.

### **Annual changes to PIs**

The set of housing PIs for 2004/05 remained largely unchanged from that prescribed for the previous financial year. However, the following changes have taken place:

- In 2005, there was a change to the definitions of sheltered housing (now retirement housing) and supported housing. For some associations this will have affected the classification of some stock between general needs and supported housing in that year;
- Percentage of dwellings vacant and available for let and Percentage of dwellings vacant and not available to let are now context items and have been replaced by GNPI31 and GNPI33 (self-contained dwellings available to let and Percentage of lettings to BME tenants);
- Rent arrears of general needs tenants at the financial year end as a percentage of annual rent debit;

- Percentage of tenants satisfied with the overall service provided by their landlord and Percentage of tenants satisfied with opportunities to participate in management and decision-making in relation to housing services provided by their landlord have been changed in 2005 to record the satisfaction of tenants in dwellings managed (rather than owned) by the association;
- Rent arrears of supported housing tenants at the financial year end as a percentage of annual rent debit has been discontinued replaced by (SHIP18) Rent arrears of current supported housing and housing for older people tenants at the financial year end as a percentage of annual rent debit.

## Chapter 3 – Rent

### Chapter scope

This chapter reviews the average weekly gross rent charged by the landlord.

#### Average weekly gross rent

This PI calculates the average weekly rent as at 31 March for General Needs dwellings owned and let on assured or secure tenancies.

The average rent figure assumes 52 equal weekly payments (although associations may not collect the rent on this basis). The average service charge is also based on 52 equal weekly payments and includes those service charges eligible for Housing Benefit - some dwellings may also attract additional service charges that are not eligible for Housing Benefit. The dwellings include those that are self-contained and non-self-contained (shared).

RSLs	Average weekly gross rent (£)				
	2003	2004	2005	Change <span style="color:red">↑↓</span>	% Change <span style="color:red">↑↓</span>
The Pickering and Ferens Homes	£65.26	£61.16	£46.73	<span style="color:red">↓</span> £18.53	<span style="color:red">↓</span> 28.4%
Johnnie Johnson Housing Trust Ltd	£60.50	£55.53	£56.24	<span style="color:red">↓</span> £4.26	<span style="color:red">↓</span> 7.0%
Railway HA and Benefit Fund	£50.70	£48.12	£48.23	<span style="color:red">↓</span> £2.47	<span style="color:red">↓</span> 4.9%
Three Rivers Charitable HA Ltd	£62.74	£59.84	£60.91	<span style="color:red">↓</span> £1.83	<span style="color:red">↓</span> 2.9%
Community Seven Ltd	£51.28	£53.50	£50.02	<span style="color:red">↓</span> £1.26	<span style="color:red">↓</span> 2.5%
Irwell Valley HA Ltd	£55.99	£56.51	£55.71	<span style="color:red">↓</span> £0.28	<span style="color:red">↓</span> 0.5%
Cheviot HA Ltd	£57.35	£58.82	£57.39	<span style="color:red">↑</span> £0.04	<span style="color:red">↑</span> 0.1%
Arena HA Ltd	£56.50	£55.68	£56.55	<span style="color:red">↑</span> £0.05	<span style="color:red">↑</span> 0.1%
Sadeh Lok Housing Group Ltd	£67.66	£67.05	£68.10	<span style="color:red">↑</span> £0.44	<span style="color:red">↑</span> 0.7%
Kush HA Ltd	£91.64	£91.01	£92.84	<span style="color:red">↑</span> £1.20	<span style="color:red">↑</span> 1.3%
Bowlee Park HA Ltd	£51.87	£53.03	£52.58	<span style="color:red">↑</span> £0.71	<span style="color:red">↑</span> 1.4%
Two Castles HA Ltd	£60.23	£59.83	£61.20	<span style="color:red">↑</span> £0.97	<span style="color:red">↑</span> 1.6%
The Salvation Army HA	£66.44	£66.16	£67.90	<span style="color:red">↑</span> £1.46	<span style="color:red">↑</span> 2.2%
Three Rivers HA Ltd	£57.03	£57.11	£58.65	<span style="color:red">↑</span> £1.62	<span style="color:red">↑</span> 2.8%
Enterprise 5 HA Ltd	£55.83	£57.02	£57.47	<span style="color:red">↑</span> £1.64	<span style="color:red">↑</span> 2.9%
New Leaf Supporting Independence Ltd	£61.80	£61.00	£63.62	<span style="color:red">↑</span> £1.82	<span style="color:red">↑</span> 2.9%
Northern Counties HA Ltd	£60.51	£60.24	£62.99	<span style="color:red">↑</span> £2.48	<span style="color:red">↑</span> 4.1%
Leeds Federated HA Ltd	£58.01	£59.12	£60.62	<span style="color:red">↑</span> £2.61	<span style="color:red">↑</span> 4.5%
Space New Living Ltd	£55.98	£56.46	£58.63	<span style="color:red">↑</span> £2.65	<span style="color:red">↑</span> 4.7%
Aire Wharfe Community Housing Trust Ltd	£43.26	£44.67	£45.32	<span style="color:red">↑</span> £2.06	<span style="color:red">↑</span> 4.8%
Liverpool Housing Trust Ltd	£54.90	£55.85	£57.56	<span style="color:red">↑</span> £2.66	<span style="color:red">↑</span> 4.8%
Mosscares Housing Ltd	£55.22	£55.84	£58.00	<span style="color:red">↑</span> £2.78	<span style="color:red">↑</span> 5.0%

Ashiana HA	£70.54	£71.76	£74.17	↑£3.63	↑5.1%
East Bradford Community Housing Trust Ltd	£46.80	£47.55	£49.33	↑£2.53	↑5.4%
Bradford West City Community Housing Trust Ltd	£44.72	£45.92	£47.22	↑£2.50	↑5.6%
Newcastle and Whitley Housing Trust Ltd	£48.52	£50.34	£51.40	↑£2.88	↑5.9%
Sanctuary HA	£64.41	£66.27	£68.29	↑£3.88	↑6.0%
Tees Valley Housing Group Ltd	£56.57	£57.62	£60.03	↑£3.46	↑6.1%
Twin Valley Homes Ltd	£54.43	£56.06	£57.79	↑£3.36	↑6.2%
Riverside HA Ltd	£55.07	£56.95	£58.50	↑£3.43	↑6.2%
North Bradford Community Housing Trust Ltd	£45.14	£46.31	£48.08	↑£2.94	↑6.5%
Berrybridge Housing Ltd	£45.31	£45.91	£48.27	↑£2.96	↑6.5%
Manchester and District HA Ltd	£60.13	£62.46	£64.08	↑£3.95	↑6.6%
New Progress HA Ltd	£57.23	£58.27	£61.08	↑£3.85	↑6.7%
South Bradford Community Housing Trust Ltd	£45.86	£46.99	£48.95	↑£3.09	↑6.7%
Jephson Homes HA Ltd	£63.70	£65.42	£68.23	↑£4.53	↑7.1%
North British Housing Ltd	£57.30	£58.88	£61.42	↑£4.12	↑7.2%
Milecastle Housing Ltd	£44.64	£46.07	£47.87	↑£3.23	↑7.2%
Accent Homes Ltd	£59.79	£62.97	£64.25	↑£4.46	↑7.5%
The Guinness Trust	£67.28	£68.42	£72.34	↑£5.06	↑7.5%
ShIPLEY Community Housing Trust Ltd	£41.11	£43.11	£44.23	↑£3.12	↑7.6%
New Fylde Housing Ltd	£46.33	£50.83	£49.94	↑£3.61	↑7.8%
Eden HA Ltd	£60.80	£62.34	£65.59	↑£4.79	↑7.9%
Hereward HA Ltd	£58.17	£57.11	£62.85	↑£4.68	↑8.0%
Wulvern Housing Ltd	£51.38	£52.22	£55.72	↑£4.34	↑8.4%
Helena Housing Ltd	£51.45	£54.86	£55.87	↑£4.42	↑8.6%
Lee Valley HA Ltd	£47.64	£48.87	£51.77	↑£4.13	↑8.7%
Carlisle HA Ltd	£47.27	£46.98	£51.40	↑£4.13	↑8.7%
Windmill HA Ltd	£52.11	£51.27	£56.71	↑£4.60	↑8.8%
Pennine Housing 2000 Ltd	£42.85	£44.12	£46.66	↑£3.81	↑8.9%
Washington Housing Company Ltd	£48.22	£49.75	£52.70	↑£4.48	↑9.3%
Rivers (Hillock) HA Ltd	£51.89	£55.77	£56.79	↑£4.90	↑9.4%
Contour Homes Ltd	£55.99	£57.50	£61.29	↑£5.30	↑9.5%
Endeavour HA Ltd	£50.12	£51.87	£54.95	↑£4.83	↑9.6%
Coast and Country Housing Ltd	£47.17	£48.49	£51.72	↑£4.55	↑9.6%
Weaver Vale Housing Trust Ltd	£49.85	£50.72	£55.01	↑£5.16	↑10.4%
Knowsley Housing Trust	£50.08	£51.41	£55.44	↑£5.36	↑10.7%
Wyre HA Ltd	£55.25	£57.70	£61.27	↑£6.02	↑10.9%

Central Sunderland Housing Company Ltd	£45.55	£47.53	£50.65	↑£5.10	↑11.2%
North Sunderland Housing Company Ltd	£46.69	£48.76	£52.01	↑£5.32	↑11.4%
Nomad Housing Group Ltd	£47.69	£50.27	£53.18	↑£5.49	↑11.5%
Jephson HA Ltd	£58.08	£58.74	£64.87	↑£6.79	↑11.7%
Chester & District Housing Trust Ltd	£45.01	£46.47	£50.28	↑£5.27	↑11.7%
Houghton and Hetton Housing Company Ltd	£45.13	£47.55	£50.58	↑£5.45	↑12.1%
The Villages HA Ltd	£45.50	£45.70	£51.00	↑£5.50	↑12.1%
Durham Aged Mineworkers' Homes Association	£42.30	£46.05	£47.44	↑£5.14	↑12.2%
Hanover HA	£66.08	£69.65	£74.17	↑£8.09	↑12.2%
South Sunderland Housing Company Ltd	£45.80	£47.83	£51.53	↑£5.73	↑12.5%
Frontis Homes Ltd	£45.32	£47.19	£51.04	↑£5.72	↑12.6%
Dane Housing (Congleton) Ltd	£47.51	£48.77	£54.94	↑£7.43	↑15.6%
Broadacres HA Ltd	£45.59	£47.30	£53.41	↑£7.82	↑17.2%
Derwent and Solway HA Ltd	£47.63	£49.70	£55.82	↑£8.19	↑17.2%
Calico Housing Ltd	£49.96	£51.40	£62.06	↑£12.10	↑24.2%
Wakefield And District Housing Ltd	-	-	£44.61	N/A	N/A
Shoreline Housing Partnership Ltd	-	-	£46.10	N/A	N/A
Housing Hartlepool Ltd	-	£45.29	£48.30	N/A	N/A
Erimus Housing Ltd	-	-	£52.27	N/A	N/A
Wirral Partnership Homes	-	-	£53.09	N/A	N/A
Yorkshire Coast Homes Ltd	-	£50.84	£53.61	N/A	N/A
Home Group Ltd	-	-	£61.23	N/A	N/A
St. Helens HA Ltd	£60.09	£46.52	-	N/A	N/A
Hull Churches HA Ltd	£59.57	£54.16	£50.01	↓£9.56	↓16.0%
Quest HA Ltd	£64.79	£66.03	£61.03	↓£3.76	↓5.8%
Tung Sing HA Ltd	£77.49	£68.97	£73.57	↓£3.92	↓5.1%
Pine Court HA Ltd	£67.33	£67.57	£66.14	↓£1.19	↓1.8%
St. Vincent's HA Ltd	£57.31	£57.56	£57.46	↑£0.15	↑0.3%
Muir Group HA Ltd	£61.45	£59.57	£61.81	↑£0.36	↑0.6%
Manningham HA Ltd	£78.51	£78.30	£79.42	↑£0.91	↑1.2%
Rodney HA Ltd	£52.28	£53.44	£53.19	↑£0.91	↑1.7%
Leeds Jewish HA Ltd	£53.64	£57.52	£54.62	↑£0.98	↑1.8%
Family HA (Manchester) Ltd	£55.20	£53.71	£56.43	↑£1.23	↑2.2%
AKSA HA Ltd	£70.07	£71.56	£71.73	↑£1.66	↑2.4%
York HA Ltd	£52.02	£50.86	£53.56	↑£1.54	↑3.0%
Bristol Churches HA Ltd	£68.17	£68.31	£70.23	↑£2.06	↑3.0%

Arawak Walton HA Ltd	£68.31	£68.43	£70.66	↑£2.35	↑3.4%
The Ridings HA Ltd	£59.71	£60.18	£62.10	↑£2.39	↑4.0%
Venture HA Ltd	£47.16	£48.85	£49.07	↑£1.91	↑4.1%
Unity HA Ltd	£65.12	£65.86	£67.90	↑£2.78	↑4.3%
Headrow Housing Group Ltd	£57.22	£57.08	£59.86	↑£2.64	↑4.6%
Pierhead HA Ltd	£51.28	£53.07	£53.75	↑£2.47	↑4.8%
Equity HA Ltd	£58.69	£59.40	£61.58	↑£2.89	↑4.9%
Brunel and Family HA Ltd	£55.42	£55.88	£58.18	↑£2.76	↑5.0%
Cosmopolitan HA Ltd	£52.72	£54.23	£55.48	↑£2.76	↑5.2%
Impact HA Ltd	£51.36	£52.50	£54.09	↑£2.73	↑5.3%
Maritime HA Ltd	£54.90	£56.42	£57.83	↑£2.93	↑5.3%
Westfield HA Ltd	£54.26	£55.85	£57.19	↑£2.93	↑5.4%
Equity Housing Group Ltd	£57.99	£57.93	£61.21	↑£3.22	↑5.6%
Manchester Methodist HA Ltd	£58.65	£57.91	£61.93	↑£3.28	↑5.6%
West Yorkshire HA Ltd	£54.85	£57.13	£58.00	↑£3.15	↑5.7%
South Yorkshire HA Ltd	£54.15	£55.64	£57.49	↑£3.34	↑6.2%
CDS HA Ltd	£54.33	£56.16	£57.73	↑£3.40	↑6.3%
People First HA Ltd	£61.42	£62.44	£65.28	↑£3.86	↑6.3%
West Pennine HA Ltd	£55.79	£55.58	£59.41	↑£3.62	↑6.5%
Greater Hornby HA Ltd	£50.85	£52.11	£54.40	↑£3.55	↑7.0%
Family HA (Birkenhead and Wirral) Ltd	£54.32	£55.69	£58.23	↑£3.91	↑7.2%
New Charter Housing (South) Ltd	£50.23	£51.34	£53.87	↑£3.64	↑7.2%
Eldonian Community Based HA Ltd	£54.14	£56.38	£58.11	↑£3.97	↑7.3%
Leeds and Yorkshire HA Ltd	£53.03	£54.34	£57.05	↑£4.02	↑7.6%
Arches Housing Ltd	£52.81	£54.64	£56.82	↑£4.01	↑7.6%
Arcon HA Ltd	£50.04	£51.91	£53.85	↑£3.81	↑7.6%
The Joseph Rowntree Housing Trust	£54.08	£55.97	£58.24	↑£4.16	↑7.7%
New Charter Housing (North) Ltd	£50.02	£51.56	£54.01	↑£3.99	↑8.0%
Yorkshire Community Housing Ltd	£57.40	£58.19	£62.22	↑£4.82	↑8.4%
Templar HA Ltd	£59.54	£62.63	£64.75	↑£5.21	↑8.8%
Wirral Methodist HA Ltd	£51.98	£55.01	£56.69	↑£4.71	↑9.1%
Warrington HA Ltd	£50.02	£52.80	£54.89	↑£4.87	↑9.7%
Cobalt Housing Ltd	£46.07	£46.74	£50.60	↑£4.53	↑9.8%
Nene Housing Society Ltd	£54.17	£54.79	£59.94	↑£5.77	↑10.7%
Crosby HA Ltd	£46.46	£48.92	£51.56	↑£5.10	↑11.0%
Ashton Pioneer Homes Ltd	£59.88	£65.82	£68.94	↑£9.06	↑15.1%
Humphrey Booth Housing Charity	£39.67	£46.05	£52.40	↑£12.73	↑32.1%

Trafford Housing Trust Ltd	-	-	£50.14	N/A	N/A
Limehurst Village Trust	-	£48.23	£51.74	N/A	N/A
Craven Housing Ltd	-	£50.21	£53.67	N/A	N/A
Willow Park Housing Trust Ltd	-	£56.48	£54.61	N/A	N/A
Eastlands Homes Partnership Ltd	-	£54.74	£54.75	N/A	N/A
New Generation HA Ltd	-	£55.35	£55.43	N/A	N/A
Darlington HA Ltd	-	£61.34	£56.73	N/A	N/A
Chevin HA Ltd	-	£58.29	£59.06	N/A	N/A
Nomad Housing Trust Ltd	-	£59.03	£61.02	N/A	N/A
Beechwood and Ballantyne Community HA Ltd	-	-	£63.61	N/A	N/A
Beech HA Ltd	-	£62.40	£63.75	N/A	N/A

### **Small RSLs (less than 5,000 dwellings)**

- The average rent of small RSL dwellings in the North has increased overall between 2003 and 2005 by 4.3% from £56.34 to £58.77.
- Top quartile performing RSLs in the North had an average rent of £54.75 or less. The best performing RSL in the North with the lowest average rent was The Pickering and Ferens Homes with £46.73. A fall of 28.4% from £65.26 helped the Association achieve the top performance.
- Bottom quartile performing RSLs in the North had an average rent of £61.39 or more. The worst performing RSL was London-based Kush with an average rent per dwelling of £92.84.

### **Large RSLs (over 5,000 dwellings)**

- The average rent of large RSL dwellings has increased overall by 3.8% between 2003 and 2005, from £57.46 to £59.62.
- Contour Homes Limited experienced the largest increase in their rent from 2003 to 2005. Only one RSL saw a reduction in their average rent (Irwell Valley HA).

### **LSVT RSLs (with less than 5,000 dwellings)**

- The average rent of small LSVT RSL dwellings in the North has increased overall between 2003 and 2005 by 10.5% from £48.01 to £53.03 after falling the previous two years.
- Top quartile performing small LSVT RSLs in the North had an average rent of £49.63 or less. The best performing RSL in the North with the lowest average rent was Shipley Community Housing Trust Limited with £44.23.
- Bottom quartile performing LSVT RSLs in the North had an average rent of £56.31 or more. The worst performing RSL was Ashton Pioneer Homes Limited with an average weekly rent of £68.94.
- Calico Housing Limited had the largest proportionate increase in average weekly rent, from £49.96 in 2003, to £62.06 in 2005.

### **LSVT RSLs (with over 5,000 dwellings)**

- The average rent of large LSVT RSL dwellings in the North has increased overall between 2003 and 2005 by 5% from £48.01 to £51.02.

- Top quartile performing small LSVT RSLs in the North had an average rent of £50.01 or less. The best performing RSL in the North with the lowest average rent was Wakefield And District Housing Limited with £44.61.
- Bottom quartile performing LSVT RSLs in the North had an average rent of £54.16 or more. The worst performing RSL was Yorkshire Community Housing Limited with an average weekly rent of £62.22.
- South Sunderland Housing Company Limited had the largest proportionate increase in average weekly rent, from £45.80 in 2003, to £51.53 in 2005.

## **Chapter Summary**

The average weekly rent charged by individual RSLs has, in the main, increased each year with only 10 RSLs seeing a reduction in rent levels. This is not surprising, as the increases tend to be around the level of inflation.

The average weekly gross rent can be affected by a number of factors. For example, the size and type of the stock owned (even allowing for Housing Corporation weightings) will affect the outcome. Service charges on multi-storey blocks will be considerably higher than on two or three storey blocks.

Furthermore, under LSVT arrangements, existing tenants pay at a lower rate than new tenants. Therefore, LSVT average rent will be lower, but will also rise disproportionately as new tenancies begin.

## Chapter 4 – Cost and Efficiency

### Chapter scope

This chapter analyses general needs PI results relating to cost and efficiency. It reviews the performance in landlord functions such as operating costs, investment in the stock, rent collection, rent arrears and rent loss through vacant dwellings.

Cost comparison PIs have a large “health warning” attached. There can be a variety of reasons for high and low cost and accounting methods differ. Similarly, as the sector strives for Decent Homes, those organisations with homes in poor condition will be investing more to bring them up to standard. The oft-used phrase “local context” is particularly relevant here.

### Average weekly operating cost for general needs units

This FPI calculates the average weekly operating cost for general needs units. Based on data in the association's accounts and its financial regulation return. It uses the annual operating cost of social housing rental activity (not the annual operating cost per accounts) of the FVA and is calculated either from the stock managed at the start and end of the year, or by averaging the monthly stock in management over 12 months.

RSLs	Average weekly operating cost for general needs units (£)				
	2003	2004	2005	Change <span style="color:red">↑↓</span>	% Change <span style="color:red">↑↓</span>
New Fylde Housing Ltd	£85.97	£53.67	£55.07	<span style="color:red">↓</span> £30.90	<span style="color:red">↓</span> 35.9%
Pennine Housing 2000 Ltd	£83.44	£75.91	£60.37	<span style="color:red">↓</span> £23.07	<span style="color:red">↓</span> 27.6%
Chester & District Housing Trust Ltd	£63.97	£62.79	£53.80	<span style="color:red">↓</span> £10.17	<span style="color:red">↓</span> 15.9%
Rivers (Hillock) HA Ltd	£39.67	£35.91	£34.05	<span style="color:red">↓</span> £5.62	<span style="color:red">↓</span> 14.2%
Dane Housing (Congleton) Ltd	£47.78	£57.13	£41.38	<span style="color:red">↓</span> £6.40	<span style="color:red">↓</span> 13.4%
New Leaf Supporting Independence Ltd	£79.40	£65.53	£69.29	<span style="color:red">↓</span> £10.11	<span style="color:red">↓</span> 12.7%
Eden HA Ltd	£76.10	£49.44	£67.95	<span style="color:red">↓</span> £8.15	<span style="color:red">↓</span> 10.7%
Endeavour HA Ltd	£36.62	£34.08	£33.39	<span style="color:red">↓</span> £3.23	<span style="color:red">↓</span> 8.8%
Houghton and Hetton Housing Company Ltd	£62.60	£55.72	£59.78	<span style="color:red">↓</span> £2.82	<span style="color:red">↓</span> 4.5%
Manchester and District HA Ltd	£45.17	£48.18	£43.76	<span style="color:red">↓</span> £1.41	<span style="color:red">↓</span> 3.1%
Three Rivers Charitable HA Ltd	£29.26	£29.92	£28.65	<span style="color:red">↓</span> £0.61	<span style="color:red">↓</span> 2.1%
Leeds Federated HA Ltd	£45.33	£46.49	£45.79	<span style="color:red">↑</span> £0.46	<span style="color:red">↑</span> 1.0%
The Pickering and Ferens Homes	£42.79	£43.61	£43.91	<span style="color:red">↑</span> £1.12	<span style="color:red">↑</span> 2.6%
Hanover HA	£46.82	£50.78	£48.40	<span style="color:red">↑</span> £1.58	<span style="color:red">↑</span> 3.4%
Mosscare Housing Ltd	£37.83	£39.08	£39.25	<span style="color:red">↑</span> £1.42	<span style="color:red">↑</span> 3.8%
Liverpool Housing Trust Ltd	£38.32	£40.23	£40.20	<span style="color:red">↑</span> £1.88	<span style="color:red">↑</span> 4.9%
Derwent and Solway HA Ltd	£33.69	£37.02	£35.63	<span style="color:red">↑</span> £1.94	<span style="color:red">↑</span> 5.8%
Hereward HA Ltd	£54.77	£56.86	£58.10	<span style="color:red">↑</span> £3.33	<span style="color:red">↑</span> 6.1%

The Guinness Trust	£43.72	£47.31	£46.42	↑£2.70	↑6.2%
Space New Living Ltd	£37.96	£39.45	£40.41	↑£2.45	↑6.5%
Sanctuary HA	£40.39	£41.42	£43.27	↑£2.88	↑7.1%
North Sunderland Housing Company Ltd	£57.62	£74.81	£61.97	↑£4.35	↑7.5%
South Sunderland Housing Company Ltd	£66.09	£77.07	£71.28	↑£5.19	↑7.9%
Cheviot HA Ltd	£44.18	£43.77	£47.72	↑£3.54	↑8.0%
Riverside HA Ltd	£43.58	£42.63	£47.24	↑£3.66	↑8.4%
Sadeh Lok Housing Group Ltd	£43.45	£45.14	£47.29	↑£3.84	↑8.8%
Accent Homes Ltd	£41.43	£42.08	£45.13	↑£3.70	↑8.9%
Wyre HA Ltd	£41.84	£42.58	£45.61	↑£3.77	↑9.0%
Johnnie Johnson Housing Trust Ltd	£46.11	£49.25	£51.00	↑£4.89	↑10.6%
Jephson Homes HA Ltd	£44.12	£45.48	£48.99	↑£4.87	↑11.0%
Central Sunderland Housing Company Ltd	£53.51	£64.12	£59.55	↑£6.04	↑11.3%
Three Rivers HA Ltd	£35.38	£35.29	£39.54	↑£4.16	↑11.8%
Arena HA Ltd	£42.89	£40.96	£48.01	↑£5.12	↑11.9%
Newcastle and Whitley Housing Trust Ltd	£38.71	£39.76	£43.36	↑£4.65	↑12.0%
Windmill HA Ltd	£36.34	£44.53	£40.89	↑£4.55	↑12.5%
Broadacres HA Ltd	£28.16	£28.17	£31.84	↑£3.68	↑13.1%
Milecastle Housing Ltd	£40.33	£43.53	£45.86	↑£5.53	↑13.7%
Tees Valley Housing Group Ltd	£30.07	£34.34	£34.47	↑£4.40	↑14.6%
Durham Aged Mineworkers' Homes Association	£35.94	£32.75	£41.38	↑£5.44	↑15.1%
North British Housing Ltd	£32.14	£32.85	£37.18	↑£5.04	↑15.7%
Nomad Housing Group Ltd	£30.27	£32.43	£35.20	↑£4.93	↑16.3%
The Villages HA Ltd	£43.73	£46.26	£52.36	↑£8.63	↑19.7%
Leasowe Community Homes	£30.56	£30.07	£36.63	↑£6.07	↑19.9%
The Salvation Army HA	£40.23	£35.68	£49.56	↑£9.33	↑23.2%
Jephson HA Ltd	£50.51	£61.70	£63.80	↑£13.29	↑26.3%
New Progress HA Ltd	£45.15	£48.41	£57.16	↑£12.01	↑26.6%
Irwell Valley HA Ltd	£30.29	£34.12	£38.59	↑£8.30	↑27.4%
Kush HA Ltd	£58.49	£77.60	£75.57	↑£17.08	↑29.2%
Twin Valley Homes Ltd	£60.66	£66.32	£78.78	↑£18.12	↑29.9%
Ashiana HA	£30.40	£33.76	£40.45	↑£10.05	↑33.1%
Northern Counties HA Ltd	£37.77	£44.67	£50.38	↑£12.61	↑33.4%
St. Helens HA Ltd	£51.77	£55.11	£72.30	↑£20.53	↑39.7%
Railway HA and Benefit Fund	£32.17	£45.39	£45.04	↑£12.87	↑40.0%
Two Castles HA Ltd	£33.36	£34.55	£46.84	↑£13.48	↑40.4%

Calico Housing Ltd	£45.87	£57.23	£66.82	↑£20.95	↑45.7%
Enterprise 5 HA Ltd	£36.56	£40.57	£53.28	↑£16.72	↑45.7%
Contour Homes Ltd	£26.99	£24.49	£39.93	↑£12.94	↑47.9%
Washington Housing Company Ltd	£49.17	£53.05	£88.26	↑£39.09	↑79.5%
Berrybridge Housing Ltd	-	£31.02	£31.59	N/A	N/A
Carlisle HA Ltd	-	£35.18	£33.75	N/A	N/A
Lee Valley HA Ltd	-	£34.05	£36.40	N/A	N/A
Bowlee Park HA Ltd	-	£45.44	£40.75	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	£31.44	£45.51	N/A	N/A
Community Seven Ltd	-	£48.57	£45.73	N/A	N/A
East Bradford Community Housing Trust Ltd	-	£44.03	£48.45	N/A	N/A
Home Group Ltd	-	-	£49.61	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	£49.90	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	£38.85	£50.76	N/A	N/A
South Bradford Community Housing Trust Ltd	-	£40.44	£52.94	N/A	N/A
Weaver Vale Housing Trust Ltd	-	£64.63	£53.92	N/A	N/A
North Bradford Community Housing Trust Ltd	-	£43.10	£54.33	N/A	N/A
Housing Hartlepool Ltd	-	-	£54.69	N/A	N/A
ShIPLEY Community Housing Trust Ltd	-	£37.16	£55.45	N/A	N/A
Coast and Country Housing Ltd	-	£66.38	£66.36	N/A	N/A
Helena Housing Ltd	-	£59.96	£66.63	N/A	N/A
Knowsley Housing Trust	-	£63.71	£70.79	N/A	N/A
Wulvern Housing Ltd	-	-	£84.59	N/A	N/A
Frontis Homes Ltd	£25.84	£26.01	-	N/A	N/A
Ashton Pioneer Homes Ltd	£85.88	£66.11	£37.91	↓£47.97	↓55.9%
South Liverpool Housing Ltd	£71.56	£63.05	£35.54	↓£36.02	↓50.3%
Hull Churches HA Ltd	£37.07	£47.63	£26.53	↓£10.54	↓28.4%
Bristol Churches HA Ltd	£60.17	£61.46	£50.49	↓£9.68	↓16.1%
People First HA Ltd	£38.50	£32.91	£32.41	↓£6.09	↓15.8%
West Yorkshire HA Ltd	£57.55	£58.44	£48.81	↓£8.74	↓15.2%
Family HA (Manchester) Ltd	£40.06	£39.28	£34.52	↓£5.54	↓13.8%
Pine Court HA Ltd	£39.77	£37.43	£34.74	↓£5.03	↓12.6%
West Pennine HA Ltd	£42.41	£51.18	£37.94	↓£4.47	↓10.5%
Cosmopolitan HA Ltd	£47.12	£44.11	£42.93	↓£4.19	↓8.9%
Manchester Methodist HA Ltd	£35.96	£32.68	£32.91	↓£3.05	↓8.5%
Tung Sing HA Ltd	£50.87	£57.37	£48.36	↓£2.51	↓4.9%

York HA Ltd	£46.96	£49.61	£45.47	↓£1.49	↓3.2%
AKSA HA Ltd	£38.29	£46.73	£38.52	↑£0.23	↑0.6%
Crosby HA Ltd	£39.65	£37.90	£39.90	↑£0.25	↑0.6%
Wirral Methodist HA Ltd	£41.12	£40.29	£42.65	↑£1.53	↑3.7%
Rodney HA Ltd	£41.43	£45.92	£43.02	↑£1.59	↑3.8%
Muir Group HA Ltd	£44.45	£41.09	£46.98	↑£2.53	↑5.7%
Pierhead HA Ltd	£37.87	£39.06	£40.54	↑£2.67	↑7.1%
Manningham HA Ltd	£47.71	£55.10	£51.27	↑£3.56	↑7.5%
Venture HA Ltd	£39.58	£44.00	£42.57	↑£2.99	↑7.6%
Arawak Walton HA Ltd	£40.78	£41.18	£44.06	↑£3.28	↑8.0%
CDS HA Ltd	£42.09	£43.17	£45.83	↑£3.74	↑8.9%
The Ridings HA Ltd	£35.47	£38.84	£38.65	↑£3.18	↑9.0%
St. Vincent's HA Ltd	£41.03	£41.81	£44.73	↑£3.70	↑9.0%
Limehurst Village Trust	£45.62	£47.14	£50.00	↑£4.38	↑9.6%
Equity Housing Group Ltd	£38.76	£44.21	£42.53	↑£3.77	↑9.7%
Nene Housing Society Ltd	£37.54	£43.48	£42.01	↑£4.47	↑11.9%
Arcon HA Ltd	£46.01	£48.19	£51.57	↑£5.56	↑12.1%
Warrington HA Ltd	£31.67	£32.47	£35.60	↑£3.93	↑12.4%
South Yorkshire HA Ltd	£37.92	£40.39	£42.85	↑£4.93	↑13.0%
Impact HA Ltd	£37.30	£37.04	£42.15	↑£4.85	↑13.0%
Greater Hornby HA Ltd	£38.09	£37.17	£43.12	↑£5.03	↑13.2%
Yorkshire Community Housing Ltd	£41.57	£48.09	£47.32	↑£5.75	↑13.8%
Humphrey Booth Housing Charity	£28.52	£34.01	£32.50	↑£3.98	↑14.0%
Templar HA Ltd	£36.65	£41.45	£41.94	↑£5.29	↑14.4%
Unity HA Ltd	£41.06	£43.95	£47.27	↑£6.21	↑15.1%
Brunel and Family HA Ltd	£42.01	£46.42	£48.64	↑£6.63	↑15.8%
Maritime HA Ltd	£36.11	£38.24	£43.27	↑£7.16	↑19.8%
Quest HA Ltd	£43.52	£43.82	£52.61	↑£9.09	↑20.9%
Arches Housing Ltd	£38.86	£43.67	£47.43	↑£8.57	↑22.1%
New Charter Housing (North) Ltd	£47.07	£52.16	£58.00	↑£10.93	↑23.2%
Leeds and Yorkshire HA Ltd	£39.00	£41.42	£51.58	↑£12.58	↑32.3%
The Joseph Rowntree Housing Trust	£32.39	£36.49	£43.07	↑£10.68	↑33.0%
Family HA (Birkenhead and Wirral) Ltd	£29.98	£28.49	£40.30	↑£10.32	↑34.4%
New Charter Housing (South) Ltd	£41.43	£45.32	£58.23	↑£16.80	↑40.6%
Headrow Housing Group Ltd	£26.64	£33.91	£37.62	↑£10.98	↑41.2%
Cobalt Housing Ltd	-	£29.51	£30.35	N/A	N/A
Equity HA Ltd	-	-	£30.49	N/A	N/A

Westfield HA Ltd	-	-	£33.78	N/A	N/A
Chevin HA Ltd	-	£36.76	£40.68	N/A	N/A
Leeds Jewish HA Ltd	-	-	£53.64	N/A	N/A
Willow Park Housing Trust Ltd	-	-	£63.71	N/A	N/A
Craven Housing Ltd	-	£64.51	£68.59	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	£105.19	N/A	N/A
Nomad Housing Trust Ltd	-	£22.55	-	N/A	N/A
Eldonian Community Based HA Ltd	£29.78	£36.23	-	N/A	N/A
New Generation HA Ltd	-	£43.39	-	N/A	N/A
Darlington HA Ltd	-	£48.75	-	N/A	N/A

### **Small RSLs (less than 5,000 dwellings)**

- The average weekly operating cost of small RSL dwellings in the North has increased overall between 2003 and 2005 by 7.1% from £40.33 to £43.19.
- Top quartile performing RSLs in the North had weekly operating costs of £38.52 or less. The best performing RSL in the North with the lowest weekly operating cost was Nomad Housing Trust with £20.97.
- Bottom quartile performing RSLs in the North had a weekly operating cost of £47.27 or more. The worst performing RSL was Kush for the second year running with weekly operating costs per dwelling of £75.57.
- The RSL in the North with the biggest decrease in weekly operating costs from 2003 to 2005 was Hull Churches Housing Association Limited, falling from £37.07 to £26.53.

### **Large RSLs (over 5,000 dwellings)**

- The weekly operating cost of large RSLs had increased from £37.39 to £44.08 between 2003 and 2005.
- The best performing RSL was North British Housing Limited with £37.18.
- The worst performing RSL in the North was Northern Counties Housing Association Limited with a weekly operating cost per dwelling of £50.38.
- The large northern RSL with the biggest decrease in weekly operating costs between 2003 and 2005 was Manchester and District Housing Association Limited, whose operating costs decreased by £1.41.

### **LSVT RSLs (with less than 5,000 dwellings)**

- The average weekly operating cost of northern LSVT associations was £51.62, which is an increase of £1.51 on 2003.
- Top quartile performing LSVT RSLs had weekly operating costs of £37.59 or less. The best performing northern LSVT RSL with the lowest weekly operating cost was Bowlee Park Housing Association Limited with £40.57.
- Bottom quartile performing LSVT RSLs had average weekly operating costs of £55.16 or more. The worst performing LSVT RSL in the North was Eastlands Homes Partnership Limited with an average weekly operating cost per dwelling of £105.19.

- Ashton Pioneer Homes Limited recorded the greatest decrease in operating costs amongst smaller LSVT associations, falling from £85.88 in 2003 to £37.91 in 2005 – a fall of 55.9%.

### LSVT RSLs (with over 5,000 dwellings)

- The average weekly operating cost of large LSVT RSLs has increased from £57.07 to £61.34 between 2003 and 2005, a 7.5% increase.
- Top quartile performing LSVT RSLs had weekly operating costs of £54.69 or less. The best performing large northern RSL with the lowest weekly operating cost was again Cobalt Housing Limited with £30.35.
- Bottom quartile performing LSVT RSLs in the North had average weekly operating cost of £66.63 or more. The worst performing RSL was Washington Housing Company Limited with a weekly operating cost per dwelling of £88.26.

### Annual operating cost for general needs as a percentage of annual turnover

This FPI calculates the annual operating cost for general needs stock as a percentage of annual turnover. Based on data in the association's accounts and its financial regulation return FVA. It uses the annual operating cost of social housing rental activity (not the annual operating cost per accounts) of the FVA.

RSLs	Annual operating cost for general needs as a percentage of annual turnover (%)				
	2003	2004	2005	Change	% Change
New Fylde Housing Ltd	196.80%	105.90%	91.80%	105.00%	53.4%
Pennine Housing 2000 Ltd	206.30%	170.70%	131.40%	74.90%	36.3%
Rivers (Hillock) HA Ltd	78.20%	67.00%	59.60%	18.60%	23.8%
Dane Housing (Congleton) Ltd	98.90%	112.80%	77.20%	21.70%	21.9%
Endeavour HA Ltd	76.50%	67.90%	61.40%	15.10%	19.7%
Chester & District Housing Trust Ltd	142.50%	139.70%	114.70%	27.80%	19.5%
Eden HA Ltd	121.10%	75.70%	99.30%	21.80%	18.0%
Houghton and Hetton Housing Company Ltd	144.60%	119.30%	122.80%	21.80%	15.1%
Leeds Federated HA Ltd	76.40%	75.20%	70.20%	6.20%	8.1%
Liverpool Housing Trust Ltd	76.50%	75.60%	70.50%	6.00%	7.8%
Derwent and Solway HA Ltd	73.40%	77.40%	68.30%	5.10%	6.9%
Contour Homes Ltd	72.20%	68.00%	67.80%	4.40%	6.1%
Manchester and District HA Ltd	76.20%	79.00%	71.90%	4.30%	5.6%
Space New Living Ltd	77.40%	74.10%	73.80%	3.60%	4.7%
Wyre HA Ltd	77.30%	72.00%	74.50%	2.80%	3.6%
Three Rivers Charitable HA Ltd	48.40%	53.10%	47.00%	1.40%	2.9%
The Guinness Trust	68.00%	71.00%	66.20%	1.80%	2.6%

North Sunderland Housing Company Ltd	127.90%	161.10%	125.60%	↓2.30%	↓1.8%
Hereward HA Ltd	82.40%	85.80%	81.40%	↓1.00%	↓1.2%
South Sunderland Housing Company Ltd	145.80%	165.80%	145.40%	↓0.40%	↓0.3%
Broadacres HA Ltd	61.60%	58.80%	61.50%	↓0.10%	↓0.2%
Johnnie Johnson Housing Trust Ltd	80.40%	80.50%	80.40%	0.00%	0.0%
Sanctuary HA	61.50%	61.20%	61.60%	↑0.10%	↑0.2%
The Pickering and Ferens Homes	64.10%	64.90%	64.40%	↑0.30%	↑0.5%
Mosscares Housing Ltd	69.90%	71.70%	70.50%	↑0.60%	↑0.9%
Milecastle Housing Ltd	90.50%	89.70%	92.00%	↑1.50%	↑1.7%
Riverside HA Ltd	75.20%	72.40%	76.70%	↑1.50%	↑2.0%
Cheviot HA Ltd	72.80%	70.10%	74.50%	↑1.70%	↑2.3%
Nomad Housing Group Ltd	67.70%	67.80%	69.50%	↑1.80%	↑2.7%
Central Sunderland Housing Company Ltd	122.50%	144.90%	126.20%	↑3.70%	↑3.0%
Durham Aged Mineworkers' Homes Association	78.50%	70.20%	81.40%	↑2.90%	↑3.7%
Tees Valley Housing Group Ltd	57.00%	62.80%	59.20%	↑2.20%	↑3.9%
Jephson Homes HA Ltd	70.40%	69.00%	73.50%	↑3.10%	↑4.4%
New Leaf Supporting Independence Ltd	75.90%	73.20%	79.70%	↑3.80%	↑5.0%
Windmill HA Ltd	70.90%	75.40%	74.90%	↑4.00%	↑5.6%
North British Housing Ltd	58.20%	58.40%	61.60%	↑3.40%	↑5.8%
Sadeh Lok Housing Group Ltd	65.70%	69.30%	69.90%	↑4.20%	↑6.4%
Hanover HA	71.70%	75.90%	76.40%	↑4.70%	↑6.6%
Newcastle and Whitley Housing Trust Ltd	87.90%	93.20%	94.10%	↑6.20%	↑7.1%
Accent Homes Ltd	69.90%	70.20%	75.80%	↑5.90%	↑8.4%
Jephson HA Ltd	86.00%	95.30%	94.10%	↑8.10%	↑9.4%
New Progress HA Ltd	78.40%	76.40%	86.50%	↑8.10%	↑10.3%
Leasowe Community Homes	58.20%	54.10%	64.30%	↑6.10%	↑10.5%
Three Rivers HA Ltd	65.60%	65.20%	72.50%	↑6.90%	↑10.5%
Irwell Valley HA Ltd	55.90%	60.70%	65.10%	↑9.20%	↑16.5%
Ashiana HA	77.60%	77.00%	91.50%	↑13.90%	↑17.9%
Enterprise 5 HA Ltd	61.80%	65.10%	73.10%	↑11.30%	↑18.3%
St. Helens HA Ltd	80.30%	82.80%	95.40%	↑15.10%	↑18.8%
Twin Valley Homes Ltd	118.50%	121.70%	141.10%	↑22.60%	↑19.1%
The Salvation Army HA	60.50%	52.80%	72.40%	↑11.90%	↑19.7%
Northern Counties HA Ltd	65.50%	69.90%	78.70%	↑13.20%	↑20.2%
The Villages HA Ltd	96.90%	100.50%	117.00%	↑20.10%	↑20.7%
Arena HA Ltd	70.80%	69.70%	86.60%	↑15.80%	↑22.3%

Kush HA Ltd	64.80%	83.90%	81.20%	↑16.40%	↑25.3%
Calico Housing Ltd	104.50%	123.20%	132.60%	↑28.10%	↑26.9%
Two Castles HA Ltd	54.90%	56.00%	69.70%	↑14.80%	↑27.0%
Railway HA and Benefit Fund	65.70%	89.30%	85.40%	↑19.70%	↑30.0%
Washington Housing Company Ltd	102.90%	107.90%	172.70%	↑69.80%	↑67.8%
Carlisle HA Ltd	-	73.40%	65.40%	N/A	N/A
Berrybridge Housing Ltd	-	69.80%	68.70%	N/A	N/A
Lee Valley HA Ltd	-	72.10%	74.10%	N/A	N/A
Home Group Ltd	-	-	75.20%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	91.80%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	122.50%	96.80%	N/A	N/A
Community Seven Ltd	-	107.80%	98.90%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	99.40%	102.00%	N/A	N/A
Bowlee Park HA Ltd	-	96.90%	103.70%	N/A	N/A
Housing Hartlepool Ltd	-	-	106.30%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	82.00%	110.80%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	86.40%	111.20%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	92.40%	113.20%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	98.70%	114.80%	N/A	N/A
Coast and Country Housing Ltd	-	126.40%	120.40%	N/A	N/A
Helena Housing Ltd	-	116.10%	121.50%	N/A	N/A
Knowsley Housing Trust	-	126.20%	128.60%	N/A	N/A
ShIPLEY Community Housing Trust Ltd	-	98.20%	132.80%	N/A	N/A
Wulvern Housing Ltd	-	-	149.00%	N/A	N/A
Frontis Homes Ltd	58.90%	61.60%	-	N/A	N/A
South Liverpool Housing Ltd	161.70%	132.80%	68.10%	↓93.60%	↓57.9%
Ashton Pioneer Homes Ltd	118.50%	118.40%	69.70%	↓48.80%	↓41.2%
Bristol Churches HA Ltd	73.40%	75.00%	62.40%	↓11.00%	↓15.0%
Pine Court HA Ltd	59.10%	54.80%	50.60%	↓8.50%	↓14.4%
People First HA Ltd	58.20%	52.70%	50.00%	↓8.20%	↓14.1%
Impact HA Ltd	82.70%	79.70%	72.00%	↓10.70%	↓12.9%
Cosmopolitan HA Ltd	87.00%	79.70%	79.10%	↓7.90%	↓9.1%
York HA Ltd	87.00%	85.20%	79.40%	↓7.60%	↓8.7%
Family HA (Manchester) Ltd	77.30%	73.40%	70.80%	↓6.50%	↓8.4%
West Yorkshire HA Ltd	86.40%	99.00%	79.70%	↓6.70%	↓7.8%
Rodney HA Ltd	78.60%	77.10%	74.00%	↓4.60%	↓5.9%

Yorkshire Community Housing Ltd	79.80%	82.00%	75.70%	↓4.10%	↓5.1%
Crosby HA Ltd	87.80%	83.30%	83.70%	↓4.10%	↓4.7%
Unity HA Ltd	66.40%	69.70%	64.00%	↓2.40%	↓3.6%
Pierhead HA Ltd	74.40%	73.40%	72.00%	↓2.40%	↓3.2%
Manchester Methodist HA Ltd	60.80%	60.20%	59.60%	↓1.20%	↓2.0%
Limehurst Village Trust	97.90%	95.20%	97.60%	↓0.30%	↓0.3%
Brunel and Family HA Ltd	83.30%	82.20%	83.90%	↑0.60%	↑0.7%
Venture HA Ltd	79.30%	85.90%	80.00%	↑0.70%	↑0.9%
AKSA HA Ltd	50.50%	57.40%	51.00%	↑0.50%	↑1.0%
South Yorkshire HA Ltd	72.80%	72.50%	74.20%	↑1.40%	↑1.9%
Nene Housing Society Ltd	68.80%	72.90%	70.30%	↑1.50%	↑2.2%
Equity Housing Group Ltd	68.40%	76.80%	70.00%	↑1.60%	↑2.3%
CDS HA Ltd	75.90%	77.20%	77.90%	↑2.00%	↑2.6%
Manningham HA Ltd	61.20%	68.50%	63.30%	↑2.10%	↑3.4%
Warrington HA Ltd	61.00%	60.30%	63.90%	↑2.90%	↑4.8%
Tung Sing HA Ltd	65.10%	75.90%	68.30%	↑3.20%	↑4.9%
Arcon HA Ltd	92.60%	93.70%	97.90%	↑5.30%	↑5.7%
Greater Hornby HA Ltd	76.30%	73.10%	81.00%	↑4.70%	↑6.2%
St. Vincent's HA Ltd	72.50%	71.80%	77.10%	↑4.60%	↑6.3%
Arawak Walton HA Ltd	60.20%	59.80%	64.20%	↑4.00%	↑6.6%
Arches Housing Ltd	77.70%	82.20%	82.90%	↑5.20%	↑6.7%
New Charter Housing (North) Ltd	101.10%	104.30%	108.20%	↑7.10%	↑7.0%
The Ridings HA Ltd	62.20%	69.50%	66.60%	↑4.40%	↑7.1%
Maritime HA Ltd	66.50%	67.60%	72.20%	↑5.70%	↑8.6%
Muir Group HA Ltd	69.50%	65.80%	77.30%	↑7.80%	↑11.2%
Templar HA Ltd	59.90%	68.60%	67.20%	↑7.30%	↑12.2%
Humphrey Booth Housing Charity	79.30%	95.90%	90.20%	↑10.90%	↑13.7%
Quest HA Ltd	70.70%	69.70%	80.80%	↑10.10%	↑14.3%
West Pennine HA Ltd	71.20%	85.40%	82.70%	↑11.50%	↑16.2%
Wirral Methodist HA Ltd	85.20%	80.80%	99.30%	↑14.10%	↑16.5%
New Charter Housing (South) Ltd	86.60%	88.70%	104.20%	↑17.60%	↑20.3%
Leeds and Yorkshire HA Ltd	76.20%	78.20%	93.10%	↑16.90%	↑22.2%
The Joseph Rowntree Housing Trust	59.50%	64.70%	73.40%	↑13.90%	↑23.4%
Family HA (Birkenhead and Wirral) Ltd	56.40%	53.00%	72.80%	↑16.40%	↑29.1%
Headrow Housing Group Ltd	54.90%	65.30%	75.10%	↑20.20%	↑36.8%
Hull Churches HA Ltd	66.10%	80.40%	106.50%	↑40.40%	↑61.1%
Equity HA Ltd	-	-	45.60%	N/A	N/A

Westfield HA Ltd	-	-	59.50%	N/A	N/A
Cobalt Housing Ltd	-	66.70%	62.30%	N/A	N/A
Chevin HA Ltd	-	63.50%	70.80%	N/A	N/A
Leeds Jewish HA Ltd	-	-	92.20%	N/A	N/A
Craven Housing Ltd	-	115.30%	120.00%	N/A	N/A
Willow Park Housing Trust Ltd	-	-	120.10%	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	195.70%	N/A	N/A
Darlington HA Ltd	-	79.70%	-	N/A	N/A
Eldonian Community Based HA Ltd	55.20%	66.20%	-	N/A	N/A
New Generation HA Ltd	-	85.30%	-	N/A	N/A
Nomad Housing Trust Ltd	-	40.80%	-	N/A	N/A

### **Small RSLs (less than 5,000 dwellings)**

- The average annual operating cost as a percentage of annual turnover of RSL dwellings in the North have increased overall between 2003 and 2005 from 71.1% to 73.3%.
- Top quartile performing RSLs in the North had average costs of 66.6% or less. The best performing RSL in the North with the lowest average operating costs as a percentage of turnover was Nomad Housing Trust Limited with 37.8%.
- Bottom quartile performing RSLs in the North had average costs of 81% or more. The worst performing RSL was Hull Churches Housing Association Limited with an average cost of 106.5%.
- The RSL in the North with the biggest increase in average costs per turnover was Hull Churches Housing Association Limited, whose costs increased by 61.1% between 2003 and 2005.
- Meanwhile, Endeavour Housing Association Limited again saw their costs as a percentage of turnover fall by 19.7%.

### **Large RSLs (over 5,000 dwellings)**

- The average general needs operating costs of large RSLs, has increased overall between 2003 and 2005 from 67% to 71.9%.
- The top performing northern RSL was North British Housing Ltd with 61.6%.
- The worst performing northern RSL was Arena Housing Association Limited with average costs of 86.6%.
- While Arena Housing Association Limited saw their operating costs rise by 22.3%; those of Liverpool Housing Trust Limited fell by 7.8%.

### **LSVT RSLs (with less than 5,000 dwellings)**

- The average operating costs of smaller LSVT RSLs as a percentage of their turnover has decreased overall between 2003 and 2005 from 103.8% to 100.2%.
- Top quartile performing LSVT RSLs had average operating costs of 73% or less. The best performing RSL in the North with the lowest average

operating costs as a percentage of turnover was Rivers (Hillock) Housing Association Limited with 59.6%.

- Bottom quartile performing LSVT RSLs had average operating costs of 114.7% or more. The worst performing RSL was Eastlands Homes Partnership Limited with average operating costs of 195.7%.
- The LSVT RSL with the biggest decrease in average operating costs was South Liverpool Housing Limited, whose costs decreased by 93.6% between 2003 and 2005.

### LSVT RSLs (with over 5,000 dwellings)

- The average operating costs of large LSVT RSL dwellings as a percentage of their turnover have decreased overall between 2003 and 2005 from 123.2% to 117.3% - a 4.8% reduction.
- Top quartile performing LSVT RSLs had average operating costs of 106.3% or less. The best performing large LSVT RSL with the lowest average costs was New Charter Housing (South) Limited with 104.2%.
- Bottom quartile performing LSVT RSLs had average operating costs of 128.6% or more of their turnover. The worst performing northern RSL was Washington Housing Company Limited with average operating costs 172.7% of their operating costs.
- The factors of Decent Homes and investment should be remembered here and this section should be considered with the following section on average weekly investment in the stock.

#### Average weekly investment per unit of general needs stock

This FPI calculates the average weekly investment per unit of general needs stock. Investment includes the cost of all repairs (routine, planned and major categories) from the income and expenditure account plus the cost of capitalised major repairs and improvements for general needs stock.

RSLs	Average weekly investment per unit of general needs stock				
	2003	2004	2005	Change <span style="color:red">↑↓</span>	% Change <span style="color:red">↑↓</span>
Enterprise 5 HA Ltd	£15.55	£18.36	£43.55	<span style="color:red">↑</span> £28.00	<span style="color:red">↑</span> 180.1%
Newcastle and Whitley Housing Trust Ltd	£21.95	£23.98	£52.17	<span style="color:red">↑</span> £30.22	<span style="color:red">↑</span> 137.7%
Washington Housing Company Ltd	£32.33	£33.83	£70.72	<span style="color:red">↑</span> £38.39	<span style="color:red">↑</span> 118.7%
The Villages HA Ltd	£22.71	£25.35	£41.37	<span style="color:red">↑</span> £18.66	<span style="color:red">↑</span> 82.2%
Derwent and Solway HA Ltd	£20.85	£27.05	£37.21	<span style="color:red">↑</span> £16.36	<span style="color:red">↑</span> 78.5%
Northern Counties HA Ltd	£16.73	£24.10	£29.31	<span style="color:red">↑</span> £12.58	<span style="color:red">↑</span> 75.2%
Contour Homes Ltd	£11.15	£10.80	£18.83	<span style="color:red">↑</span> £7.68	<span style="color:red">↑</span> 68.9%
Calico Housing Ltd	£25.79	£37.37	£43.28	<span style="color:red">↑</span> £17.49	<span style="color:red">↑</span> 67.8%
Ashiana HA	£9.97	£11.25	£16.39	<span style="color:red">↑</span> £6.42	<span style="color:red">↑</span> 64.4%
Two Castles HA Ltd	£11.66	£12.60	£18.93	<span style="color:red">↑</span> £7.27	<span style="color:red">↑</span> 62.3%
Twin Valley Homes Ltd	£40.28	£49.08	£63.07	<span style="color:red">↑</span> £22.79	<span style="color:red">↑</span> 56.6%

The Salvation Army HA	£12.35	£10.45	£19.08	↑£6.73	↑54.5%
New Progress HA Ltd	£18.40	£19.71	£28.42	↑£10.02	↑54.5%
Railway HA and Benefit Fund	£17.00	£28.41	£26.13	↑£9.13	↑53.7%
Irwell Valley HA Ltd	£16.66	£18.84	£23.23	↑£6.57	↑39.4%
Liverpool Housing Trust Ltd	£19.64	£21.83	£26.11	↑£6.47	↑32.9%
Jephson HA Ltd	£32.67	£36.69	£42.71	↑£10.04	↑30.7%
Three Rivers Charitable HA Ltd	£5.35	£6.36	£6.99	↑£1.64	↑30.7%
Nomad Housing Group Ltd	£16.38	£19.75	£21.17	↑£4.79	↑29.2%
Wyre HA Ltd	£25.89	£25.97	£32.56	↑£6.67	↑25.8%
St. Helens HA Ltd	£15.48	£18.20	£19.36	↑£3.88	↑25.1%
Tees Valley Housing Group Ltd	£14.62	£17.78	£18.25	↑£3.63	↑24.8%
Arena HA Ltd	£18.56	£19.89	£22.55	↑£3.99	↑21.5%
Sadeh Lok Housing Group Ltd	£19.06	£22.46	£23.02	↑£3.96	↑20.8%
Sanctuary HA	£20.26	£21.53	£24.34	↑£4.08	↑20.1%
Kush HA Ltd	£21.97	£16.38	£25.87	↑£3.90	↑17.8%
Durham Aged Mineworkers' Homes Association	£15.19	£12.54	£17.85	↑£2.66	↑17.5%
Three Rivers HA Ltd	£17.35	£15.43	£19.81	↑£2.46	↑14.2%
South Sunderland Housing Company Ltd	£53.55	£63.32	£61.12	↑£7.57	↑14.1%
Central Sunderland Housing Company Ltd	£36.86	£47.51	£41.93	↑£5.07	↑13.8%
Jephson Homes HA Ltd	£28.07	£29.16	£31.57	↑£3.50	↑12.5%
Windmill HA Ltd	£17.61	£18.42	£19.68	↑£2.07	↑11.8%
North British Housing Ltd	£20.90	£23.51	£23.22	↑£2.32	↑11.1%
Broadacres HA Ltd	£18.95	£18.08	£20.80	↑£1.85	↑9.8%
North Sunderland Housing Company Ltd	£42.58	£59.98	£46.65	↑£4.07	↑9.6%
New Leaf Supporting Independence Ltd	£18.40	£18.75	£19.50	↑£1.10	↑6.0%
Space New Living Ltd	£21.73	£22.67	£22.91	↑£1.18	↑5.4%
Milecastle Housing Ltd	£25.28	£27.03	£25.95	↑£0.67	↑2.7%
Mosscares Housing Ltd	£16.97	£18.92	£17.38	↑£0.41	↑2.4%
Accent Homes Ltd	£20.79	£19.94	£21.28	↑£0.49	↑2.4%
Cheviot HA Ltd	£23.67	£24.41	£23.87	↑£0.20	↑0.8%
The Pickering and Ferens Homes	£18.34	£17.12	£17.79	↓£0.55	↓3.0%
The Guinness Trust	£31.39	£32.01	£30.24	↓£1.15	↓3.7%
Hereward HA Ltd	£31.18	£30.05	£29.96	↓£1.22	↓3.9%
Manchester and District HA Ltd	£22.77	£20.40	£21.87	↓£0.90	↓4.0%
Riverside HA Ltd	£30.88	£29.64	£29.29	↓£1.59	↓5.1%

Rivers (Hillock) HA Ltd	£8.09	£4.68	£7.44	↓£0.65	↓8.0%
Leeds Federated HA Ltd	£25.85	£26.70	£23.13	↓£2.72	↓10.5%
Dane Housing (Congleton) Ltd	£31.21	£42.65	£27.78	↓£3.43	↓11.0%
Endeavour HA Ltd	£24.18	£24.26	£21.39	↓£2.79	↓11.5%
Leasowe Community Homes	£18.36	£14.23	£16.19	↓£2.17	↓11.8%
Johnnie Johnson Housing Trust Ltd	£19.92	£20.70	£17.24	↓£2.68	↓13.5%
Houghton and Hetton Housing Company Ltd	£51.78	£39.88	£44.48	↓£7.30	↓14.1%
Hanover HA	£40.14	£38.70	£33.52	↓£6.62	↓16.5%
Eden HA Ltd	£56.20	£28.13	£44.74	↓£11.46	↓20.4%
Chester & District Housing Trust Ltd	£53.85	£52.28	£38.56	↓£15.29	↓28.4%
Pennine Housing 2000 Ltd	£77.40	£70.57	£48.77	↓£28.63	↓37.0%
New Fylde Housing Ltd	£68.61	£29.95	£27.90	↓£40.71	↓59.3%
Bowlee Park HA Ltd	-	£91.33	£85.75	N/A	N/A
South Bradford Community Housing Trust Ltd	-	£30.67	£67.08	N/A	N/A
Wulvern Housing Ltd	-	-	£62.58	N/A	N/A
Knowsley Housing Trust	-	£50.83	£60.00	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	£15.30	£57.60	N/A	N/A
North Bradford Community Housing Trust Ltd	-	£38.14	£57.38	N/A	N/A
Shipley Community Housing Trust Ltd	-	£33.83	£54.99	N/A	N/A
Lee Valley HA Ltd	-	£18.29	£54.04	N/A	N/A
Berrybridge Housing Ltd	-	£45.92	£52.40	N/A	N/A
Helena Housing Ltd	-	£43.37	£49.74	N/A	N/A
Coast and Country Housing Ltd	-	£47.10	£48.93	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	£47.56	N/A	N/A
Housing Hartlepool Ltd	-	-	£47.18	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	£30.09	£47.09	N/A	N/A
Community Seven Ltd	-	£41.79	£46.56	N/A	N/A
East Bradford Community Housing Trust Ltd	-	£30.25	£46.26	N/A	N/A
Weaver Vale Housing Trust Ltd	-	£51.75	£34.87	N/A	N/A
Carlisle HA Ltd	-	£40.02	£32.32	N/A	N/A
Home Group Ltd	-	-	£30.47	N/A	N/A
Frontis Homes Ltd	£19.85	£16.84	-	N/A	N/A
Family HA (Birkenhead and Wirral) Ltd	£11.51	£14.24	£23.42	↑£11.91	↑103.5%
Humphrey Booth Housing Charity	£1.79	£2.99	£3.26	↑£1.47	↑82.1%

Hull Churches HA Ltd	£11.24	£23.66	£19.80	↑£8.56	↑76.2%
Manchester Methodist HA Ltd	£16.22	£17.29	£25.05	↑£8.83	↑54.4%
Templar HA Ltd	£14.07	£18.40	£21.63	↑£7.56	↑53.7%
The Joseph Rowntree Housing Trust	£19.55	£27.47	£29.09	↑£9.54	↑48.8%
Headrow Housing Group Ltd	£12.29	£16.81	£18.01	↑£5.72	↑46.5%
The Ridings HA Ltd	£15.06	£20.78	£22.06	↑£7.00	↑46.5%
New Charter Housing (South) Ltd	£30.30	£30.94	£43.11	↑£12.81	↑42.3%
AKSA HA Ltd	£14.21	£17.93	£19.71	↑£5.50	↑38.7%
Yorkshire Community Housing Ltd	£24.12	£28.72	£33.06	↑£8.94	↑37.1%
Venture HA Ltd	£20.85	£27.21	£26.97	↑£6.12	↑29.4%
St. Vincent's HA Ltd	£15.87	£18.44	£20.25	↑£4.38	↑27.6%
Arcon HA Ltd	£27.26	£29.37	£34.09	↑£6.83	↑25.1%
Arches Housing Ltd	£22.74	£26.48	£28.20	↑£5.46	↑24.0%
Unity HA Ltd	£13.92	£13.59	£17.24	↑£3.32	↑23.9%
Crosby HA Ltd	£28.31	£29.94	£35.01	↑£6.70	↑23.7%
South Yorkshire HA Ltd	£19.97	£22.75	£24.48	↑£4.51	↑22.6%
Arawak Walton HA Ltd	£16.33	£18.48	£19.69	↑£3.36	↑20.6%
Maritime HA Ltd	£18.34	£19.32	£21.99	↑£3.65	↑19.9%
CDS HA Ltd	£21.24	£23.09	£25.21	↑£3.97	↑18.7%
Brunel and Family HA Ltd	£23.39	£25.69	£26.56	↑£3.17	↑13.6%
Tung Sing HA Ltd	£11.75	£13.91	£13.27	↑£1.52	↑12.9%
Warrington HA Ltd	£20.01	£19.65	£22.32	↑£2.31	↑11.5%
Wirral Methodist HA Ltd	£19.22	£19.87	£21.39	↑£2.17	↑11.3%
West Pennine HA Ltd	£14.89	£16.85	£16.36	↑£1.47	↑9.9%
Quest HA Ltd	£13.87	£12.01	£15.23	↑£1.36	↑9.8%
Leeds and Yorkshire HA Ltd	£32.95	£36.80	£36.02	↑£3.07	↑9.3%
Muir Group HA Ltd	£24.07	£20.68	£25.56	↑£1.49	↑6.2%
New Charter Housing (North) Ltd	£42.49	£44.61	£44.34	↑£1.85	↑4.4%
Equity Housing Group Ltd	£19.19	£22.44	£19.88	↑£0.69	↑3.6%
Nene Housing Society Ltd	£20.75	£21.70	£21.28	↑£0.53	↑2.6%
York HA Ltd	£23.54	£24.08	£23.15	↓£0.39	↓1.7%
Impact HA Ltd	£18.69	£16.78	£18.35	↓£0.34	↓1.8%
West Yorkshire HA Ltd	£23.18	£31.19	£22.69	↓£0.49	↓2.1%
Limehurst Village Trust	£12.15	£10.26	£11.43	↓£0.72	↓5.9%
People First HA Ltd	£13.00	£7.44	£12.06	↓£0.94	↓7.2%
Pierhead HA Ltd	£24.79	£21.72	£22.89	↓£1.90	↓7.7%
Bristol Churches HA Ltd	£23.39	£23.46	£20.85	↓£2.54	↓10.9%

Cosmopolitan HA Ltd	£30.25	£28.79	£26.91	↓£3.34	↓11.0%
Manningham HA Ltd	£19.26	£25.11	£16.43	↓£2.83	↓14.7%
Family HA (Manchester) Ltd	£19.93	£18.26	£16.46	↓£3.47	↓17.4%
Pine Court HA Ltd	£13.34	£13.46	£10.81	↓£2.53	↓19.0%
Greater Hornby HA Ltd	£22.97	£23.83	£17.25	↓£5.72	↓24.9%
Rodney HA Ltd	£25.45	£26.81	£17.97	↓£7.48	↓29.4%
South Liverpool Housing Ltd	£124.15	£93.20	£26.77	↓£97.38	↓78.4%
Ashton Pioneer Homes Ltd	£65.20	£41.93	£13.55	↓£51.65	↓79.2%
Eastlands Homes Partnership Ltd	-	-	£110.85	N/A	N/A
Cobalt Housing Ltd	-	£42.23	£68.06	N/A	N/A
Willow Park Housing Trust Ltd	-	-	£53.56	N/A	N/A
Craven Housing Ltd	-	£37.67	£45.71	N/A	N/A
Chevin HA Ltd	-	£26.00	£31.68	N/A	N/A
Leeds Jewish HA Ltd	-	-	£25.49	N/A	N/A
Westfield HA Ltd	-	-	£19.55	N/A	N/A
Equity HA Ltd	-	-	£14.90	N/A	N/A
Darlington HA Ltd	-	£22.56	-	N/A	N/A
Eldonian Community Based HA Ltd	£15.01	£19.98	-	N/A	N/A
New Generation HA Ltd	-	£108.87	-	N/A	N/A
Nomad Housing Trust Ltd	-	£6.71	-	N/A	N/A

### Small RSLs (less than 5,000 dwellings)

- Average weekly investment in smaller tradition RSL dwellings in the North has increased slightly between 2003 and 2005 from £19.44 to £22.06.
- The best performing RSL in the North with the highest investment in their general needs stock was Newcastle and Whitley Housing Trust Limited with £52.17 per dwelling.
- The RSL with the lowest investment was Humphrey Booth Housing Charity with £3.26 per dwelling.
- The RSL in the North with the biggest increase in investment on the previous year was Enterprise 5 Housing Association Limited whose investment per dwelling increased by 180.1% from £15.55 to £43.55.

### Large RSLs (over 5,000 dwellings)

- The average investment in general needs dwellings by large traditional RSLs has increased overall between 2003 and 2005 from £21.18 to £25.98.
- The best performing large RSL in the North was Chevin Housing Association Limited with £31.68 per dwelling invested.
- The RSL in the North with the lowest investment per dwelling was Contour Homes Limited with £18.83.

- Northern Counties Housing Association Limited was the RSL with the greatest increase in general needs investment – increasing this by 75.2% from £16.73 to £29.31.

#### **LSVT RSLs (with less than 5,000 dwellings)**

- Weekly average investment in general needs stock amongst smaller LSVT associations increased overall from £39.98 to £43.96 – a rise of 10%.
- The best performing RSL in the North with the greatest investment level was Eastlands Homes Partnership Limited with £110.85.
- The worst performing RSL was Rivers (Hillock) Housing Association Ltd with only £7.44 invested per week.
- The Villages Housing Association Limited saw the greatest growth in weekly investment, going from £22.71 to £41.37 – a 82.2% increase.

#### **LSVT RSLs (with over 5,000 dwellings)**

- The average weekly investment in general needs stock per dwelling by large LSVT associations has increased overall between 2003 and 2005 from £44.06 to £50.41.
- The best performing large northern RSL was Washington Housing Company Limited who had invested an average of £70.72 per dwelling.
- Carlisle Housing Association Limited had recorded the lowest level of investment at an average of £32.32 per dwelling.
- Washington Housing Company Limited recorded an increase in investment of 118.7% on 2003, making it the highest upturn in average weekly investment.

#### **Percentage of annual rent debit for general needs that was collected**

This FPI calculates the rent collected for general needs stock as a percentage of the net rental income. The association derives its rent collected figure for general needs from its cash/accounting systems. It may need to take an overall figure for all rent collected and assign proportions of it to GN, SH and Other Social Housing dwellings. The net rental income is the same as the annual rent debit (or gross rental income) less the rent lost due to voids.

RSLs	Rent Collected for GN				
	2003	2004	2005	Change	% Change
Twin Valley Homes Ltd	96.30%	98.00%	108.90%	12.60%	13.1%
Durham Aged Mineworkers' Homes Association	89.20%	94.90%	99.30%	10.10%	11.3%
Kush HA Ltd	96.20%	95.10%	104.50%	8.30%	8.6%
Sadeh Lok Housing Group Ltd	96.00%	102.10%	102.00%	6.00%	6.3%
Leeds Federated HA Ltd	89.00%	97.40%	94.40%	5.40%	6.1%
The Villages HA Ltd	93.10%	93.60%	97.80%	4.70%	5.0%
New Progress HA Ltd	97.90%	98.60%	101.40%	3.50%	3.6%
Sanctuary HA	96.40%	97.40%	99.80%	3.40%	3.5%
North British Housing Ltd	95.50%	98.70%	98.80%	3.30%	3.5%

Tees Valley Housing Group Ltd	98.20%	98.80%	101.40%	↑3.20%	↑3.3%
Liverpool Housing Trust Ltd	96.50%	99.50%	99.50%	↑3.00%	↑3.1%
Endeavour HA Ltd	98.20%	99.60%	100.70%	↑2.50%	↑2.5%
Nomad Housing Group Ltd	99.50%	99.20%	101.70%	↑2.20%	↑2.2%
Hereward HA Ltd	97.30%	99.60%	99.40%	↑2.10%	↑2.2%
Enterprise 5 HA Ltd	99.10%	102.40%	101.20%	↑2.10%	↑2.1%
Space New Living Ltd	97.30%	97.00%	99.30%	↑2.00%	↑2.1%
Calico Housing Ltd	97.80%	98.40%	99.80%	↑2.00%	↑2.0%
Accent Homes Ltd	99.50%	100.30%	101.50%	↑2.00%	↑2.0%
The Guinness Trust	97.60%	97.30%	99.50%	↑1.90%	↑1.9%
Hanover HA	98.80%	102.00%	100.70%	↑1.90%	↑1.9%
Wyre HA Ltd	98.80%	101.20%	100.60%	↑1.80%	↑1.8%
Broadacres HA Ltd	98.60%	100.30%	100.30%	↑1.70%	↑1.7%
Pennine Housing 2000 Ltd	95.70%	100.10%	97.20%	↑1.50%	↑1.6%
New Fylde Housing Ltd	97.40%	103.60%	98.80%	↑1.40%	↑1.4%
Mosscares Housing Ltd	97.20%	95.50%	98.40%	↑1.20%	↑1.2%
Central Sunderland Housing Company Ltd	98.40%	99.40%	99.60%	↑1.20%	↑1.2%
Riverside HA Ltd	98.80%	98.80%	100.00%	↑1.20%	↑1.2%
Eden HA Ltd	98.30%	106.70%	99.20%	↑0.90%	↑0.9%
Two Castles HA Ltd	97.80%	97.10%	98.50%	↑0.70%	↑0.7%
Washington Housing Company Ltd	98.80%	98.60%	99.40%	↑0.60%	↑0.6%
Houghton and Hetton Housing Company Ltd	99.10%	99.50%	99.70%	↑0.60%	↑0.6%
North Sunderland Housing Company Ltd	99.10%	99.50%	99.70%	↑0.60%	↑0.6%
South Sunderland Housing Company Ltd	99.20%	99.30%	99.70%	↑0.50%	↑0.5%
Newcastle and Whitley Housing Trust Ltd	97.60%	95.50%	98.00%	↑0.40%	↑0.4%
The Pickering and Ferens Homes	98.90%	100.20%	99.30%	↑0.40%	↑0.4%
Arena HA Ltd	98.10%	98.00%	98.40%	↑0.30%	↑0.3%
St. Helens HA Ltd	100.00%	100.00%	99.90%	↓0.10%	↓0.1%
Ashiana HA	100.40%	100.40%	100.20%	↓0.20%	↓0.2%
Milecastle Housing Ltd	99.70%	99.90%	99.50%	↓0.20%	↓0.2%
Railway HA and Benefit Fund	99.80%	101.00%	99.50%	↓0.30%	↓0.3%
Chester & District Housing Trust Ltd	99.50%	99.10%	99.20%	↓0.30%	↓0.3%
Contour Homes Ltd	100.00%	100.00%	99.60%	↓0.40%	↓0.4%
Derwent and Solway HA Ltd	98.30%	98.50%	97.70%	↓0.60%	↓0.6%
Dane Housing (Congleton) Ltd	100.40%	102.80%	99.70%	↓0.70%	↓0.7%

Leasowe Community Homes	99.70%	97.60%	98.90%	↓0.80%	↓0.8%
Cheviot HA Ltd	99.20%	99.30%	98.20%	↓1.00%	↓1.0%
Windmill HA Ltd	100.90%	101.60%	99.70%	↓1.20%	↓1.2%
Manchester and District HA Ltd	97.80%	99.00%	96.30%	↓1.50%	↓1.5%
Jephson Homes HA Ltd	98.30%	100.40%	96.70%	↓1.60%	↓1.6%
Irwell Valley HA Ltd	100.60%	99.40%	98.70%	↓1.90%	↓1.9%
New Leaf Supporting Independence Ltd	104.90%	103.50%	102.80%	↓2.10%	↓2.0%
Jephson HA Ltd	98.30%	100.20%	94.00%	↓4.30%	↓4.4%
Northern Counties HA Ltd	103.00%	102.50%	95.60%	↓7.40%	↓7.2%
Rivers (Hillock) HA Ltd	100.00%	100.00%	90.90%	↓9.10%	↓9.1%
Housing Hartlepool Ltd	-	-	97.90%	N/A	N/A
Helena Housing Ltd	-	98.00%	98.00%	N/A	N/A
Wulvern Housing Ltd	-	-	98.70%	N/A	N/A
Carlisle HA Ltd	-	107.20%	98.80%	N/A	N/A
Coast and Country Housing Ltd	-	97.60%	99.00%	N/A	N/A
Home Group Ltd	-	-	99.20%	N/A	N/A
Knowsley Housing Trust	-	100.60%	99.20%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	99.20%	100.10%	N/A	N/A
Bowlee Park HA Ltd	-	100.60%	100.70%	N/A	N/A
Lee Valley HA Ltd	-	95.70%	100.70%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	100.70%	N/A	N/A
Berrybridge Housing Ltd	-	92.30%	103.00%	N/A	N/A
Community Seven Ltd	-	96.70%	110.60%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	96.40%	-	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	95.20%	-	N/A	N/A
East Bradford Community Housing Trust Ltd	-	94.80%	-	N/A	N/A
Frontis Homes Ltd	95.70%	98.60%	-	N/A	N/A
Johnnie Johnson Housing Trust Ltd	99.20%	100.60%	-	N/A	N/A
North Bradford Community Housing Trust Ltd	-	95.90%	-	N/A	N/A
Shipley Community Housing Trust Ltd	-	95.20%	-	N/A	N/A
South Bradford Community Housing Trust Ltd	-	97.50%	-	N/A	N/A
The Salvation Army HA	100.00%	100.00%	-	N/A	N/A
Three Rivers Charitable HA Ltd	97.50%	99.30%	-	N/A	N/A
Three Rivers HA Ltd	96.10%	98.90%	-	N/A	N/A
CDS HA Ltd	94.00%	96.60%	102.30%	↑8.30%	↑8.8%

South Liverpool Housing Ltd	93.70%	105.50%	101.50%	↑7.80%	↑8.3%
Ashton Pioneer Homes Ltd	93.60%	101.40%	99.30%	↑5.70%	↑6.1%
Family HA (Birkenhead and Wirral) Ltd	99.10%	99.70%	104.90%	↑5.80%	↑5.9%
Cosmopolitan HA Ltd	97.90%	102.10%	102.00%	↑4.10%	↑4.2%
The Ridings HA Ltd	95.00%	98.20%	98.30%	↑3.30%	↑3.5%
New Charter Housing (South) Ltd	95.90%	99.00%	99.20%	↑3.30%	↑3.4%
New Charter Housing (North) Ltd	96.40%	99.10%	99.50%	↑3.10%	↑3.2%
Pine Court HA Ltd	98.70%	103.90%	101.30%	↑2.60%	↑2.6%
Arcon HA Ltd	99.10%	97.90%	101.30%	↑2.20%	↑2.2%
Pierhead HA Ltd	96.40%	97.60%	98.50%	↑2.10%	↑2.2%
Manchester Methodist HA Ltd	98.20%	99.50%	100.30%	↑2.10%	↑2.1%
Manningham HA Ltd	100.30%	100.60%	102.30%	↑2.00%	↑2.0%
Arawak Walton HA Ltd	98.30%	99.90%	99.90%	↑1.60%	↑1.6%
The Joseph Rowntree Housing Trust	99.00%	100.60%	100.60%	↑1.60%	↑1.6%
Arches Housing Ltd	96.30%	93.10%	97.70%	↑1.40%	↑1.5%
Greater Hornby HA Ltd	98.00%	98.80%	99.40%	↑1.40%	↑1.4%
Impact HA Ltd	98.10%	98.40%	99.50%	↑1.40%	↑1.4%
Unity HA Ltd	97.00%	97.30%	98.30%	↑1.30%	↑1.3%
Family HA (Manchester) Ltd	98.30%	99.90%	99.30%	↑1.00%	↑1.0%
Templar HA Ltd	99.30%	99.20%	100.10%	↑0.80%	↑0.8%
Muir Group HA Ltd	99.70%	97.90%	100.00%	↑0.30%	↑0.3%
AKSA HA Ltd	101.50%	100.30%	101.70%	↑0.20%	↑0.2%
Crosby HA Ltd	98.20%	98.70%	98.30%	↑0.10%	↑0.1%
South Yorkshire HA Ltd	97.90%	97.00%	97.80%	↓0.10%	↓0.1%
York HA Ltd	98.50%	97.30%	98.20%	↓0.30%	↓0.3%
Equity Housing Group Ltd	99.90%	96.60%	99.50%	↓0.40%	↓0.4%
Warrington HA Ltd	99.90%	99.10%	99.40%	↓0.50%	↓0.5%
Leeds and Yorkshire HA Ltd	99.40%	99.30%	98.90%	↓0.50%	↓0.5%
Nene Housing Society Ltd	99.90%	100.20%	99.20%	↓0.70%	↓0.7%
Headrow Housing Group Ltd	98.90%	99.40%	97.90%	↓1.00%	↓1.0%
Maritime HA Ltd	100.80%	96.80%	99.60%	↓1.20%	↓1.2%
Brunel and Family HA Ltd	98.60%	100.20%	97.40%	↓1.20%	↓1.2%
Yorkshire Community Housing Ltd	99.70%	99.70%	98.20%	↓1.50%	↓1.5%
Rodney HA Ltd	98.20%	98.90%	96.50%	↓1.70%	↓1.7%
Hull Churches HA Ltd	99.90%	99.60%	98.10%	↓1.80%	↓1.8%
St. Vincent's HA Ltd	99.70%	99.20%	97.70%	↓2.00%	↓2.0%

People First HA Ltd	102.70%	98.00%	100.30%	↓2.40%	↓2.3%
Quest HA Ltd	101.80%	100.50%	98.10%	↓3.70%	↓3.6%
West Yorkshire HA Ltd	99.50%	100.20%	95.40%	↓4.10%	↓4.1%
West Pennine HA Ltd	99.90%	100.80%	94.30%	↓5.60%	↓5.6%
Bristol Churches HA Ltd	107.10%	104.20%	98.60%	↓8.50%	↓7.9%
Wirral Methodist HA Ltd	122.30%	126.60%	99.80%	↓22.50%	↓18.4%
Willow Park Housing Trust Ltd	-	-	96.40%	N/A	N/A
Westfield HA Ltd	-	-	99.70%	N/A	N/A
Chevin HA Ltd	-	87.90%	99.90%	N/A	N/A
Craven Housing Ltd	-	99.20%	100.40%	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	100.50%	N/A	N/A
Cobalt Housing Ltd	-	94.80%	101.00%	N/A	N/A
Leeds Jewish HA Ltd	-	-	101.10%	N/A	N/A
Darlington HA Ltd	-	99.70%	-	N/A	N/A
Eldonian Community Based HA Ltd	99.70%	101.00%	-	N/A	N/A
Humphrey Booth Housing Charity	98.80%	101.10%	-	N/A	N/A
Limehurst Village Trust	98.90%	99.80%	-	N/A	N/A
New Generation HA Ltd	-	97.40%	-	N/A	N/A
Nomad Housing Trust Ltd	-	99.10%	-	N/A	N/A
Tung Sing HA Ltd	96.80%	101.30%	-	N/A	N/A
Venture HA Ltd	97.40%	99.00%	-	N/A	N/A

### Small RSLs (less than 5,000 dwellings)

- The proportion of annual rent debit collected for general needs dwellings in small traditional RSLs that was collected in the North has increased overall between 2003 and 2005 from 98.5% to 99.6%.
- Top quartile performing RSLs in the North had collected 100.7% of the rent debit or more. The best performing RSL in the North with the greatest proportion collected was Community Seven Limited with 110.6%.
- Bottom quartile performing RSLs in the North had collected 98.3% or less of their rent debit. The worst performing RSL was West Pennine Housing Association Limited with 94.39% collected.
- The small Northern traditional RSL with the biggest increase in rent collected was Durham Aged Mineworkers' Homes Association rising from 89.2% to 99.3%.

### Large RSLs (over 5,000 dwellings)

- The proportion of rent debit collected by large traditional RSLs had increased overall between 2003 and 2004 from 98.4% to 99.0%.
- The best performing large RSL with the greatest proportion of rent debit collected in the North was Accent Homes Limited with 101.5%.

- Northern Counties Housing Association Limited had collected the lowest proportion of rent debit amongst comparator organisations at 95.6%.
- North British Housing Ltd had seen the greatest increase in rent collected (by 3.5%) rising from 95.5% to 98.8%.

#### **LSVT RSLs (with less than 5,000 dwellings)**



- The proportion of annual rent debit that was collected for general needs dwellings in the North has increased overall between 2003 and 2005 from 98.1% to 99.9%.
- Top quartile performing RSLs in the North had collected 100.7% of the rent debit or more. The best performing RSL in the North with the greatest proportion collected was Berrybridge Housing Limited with 103.0% after being the worst performing transfer RSL on this PI last year.
- Bottom quartile performing RSLs in the North had collected 99% or less of their rent debit. The worst performing RSL was Rivers (Hillock) Housing Association Limited with 90.9% collected.
- The small Northern transfer RSL with the biggest increase in rent collected was for the second year running, South Liverpool Housing Limited rising from 93.7% to 101.5%.

#### **LSVT RSLs (with over 5,000 dwellings)**

- The proportion of rent debit collected by large LSVT RSLs has increased overall between 2003 and 2005 from 97.7% to 99.3%.
- Top quartile performing RSLs had collected of 99.7% or more of their rent debit. The best performing large northern RSL with the greatest proportion of rent collected was Twin Valley Homes Limited with 108.9%.
- Bottom quartile performing large LSVT RSLs had collected 98.2% or more of their debit. The worst performing northern RSL was Willow Park Housing Trust Limited, having collected 96.4% of their rent debit.
- Twin Valley Homes' achievement of collecting the largest proportion of rent was achieved with the largest increase in rent collection, rising from 96.3% to 108.9% (a 13.1% proportionate increase).

#### **Rent arrears of general needs tenants at the financial year end as a percentage of annual rent debit**

Introduced in 2005. The association's total arrears are taken and the amount due to current tenant general needs lettings is then used for this calculation. This figure includes Housing Benefit arrears. The annual rent debit (or gross rental income) including service charges corresponds to Note C in the association's accounts.

RSLs	Rent Arrears at year end for GN				
	2003	2004	2005	Change 	% Change 
Eden HA Ltd	-	-	1.40%	N/A	N/A
Hanover HA	-	-	1.50%	N/A	N/A
Railway HA and Benefit Fund	-	-	1.90%	N/A	N/A
Durham Aged Mineworkers' Homes Association	-	-	1.90%	N/A	N/A

Dane Housing (Congleton) Ltd	-	-	2.00%	N/A	N/A
The Pickering and Ferens Homes	-	-	2.10%	N/A	N/A
Windmill HA Ltd	-	-	2.20%	N/A	N/A
South Sunderland Housing Company Ltd	-	-	2.70%	N/A	N/A
Wyre HA Ltd	-	-	2.90%	N/A	N/A
Houghton and Hetton Housing Company Ltd	-	-	2.90%	N/A	N/A
Calico Housing Ltd	-	-	3.00%	N/A	N/A
North Sunderland Housing Company Ltd	-	-	3.10%	N/A	N/A
Wulvern Housing Ltd	-	-	3.10%	N/A	N/A
Central Sunderland Housing Company Ltd	-	-	3.30%	N/A	N/A
Cheviot HA Ltd	-	-	3.40%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	3.40%	N/A	N/A
Two Castles HA Ltd	-	-	3.60%	N/A	N/A
Newcastle and Whitley Housing Trust Ltd	-	-	3.60%	N/A	N/A
Washington Housing Company Ltd	-	-	3.60%	N/A	N/A
Broadacres HA Ltd	-	-	3.60%	N/A	N/A
Carlisle HA Ltd	-	-	3.60%	N/A	N/A
Milecastle Housing Ltd	-	-	3.70%	N/A	N/A
Endeavour HA Ltd	-	-	3.80%	N/A	N/A
Enterprise 5 HA Ltd	-	-	3.90%	N/A	N/A
Tees Valley Housing Group Ltd	-	-	4.10%	N/A	N/A
Jephson HA Ltd	-	-	4.10%	N/A	N/A
Chester & District Housing Trust Ltd	-	-	4.30%	N/A	N/A
Twin Valley Homes Ltd	-	-	4.30%	N/A	N/A
The Guinness Trust	-	-	4.50%	N/A	N/A
Housing Hartlepool Ltd	-	-	4.70%	N/A	N/A
Sanctuary HA	-	-	4.90%	N/A	N/A
Nomad Housing Group Ltd	-	-	5.00%	N/A	N/A
Contour Homes Ltd	-	-	5.00%	N/A	N/A
Accent Homes Ltd	-	-	5.30%	N/A	N/A
Arena HA Ltd	-	-	5.40%	N/A	N/A
New Fylde Housing Ltd	-	-	5.50%	N/A	N/A
Derwent and Solway HA Ltd	-	-	5.60%	N/A	N/A
Leeds Federated HA Ltd	-	-	5.70%	N/A	N/A
Irwell Valley HA Ltd	-	-	5.90%	N/A	N/A
Helena Housing Ltd	-	-	6.00%	N/A	N/A
Riverside HA Ltd	-	-	6.40%	N/A	N/A

Home Group Ltd	-	-	6.60%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	-	6.60%	N/A	N/A
Pennine Housing 2000 Ltd	-	-	6.80%	N/A	N/A
Knowsley Housing Trust	-	-	7.30%	N/A	N/A
Space New Living Ltd	-	-	7.60%	N/A	N/A
Coast and Country Housing Ltd	-	-	7.70%	N/A	N/A
Liverpool Housing Trust Ltd	-	-	7.80%	N/A	N/A
Sadeh Lok Housing Group Ltd	-	-	8.80%	N/A	N/A
Mosscares Housing Ltd	-	-	9.60%	N/A	N/A
Northern Counties HA Ltd	-	-	10.20%	N/A	N/A
Ashiana HA	-	-	12.30%	N/A	N/A
The Villages HA Ltd	-	-	15.10%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	-	-	N/A	N/A
Johnnie Johnson Housing Trust Ltd	-	-	-	N/A	N/A
Three Rivers HA Ltd	-	-	-	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	-	-	N/A	N/A
Darlington HA Ltd	-	-	-	N/A	N/A
East Bradford Community Housing Trust Ltd	-	-	-	N/A	N/A
New Leaf Supporting Independence Ltd	-	-	1.70%	N/A	N/A
Craven Housing Ltd	-	-	1.80%	N/A	N/A
Family HA (Birkenhead and Wirral) Ltd	-	-	2.00%	N/A	N/A
St. Helens HA Ltd	-	-	2.00%	N/A	N/A
Ashton Pioneer Homes Ltd	-	-	2.30%	N/A	N/A
Westfield HA Ltd	-	-	2.60%	N/A	N/A
Pine Court HA Ltd	-	-	2.80%	N/A	N/A
Leeds and Yorkshire HA Ltd	-	-	2.90%	N/A	N/A
Lee Valley HA Ltd	-	-	2.90%	N/A	N/A
Templar HA Ltd	-	-	3.40%	N/A	N/A
Impact HA Ltd	-	-	3.50%	N/A	N/A
Wirral Methodist HA Ltd	-	-	3.50%	N/A	N/A
Arcon HA Ltd	-	-	3.60%	N/A	N/A
Quest HA Ltd	-	-	4.10%	N/A	N/A
Yorkshire Community Housing Ltd	-	-	4.20%	N/A	N/A
Nene Housing Society Ltd	-	-	4.20%	N/A	N/A
Manningham HA Ltd	-	-	4.30%	N/A	N/A
St. Vincent's HA Ltd	-	-	4.30%	N/A	N/A
Warrington HA Ltd	-	-	4.30%	N/A	N/A

AKSA HA Ltd	-	-	4.50%	N/A	N/A
Hull Churches HA Ltd	-	-	4.50%	N/A	N/A
West Pennine HA Ltd	-	-	4.80%	N/A	N/A
North British Housing Ltd	-	-	4.80%	N/A	N/A
New Progress HA Ltd	-	-	5.00%	N/A	N/A
Brunel and Family HA Ltd	-	-	5.00%	N/A	N/A
The Joseph Rowntree Housing Trust	-	-	5.00%	N/A	N/A
Cosmopolitan HA Ltd	-	-	5.20%	N/A	N/A
South Liverpool Housing Ltd	-	-	5.20%	N/A	N/A
New Charter Housing (North) Ltd	-	-	5.20%	N/A	N/A
Bowlee Park HA Ltd	-	-	5.20%	N/A	N/A
Manchester Methodist HA Ltd	-	-	5.40%	N/A	N/A
New Charter Housing (South) Ltd	-	-	5.50%	N/A	N/A
Equity Housing Group Ltd	-	-	5.60%	N/A	N/A
The Ridings HA Ltd	-	-	5.80%	N/A	N/A
Chevin HA Ltd	-	-	6.10%	N/A	N/A
People First HA Ltd	-	-	6.20%	N/A	N/A
York HA Ltd	-	-	6.20%	N/A	N/A
Headrow Housing Group Ltd	-	-	6.40%	N/A	N/A
Muir Group HA Ltd	-	-	6.50%	N/A	N/A
Manchester and District HA Ltd	-	-	6.80%	N/A	N/A
Maritime HA Ltd	-	-	6.80%	N/A	N/A
Greater Hornby HA Ltd	-	-	6.80%	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	6.80%	N/A	N/A
Kush HA Ltd	-	-	6.90%	N/A	N/A
Pierhead HA Ltd	-	-	7.20%	N/A	N/A
South Yorkshire HA Ltd	-	-	7.40%	N/A	N/A
Willow Park Housing Trust Ltd	-	-	7.40%	N/A	N/A
Family HA (Manchester) Ltd	-	-	7.50%	N/A	N/A
Leasowe Community Homes	-	-	7.70%	N/A	N/A
Leeds Jewish HA Ltd	-	-	7.90%	N/A	N/A
Arches Housing Ltd	-	-	8.10%	N/A	N/A
West Yorkshire HA Ltd	-	-	8.20%	N/A	N/A
Crosby HA Ltd	-	-	8.20%	N/A	N/A
CDS HA Ltd	-	-	8.30%	N/A	N/A
Arawak Walton HA Ltd	-	-	8.80%	N/A	N/A
Bristol Churches HA Ltd	-	-	8.80%	N/A	N/A
Rodney HA Ltd	-	-	8.90%	N/A	N/A
Rivers (Hillock) HA Ltd	-	-	9.00%	N/A	N/A

Unity HA Ltd	-	-	9.10%	N/A	N/A
Community Seven Ltd	-	-	9.10%	N/A	N/A
Berrybridge Housing Ltd	-	-	17.20%	N/A	N/A
Cobalt Housing Ltd	-	-	18.00%	N/A	N/A
Eldonian Community Based HA Ltd	-	-	-	N/A	N/A
Frontis Homes Ltd	-	-	-	N/A	N/A
Humphrey Booth Housing Charity	-	-	-	N/A	N/A
Limehurst Village Trust	-	-	-	N/A	N/A
New Generation HA Ltd	-	-	-	N/A	N/A
Nomad Housing Trust Ltd	-	-	-	N/A	N/A
North Bradford Community Housing Trust Ltd	-	-	-	N/A	N/A
ShIPLEY Community Housing Trust Ltd	-	-	-	N/A	N/A
South Bradford Community Housing Trust Ltd	-	-	-	N/A	N/A
Three Rivers Charitable HA Ltd	-	-	-	N/A	N/A
Tung Sing HA Ltd	-	-	-	N/A	N/A
Venture HA Ltd	-	-	-	N/A	N/A

#### **Small RSLs (less than 5,000 dwellings)**

- The average rent arrears of general needs tenants as a percentage of the rent debit in small traditional RSLs stood at 5.7%.
- Top quartile small RSLs had rent arrears of 3.6% or less and the top performing RSL in the North with rent arrears of just 1.7% was New Leaf Supporting Independence Limited.
- Bottom quartile Northern RSLs had rent arrears of 7.6% or more and the RSL with the highest rent arrears level was Ashiana Housing Association with 12.3%

#### **Large RSLs (over 5,000 dwellings)**

- The average general needs rent arrears as a percentage of the rent debit in large RSLs stood at 6.2%.
- North British Housing Limited was the top performing RSL with rent arrears of 4.8%.
- Northern Counties Housing Association Limited was the large RSL with the worst rent arrears – standing at 10.2%.

#### **LSVT RSLs (with less than 5,000 dwellings)**















































- Rent arrears amongst small transfer RSLs stood at 5.2%.
- Top quartile performing small LSVT associations had 2.9% arrears or less. The best performing large northern RSL was again Eden Housing Association Limited who had arrears of 1.4%.
- Bottom quartile performing small LSVT RSLs had 6.3% or higher arrears. Of them, the worst performing northern RSL on this FPI was Berrybridge Housing Limited with arrears of 17.2%.

### LSVT RSLs (with over 5,000 dwellings)

- The rent arrears of general needs tenants in large transfer organisations stands at 5.8%
- Top quartile performing LSVT RSLs had 3.5% arrears or less. The best performing large northern RSL was South Sunderland Housing Company Limited who had arrears of 2.7%.
- Bottom quartile performing large LSVT RSLs had 6.9% or higher arrears. By far the worst performing northern RSL on this FPI was Cobalt Housing Limited with arrears of 18%.

### Rent lost through general needs dwellings being vacant

Rent lost due to general needs dwellings being void is a figure taken the FVA. These are dwellings for which a rent would normally be charged. (Dwellings no longer on the rent debit are not included in this FPI.)

RSLs	Rent lost due to GN Voids				
	2003	2004	2005	Change 	% Change 
Calico Housing Ltd	7.40%	6.50%	3.10%	 4.30%	 58.1%
Three Rivers HA Ltd	1.90%	1.10%	0.80%	 1.10%	 57.9%
Three Rivers Charitable HA Ltd	0.70%	0.50%	0.30%	 0.40%	 57.1%
Jephson HA Ltd	2.90%	1.50%	1.30%	 1.60%	 55.2%
Kush HA Ltd	2.00%	0.80%	1.00%	 1.00%	 50.0%
Endeavour HA Ltd	2.50%	1.80%	1.30%	 1.20%	 48.0%
Contour Homes Ltd	5.50%	5.80%	2.90%	 2.60%	 47.3%
Railway HA and Benefit Fund	2.40%	2.20%	1.30%	 1.10%	 45.8%
Leasowe Community Homes	2.20%	2.00%	1.20%	 1.00%	 45.5%
Rivers (Hillock) HA Ltd	2.20%	1.50%	1.20%	 1.00%	 45.5%
Sanctuary HA	1.60%	1.30%	0.90%	 0.70%	 43.8%
Johnnie Johnson Housing Trust Ltd	3.50%	2.50%	2.00%	 1.50%	 42.9%
Washington Housing Company Ltd	1.20%	1.00%	0.70%	 0.50%	 41.7%
Derwent and Solway HA Ltd	4.40%	4.50%	2.70%	 1.70%	 38.6%
The Salvation Army HA	5.80%	4.00%	3.60%	 2.20%	 37.9%
Liverpool Housing Trust Ltd	9.30%	6.90%	5.90%	 3.40%	 36.6%
Irwell Valley HA Ltd	3.40%	2.40%	2.20%	 1.20%	 35.3%
Twin Valley Homes Ltd	8.30%	6.70%	5.60%	 2.70%	 32.5%
Wyre HA Ltd	2.00%	2.40%	1.40%	 0.60%	 30.0%
Two Castles HA Ltd	2.90%	2.80%	2.10%	 0.80%	 27.6%
Leeds Federated HA Ltd	6.50%	5.60%	4.90%	 1.60%	 24.6%
Cheviot HA Ltd	0.90%	0.90%	0.70%	 0.20%	 22.2%

Riverside HA Ltd	2.00%	1.90%	1.60%	↓0.40%	↓20.0%
Enterprise 5 HA Ltd	1.50%	1.20%	1.20%	↓0.30%	↓20.0%
Space New Living Ltd	3.50%	3.30%	2.90%	↓0.60%	↓17.1%
North British Housing Ltd	2.40%	2.30%	2.00%	↓0.40%	↓16.7%
Newcastle and Whitley Housing Trust Ltd	12.00%	12.40%	10.00%	↓2.00%	↓16.7%
Northern Counties HA Ltd	2.20%	2.10%	2.00%	↓0.20%	↓9.1%
North Sunderland Housing Company Ltd	3.50%	4.40%	3.20%	↓0.30%	↓8.6%
Eden HA Ltd	1.30%	1.20%	1.20%	↓0.10%	↓7.7%
Tees Valley Housing Group Ltd	2.70%	2.70%	2.50%	↓0.20%	↓7.4%
Chester & District Housing Trust Ltd	1.50%	1.70%	1.40%	↓0.10%	↓6.7%
St. Helens HA Ltd	1.80%	1.10%	1.70%	↓0.10%	↓5.6%
Windmill HA Ltd	1.80%	1.50%	1.70%	↓0.10%	↓5.6%
Accent Homes Ltd	2.20%	2.50%	2.10%	↓0.10%	↓4.5%
Jephson Homes HA Ltd	1.60%	1.50%	1.60%	0.00%	0.0%
The Guinness Trust	1.80%	1.80%	1.80%	0.00%	0.0%
Ashiana HA	2.30%	1.50%	2.30%	0.00%	0.0%
Dane Housing (Congleton) Ltd	1.40%	1.50%	1.50%	0.10%	7.1%
Milecastle Housing Ltd	1.40%	1.50%	1.50%	0.10%	7.1%
New Leaf Supporting Independence Ltd	2.80%	3.60%	3.00%	0.20%	7.1%
Manchester and District HA Ltd	3.60%	4.10%	3.90%	0.30%	8.3%
New Progress HA Ltd	1.50%	1.50%	1.70%	0.20%	13.3%
Sadeh Lok Housing Group Ltd	1.50%	1.20%	1.70%	0.20%	13.3%
The Pickering and Ferens Homes	0.70%	0.40%	0.80%	0.10%	14.3%
Pennine Housing 2000 Ltd	6.10%	5.80%	7.00%	0.90%	14.8%
The Villages HA Ltd	3.40%	3.20%	4.00%	0.60%	17.6%
Central Sunderland Housing Company Ltd	4.60%	6.00%	5.50%	0.90%	19.6%
New Fylde Housing Ltd	1.80%	2.00%	2.20%	0.40%	22.2%
Mosscare Housing Ltd	3.30%	3.40%	4.10%	0.80%	24.2%
Hanover HA	0.80%	1.10%	1.00%	0.20%	25.0%
Arena HA Ltd	1.70%	2.60%	2.30%	0.60%	35.3%
Hereward HA Ltd	0.70%	1.00%	1.00%	0.30%	42.9%
South Sunderland Housing Company Ltd	2.50%	4.30%	4.10%	1.60%	64.0%
Nomad Housing Group Ltd	1.20%	1.80%	2.10%	0.90%	75.0%
Houghton and Hetton Housing Company Ltd	1.70%	1.60%	3.30%	1.60%	94.1%
Broadacres HA Ltd	0.50%	0.80%	1.00%	0.50%	100.0%
Durham Aged Mineworkers'	0.50%	0.60%	1.00%	0.50%	100.0%

Homes Association					
Yorkshire Coast Homes Ltd	-	-	0.80%	N/A	N/A
Lee Valley HA Ltd	-	1.30%	0.90%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	1.20%	0.90%	N/A	N/A
Housing Hartlepool Ltd	-	-	1.10%	N/A	N/A
Coast and Country Housing Ltd	-	2.00%	1.70%	N/A	N/A
Berrybridge Housing Ltd	-	1.50%	1.90%	N/A	N/A
Wulvern Housing Ltd	-	-	2.20%	N/A	N/A
Helena Housing Ltd	-	3.10%	2.40%	N/A	N/A
Bowlee Park HA Ltd	-	25.40%	2.50%	N/A	N/A
Home Group Ltd	-	-	2.60%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	2.20%	2.70%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	3.20%	3.40%	N/A	N/A
Community Seven Ltd	-	0.40%	3.40%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	7.30%	4.00%	N/A	N/A
Knowsley Housing Trust	-	3.50%	4.00%	N/A	N/A
Shipley Community Housing Trust Ltd	-	5.90%	4.00%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	6.80%	4.70%	N/A	N/A
Carlisle HA Ltd	-	6.00%	5.70%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	5.60%	7.00%	N/A	N/A
Frontis Homes Ltd	2.20%	5.20%	-	N/A	N/A
Wirral Methodist HA Ltd	3.40%	3.40%	1.10%	↓2.30%	↓67.6%
Greater Hornby HA Ltd	1.70%	1.00%	0.60%	↓1.10%	↓64.7%
South Liverpool Housing Ltd	4.60%	3.70%	1.70%	↓2.90%	↓63.0%
South Yorkshire HA Ltd	7.00%	3.80%	2.60%	↓4.40%	↓62.9%
Pine Court HA Ltd	0.50%	0.20%	0.20%	↓0.30%	↓60.0%
Limehurst Village Trust	1.00%	0.40%	0.40%	↓0.60%	↓60.0%
Brunel and Family HA Ltd	8.30%	4.50%	3.40%	↓4.90%	↓59.0%
Ashton Pioneer Homes Ltd	2.30%	1.00%	1.00%	↓1.30%	↓56.5%
Arches Housing Ltd	4.30%	1.80%	1.90%	↓2.40%	↓55.8%
St. Vincent's HA Ltd	4.40%	3.90%	2.10%	↓2.30%	↓52.3%
Bristol Churches HA Ltd	7.20%	5.10%	3.70%	↓3.50%	↓48.6%
CDS HA Ltd	2.10%	1.40%	1.10%	↓1.00%	↓47.6%
Nene Housing Society Ltd	0.90%	0.70%	0.50%	↓0.40%	↓44.4%
West Pennine HA Ltd	4.30%	4.10%	2.60%	↓1.70%	↓39.5%
Tung Sing HA Ltd	1.40%	0.90%	0.90%	↓0.50%	↓35.7%

Pierhead HA Ltd	2.00%	2.00%	1.30%	↓0.70%	↓35.0%
Headrow Housing Group Ltd	2.40%	2.00%	1.60%	↓0.80%	↓33.3%
New Charter Housing (North) Ltd	4.50%	3.80%	3.20%	↓1.30%	↓28.9%
Leeds and Yorkshire HA Ltd	3.40%	2.40%	2.50%	↓0.90%	↓26.5%
Rodney HA Ltd	2.00%	1.80%	1.50%	↓0.50%	↓25.0%
Templar HA Ltd	0.80%	1.30%	0.60%	↓0.20%	↓25.0%
Arawak Walton HA Ltd	2.50%	1.80%	1.90%	↓0.60%	↓24.0%
Yorkshire Community Housing Ltd	1.30%	0.90%	1.00%	↓0.30%	↓23.1%
Equity Housing Group Ltd	4.40%	4.40%	3.40%	↓1.00%	↓22.7%
People First HA Ltd	0.90%	0.60%	0.70%	↓0.20%	↓22.2%
West Yorkshire HA Ltd	1.40%	1.00%	1.10%	↓0.30%	↓21.4%
Impact HA Ltd	2.60%	1.60%	2.10%	↓0.50%	↓19.2%
The Joseph Rowntree Housing Trust	0.60%	0.50%	0.50%	↓0.10%	↓16.7%
Family HA (Manchester) Ltd	2.40%	2.10%	2.00%	↓0.40%	↓16.7%
Quest HA Ltd	1.90%	1.70%	1.60%	↓0.30%	↓15.8%
Unity HA Ltd	2.90%	3.10%	2.50%	↓0.40%	↓13.8%
Cosmopolitan HA Ltd	2.70%	3.00%	2.40%	↓0.30%	↓11.1%
New Charter Housing (South) Ltd	3.50%	3.80%	3.20%	↓0.30%	↓8.6%
Maritime HA Ltd	1.40%	1.00%	1.30%	↓0.10%	↓7.1%
Venture HA Ltd	1.00%	1.30%	1.00%	0.00%	0.0%
York HA Ltd	1.60%	1.60%	1.60%	0.00%	0.0%
Manningham HA Ltd	1.80%	1.60%	1.90%	0.10%	5.6%
Arcon HA Ltd	1.30%	1.30%	1.40%	0.10%	7.7%
Family HA (Birkenhead and Wirral) Ltd	1.20%	1.40%	1.30%	0.10%	8.3%
The Ridings HA Ltd	3.10%	2.90%	3.70%	0.60%	19.4%
AKSA HA Ltd	0.50%	0.40%	0.60%	0.10%	20.0%
Manchester Methodist HA Ltd	2.10%	2.80%	2.70%	0.60%	28.6%
Hull Churches HA Ltd	0.60%	0.20%	0.80%	0.20%	33.3%
Warrington HA Ltd	0.50%	0.60%	0.70%	0.20%	40.0%
Humphrey Booth Housing Charity	23.80%	32.20%	38.40%	14.60%	61.3%
Muir Group HA Ltd	1.10%	1.00%	2.00%	0.90%	81.8%
Crosby HA Ltd	1.40%	2.50%	2.80%	1.40%	100.0%
Westfield HA Ltd	-	-	0.20%	N/A	N/A
Craven Housing Ltd	-	1.00%	1.10%	N/A	N/A
Willow Park Housing Trust Ltd	-	-	1.40%	N/A	N/A
Chevin HA Ltd	-	2.00%	1.90%	N/A	N/A
Leeds Jewish HA Ltd	-	-	2.00%	N/A	N/A

Eastlands Homes Partnership Ltd	-	-	2.40%	N/A	N/A
Equity HA Ltd	-	-	4.50%	N/A	N/A
Cobalt Housing Ltd	-	9.70%	4.70%	N/A	N/A
Darlington HA Ltd	-	1.30%	-	N/A	N/A
Eldonian Community Based HA Ltd	0.10%	0.10%	-	N/A	N/A
New Generation HA Ltd	-	2.60%	-	N/A	N/A
Nomad Housing Trust Ltd	-	0.20%	-	N/A	N/A

### **Small RSLs (less than 5,000 dwellings)**

- The amount of rent lost by RSLs in the North through dwellings being vacant, has decreased overall between 2003 and 2005 from 2.9% to 2.3%.
- Top quartile performing RSLs in the North had 1% of rent loss or less. The best performing RSL in the North with the lowest amount of rent lost through vacant dwellings was Pine Court Housing Association Limited with 0.2%.
- Bottom quartile performing RSLs in the North had lost 2.6% of rent, or more, through vacant dwellings. The worst performing RSL was Humphrey Booth Housing Charity with 38.4% rent loss.
- The RSL in the North with the biggest decrease in rent loss through vacant dwellings (falling from 7% to 2.6%) was South Yorkshire Housing Association Limited.

### **Large RSLs (over 5,000 dwellings)**

- The amount of rent lost through dwellings becoming vacant in large RSLs has decreased overall between 2003 and 2005 from 3% to 2.5%.
- The best performing large RSL with the lowest amount of rent lost through vacant dwellings was Riverside Housing Association Limited with 1.6%.
- The worst performing RSL was again Liverpool Ht with a rent loss of 5.9%; although this is a fall of 3.4% on 2003 and the greatest fall in that period for large Northern RSLs.
- Arena Housing Association, on the other hand, saw their losses grow by 0.6% - the only rise for this type of association.

### **LSVT RSLs (with less than 5,000 dwellings)**

- The amount of rent lost by smaller LSVT RSLs in the North through dwellings becoming vacant has decreased between 2003 and 2005, from 2.5% to 2%.
- The top quartile performing LSVT RSLs in the North had rent losses of 1.2% or less. The best performing RSL in the North with the lowest proportion of rent lost through dwellings becoming vacant was Limehurst South Liverpool Housing Limited with 1.7%.
- Bottom quartile performing LSVT RSLs in the North had rent losses of 2.7% or more. The worst performing RSL was North Bradford Community Housing Trust Limited with 4.7% rent loss.
- Calico Housing Limited reduced their rent lost through void properties from 7.4% to 4.3% - the most for this type of association in the north.

### **LSVT RSLs (with over 5,000 dwellings)**

- The amount of rent lost through dwellings becoming vacant in large LSVT RSLs has fallen between 2003 and 2005 from 4% to 3.5%.
- Top quartile performing large LSVT RSLs had rent losses of 1.7% or less. The best performing large northern RSL with the lowest amount of rent lost through vacant dwellings was Housing Hartlepool Limited with 1.1% of rent lost.
- Bottom quartile performing large LSVT RSLs had lost 5.5% of rent or more. The worst performing northern RSL was Bradford West City Community Housing Trust Limited with a rent loss of 7%.
- Twin Valley Homes Limited rent loss had fallen by 2.7% compared to 2003 figures and by virtue of being the only large LSVT organisation to provide comparative data, can boast the largest decrease.

### **Chapter Summary**

These Financial Performance Indicators were new for 2004 and data for 2003 was collected retrospectively. Therefore, analysis in this chapter has, where possible, determined changes in Performance Indicators between 2003 and 2005. However, for some Performance Indicators, only one-half of large LSVT RSLs had data available for 2003. Therefore, care should be taken when reading the comparative data for the whole of the group.

Between 2003 and 2005, average weekly operating costs of RSLs in the northern region have, in general, increased. However, the North is still performing better than the national average. For the second year running, LSVT associations in particular performed well. All other RSL types saw an increase in operating costs, although small LSVT association by only £1.51 per week.

Operating costs increased as a percentage of annual turnover in northern organisations and it is the second year running it has done so. However, a closer look shows that it rose only slightly for traditional RSLs and actually fell in LSVT organisations.

Increase in operating costs could partly be explained by the increase in average weekly investment in northern RSL properties. This has grown on average by over £3.00 per dwelling between 2003 and 2005.

Rent collection has increased by almost 1% on 2003. Rent collection has increased in both LSVTs and traditional RSLs.

On average, RSLs in the northern region saw a slight decrease (0.4%) in the amount of rent lost through vacant properties, between 2003 and 2005. Since rent is calculated taking into account all voids, empty properties that are held for demolition or major improvement works are included. Therefore, an association undergoing major investment works will show higher void loss. The rent lost could be better expressed as through routine and non-routine voids.

Cost indicators are volatile as accounting practices, budget management, levels of capital investment and financial decisions around viability and prudence can affect them. This is all before any efficiency measures are considered. Repairs spend in particular will be affected by previous or current investment, backlog situations, tenancy agreements (to what extent are tenants responsible for their own repairs) etc.

## Chapter 5 – Vacant dwellings and lettings

### Chapter scope

This chapter analyses general needs PI results relating to vacant dwellings and lettings. It analyses the number of vacant dwellings which are available, or unavailable, to let. It also reviews the time taken to re-let a vacant property.

#### Percentage of self-contained dwellings vacant and available for let at 31 March

Introduced for the first time in 2005. Replaces GNPIs09 and 10, which have in turn become context PIs. Therefore, there is no historic data.

RSL	Percentage of self-contained dwellings vacant and available for let at 31 March (%)				
	2003	2004	2005	Change <span style="color:red">↑↓</span>	% Change <span style="color:red">↑↓</span>
Jephson HA Ltd	-	-	0.10%	N/A	N/A
Dane Housing (Congleton) Ltd	-	-	0.10%	N/A	N/A
Calico Housing Ltd	-	-	0.20%	N/A	N/A
Three Rivers HA Ltd	-	-	0.20%	N/A	N/A
Coast and Country Housing Ltd	-	-	0.30%	N/A	N/A
South Sunderland Housing Company Ltd	-	-	0.30%	N/A	N/A
Windmill HA Ltd	-	-	0.30%	N/A	N/A
Sanctuary HA	-	-	0.30%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	-	0.30%	N/A	N/A
Housing Hartlepool Ltd	-	-	0.40%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	0.40%	N/A	N/A
Railway HA and Benefit Fund	-	-	0.50%	N/A	N/A
Wyre HA Ltd	-	-	0.50%	N/A	N/A
Broadacres HA Ltd	-	-	0.50%	N/A	N/A
Eden HA Ltd	-	-	0.60%	N/A	N/A
New Fylde Housing Ltd	-	-	0.60%	N/A	N/A
Knowsley Housing Trust	-	-	0.60%	N/A	N/A
Hanover HA	-	-	0.60%	N/A	N/A
Ashiana HA	-	-	0.70%	N/A	N/A
The Guinness Trust	-	-	0.70%	N/A	N/A
Enterprise 5 HA Ltd	-	-	0.80%	N/A	N/A
Irwell Valley HA Ltd	-	-	0.80%	N/A	N/A
Washington Housing Company Ltd	-	-	0.80%	N/A	N/A
Milecastle Housing Ltd	-	-	0.90%	N/A	N/A
Twin Valley Homes Ltd	-	-	1.00%	N/A	N/A
Two Castles HA Ltd	-	-	1.00%	N/A	N/A
Liverpool Housing Trust Ltd	-	-	1.00%	N/A	N/A

Wakefield And District Housing Ltd	-	-	1.00%	N/A	N/A
Mosscares Housing Ltd	-	-	1.10%	N/A	N/A
Helena Housing Ltd	-	-	1.10%	N/A	N/A
Riverside HA Ltd	-	-	1.10%	N/A	N/A
Chester & District Housing Trust Ltd	-	-	1.10%	N/A	N/A
Tees Valley Housing Group Ltd	-	-	1.20%	N/A	N/A
Arena HA Ltd	-	-	1.20%	N/A	N/A
Newcastle and Whitley Housing Trust Ltd	-	-	1.20%	N/A	N/A
Cheviot HA Ltd	-	-	1.20%	N/A	N/A
Shoreline Housing Partnership Ltd	-	-	1.20%	N/A	N/A
Houghton and Hetton Housing Company Ltd	-	-	1.30%	N/A	N/A
Wulvern Housing Ltd	-	-	1.30%	N/A	N/A
Accent Homes Ltd	-	-	1.40%	N/A	N/A
Nomad Housing Group Ltd	-	-	1.40%	N/A	N/A
Home Group Ltd	-	-	1.40%	N/A	N/A
North Sunderland Housing Company Ltd	-	-	1.50%	N/A	N/A
Northern Counties HA Ltd	-	-	1.50%	N/A	N/A
Derwent and Solway HA Ltd	-	-	1.60%	N/A	N/A
Johnnie Johnson Housing Trust Ltd	-	-	1.60%	N/A	N/A
Endeavour HA Ltd	-	-	1.60%	N/A	N/A
Erimus Housing Ltd	-	-	1.60%	N/A	N/A
Leeds Federated HA Ltd	-	-	1.70%	N/A	N/A
Central Sunderland Housing Company Ltd	-	-	1.70%	N/A	N/A
Contour Homes Ltd	-	-	1.80%	N/A	N/A
Pennine Housing 2000 Ltd	-	-	1.80%	N/A	N/A
Space New Living Ltd	-	-	1.80%	N/A	N/A
The Villages HA Ltd	-	-	1.90%	N/A	N/A
The Salvation Army HA	-	-	2.70%	N/A	N/A
Wirral Partnership Homes	-	-	2.70%	N/A	N/A
Carlisle HA Ltd	-	-	3.00%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	-	3.70%	N/A	N/A
Cosmopolitan HA Ltd	-	-	0.10%	N/A	N/A
Cobalt Housing Ltd	-	-	0.30%	N/A	N/A
Leeds and Yorkshire HA Ltd	-	-	0.40%	N/A	N/A
Bristol Churches HA Ltd	-	-	1.10%	N/A	N/A
Wirral Methodist HA Ltd	-	-	0.60%	N/A	N/A
Greater Hornby HA Ltd	-	-	0.30%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	-	1.90%	N/A	N/A

Durham Aged Mineworkers' Homes Association	-	-	-	N/A	N/A
Sadeh Lok Housing Group Ltd	-	-	-	N/A	N/A
The Pickering and Ferens Homes	-	-	-	N/A	N/A
Warrington HA Ltd	-	-	0.20%	N/A	N/A
Three Rivers Charitable HA Ltd	-	-	0.20%	N/A	N/A
Nomad Housing Trust Ltd	-	-	0.20%	N/A	N/A
Lee Valley HA Ltd	-	-	0.30%	N/A	N/A
Kush HA Ltd	-	-	0.30%	N/A	N/A
Maritime HA Ltd	-	-	0.30%	N/A	N/A
The Joseph Rowntree Housing Trust	-	-	0.30%	N/A	N/A
Pine Court HA Ltd	-	-	0.30%	N/A	N/A
Beechwood and Ballantyne Community HA Ltd	-	-	0.30%	N/A	N/A
Tung Sing HA Ltd	-	-	0.40%	N/A	N/A
Willow Park Housing Trust Ltd	-	-	0.40%	N/A	N/A
Craven Housing Ltd	-	-	0.40%	N/A	N/A
New Progress HA Ltd	-	-	0.40%	N/A	N/A
Rodney HA Ltd	-	-	0.50%	N/A	N/A
Impact HA Ltd	-	-	0.50%	N/A	N/A
Nene Housing Society Ltd	-	-	0.50%	N/A	N/A
AKSA HA Ltd	-	-	0.50%	N/A	N/A
Limehurst Village Trust	-	-	0.50%	N/A	N/A
Arcon HA Ltd	-	-	0.50%	N/A	N/A
South Liverpool Housing Ltd	-	-	0.60%	N/A	N/A
New Leaf Supporting Independence Ltd	-	-	0.60%	N/A	N/A
Muir Group HA Ltd	-	-	0.70%	N/A	N/A
Family HA (Birkenhead and Wirral) Ltd	-	-	0.70%	N/A	N/A
Yorkshire Community Housing Ltd	-	-	0.70%	N/A	N/A
Leasowe Community Homes	-	-	0.70%	N/A	N/A
Pierhead HA Ltd	-	-	0.80%	N/A	N/A
Ashton Pioneer Homes Ltd	-	-	0.80%	N/A	N/A
Bowlee Park HA Ltd	-	-	0.80%	N/A	N/A
West Yorkshire HA Ltd	-	-	0.80%	N/A	N/A
New Generation HA Ltd	-	-	0.80%	N/A	N/A
Trafford Housing Trust Ltd	-	-	1.00%	N/A	N/A
Venture HA Ltd	-	-	1.10%	N/A	N/A
Unity HA Ltd	-	-	1.10%	N/A	N/A
Templar HA Ltd	-	-	1.10%	N/A	N/A
Rivers (Hillock) HA Ltd	-	-	1.10%	N/A	N/A
Chevin HA Ltd	-	-	1.10%	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	1.10%	N/A	N/A

Arches Housing Ltd	-	-	1.20%	N/A	N/A
Manningham HA Ltd	-	-	1.20%	N/A	N/A
Headrow Housing Group Ltd	-	-	1.20%	N/A	N/A
West Pennine HA Ltd	-	-	1.30%	N/A	N/A
The Ridings HA Ltd	-	-	1.30%	N/A	N/A
Family HA (Manchester) Ltd	-	-	1.40%	N/A	N/A
Crosby HA Ltd	-	-	1.40%	N/A	N/A
Manchester Methodist HA Ltd	-	-	1.40%	N/A	N/A
Berrybridge Housing Ltd	-	-	1.50%	N/A	N/A
CDS HA Ltd	-	-	1.50%	N/A	N/A
South Yorkshire HA Ltd	-	-	1.60%	N/A	N/A
St. Vincent's HA Ltd	-	-	1.60%	N/A	N/A
Equity Housing Group Ltd	-	-	1.80%	N/A	N/A
Frontis Homes Ltd	-	-	2.10%	N/A	N/A
North British Housing Ltd	-	-	2.10%	N/A	N/A
New Charter Housing (South) Ltd	-	-	2.20%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	-	2.30%	N/A	N/A
New Charter Housing (North) Ltd	-	-	2.30%	N/A	N/A
Arawak Walton HA Ltd	-	-	2.30%	N/A	N/A
Community Seven Ltd	-	-	2.60%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	-	2.60%	N/A	N/A
Manchester and District HA Ltd	-	-	2.80%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	-	2.80%	N/A	N/A
Brunel and Family HA Ltd	-	-	3.50%	N/A	N/A
Leeds Jewish HA Ltd	-	-	3.60%	N/A	N/A
Shipley Community Housing Trust Ltd	-	-	4.00%	N/A	N/A
Humphrey Booth Housing Charity	-	-	47.30%	N/A	N/A
Beech HA Ltd	-	-	-	N/A	N/A
Darlington HA Ltd	-	-	-	N/A	N/A
Eldonian Community Based HA Ltd	-	-	-	N/A	N/A
Equity HA Ltd	-	-	-	N/A	N/A
Hull Churches HA Ltd	-	-	-	N/A	N/A
People First HA Ltd	-	-	-	N/A	N/A
Quest HA Ltd	-	-	-	N/A	N/A

### Small RSLs (less than 5,000 dwellings)

- The proportion of RSL dwellings in the North, which are vacant and available to let stands at 1.3%.
- Top quartile performing RSLs in the North had 0.3% or less of dwellings which were vacant and available to let. There were twelve RSLs in the North that had no dwellings available to let.

- Bottom quartile performing RSLs in the North had 1.4% of dwellings or more vacant and available to let. The worst performing RSL was Humphrey Booth Housing Charity with 47.3% of dwellings vacant.

**Large RSLs (over 5,000 dwellings, excluding LSVT RSLs)**

- The proportion of dwellings that were vacant and available to let, in large RSLs was an average of 1.6%.
- The best performing northern large RSL with the proportion of dwellings vacant and available was Irwell Valley Housing Association Limited with 0.8%.
- The worst performing RSL was Manchester and District Housing Limited with 2.8% of dwellings vacant.

**LSVT RSLs (with less than 5,000 dwellings)**

- The proportion of LSVT RSL dwellings, which were vacant and available to let in the North averaged 1.1%.
- Top performing RSLs had 0.4% or less of dwellings vacant and available to let. The best performing RSL in the North with the lowest proportion of vacant stock and available to let was Calico Housing Limited with 0.2%.
- Bottom quartile performing LSVT RSLs in the North had 1.5% or more of their stock vacant and available. The worst performing RSL was Shipley Community Housing Trust Limited with 4% vacant.

**LSVT RSLs (with over 5,000 dwellings)**

- The proportion of dwellings that were vacant and available to let, in large LSVT RSLs stood at 1.2% in 2005.
- Top quartile performing large LSVT RSLs had 0.6% or less of their stock vacant and available to let. The best performing northern large transfer RSLs in terms of the proportion of dwellings vacant and available were South Sunderland Housing Company Ltd, Coast and Country Housing Limited and Cobalt Housing Limited with 0.3%.
- Bottom quartile performing large LSVT RSLs had 1.7% or more of their stock vacant and available. The worst performing RSL was Bradford West City Community Housing Trust Limited with 3.7% of dwellings vacant.

**Percentage of self-contained dwellings vacant and not available for let at 31 March**

Introduced for the first time in 2005. Replaces GNPIs09 and 10, which have in turn become context PIs. Therefore, there is no historic data.

RSL	% of dwellings vacant and not available to let (%)				
	2003	2004	2005	Change <span style="color:red">↑↓</span>	% Change <span style="color:red">↑↓</span>
Yorkshire Coast Homes Ltd	-	-	0.00%	N/A	N/A
Milecastle Housing Ltd	-	-	0.10%	N/A	N/A
New Fylde Housing Ltd	-	-	0.10%	N/A	N/A
Three Rivers HA Ltd	-	-	0.10%	N/A	N/A
Wyre HA Ltd	-	-	0.10%	N/A	N/A
Ashiana HA	-	-	0.20%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	-	0.20%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	-	0.30%	N/A	N/A
Cheviot HA Ltd	-	-	0.30%	N/A	N/A
Wulvern Housing Ltd	-	-	0.30%	N/A	N/A
Broadacres HA Ltd	-	-	0.40%	N/A	N/A
Enterprise 5 HA Ltd	-	-	0.40%	N/A	N/A
North British Housing Ltd	-	-	0.40%	N/A	N/A
Endeavour HA Ltd	-	-	0.50%	N/A	N/A
Nomad Housing Group Ltd	-	-	0.50%	N/A	N/A
Coast and Country Housing Ltd	-	-	0.60%	N/A	N/A
Durham Aged Mineworkers' Homes Association	-	-	0.70%	N/A	N/A
Housing Hartlepool Ltd	-	-	0.80%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	-	0.80%	N/A	N/A
Space New Living Ltd	-	-	0.80%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	-	0.90%	N/A	N/A
Helena Housing Ltd	-	-	0.90%	N/A	N/A
Sanctuary HA	-	-	1.00%	N/A	N/A
Derwent and Solway HA Ltd	-	-	1.10%	N/A	N/A
Railway HA and Benefit Fund	-	-	1.20%	N/A	N/A
Contour Homes Ltd	-	-	1.40%	N/A	N/A
Eden HA Ltd	-	-	1.40%	N/A	N/A
The Guinness Trust	-	-	1.50%	N/A	N/A
Irwell Valley HA Ltd	-	-	1.60%	N/A	N/A
Calico Housing Ltd	-	-	1.80%	N/A	N/A

Mosscafe Housing Ltd	-	-	2.00%	N/A	N/A
Two Castles HA Ltd	-	-	2.20%	N/A	N/A
Accent Homes Ltd	-	-	2.30%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	-	2.50%	N/A	N/A
Carlisle HA Ltd	-	-	2.50%	N/A	N/A
Jephson HA Ltd	-	-	2.80%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	-	2.80%	N/A	N/A
Knowsley Housing Trust	-	-	2.90%	N/A	N/A
Leeds Federated HA Ltd	-	-	2.90%	N/A	N/A
Tees Valley Housing Group Ltd	-	-	2.90%	N/A	N/A
Arena HA Ltd	-	-	3.00%	N/A	N/A
Twin Valley Homes Ltd	-	-	3.00%	N/A	N/A
Liverpool Housing Trust Ltd	-	-	3.10%	N/A	N/A
Northern Counties HA Ltd	-	-	3.30%	N/A	N/A
North Sunderland Housing Company Ltd	-	-	3.40%	N/A	N/A
Chester & District Housing Trust Ltd	-	-	3.60%	N/A	N/A
Houghton and Hetton Housing Company Ltd	-	-	3.90%	N/A	N/A
Riverside HA Ltd	-	-	4.00%	N/A	N/A
South Sunderland Housing Company Ltd	-	-	4.70%	N/A	N/A
Central Sunderland Housing Company Ltd	-	-	5.00%	N/A	N/A
Frontis Homes Ltd	-	-	5.40%	N/A	N/A
Shipleigh Community Housing Trust Ltd	-	-	5.40%	N/A	N/A
Pennine Housing 2000 Ltd	-	-	6.10%	N/A	N/A
The Villages HA Ltd	-	-	8.10%	N/A	N/A
Newcastle and Whitley Housing Trust Ltd	-	-	8.60%	N/A	N/A
Hanover HA	-	-	-	N/A	N/A
Johnnie Johnson Housing Trust Ltd	-	-	-	N/A	N/A
Sadeh Lok Housing Group Ltd	-	-	-	N/A	N/A
The Pickering and Ferens Homes	-	-	-	N/A	N/A
Windmill HA Ltd	-	-	-	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	0.10%	N/A	N/A
Equity Housing Group Ltd	-	-	0.10%	N/A	N/A
Leasowe Community Homes	-	-	0.10%	N/A	N/A
AKSA HA Ltd	-	-	0.20%	N/A	N/A

Headrow Housing Group Ltd	-	-	0.20%	N/A	N/A
Kush HA Ltd	-	-	0.20%	N/A	N/A
Maritime HA Ltd	-	-	0.20%	N/A	N/A
Muir Group HA Ltd	-	-	0.20%	N/A	N/A
St. Vincent's HA Ltd	-	-	0.20%	N/A	N/A
Trafford Housing Trust Ltd	-	-	0.20%	N/A	N/A
Warrington HA Ltd	-	-	0.20%	N/A	N/A
Family HA (Birkenhead and Wirral) Ltd	-	-	0.30%	N/A	N/A
Leeds and Yorkshire HA Ltd	-	-	0.30%	N/A	N/A
West Yorkshire HA Ltd	-	-	0.30%	N/A	N/A
Ashton Pioneer Homes Ltd	-	-	0.40%	N/A	N/A
Cosmopolitan HA Ltd	-	-	0.40%	N/A	N/A
Nene Housing Society Ltd	-	-	0.40%	N/A	N/A
South Yorkshire HA Ltd	-	-	0.40%	N/A	N/A
Yorkshire Community Housing Ltd	-	-	0.40%	N/A	N/A
Leeds Jewish HA Ltd	-	-	0.50%	N/A	N/A
South Liverpool Housing Ltd	-	-	0.50%	N/A	N/A
Arawak Walton HA Ltd	-	-	0.60%	N/A	N/A
Craven Housing Ltd	-	-	0.60%	N/A	N/A
New Leaf Supporting Independence Ltd	-	-	0.60%	N/A	N/A
New Progress HA Ltd	-	-	0.60%	N/A	N/A
Dane Housing (Congleton) Ltd	-	-	0.70%	N/A	N/A
Arches Housing Ltd	-	-	0.80%	N/A	N/A
Impact HA Ltd	-	-	0.90%	N/A	N/A
Manchester and District HA Ltd	-	-	1.00%	N/A	N/A
Bristol Churches HA Ltd	-	-	1.10%	N/A	N/A
Family HA (Manchester) Ltd	-	-	1.10%	N/A	N/A
Cobalt Housing Ltd	-	-	1.20%	N/A	N/A
The Joseph Rowntree Housing Trust	-	-	1.20%	N/A	N/A
The Salvation Army HA	-	-	1.20%	N/A	N/A
Greater Hornby HA Ltd	-	-	1.40%	N/A	N/A
Manchester Methodist HA Ltd	-	-	1.40%	N/A	N/A
New Charter Housing (North) Ltd	-	-	1.40%	N/A	N/A
West Pennine HA Ltd	-	-	1.50%	N/A	N/A
Chevin HA Ltd	-	-	1.60%	N/A	N/A
New Charter Housing (South) Ltd	-	-	1.60%	N/A	N/A
Rodney HA Ltd	-	-	1.60%	N/A	N/A

The Ridings HA Ltd	-	-	1.70%	N/A	N/A
Unity HA Ltd	-	-	1.90%	N/A	N/A
Washington Housing Company Ltd	-	-	1.90%	N/A	N/A
Venture HA Ltd	-	-	2.10%	N/A	N/A
Arcon HA Ltd	-	-	2.20%	N/A	N/A
Pierhead HA Ltd	-	-	2.20%	N/A	N/A
Westfield HA Ltd	-	-	2.50%	N/A	N/A
Wirral Methodist HA Ltd	-	-	2.50%	N/A	N/A
Willow Park Housing Trust Ltd	-	-	2.90%	N/A	N/A
CDS HA Ltd	-	-	3.30%	N/A	N/A
Crosby HA Ltd	-	-	3.40%	N/A	N/A
Berrybridge Housing Ltd	-	-	3.80%	N/A	N/A
New Generation HA Ltd	-	-	5.30%	N/A	N/A
Lee Valley HA Ltd	-	-	6.00%	N/A	N/A
Brunel and Family HA Ltd	-	-	6.20%	N/A	N/A
Beech HA Ltd	-	-	8.80%	N/A	N/A
Community Seven Ltd	-	-	21.10%	N/A	N/A
Bowlee Park HA Ltd	-	-	25.00%	N/A	N/A
Darlington HA Ltd	-	-	-	N/A	N/A
Eldonian Community Based HA Ltd	-	-	-	N/A	N/A
Equity HA Ltd	-	-	-	N/A	N/A
Hull Churches HA Ltd	-	-	-	N/A	N/A
Humphrey Booth Housing Charity	-	-	-	N/A	N/A
Limehurst Village Trust	-	-	-	N/A	N/A
Manningham HA Ltd	-	-	-	N/A	N/A
Nomad Housing Trust Ltd	-	-	-	N/A	N/A
People First HA Ltd	-	-	-	N/A	N/A
Pine Court HA Ltd	-	-	-	N/A	N/A
Quest HA Ltd	-	-	-	N/A	N/A
Rivers (Hillock) HA Ltd	-	-	-	N/A	N/A
St. Helens HA Ltd	-	-	-	N/A	N/A
Templar HA Ltd	-	-	-	N/A	N/A
Three Rivers Charitable HA Ltd	-	-	-	N/A	N/A
Tung Sing HA Ltd	-	-	-	N/A	N/A
York HA Ltd	-	-	-	N/A	N/A

### **Small RSLs (less than 5,000 dwellings)**

- The proportion of RSL dwellings in the North that are vacant but not available to let is 1.6% on average.
- Top quartile performing RSLs in the North had 0% of dwellings vacant and not available to let. Eighteen RSLs in the North had 0% of their dwellings vacant and unavailable.
- Bottom quartile performing RSLs in the North had 1.8% of dwellings vacant and unavailable to let. The worst performing RSL was Community Seven Limited with 21.1% of dwellings vacant.

### **Large RSLs (over 5,000 dwellings)**

- The average proportion of dwellings that were vacant but unavailable to let in large RSLs in 2005 was 1.6%
- The best performing large northern RSL with the lowest proportion of dwellings vacant and unavailable was Wirral Partnership Homes who had no dwellings vacant and not available.
- The worst performing RSL was Riverside Housing Association Limited with 4% of dwellings vacant.

### **LSVT RSLs (with less than 5,000 dwellings)**

- The proportion of LSVT RSL dwellings that were vacant and not available to let in the North was 2.4% in 2005.
- The top quartile performing LSVT RSLs in the North had 0.1% or less of their stock vacant and unavailable. The best performing RSL in the North with the lowest number of available and vacant stock was Beechwood and Ballantyne Community Housing Association with 0%.
- Bottom quartile performing LSVT RSLs in the North had 1.8% or more of their stock vacant and not available. The worst performing RSL was Bowlee Park Housing Association with 25% vacant.























































### **LSVT RSLs (with over 5,000 dwellings)**

- The proportion of dwellings that were vacant and not available to let, in large LSVT RSLs stood at 2.4% last year.
- Top quartile performing large LSVT RSLs had 1.2% or less of their stock vacant and not available to let. The best performing large northern RSL with the proportion of dwellings vacant and unavailable was Yorkshire Community Housing Limited with 0.4%.
- Bottom quartile performing large LSVT RSLs had 3.5% or more of their stock vacant and unavailable. The worst performing northern RSL was Pennine Housing 2000 Limited with 6.1% of dwellings vacant.

### Re-let times

This PI indicates the average length of time that an owned General Needs dwelling is vacant between lettings.

It is calculated from the total number of general needs lettings made during the year (excluding lettings made to newly built, rehabilitated or otherwise acquired dwellings) and the total number of calendar days these properties were vacant. The calculation is made from CORE log data for the year. A total number of days vacant is calculated from all eligible lettings (where the 'reason for letting the property' was a re-let), and divided by the number of these lettings.

RSLs	Average re-let times for dwellings (days)				
	2003	2004	2005	Change 	% Change 
Wyre HA Ltd	36	33	15	 21	 58.3%
Calico Housing Ltd	92	78	41	 51	 55.4%
Liverpool Housing Trust Ltd	58	27	26	 32	 55.2%
Tees Valley Housing Group Ltd	31	30	14	 17	 54.8%
Three Rivers HA Ltd	28	22	16	 12	 42.9%
Jephson HA Ltd	44	51	27	 17	 38.6%
Houghton and Hetton Housing Company Ltd	42	37	26	 16	 38.1%
Pennine Housing 2000 Ltd	104	83	69	 35	 33.7%
Leeds Federated HA Ltd	96	82	65	 31	 32.3%
Jephson Homes HA Ltd	38	29	26	 12	 31.6%
Kush HA Ltd	61	50	42	 19	 31.1%
Rivers (Hillock) HA Ltd	76	56	53	 23	 30.3%
Johnnie Johnson Housing Trust Ltd	63	56	44	 19	 30.2%
The Guinness Trust	45	41	32	 13	 28.9%
Contour Homes Ltd	84	83	62	 22	 26.2%
Windmill HA Ltd	51	30	40	 11	 21.6%
Milecastle Housing Ltd	47	43	37	 10	 21.3%
Derwent and Solway HA Ltd	103	82	86	 17	 16.5%
Northern Counties HA Ltd	39	37	34	 5	 12.8%
Two Castles HA Ltd	39	39	34	 5	 12.8%
Cheviot HA Ltd	21	25	19	 2	 9.5%
Chester & District Housing Trust Ltd	44	48	41	 3	 6.8%
Washington Housing Company Ltd	27	39	26	 1	 3.7%
Enterprise 5 HA Ltd	28	29	27	 1	 3.6%
Irwell Valley HA Ltd	34	28	34	0	0.0%
Mosscares Housing Ltd	57	72	60	 3	 5.3%
Riverside HA Ltd	59	62	63	 4	 6.8%

Broadacres HA Ltd	20	14	22	↑2	↑10.0%
Newcastle and Whitley Housing Trust Ltd	80	46	88	↑8	↑10.0%
North British Housing Ltd	51	52	58	↑7	↑13.7%
Twin Valley Homes Ltd	43	54	50	↑7	↑16.3%
The Pickering and Ferens Homes	24	19	28	↑4	↑16.7%
The Villages HA Ltd	92	181	109	↑17	↑18.5%
The Salvation Army HA	67	76	81	↑14	↑20.9%
Hereward HA Ltd	17	17	21	↑4	↑23.5%
Ashiana HA	66	62	83	↑17	↑25.8%
Leasowe Community Homes	18	26	25	↑7	↑38.9%
Frontis Homes Ltd	56	87	78	↑22	↑39.3%
Sadeh Lok Housing Group Ltd	17	23	24	↑7	↑41.2%
Durham Aged Mineworkers' Homes Association	24	27	34	↑10	↑41.7%
Arena HA Ltd	29	38	42	↑13	↑44.8%
Railway HA and Benefit Fund	27	31	41	↑14	↑51.9%
Manchester and District HA Ltd	43	50	66	↑23	↑53.5%
Hanover HA	18	20	28	↑10	↑55.6%
Sanctuary HA	27	22	43	↑16	↑59.3%
New Progress HA Ltd	24	32	40	↑16	↑66.7%
Accent Homes Ltd	28	44	48	↑20	↑71.4%
Nomad Housing Group Ltd	15	27	28	↑13	↑86.7%
North Sunderland Housing Company Ltd	35	56	69	↑34	↑97.1%
Eden HA Ltd	25	31	53	↑28	↑112.0%
Space New Living Ltd	39	48	85	↑46	↑117.9%
Endeavour HA Ltd	25	21	56	↑31	↑124.0%
Central Sunderland Housing Company Ltd	27	43	63	↑36	↑133.3%
New Leaf Supporting Independence Ltd	30	55	71	↑41	↑136.7%
Dane Housing (Congleton) Ltd	6	11	15	↑9	↑150.0%
South Sunderland Housing Company Ltd	19	53	51	↑32	↑168.4%
New Fylde Housing Ltd	6	11	61	↑55	↑916.7%
Coast and Country Housing Ltd	-	39	25	N/A	N/A
Weaver Vale Housing Trust Ltd	-	33	27	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	31	N/A	N/A
Knowsley Housing Trust	-	35	35	N/A	N/A
Lee Valley HA Ltd	-	56	38	N/A	N/A
Housing Hartlepool Ltd	-	-	39	N/A	N/A

ShIPLEY Community Housing Trust Ltd	-	88	55	N/A	N/A
Wulvern Housing Ltd	-	45	55	N/A	N/A
Berrybridge Housing Ltd	-	76	58	N/A	N/A
Home Group Ltd	-	-	61	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	57	67	N/A	N/A
South Bradford Community Housing Trust Ltd	-	37	70	N/A	N/A
Helena Housing Ltd	-	90	73	N/A	N/A
East Bradford Community Housing Trust Ltd	-	59	76	N/A	N/A
Community Seven Ltd	-	112	95	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	92	117	N/A	N/A
Carlisle HA Ltd	-	110	138	N/A	N/A
North Bradford Community Housing Trust Ltd	-	102	146	N/A	N/A
Bowlee Park HA Ltd	-	181	386	N/A	N/A
Westfield HA Ltd	3	4	0	↓3	↓100.0%
Rodney HA Ltd	28	29	6	↓22	↓78.6%
Eldonian Community Based HA Ltd	9	12	3	↓6	↓66.7%
Templar HA Ltd	27	37	9	↓18	↓66.7%
Willow Park Housing Trust Ltd	51	22	19	↓32	↓62.7%
South Liverpool Housing Ltd	180	200	70	↓110	↓61.1%
Leeds and Yorkshire HA Ltd	72	58	42	↓30	↓41.7%
The Joseph Rowntree Housing Trust	32	31	19	↓13	↓40.6%
South Yorkshire HA Ltd	82	47	53	↓29	↓35.4%
Pine Court HA Ltd	15	11	10	↓5	↓33.3%
CDS HA Ltd	64	48	43	↓21	↓32.8%
Arches Housing Ltd	73	44	51	↓22	↓30.1%
Brunel and Family HA Ltd	95	106	70	↓25	↓26.3%
Greater Hornby HA Ltd	43	34	33	↓10	↓23.3%
West Pennine HA Ltd	55	58	44	↓11	↓20.0%
Yorkshire Community Housing Ltd	22	22	18	↓4	↓18.2%
Arawak Walton HA Ltd	59	44	49	↓10	↓16.9%
Humphrey Booth Housing Charity	219	328	185	↓34	↓15.5%
Nene Housing Society Ltd	24	17	21	↓3	↓12.5%
Headrow Housing Group Ltd	43	36	40	↓3	↓7.0%
Hull Churches HA Ltd	15	3	14	↓1	↓6.7%
Impact HA Ltd	40	22	39	↓1	↓2.5%

Quest HA Ltd	41	49	40	↓1	↓2.4%
St. Vincent's HA Ltd	50	64	49	↓1	↓2.0%
Leeds Jewish HA Ltd	74	41	76	↑2	↑2.7%
West Yorkshire HA Ltd	35	27	36	↑1	↑2.9%
Muir Group HA Ltd	22	20	23	↑1	↑4.5%
People First HA Ltd	33	33	35	↑2	↑6.1%
Equity Housing Group Ltd	59	72	63	↑4	↑6.8%
Venture HA Ltd	29	33	32	↑3	↑10.3%
New Charter Housing (South) Ltd	58	58	66	↑8	↑13.8%
Cosmopolitan HA Ltd	58	51	67	↑9	↑15.5%
Bristol Churches HA Ltd	78	107	93	↑15	↑19.2%
New Charter Housing (North) Ltd	64	72	77	↑13	↑20.3%
Manchester Methodist HA Ltd	39	46	47	↑8	↑20.5%
Maritime HA Ltd	26	34	32	↑6	↑23.1%
Warrington HA Ltd	15	19	19	↑4	↑26.7%
Unity HA Ltd	47	54	60	↑13	↑27.7%
Limehurst Village Trust	14	11	18	↑4	↑28.6%
Ashton Pioneer Homes Ltd	19	17	25	↑6	↑31.6%
Manningham HA Ltd	21	21	32	↑11	↑52.4%
Family HA (Manchester) Ltd	28	31	45	↑17	↑60.7%
Pierhead HA Ltd	27	28	45	↑18	↑66.7%
The Ridings HA Ltd	73	75	122	↑49	↑67.1%
Arcon HA Ltd	17	17	30	↑13	↑76.5%
York HA Ltd	34	34	60	↑26	↑76.5%
Family HA (Birkenhead and Wirral) Ltd	16	22	30	↑14	↑87.5%
Wirral Methodist HA Ltd	23	24	44	↑21	↑91.3%
AKSA HA Ltd	10	16	22	↑12	↑120.0%
Tung Sing HA Ltd	10	13	39	↑29	↑290.0%
Crosby HA Ltd	20	24	81	↑61	↑305.0%
Eastlands Homes Partnership Ltd	-	-	9	N/A	N/A
Nomad Housing Trust Ltd	-	6	9	N/A	N/A
Craven Housing Ltd	-	21	18	N/A	N/A
Chevin HA Ltd	-	64	38	N/A	N/A
Darlington HA Ltd	-	25	39	N/A	N/A
New Generation HA Ltd	-	66	107	N/A	N/A
Cobalt Housing Ltd	-	178	187	N/A	N/A
Equity HA Ltd	-	35	-	N/A	N/A

### **Small RSLs (less than 5,000 dwellings)**

- The average number of days taken by RSLs in the North to re-let their properties has increased overall between 2003 and 2005 from 41 to 46 days.
- Top quartile performing RSLs in the North had average re-let times of 27 days or less. The best performing RSL in the North with the shortest length of time to re-let their properties was Westfield Housing Association Limited with 0 days.
- Bottom quartile performing RSLs in the North took an average of 60 days or more to re-let their properties. The worst performing RSL was Humphrey Booth Housing Charity with an average re-let time of 185 days.
- The Humphrey Booth figures represent a decrease in lettings time of 34 days. However, the greatest proportionate increase was at Crosby Housing Association Limited with a 32.8% increase (61 days).

### **Large RSLs (over 5,000 dwellings)**

- The average number of weeks taken by large RSLs to re-let their properties has decreased overall between 2003 and 2005 from 47 to 48 days.
- The best performing large northern RSL with the lowest time taken to re-let properties was Liverpool Housing Trust Limited at 26 days.
- The worst performing RSL was Manchester and District Housing Association Limited with an average time taken to re-let properties of 26 days.
- The RSL with the biggest decrease in time taken to re-let their properties was Liverpool Housing Trust Limited with a decrease of 32 days from 58 to 26 days.

### **LSVT RSLs (with less than 5,000 dwellings)**

- The average length of time taken by LSVT RSLs to re-let their properties in the North has increased overall between 2003 and 2005 by 0.6 weeks from 50 to 60 days.
- Top quartile performing LSVT RSLs in the North took on average 25 days or less. The best performing RSLs in the North with the quickest average re-let time were Eastlands Homes Partnership Limited with 9 days.
- Bottom quartile performing LSVT RSLs in the North took 68 days or more to re-let their properties. The worst performing RSL was Bowlee Park Housing Association Limited with an average of 386 days taken to re-let their properties.

### **LSVT RSLs (with over 5,000 dwellings)**

- The average number of weeks taken by large LSVT RSLs to re-let their properties has increased overall between 2003 and 2005 from 45 to 64 days.
- Top quartile performing large LSVT RSLs had average re-let times of 26 days or less. The best performing large RSL with the lowest time taken to re-let properties was Yorkshire Community Housing Limited with 18 days.

- Bottom quartile performing RSLs had re-let times of 73 days or more. The worst performing RSL was Cobalt with an average time taken to re-let properties of 187 days.
- The RSL with the biggest decrease in time taken to re-let their properties was Pennine Housing 2000 Limited with a decrease of 35 days.

### Lettings to BME households

BME households are classified as one of the following: White: Irish, Mixed, Asian or Asian British, Black or Black British, Chinese or other ethnic group. The PI is calculated from the total of such lettings divided by the number of lettings where the ethnicity was provided (i.e. not refused).

Introduced in 2005 to replace GNPI24 (Percentage of lettings to BME households): the CORE log previously asked the tenant to define the ethnic origin of the household. The CORE log now asks the tenant to define their own ethnic group, and separately to indicate if any other members of the household are of a different ethnic group to themselves.

Associations	Lettings to BME tenants				
	2003	2004	2005	Change 	% Change 
Kush HA Ltd	-	-	100.00%	N/A	N/A
Ashiana HA	-	-	78.30%	N/A	N/A
Sadeh Lok Housing Group Ltd	-	-	51.60%	N/A	N/A
Mosscare Housing Ltd	-	-	44.90%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	-	29.30%	N/A	N/A
Leeds Federated HA Ltd	-	-	20.70%	N/A	N/A
Space New Living Ltd	-	-	18.20%	N/A	N/A
Jephson HA Ltd	-	-	18.10%	N/A	N/A
The Salvation Army HA	-	-	17.30%	N/A	N/A
North British Housing Ltd	-	-	15.00%	N/A	N/A
The Guinness Trust	-	-	15.00%	N/A	N/A
Contour Homes Ltd	-	-	14.60%	N/A	N/A
Jephson Homes HA Ltd	-	-	14.30%	N/A	N/A
Sanctuary HA	-	-	12.80%	N/A	N/A
Irwell Valley HA Ltd	-	-	12.10%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	-	11.20%	N/A	N/A
Northern Counties HA Ltd	-	-	10.80%	N/A	N/A
Liverpool Housing Trust Ltd	-	-	10.60%	N/A	N/A
Riverside HA Ltd	-	-	10.10%	N/A	N/A
Endeavour HA Ltd	-	-	9.70%	N/A	N/A
Home Group Ltd	-	-	9.00%	N/A	N/A
Accent Homes Ltd	-	-	8.80%	N/A	N/A

Twin Valley Homes Ltd	-	-	8.70%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	-	8.10%	N/A	N/A
Manchester and District HA Ltd	-	-	7.70%	N/A	N/A
Newcastle and Whitley Housing Trust Ltd	-	-	7.20%	N/A	N/A
New Leaf Supporting Independence Ltd	-	-	4.70%	N/A	N/A
Johnnie Johnson Housing Trust Ltd	-	-	4.60%	N/A	N/A
Frontis Homes Ltd	-	-	4.40%	N/A	N/A
Nomad Housing Group Ltd	-	-	4.20%	N/A	N/A
Hanover HA	-	-	4.00%	N/A	N/A
New Progress HA Ltd	-	-	4.00%	N/A	N/A
Rivers (Hillock) HA Ltd	-	-	4.00%	N/A	N/A
Shipley Community Housing Trust Ltd	-	-	4.00%	N/A	N/A
Arena HA Ltd	-	-	3.60%	N/A	N/A
The Villages HA Ltd	-	-	3.40%	N/A	N/A
Hereward HA Ltd	-	-	3.40%	N/A	N/A
New Fylde Housing Ltd	-	-	3.30%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	-	3.10%	N/A	N/A
Calico Housing Ltd	-	-	3.00%	N/A	N/A
Lee Valley HA Ltd	-	-	2.90%	N/A	N/A
Community Seven Ltd	-	-	2.80%	N/A	N/A
Leasowe Community Homes	-	-	2.80%	N/A	N/A
Berrybridge Housing Ltd	-	-	2.70%	N/A	N/A
South Sunderland Housing Company Ltd	-	-	2.60%	N/A	N/A
Chester & District Housing Trust Ltd	-	-	2.60%	N/A	N/A
Washington Housing Company Ltd	-	-	2.50%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	-	2.40%	N/A	N/A
Cheviot HA Ltd	-	-	2.20%	N/A	N/A
Enterprise 5 HA Ltd	-	-	2.20%	N/A	N/A
North Sunderland Housing Company Ltd	-	-	2.20%	N/A	N/A
Tees Valley Housing Group Ltd	-	-	2.20%	N/A	N/A
Pennine Housing 2000 Ltd	-	-	2.20%	N/A	N/A
Wulvern Housing Ltd	-	-	2.20%	N/A	N/A
Coast and Country Housing Ltd	-	-	2.00%	N/A	N/A
Bowlee Park HA Ltd	-	-	1.90%	N/A	N/A
Railway HA and Benefit Fund	-	-	1.70%	N/A	N/A

Three Rivers HA Ltd	-	-	1.70%	N/A	N/A
Wyre HA Ltd	-	-	1.70%	N/A	N/A
Central Sunderland Housing Company Ltd	-	-	1.40%	N/A	N/A
Knowsley Housing Trust	-	-	1.40%	N/A	N/A
Helena Housing Ltd	-	-	1.10%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	1.00%	N/A	N/A
Dane Housing (Congleton) Ltd	-	-	0.70%	N/A	N/A
Carlisle HA Ltd	-	-	0.60%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	-	0.60%	N/A	N/A
Two Castles HA Ltd	-	-	0.50%	N/A	N/A
Broadacres HA Ltd	-	-	0.40%	N/A	N/A
Houghton and Hetton Housing Company Ltd	-	-	0.30%	N/A	N/A
Derwent and Solway HA Ltd	-	-	0.30%	N/A	N/A
Housing Hartlepool Ltd	-	-	0.30%	N/A	N/A
Eden HA Ltd	-	-	0.00%	N/A	N/A
The Pickering and Ferens Homes	-	-	0.00%	N/A	N/A
Windmill HA Ltd	-	-	0.00%	N/A	N/A
Durham Aged Mineworkers' Homes Association	-	-	0.00%	N/A	N/A
Milecastle Housing Ltd	-	-	0.00%	N/A	N/A
People First HA Ltd	-	-	84.60%	N/A	N/A
Manningham HA Ltd	-	-	79.10%	N/A	N/A
Arawak Walton HA Ltd	-	-	74.70%	N/A	N/A
Arches Housing Ltd	-	-	72.60%	N/A	N/A
Tung Sing HA Ltd	-	-	71.70%	N/A	N/A
AKSA HA Ltd	-	-	69.50%	N/A	N/A
Unity HA Ltd	-	-	56.70%	N/A	N/A
Family HA (Manchester) Ltd	-	-	51.70%	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	38.40%	N/A	N/A
The Ridings HA Ltd	-	-	36.50%	N/A	N/A
Rodney HA Ltd	-	-	31.50%	N/A	N/A
Pine Court HA Ltd	-	-	30.50%	N/A	N/A
Manchester Methodist HA Ltd	-	-	28.20%	N/A	N/A
Leeds and Yorkshire HA Ltd	-	-	27.60%	N/A	N/A
Bristol Churches HA Ltd	-	-	26.90%	N/A	N/A
Brunel and Family HA Ltd	-	-	24.70%	N/A	N/A
West Pennine HA Ltd	-	-	24.10%	N/A	N/A
Venture HA Ltd	-	-	20.70%	N/A	N/A

Arcon HA Ltd	-	-	18.40%	N/A	N/A
South Yorkshire HA Ltd	-	-	18.10%	N/A	N/A
CDS HA Ltd	-	-	16.90%	N/A	N/A
West Yorkshire HA Ltd	-	-	15.70%	N/A	N/A
St. Vincent's HA Ltd	-	-	15.50%	N/A	N/A
Willow Park Housing Trust Ltd	-	-	14.50%	N/A	N/A
Ashton Pioneer Homes Ltd	-	-	14.40%	N/A	N/A
Chevin HA Ltd	-	-	14.40%	N/A	N/A
Greater Hornby HA Ltd	-	-	13.30%	N/A	N/A
Headrow Housing Group Ltd	-	-	12.50%	N/A	N/A
Pierhead HA Ltd	-	-	9.90%	N/A	N/A
Quest HA Ltd	-	-	9.10%	N/A	N/A
Nene Housing Society Ltd	-	-	9.00%	N/A	N/A
Equity Housing Group Ltd	-	-	7.80%	N/A	N/A
Family HA (Birkenhead and Wirral) Ltd	-	-	7.30%	N/A	N/A
New Generation HA Ltd	-	-	6.90%	N/A	N/A
Cosmopolitan HA Ltd	-	-	6.80%	N/A	N/A
Yorkshire Community Housing Ltd	-	-	6.80%	N/A	N/A
New Charter Housing (North) Ltd	-	-	6.50%	N/A	N/A
Warrington HA Ltd	-	-	4.70%	N/A	N/A
Muir Group HA Ltd	-	-	3.90%	N/A	N/A
New Charter Housing (South) Ltd	-	-	3.90%	N/A	N/A
Crosby HA Ltd	-	-	3.70%	N/A	N/A
Maritime HA Ltd	-	-	3.50%	N/A	N/A
Westfield HA Ltd	-	-	2.90%	N/A	N/A
South Liverpool Housing Ltd	-	-	2.60%	N/A	N/A
York HA Ltd	-	-	2.10%	N/A	N/A
Hull Churches HA Ltd	-	-	2.00%	N/A	N/A
The Joseph Rowntree Housing Trust	-	-	1.90%	N/A	N/A
Limehurst Village Trust	-	-	1.70%	N/A	N/A
Leeds Jewish HA Ltd	-	-	1.10%	N/A	N/A
Impact HA Ltd	-	-	1.00%	N/A	N/A
Nomad Housing Trust Ltd	-	-	0.80%	N/A	N/A
Cobalt Housing Ltd	-	-	0.70%	N/A	N/A
Craven Housing Ltd	-	-	0.70%	N/A	N/A
Eldonian Community Based HA Ltd	-	-	0.00%	N/A	N/A
Templar HA Ltd	-	-	0.00%	N/A	N/A

Wirral Methodist HA Ltd	-	-	0.00%	N/A	N/A
Darlington HA Ltd	-	-	0.00%	N/A	N/A
Humphrey Booth Housing Charity	-	-	-	N/A	N/A

#### **Small RSLs (less than 5,000 dwellings)**

- Average lettings to BME households by RSLs in the North stand at 17.3%.
- The RSL in the North with the highest number of lettings to BME households was Kush with 100%.
- There is no bottom quartile data to report but some seven RSLs reported 0% lettings to BME households in 2005.

#### **Large RSLs (over 5,000 dwellings)**

- Average lettings to BME households by large RSLs in 2005 stood at 11%.
- The large North based RSL with the highest number of lettings to BME households was North British Housing Limited with 15%.
- The large RSL with the least lettings to BME households was Arena with 3.6%.

#### **LSVT RSLs (with less than 5,000 dwellings)**

- Average lettings to BME households by LSVT RSLs in the North was 4.1%.
- The LSVT RSL in the North with the highest number of lettings to BME households was Eastlands Homes Partnership Limited with 38.4%.
- Two small transfer RSLs in the North (Milecastle and Eden HA) let 0% of their properties to BME households.

#### **LSVT RSLs (with over 5,000 dwellings)**

- Lettings to BME households by large LSVT RSLs stood at 5.1% in 2005.
- The large northern LSVT RSL with the highest number of lettings to BME households was Bradford West City Community Housing Trust Limited with 29.3%.
- The northern RSL with the fewest recorded lettings to BME households was Houghton and Hetton Housing Company Limited with 0.3%.

#### **Chapter summary**

The performance of RSLs in the North is encouraging in relation to vacant dwellings and lettings. There was improvement in the performance of northern RSLs, both the proportion of vacant and available dwellings and vacant and unavailable dwellings decreased and by a greater margin than the national figure.

The average re-let time of properties was disappointing, as it had increased by 7 days. Re-let figures are derived from the CORE data forms submitted by associations to the Corporation, which are not particularly subject to close scrutiny. Re-let times are a mean average and can be adversely affected by properties let after a long time vacant. A median average published alongside the mean would allow for a truer measure. No comparison can be made on BME lettings as this is a new PI for 2005.





















































## Chapter 6 – Stock Condition

### Chapter scope

This chapter analyses general needs PI results relating to the energy efficiency of RSL owned dwellings, as measured by a Standard Assessment Procedure (SAP). It then moves on to review, which RSLs are currently failing to meet the decent homes standard.

#### SAP rating of dwellings

The average SAP rating of all self-contained General Needs dwellings owned. The SAP rating is expressed on a scale of 1 to 120: the higher the rating the more energy efficient the dwelling.

RSLs	Average SAP rating of dwellings				
	2003	2004	2005	Change  	% Change  
New Fylde Housing Ltd	38	64	64	 26	 68.4%
Knowsley Housing Trust	44	62	66	 22	 50.0%
Enterprise 5 HA Ltd	42	51	62	 20	 47.6%
Leasowe Community Homes	52	71	75	 23	 44.2%
Newcastle and Whitley Housing Trust Ltd	53	68	69	 16	 30.2%
Weaver Vale Housing Trust Ltd	59	64	76	 17	 28.8%
Houghton and Hetton Housing Company Ltd	49	46	62	 13	 26.5%
North Sunderland Housing Company Ltd	54	52	66	 12	 22.2%
Arena HA Ltd	62	71	75	 13	 21.0%
Riverside HA Ltd	58	58	69	 11	 19.0%
Space New Living Ltd	64	67	76	 12	 18.8%
Central Sunderland Housing Company Ltd	54	52	64	 10	 18.5%
Twin Valley Homes Ltd	54	59	64	 10	 18.5%
Coast and Country Housing Ltd	55	58	65	 10	 18.2%
South Sunderland Housing Company Ltd	55	53	65	 10	 18.2%
Helena Housing Ltd	53	59	62	 9	 17.0%
Pennine Housing 2000 Ltd	56	56	65	 9	 16.1%
Broadacres HA Ltd	63	71	73	 10	 15.9%
Hanover HA	53	53	61	 8	 15.1%
New Progress HA Ltd	58	58	65	 7	 12.1%
Washington Housing Company Ltd	59	53	66	 7	11.9%
Durham Aged Mineworkers' Homes Association	69	71	77	 8	 11.6%
Mosscares Housing Ltd	71	73	79	 8	 11.3%
New Leaf Supporting	66	66	73	 7	 10.6%

Independence Ltd					
Cheviot HA Ltd	57	57	63	↑6	↑10.5%
Calico Housing Ltd	60	60	66	↑6	↑10.0%
Jephson HA Ltd	54	56	59	↑5	↑9.3%
The Villages HA Ltd	55	61	60	↑5	↑9.1%
Milecastle Housing Ltd	59	61	64	↑5	↑8.5%
Northern Counties HA Ltd	64	65	68	↑4	↑6.3%
North British Housing Ltd	66	66	70	↑4	↑6.1%
Accent Homes Ltd	53	55	56	↑3	↑5.7%
Liverpool Housing Trust Ltd	56	61	59	↑3	↑5.4%
Jephson Homes HA Ltd	58	61	61	↑3	↑5.2%
Wulvern Housing Ltd	49	50	51	↑2	↑4.1%
Sanctuary HA	57	57	59	↑2	↑3.5%
Wyre HA Ltd	59	56	61	↑2	↑3.4%
The Guinness Trust	68	69	70	↑2	↑2.9%
Johnnie Johnson Housing Trust Ltd	73	75	75	↑2	↑2.7%
Derwent and Solway HA Ltd	59	59	60	↑1	↑1.7%
Chester & District Housing Trust Ltd	61	56	62	↑1	↑1.6%
Manchester and District HA Ltd	63	63	64	↑1	↑1.6%
Tees Valley Housing Group Ltd	69	70	70	↑1	↑1.4%
Rivers (Hillock) HA Ltd	80	80	81	↑1	↑1.3%
Railway HA and Benefit Fund	74	74	74	0	0.0%
Two Castles HA Ltd	74	74	74	0	0.0%
Windmill HA Ltd	74	74	74	0	0.0%
Three Rivers Charitable HA Ltd	70	71	70	0	0.0%
Three Rivers HA Ltd	70	71	70	0	0.0%
Irwell Valley HA Ltd	67	67	67	0	0.0%
The Salvation Army HA	67	67	67	0	0.0%
Ashiana HA	64	64	64	0	0.0%
Endeavour HA Ltd	64	64	64	0	0.0%
Frontis Homes Ltd	60	60	60	0	0.0%
Contour Homes Ltd	57	60	57	0	0.0%
Leeds Federated HA Ltd	51	51	51	0	0.0%
Nomad Housing Group Ltd	72	70	71	↓1	↓1.4%
Dane Housing (Congleton) Ltd	56	55	55	↓1	↓1.8%
Sadeh Lok Housing Group Ltd	81	81	77	↓4	↓4.9%
Eden HA Ltd	70	71	65	↓5	↓7.1%
Hereward HA Ltd	75	80	69	↓6	↓8.0%

The Pickering and Ferens Homes	78	59	59	↓19	↓24.4%
Kush HA Ltd	-	75	75	N/A	N/A
Home Group Ltd	-	-	70	N/A	N/A
Erimus Housing Ltd	-	-	68	N/A	N/A
Housing Hartlepool Ltd	-	67	68	N/A	N/A
North Bradford Community Housing Trust Ltd	-	-	68	N/A	N/A
Shoreline Housing Partnership Ltd	-	-	68	N/A	N/A
Carlisle HA Ltd	-	-	67	N/A	N/A
East Bradford Community Housing Trust Ltd	-	-	67	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	-	63	N/A	N/A
Wirral Partnership Homes	-	-	63	N/A	N/A
Community Seven Ltd	-	57	61	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	-	60	N/A	N/A
Wakefield And District Housing Ltd	-	-	55	N/A	N/A
Yorkshire Coast Homes Ltd	-	54	54	N/A	N/A
Lee Valley HA Ltd	-	54	53	N/A	N/A
Berrybridge Housing Ltd	-	52	52	N/A	N/A
ShIPLEY Community Housing Trust Ltd	-	-	51	N/A	N/A
Bowlee Park HA Ltd	-	-	50	N/A	N/A
South Bradford Community Housing Trust Ltd	-	-	50	N/A	N/A
St. Helens HA Ltd	78	61	-	N/A	N/A
The Joseph Rowntree Housing Trust	5	65	66	↑61	↑1220.0%
Cosmopolitan HA Ltd	35	78	78	↑43	↑122.9%
Humphrey Booth Housing Charity	52	52	77	↑25	↑48.1%
New Charter Housing (North) Ltd	49	56	70	↑21	↑42.9%
New Charter Housing (South) Ltd	49	56	70	↑21	↑42.9%
Warrington HA Ltd	56	70	70	↑14	↑25.0%
Greater Hornby HA Ltd	52	52	65	↑13	↑25.0%
Impact HA Ltd	53	64	64	↑11	↑20.8%
Leeds Jewish HA Ltd	55	59	64	↑9	↑16.4%
Willow Park Housing Trust Ltd	55	65	64	↑9	↑16.4%
St. Vincent's HA Ltd	57	57	66	↑9	↑15.8%
Craven Housing Ltd	55	46	63	↑8	↑14.5%
Unity HA Ltd	71	81	81	↑10	↑14.1%
Yorkshire Community Housing Ltd	58	61	66	↑8	↑13.8%

Rodney HA Ltd	57	63	64	↑7	↑12.3%
Headrow Housing Group Ltd	57	61	63	↑6	↑10.5%
Wirral Methodist HA Ltd	55	55	60	↑5	↑9.1%
Manningham HA Ltd	67	67	73	↑6	↑9.0%
York HA Ltd	58	62	63	↑5	↑8.6%
Arcon HA Ltd	49	51	53	↑4	↑8.2%
Brunel and Family HA Ltd	51	53	55	↑4	↑7.8%
Muir Group HA Ltd	64	69	69	↑5	↑7.8%
South Yorkshire HA Ltd	55	57	58	↑3	↑5.5%
West Pennine HA Ltd	74	79	78	↑4	↑5.4%
Westfield HA Ltd	59	61	62	↑3	↑5.1%
Leeds and Yorkshire HA Ltd	60	61	63	↑3	↑5.0%
Arawak Walton HA Ltd	80	83	83	↑3	↑3.8%
Venture HA Ltd	55	56	57	↑2	↑3.6%
Hull Churches HA Ltd	65	65	67	↑2	↑3.1%
Nene Housing Society Ltd	68	70	70	↑2	↑2.9%
Maritime HA Ltd	62	63	63	↑1	↑1.6%
Pierhead HA Ltd	66	67	67	↑1	↑1.5%
Manchester Methodist HA Ltd	70	72	71	↑1	↑1.4%
Arches Housing Ltd	71	71	72	↑1	↑1.4%
Equity HA Ltd	75	75	76	↑1	↑1.3%
AKSA HA Ltd	85	85	86	↑1	↑1.2%
Tung Sing HA Ltd	88	89	89	↑1	↑1.1%
Ashton Pioneer Homes Ltd	86	86	86	0	0.0%
People First HA Ltd	82	82	82	0	0.0%
The Ridings HA Ltd	80	80	80	0	0.0%
Quest HA Ltd	72	72	72	0	0.0%
Limehurst Village Trust	71	71	71	0	0.0%
Family HA (Manchester) Ltd	68	69	68	0	0.0%
Family HA (Birkenhead and Wirral) Ltd	63	63	63	0	0.0%
Eldonian Community Based HA Ltd	61	61	61	0	0.0%
Bristol Churches HA Ltd	55	55	55	0	0.0%
Crosby HA Ltd	54	55	54	0	0.0%
Cobalt Housing Ltd	51	51	51	0	0.0%
South Liverpool Housing Ltd	73	71	72	↓1	↓1.4%
Pine Court HA Ltd	79	79	76	↓3	↓3.8%
Equity Housing Group Ltd	76	75	65	↓11	↓14.5%
CDS HA Ltd	65	65	55	↓10	↓15.4%

Templar HA Ltd	67	67	56	↓11	↓16.4%
Nomad Housing Trust Ltd	-	90	84	N/A	N/A
Beech HA Ltd	-	70	78	N/A	N/A
West Yorkshire HA Ltd	-	74	75	N/A	N/A
Darlington HA Ltd	-	62	72	N/A	N/A
New Generation HA Ltd	-	66	66	N/A	N/A
Eastlands Homes Partnership Ltd	-	59	64	N/A	N/A
Trafford Housing Trust Ltd	-	-	64	N/A	N/A
Chevin HA Ltd	-	55	60	N/A	N/A

### Small RSLs (less than 5,000 dwellings)

- The average SAP rating of RSL dwellings in the North has increased overall between 2003 and 2005 by 5 points from 63 to 68 points.
- Top quartile performing RSLs in the North had average SAP ratings of 75 points or more. The best performing RSL in the North with the highest SAP rating was Tung Sing Housing Association Limited with 89 points.
- Bottom quartile performing RSLs in the North had SAP ratings of 63 points or less. The worst performing RSL was Leeds Federated Housing Association Limited with 51 points.
- The most improved RSL in the North was The Joseph Rowntree Housing Trust, with an increase of 61 points from 5 to 56.

### Large RSLs (over 5,000 dwellings)

- The average SAP rating of large RSL dwellings has increased overall between 2003 and 2005 from 60 to 64.
- The best performing large northern RSL with the highest rating was Arena Housing Association Limited with 75 points.
- The worst performing RSL was Accent Homes with an average SAP rating of 56 points.

### LSVT RSLs (with less than 5,000 dwellings)

- The average SAP rating of LSVT RSL dwellings in the North has increased overall between 2003 and 2005 by 2 points from 61 to 63.
- Top quartile performers had an average SAP rating of 68 or more. The best performing LSVT RSL in the North region was Ashton Pioneer Homes Limited with 86 points.
- Bottom quartile performers had an average of 54 points, with the worst performing RSL being Bowlee Park Housing Association Limited with 50 points.
- New Fylde Housing Limited saw the largest increase in SAP ratings in the North, going from 30 in 2003 to 64 in 2005.











































### LSVT RSLs (with over 5,000 dwellings)

- The average SAP rating of large LSVT RSL dwellings has increased overall between 2003 and 2005 from 53 to 64.

- Top quartile performing large LSVT RSLs had average SAP ratings of 67 points or more. The best performing large RSLs with the highest rating were New Charter Housing (North and South) with 70 points.
- Bottom quartile performing RSLs had an average rating of 64 points or less. The worst performing northern RSL was Cobalt Housing Limited with an average SAP rating of 51 points.
- Knowsley Housing Trust increased the SAP rating of their dwellings the most with an increase of 22 points from 44 to 66 in the two-year period.

### Failing decent homes standard

This figure is the percentage of all General Needs and supported dwellings owned that currently fail to meet any of the criteria set by the Decent Homes Standard

RSLs	Failing decent homes standard				
	2003	2004	2005	Change  	% Change  
Central Sunderland Housing Company Ltd	76.40%	0.70%	0.00%	 76.40%	 100.0%
Jephson Homes HA Ltd	0.70%	0.10%	0.00%	 0.70%	 100.0%
Tees Valley Housing Group Ltd	0.50%	0.00%	0.00%	 0.50%	 100.0%
Two Castles HA Ltd	0.80%	0.00%	0.00%	 0.80%	 100.0%
South Sunderland Housing Company Ltd	80.70%	1.60%	0.10%	 80.60%	 99.9%
North Sunderland Housing Company Ltd	55.70%	1.20%	0.20%	 55.50%	 99.6%
Houghton and Hetton Housing Company Ltd	74.50%	7.10%	0.40%	 74.10%	 99.5%
Washington Housing Company Ltd	14.80%	1.90%	0.10%	 14.70%	 99.3%
Hanover HA	30.70%	20.50%	0.50%	 30.20%	 98.4%
Space New Living Ltd	15.90%	0.70%	0.30%	 15.60%	 98.1%
Leasowe Community Homes	43.80%	10.50%	1.10%	 42.70%	 97.5%
New Leaf Supporting Independence Ltd	29.80%	28.70%	1.00%	 28.80%	 96.6%
Pennine Housing 2000 Ltd	60.30%	-	7.60%	 52.70%	 87.4%
Accent Homes Ltd	25.70%	5.80%	5.30%	 20.40%	 79.4%
Kush HA Ltd	18.30%	4.90%	4.40%	 13.90%	 76.0%
Sadeh Lok Housing Group Ltd	1.20%	1.80%	0.30%	 0.90%	 75.0%
Bowlee Park HA Ltd	85.00%	65.00%	23.50%	 61.50%	 72.4%
Dane Housing (Congleton) Ltd	23.20%	15.80%	7.10%	 16.10%	 69.4%
Lee Valley HA Ltd	83.20%	45.50%	26.40%	 56.80%	 68.3%
Twin Valley Homes Ltd	30.00%	41.80%	10.30%	19.70%	65.7%
Cheviot HA Ltd	19.90%	9.70%	8.30%	11.60%	58.3%
Chester & District Housing Trust Ltd	18.60%	11.20%	8.00%	10.60%	57.0%
Johnnie Johnson Housing Trust	16.90%	0.30%	7.40%	9.50%	56.2%

Ltd					
Coast and Country Housing Ltd	79.40%	54.00%	35.00%	↓44.40%	↓55.9%
Mosscares Housing Ltd	1.70%	1.30%	0.80%	↓0.90%	↓52.9%
Contour Homes Ltd	15.40%	14.50%	7.50%	↓7.90%	↓51.3%
Broadacres HA Ltd	18.20%	10.70%	9.00%	↓9.20%	↓50.5%
Berrybridge Housing Ltd	85.90%	52.00%	43.60%	↓42.30%	↓49.2%
Sanctuary HA	16.50%	8.60%	8.70%	↓7.80%	↓47.3%
Newcastle and Whitley Housing Trust Ltd	38.60%	23.50%	20.60%	↓18.00%	↓46.6%
Calico Housing Ltd	38.50%	15.40%	21.90%	↓16.60%	↓43.1%
New Progress HA Ltd	40.00%	27.50%	24.30%	↓15.70%	↓39.3%
Community Seven Ltd	85.90%	67.60%	54.00%	↓31.90%	↓37.1%
Weaver Vale Housing Trust Ltd	71.90%	60.50%	52.40%	↓19.50%	↓27.1%
Manchester and District HA Ltd	14.00%	11.10%	10.40%	↓3.60%	↓25.7%
Liverpool Housing Trust Ltd	29.10%	25.50%	22.00%	↓7.10%	↓24.4%
Leeds Federated HA Ltd	40.20%	40.70%	30.50%	↓9.70%	↓24.1%
Progress Care HA Ltd	11.80%	6.20%	9.40%	↓2.40%	↓20.3%
Northern Counties HA Ltd	11.30%	10.40%	9.40%	↓1.90%	↓16.8%
Derwent and Solway HA Ltd	36.00%	36.00%	31.80%	↓4.20%	↓11.7%
North British Housing Ltd	7.80%	7.80%	7.20%	↓0.60%	↓7.7%
Helena Housing Ltd	25.70%	32.90%	24.00%	↓1.70%	↓6.6%
Irwell Valley HA Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
Jephson HA Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
Railway HA and Benefit Fund	0.00%	0.00%	0.00%	0.00%	0.00%
Windmill HA Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
Arena HA Ltd	3.30%	5.30%	3.30%	0.00%	0.00%
The Salvation Army HA	24.30%	26.20%	25.80%	↑1.50%	↑6.2%
New Fylde Housing Ltd	43.50%	40.70%	46.40%	↑2.90%	↑6.7%
Enterprise 5 HA Ltd	1.00%	1.30%	1.20%	↑0.20%	↑20.0%
The Guinness Trust	11.80%	18.50%	15.10%	↑3.30%	↑28.0%
The Pickering and Ferens Homes	0.70%	1.20%	0.90%	↑0.20%	↑28.6%
Milecastle Housing Ltd	34.40%	-	49.40%	↑15.00%	↑43.6%
Rivers (Hillock) HA Ltd	0.00%	0.00%	0.50%	↑0.50%	↑50.0%
Wulvern Housing Ltd	12.10%	12.70%	18.20%	↑6.10%	↑50.4%
Three Rivers HA Ltd	4.80%	3.20%	7.30%	↑2.50%	↑52.1%
Frontis Homes Ltd	2.20%	3.40%	3.40%	↑1.20%	↑54.5%
Riverside HA Ltd	15.20%	27.20%	23.50%	↑8.30%	↑54.6%
Eden HA Ltd	10.30%	9.70%	17.70%	↑7.40%	↑71.8%
Carlisle HA Ltd	31.70%	59.90%	56.90%	↑25.20%	↑79.5%

Hereward HA Ltd	3.90%	3.80%	9.90%	↑6.00%	↑153.8%
Endeavour HA Ltd	0.00%	0.00%	1.60%	↑1.60%	↑160.0%
Nomad Housing Group Ltd	0.00%	0.00%	23.20%	↑23.20%	↑232.0%
The Villages HA Ltd	0.00%	41.50%	27.40%	↑27.40%	↑274.0%
Durham Aged Mineworkers' Homes Association	0.00%	6.40%	4.30%	↑4.30%	↑430.0%
Wyre HA Ltd	4.90%	42.60%	36.90%	↑32.00%	↑653.1%
Three Rivers Charitable HA Ltd	-	0.00%	0.70%	N/A	N/A
Ashiana HA	-	8.50%	5.30%	N/A	N/A
Knowsley Housing Trust	-	29.00%	9.00%	N/A	N/A
Home Group Ltd	-	-	18.00%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	-	36.70%	N/A	N/A
Shoreline Housing Partnership Ltd	-	-	44.40%	N/A	N/A
Housing Hartlepool Ltd	-	55.00%	49.30%	N/A	N/A
Erimus Housing Ltd	-	-	50.60%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	-	51.60%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	-	52.60%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	-	53.30%	N/A	N/A
Yorkshire Coast Homes Ltd	-	57.10%	57.20%	N/A	N/A
Wirral Partnership Homes	-	-	59.60%	N/A	N/A
Wakefield And District Housing Ltd	-	-	70.10%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	-	76.70%	N/A	N/A
Shipley Community Housing Trust Ltd	-	-	95.20%	N/A	N/A
St. Helens HA Ltd	0.00%	0.00%	-	N/A	N/A
Equity HA Ltd	4.50%	0.00%	0.00%	↓4.50%	↓100.0%
The Ridings HA Ltd	0.70%	0.90%	0.00%	↓0.70%	↓100.0%
Maritime HA Ltd	13.50%	0.10%	0.10%	↓13.40%	↓99.3%
Headrow Housing Group Ltd	11.80%	8.30%	0.30%	↓11.50%	↓97.5%
West Pennine HA Ltd	9.30%	0.00%	0.50%	↓8.80%	↓94.6%
West Yorkshire HA Ltd	25.60%	1.00%	2.90%	↓22.70%	↓88.7%
Leeds and Yorkshire HA Ltd	4.30%	3.80%	0.50%	↓3.80%	↓88.4%
AKSA HA Ltd	9.20%	8.50%	1.50%	↓7.70%	↓83.7%
Manchester Methodist HA Ltd	9.80%	12.60%	1.90%	↓7.90%	↓80.6%
York HA Ltd	26.70%	6.40%	5.50%	↓21.20%	↓79.4%
The Joseph Rowntree Housing Trust	8.20%	4.80%	1.80%	↓6.40%	↓78.0%
Pierhead HA Ltd	2.60%	2.20%	0.60%	↓2.00%	↓76.9%

Arches Housing Ltd	4.20%	1.50%	1.10%	↓3.10%	↓73.8%
Novas-Ouvertures Group Ltd	79.50%	26.70%	26.90%	↓52.60%	↓66.2%
Unity HA Ltd	4.40%	0.70%	1.80%	↓2.60%	↓59.1%
Venture HA Ltd	21.50%	20.20%	10.00%	↓11.50%	↓53.5%
Craven Housing Ltd	56.50%	44.80%	27.80%	↓28.70%	↓50.8%
Wirral Methodist HA Ltd	17.60%	10.70%	10.30%	↓7.30%	↓41.5%
South Liverpool Housing Ltd	34.80%	29.70%	22.40%	↓12.40%	↓35.6%
Willow Park Housing Trust Ltd	43.90%	12.20%	29.50%	↓14.40%	↓32.8%
Yorkshire Community Housing Ltd	11.80%	9.60%	8.00%	↓3.80%	↓32.2%
New Charter Housing (South) Ltd	30.00%	24.00%	22.80%	↓7.20%	↓24.0%
New Charter Housing (North) Ltd	29.90%	23.10%	23.00%	↓6.90%	↓23.1%
South Yorkshire HA Ltd	11.00%	10.50%	9.40%	↓1.60%	↓14.5%
Impact HA Ltd	0.70%	0.80%	0.60%	↓0.10%	↓14.3%
CDS HA Ltd	22.40%	18.00%	19.20%	↓3.20%	↓14.3%
Muir Group HA Ltd	14.70%	15.20%	14.00%	↓0.70%	↓4.8%
Nene Housing Society Ltd	2.40%	2.40%	2.30%	↓0.10%	↓4.2%
Crosby HA Ltd	28.60%	25.30%	28.00%	↓0.60%	↓2.1%
Arawak Walton HA Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
Ashton Pioneer Homes Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
People First HA Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
Pine Court HA Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
Quest HA Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
Warrington HA Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
Westfield HA Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
Eldonian Community Based HA Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
Hull Churches HA Ltd	0.00%	0.00%	0.00%	0.00%	0.00%
Humphrey Booth Housing Charity	0.00%	-	0.00%	0.00%	0.00%
Limehurst Village Trust	0.00%	0.00%	0.00%	0.00%	0.00%
Cobalt Housing Ltd	68.30%	69.20%	71.90%	↑3.60%	↑5.3%
Manningham HA Ltd	0.00%	0.40%	0.20%	↑0.20%	↑20.0%
Cosmopolitan HA Ltd	21.00%	13.80%	30.60%	↑9.60%	↑45.7%
Family HA (Manchester) Ltd	6.10%	5.80%	10.20%	↑4.10%	↑67.2%
Arcon HA Ltd	4.80%	4.50%	8.20%	↑3.40%	↑70.8%
Brunel and Family HA Ltd	14.00%	33.30%	25.00%	↑11.00%	↑78.6%
Equity Housing Group Ltd	7.10%	9.00%	15.60%	↑8.50%	↑119.7%
St Anne's Community Services	0.60%	2.40%	2.20%	↑1.60%	↑266.7%
Rodney HA Ltd	1.20%	6.30%	6.20%	↑5.00%	↑416.7%

Leeds Jewish HA Ltd	0.90%	0.00%	8.70%	↑7.80%	↑866.7%
St. Vincent's HA Ltd	0.20%	0.00%	5.90%	↑5.70%	↑2850.0%
Beech HA Ltd	-	3.10%	0.00%	N/A	N/A
Beechwood and Ballantyne Community HA Ltd	-	-	0.00%	N/A	N/A
Bristol Churches HA Ltd	-	18.00%	0.00%	N/A	N/A
Nomad Housing Trust Ltd	-	0.00%	0.00%	N/A	N/A
Templar HA Ltd	-	0.00%	0.00%	N/A	N/A
Tung Sing HA Ltd	-	0.00%	0.00%	N/A	N/A
Darlington HA Ltd	-	0.00%	3.20%	N/A	N/A
New Generation HA Ltd	-	31.00%	11.30%	N/A	N/A
Family HA (Birkenhead and Wirral) Ltd	-	18.50%	12.20%	N/A	N/A
Chevin HA Ltd	-	20.70%	19.10%	N/A	N/A
Greater Hornby HA Ltd	-	39.90%	30.40%	N/A	N/A
Trafford Housing Trust Ltd	-	-	53.10%	N/A	N/A
Eastlands Homes Partnership Ltd	-	100.00%	82.90%	N/A	N/A

#### **Small RSLs (less than 5,000 dwellings)**

- At an average 7.9% of dwellings failing the decent homes standard, the northern region's RSLs are performing well against the nation figure (18.7%).
- Top quartile performing RSLs in the North had 0% of their dwellings or less failing the decent homes standard. The best performing RSLs in the North had 0% of their stock failing the decent homes target (20 RSLs).
- Bottom quartile performing RSLs in the North that had provide data on the subject had 8.5% of their stock, or more, failing the decent homes standard. Community Seven Limited was the worst performing RSLs with 54% of their stock failing the decent homes target.

#### **Large RSLs (over 5,000 dwellings, excluding LSVT RSLs)**

- On average, 17.9% of large RSL homes in the northern region failed to meet the decent homes standard. This represents a rise of 5.2%
- The best performing large northern RSL with the lowest proportion of dwellings failing the decent homes standard was Irwell Valley, whose homes all continue to meet the standard.
- Riverside Housing Association Limited was the worst northern performer with 23.5% of homes failing to meet the decent homes standard.

#### **LSVT RSLs (with less than 5,000 dwellings)**

- Small transfer organisations are showing a continued improvement on the Decent Homes Standard, with average levels failing the standard falling from 37.2% to 35.3% in two years.
- Top quartile performing LSVT RSLs in the North had an average of 9% or less failing the decent homes standard. The best performing RSLs in the North with the lowest proportion were Limehurst Village Trust, Ashton

Pioneer Homes Limited and Beechwood and Ballantyne Community Housing Association whose homes all meet the standard.

- Bottom quartile performing LSVT RSLs in the North had an average of 49.4% or more dwellings failing the decent homes standard. The RSL with the highest proportion was Shipley Community Housing Trust Limited with 95.2% of their stock failing the decent homes standard.

#### **LSVT RSLs (with over 5,000 dwellings)**

- The average proportion of large LSVT RSL dwellings failing the decent homes target is 31.7%.
- Top quartile performing large LSVT RSLs nationally had 5.8% or less of their stock failing the decent homes standard. Meanwhile, the best performing large northern RSL with the lowest proportion of dwellings failing the decent homes standard was Central Sunderland Housing Company Ltd with 0% failing the Standard.
- Bottom quartile performing RSLs had 49.6% or more of their stock failing the decent homes standard. The worst performing northern RSL was Cobalt Housing Limited with 71.9%.

#### **Chapter Summary**

These PIs are comparable to LA performance under BVPI63. It should be noted that it is conditional on survey at least every five years, with the rating being updated between surveys in the light of improvements. Associations' ratings on the Decent Homes Standard can be affected by size, location, previous investment and the appraisal of their current position. Transferring LSVT are likely to have higher levels of homes failing to meet the standard (one of the prime factors in transferring) and from that low base, may show more dramatic improvement in future. Despite this, smaller transfer RSLs still saw a rise (although minor) in their proportion of dwellings failing the standard.

The overall performance of the region on stock condition PIs was good, with improvement of almost 5 points in SAP ratings since 2003. Dwellings failing the Decent Homes Standard fell by over 4% on 2003 figure, although there was a slight increase on 2004.

## Chapter 7 – Repairs performance

### Chapter scope

This chapter analyses general needs PI results relating to repairs. It reviews the performance of RSLs in completing emergency, urgent and routine repairs within target timescales, regardless of who owns that stock. The final part of the chapter reviews the performance of RSLs in keeping pre-arranged appointments, although this did not apply to a substantial number of RSLs.

*NB: Comparisons can only be made for the PI measuring repairs kept when an appointment was made, if the RSL has an appointment system in place.*

### Emergency repairs

Percentage of emergency repairs completed within the association's target for repairs of this type. Target response times for emergency repairs should not exceed 24 hours. The association provides a percentage representing the number of repairs completed in time divided by the number of notified repairs in this category. The question applies to the stock that directly managed by the association, regardless of who owns that stock.

RSLs	Emergency repairs completed in target				
	2003	2004	2005	Change	% Change
St. Helens HA Ltd	75.90%	100.00%	100.00%	24.10%	31.8%
New Fylde Housing Ltd	91.00%	93.50%	97.80%	6.80%	7.5%
Jephson Homes HA Ltd	94.00%	98.00%	99.00%	5.00%	5.3%
Kush HA Ltd	90.30%	87.90%	94.90%	4.60%	5.1%
Accent Homes Ltd	94.60%	92.50%	99.10%	4.50%	4.8%
Cheviot HA Ltd	94.00%	97.00%	98.40%	4.40%	4.7%
Chester & District Housing Trust Ltd	95.10%	99.10%	98.90%	3.80%	4.0%
Jephson HA Ltd	96.00%	99.00%	99.00%	3.00%	3.1%
Progress Care HA Ltd	94.10%	96.50%	97.00%	2.90%	3.1%
Sanctuary HA	95.70%	97.80%	98.00%	2.30%	2.4%
Dane Housing (Congleton) Ltd	96.10%	98.50%	98.20%	2.10%	2.2%
Ashiana HA	96.00%	96.00%	98.00%	2.00%	2.1%
Leeds Federated HA Ltd	94.70%	97.20%	96.50%	1.80%	1.9%
Leasowe Community Homes	98.20%	99.00%	100.00%	1.80%	1.8%
Eden HA Ltd	98.00%	99.00%	99.30%	1.30%	1.3%
New Progress HA Ltd	96.40%	97.40%	97.30%	0.90%	0.9%
Durham Aged Mineworkers' Homes Association	98.70%	97.70%	99.10%	0.40%	0.4%
Milecastle Housing Ltd	98.80%	99.50%	99.20%	0.40%	0.4%
Newcastle and Whitley Housing Trust Ltd	96.20%	97.70%	96.50%	0.30%	0.3%
Three Rivers Charitable HA Ltd	99.80%	98.60%	100.00%	0.20%	0.2%

Three Rivers HA Ltd	99.80%	98.60%	100.00%	↑0.20%	↑0.2%
Nomad Housing Group Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
Railway HA and Benefit Fund	100.00%	100.00%	100.00%	0.00%	0.0%
The Pickering and Ferens Homes	100.00%	100.00%	100.00%	0.00%	0.0%
Twin Valley Homes Ltd	100.00%	99.00%	100.00%	0.00%	0.0%
Calico Housing Ltd	99.00%	99.50%	99.00%	0.00%	0.0%
Hereward HA Ltd	100.00%	100.00%	99.80%	↓0.20%	↓0.2%
Riverside HA Ltd	95.20%	95.30%	95.00%	↓0.20%	↓0.2%
Endeavour HA Ltd	98.70%	99.00%	98.40%	↓0.30%	↓0.3%
Tees Valley Housing Group Ltd	99.90%	99.90%	99.50%	↓0.40%	↓0.4%
Contour Homes Ltd	95.00%	96.00%	94.50%	↓0.50%	↓0.5%
Derwent and Solway HA Ltd	84.50%	100.00%	84.00%	↓0.50%	↓0.6%
Broadacres HA Ltd	100.00%	100.00%	99.40%	↓0.60%	↓0.6%
Northern Counties HA Ltd	98.00%	94.00%	97.00%	↓1.00%	↓1.0%
Arena HA Ltd	99.10%	97.00%	98.00%	↓1.10%	↓1.1%
Enterprise 5 HA Ltd	99.00%	98.00%	97.80%	↓1.20%	↓1.2%
Space New Living Ltd	99.20%	97.40%	97.90%	↓1.30%	↓1.3%
Mosscares Housing Ltd	98.40%	96.50%	97.00%	↓1.40%	↓1.4%
South Sunderland Housing Company Ltd	98.00%	97.60%	96.60%	↓1.40%	↓1.4%
The Villages HA Ltd	99.70%	100.00%	98.00%	↓1.70%	↓1.7%
Johnnie Johnson Housing Trust Ltd	93.00%	87.10%	91.40%	↓1.60%	↓1.7%
Two Castles HA Ltd	99.90%	98.70%	98.10%	↓1.80%	↓1.8%
Liverpool Housing Trust Ltd	97.50%	97.00%	95.70%	↓1.80%	↓1.8%
North British Housing Ltd	95.40%	97.20%	93.50%	↓1.90%	↓2.0%
Wyre HA Ltd	98.50%	98.60%	96.50%	↓2.00%	↓2.0%
The Salvation Army HA	98.00%	96.00%	96.00%	↓2.00%	↓2.0%
Central Sunderland Housing Company Ltd	99.50%	94.50%	96.70%	↓2.80%	↓2.8%
Pennine Housing 2000 Ltd	97.00%	96.10%	94.00%	↓3.00%	↓3.1%
Irwell Valley HA Ltd	99.30%	98.90%	96.10%	↓3.20%	↓3.2%
New Leaf Supporting Independence Ltd	95.70%	95.40%	92.10%	↓3.60%	↓3.8%
North Sunderland Housing Company Ltd	99.10%	96.90%	95.00%	↓4.10%	↓4.1%
Houghton and Hetton Housing Company Ltd	99.70%	96.90%	94.10%	↓5.60%	↓5.6%
Sadeh Lok Housing Group Ltd	98.30%	100.00%	92.60%	↓5.70%	↓5.8%
Washington Housing Company Ltd	99.50%	96.80%	92.60%	↓6.90%	↓6.9%
Rivers (Hillock) HA Ltd	91.10%	85.70%	84.70%	↓6.40%	↓7.0%
Hanover HA	96.90%	90.70%	84.00%	↓12.90%	↓13.3%

Manchester and District HA Ltd	94.60%	92.50%	80.70%	↓13.90%	↓14.7%
Windmill HA Ltd	-	98.20%	99.30%	N/A	N/A
Carlisle HA Ltd	-	94.20%	99.00%	N/A	N/A
Knowsley Housing Trust	-	98.80%	98.10%	N/A	N/A
Housing Hartlepool Ltd	-	-	97.60%	N/A	N/A
Wulvern Housing Ltd	-	98.00%	96.90%	N/A	N/A
Helena Housing Ltd	-	93.80%	96.50%	N/A	N/A
Coast and Country Housing Ltd	-	96.40%	96.40%	N/A	N/A
The Guinness Trust	-	97.20%	96.20%	N/A	N/A
Lee Valley HA Ltd	-	93.50%	94.70%	N/A	N/A
Home Group Ltd	-	-	93.60%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	92.50%	N/A	N/A
Berrybridge Housing Ltd	-	87.20%	91.50%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	89.30%	89.20%	N/A	N/A
Shipley Community Housing Trust Ltd	-	88.30%	88.50%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	89.90%	88.00%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	92.50%	86.90%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	94.40%	86.20%	N/A	N/A
Community Seven Ltd	-	89.70%	85.70%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	91.30%	82.80%	N/A	N/A
Bowlee Park HA Ltd	-	81.70%	78.20%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	83.10%	81.00%	N/A	N/A
AKSA HA Ltd	78.00%	96.00%	95.00%	↑17.00%	↑21.8%
West Yorkshire HA Ltd	81.70%	90.40%	94.30%	↑12.60%	↑15.4%
Wirral Methodist HA Ltd	87.60%	98.90%	98.40%	↑10.80%	↑12.3%
Novas-Ouvertures Group Ltd	84.20%	67.00%	92.30%	↑8.10%	↑9.6%
South Liverpool Housing Ltd	92.40%	91.30%	98.40%	↑6.00%	↑6.5%
Leeds and Yorkshire HA Ltd	91.40%	97.30%	95.70%	↑4.30%	↑4.7%
St Anne's Community Services	95.20%	96.90%	97.90%	↑2.70%	↑2.8%
Rodney HA Ltd	97.50%	96.50%	99.40%	↑1.90%	↑1.9%
Arches Housing Ltd	96.00%	96.50%	97.80%	↑1.80%	↑1.9%
Nene Housing Society Ltd	98.00%	98.80%	99.80%	↑1.80%	↑1.8%
Greater Hornby HA Ltd	98.30%	99.40%	100.00%	↑1.70%	↑1.7%
Ashton Pioneer Homes Ltd	97.00%	99.20%	98.60%	↑1.60%	↑1.6%
CDS HA Ltd	95.60%	98.40%	97.00%	↑1.40%	↑1.5%
Muir Group HA Ltd	97.80%	99.40%	99.10%	↑1.30%	↑1.3%

York HA Ltd	97.60%	98.00%	98.60%	↑1.00%	↑1.0%
People First HA Ltd	96.00%	96.30%	96.80%	↑0.80%	↑0.8%
Venture HA Ltd	97.30%	96.50%	97.90%	↑0.60%	↑0.6%
Hull Churches HA Ltd	99.50%	100.00%	100.00%	↑0.50%	↑0.5%
Yorkshire Community Housing Ltd	95.60%	96.10%	96.00%	↑0.40%	↑0.4%
Tung Sing HA Ltd	98.30%	94.70%	98.40%	↑0.10%	↑0.1%
New Charter Housing (South) Ltd	99.90%	100.00%	100.00%	↑0.10%	↑0.1%
Cosmopolitan HA Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
Crosby HA Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
Limehurst Village Trust	100.00%	100.00%	100.00%	0.00%	0.0%
New Charter Housing (North) Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
Pierhead HA Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
Templar HA Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
The Joseph Rowntree Housing Trust	100.00%	100.00%	100.00%	0.00%	0.0%
Warrington HA Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
West Pennine HA Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
Arcon HA Ltd	99.30%	99.50%	99.30%	0.00%	0.0%
Arawak Walton HA Ltd	98.80%	98.20%	98.60%	↓0.20%	↓0.2%
Equity Housing Group Ltd	98.00%	97.00%	97.60%	↓0.40%	↓0.4%
Manningham HA Ltd	100.00%	99.80%	99.40%	↓0.60%	↓0.6%
Maritime HA Ltd	99.00%	100.00%	98.40%	↓0.60%	↓0.6%
The Ridings HA Ltd	98.70%	97.90%	98.00%	↓0.70%	↓0.7%
Willow Park Housing Trust Ltd	97.90%	98.80%	97.20%	↓0.70%	↓0.7%
Leeds Jewish HA Ltd	98.90%	98.30%	98.00%	↓0.90%	↓0.9%
Impact HA Ltd	98.10%	98.30%	97.10%	↓1.00%	↓1.0%
Eldonian Community Based HA Ltd	98.50%	97.30%	97.00%	↓1.50%	↓1.5%
Pine Court HA Ltd	95.90%	94.60%	94.30%	↓1.60%	↓1.7%
Family HA (Birkenhead and Wirral) Ltd	100.00%	97.20%	97.70%	↓2.30%	↓2.3%
Quest HA Ltd	100.00%	97.80%	97.50%	↓2.50%	↓2.5%
Unity HA Ltd	98.00%	92.00%	95.50%	↓2.50%	↓2.6%
South Yorkshire HA Ltd	95.20%	94.50%	92.60%	↓2.60%	↓2.7%
Westfield HA Ltd	97.50%	96.20%	94.10%	↓3.40%	↓3.5%
Equity HA Ltd	99.00%	99.00%	95.20%	↓3.80%	↓3.8%
Headrow Housing Group Ltd	99.40%	99.70%	94.10%	↓5.30%	↓5.3%
Bristol Churches HA Ltd	97.20%	98.00%	90.70%	↓6.50%	↓6.7%
Brunel and Family HA Ltd	96.00%	95.60%	89.00%	↓7.00%	↓7.3%
Family HA (Manchester) Ltd	97.00%	97.60%	89.30%	↓7.70%	↓7.9%

Manchester Methodist HA Ltd	94.00%	95.00%	85.80%	↓8.20%	↓8.7%
St. Vincent's HA Ltd	94.00%	94.00%	80.10%	↓13.90%	↓14.8%
Birkenhead Forum HA Ltd	-	-	100.00%	N/A	N/A
Craven Housing Ltd	-	98.80%	100.00%	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	98.70%	N/A	N/A
Plus Housing Group Ltd	-	-	96.40%	N/A	N/A
Chevin HA Ltd	-	96.10%	94.40%	N/A	N/A
Beech HA Ltd	-	95.50%	91.70%	N/A	N/A
Cobalt Housing Ltd	-	95.00%	85.00%	N/A	N/A

### Small RSLs (less than 5,000 dwellings)

- The level of emergency repairs completed within target time by RSLs in the North has fallen overall between 2003 and 2005, from 97.1% to 96.6% completed within target.
- Top quartile performing RSLs in the North had completed 99.4% of emergency repairs within target time. Fourteen RSLs had completed 100% of emergency repairs within target time.
- Bottom quartile performing RSLs in the North had completed 95.1% of emergency repairs, or less, within the target time. The worst performing RSL was St. Vincent's Housing Association Limited with 80.1% completed within target.
- The RSL in the North with the biggest increase in emergency repairs completed on time was AKSA Housing Association Limited, which had increased from 78% to 95% between 2003 and 2005.

### Large RSLs (over 5,000 dwellings, excluding LSVT RSLs)

- The proportion of emergency repairs carried out within target time by large RSLs has decreased overall between 2003 and 2005 from 96.5% to 94.3%.
- The best performing large northern RSL with the highest level of repairs completed on time was Accent Homes Limited with 99.1%.
- The worst performing northern RSLs being Manchester and District Housing Association Ltd with 80.7% of repairs being carried out on target.
- Accent's performance comes on the back of an improvement of 4.5% on 2003. Conversely, Manchester and District's performance is on the back of a 13.9% fall in performance.

### LSVT RSLs (with less than 5,000 dwellings)

- The level of emergency repairs completed within target time by LSVT RSLs in the North has fallen overall between 2003 and 2005 from 96% to 93.6%.
- Top quartile performing LSVT RSLs in the North had completed 98.9% or more of emergency repairs within target time. The best performing LSVT RSL in the North was Milecastle Housing Limited with 99.2% of emergency repairs completed on target.
- Bottom quartile performing RSLs in the North had completed 87.7% of emergency repairs, or less, within the target time. The worst performing

LSVT RSL was Aire Wharfe Community Housing Trust Limited with only 81 % of emergency repairs completed on time.

- The LSVT RSL in the North with the biggest increase in emergency repairs completed on time was New Fylde Housing Limited, with an increase from 91% to 97.8% between 2003 and 2005.

### LSVT RSLs (with over 5,000 dwellings)

- The level of emergency repairs carried out by large LSVT RSLs has fallen slightly overall between 2003 and 2005 from 98.7% to 95.8%.
- Top quartile performing large LSVT RSLs had completed 98.1% or more of their emergency repairs within the given time. The best performing large RSLs with the highest level of repairs completed on time were Northern Counties Housing (north), Northern Counties Housing (south) and Twin Valley Homes Limited with 100%.
- Bottom quartile performing RSLs completed 94.14% or less of their emergency repairs on time, with the worst performing northern RSL being Cobalt Housing Limited with 85% of repairs being carried out on target.
- The northern large LSVT RSL with the greatest improvement in their performance was Yorkshire Community Housing Limited, which was an increase from 95.6% to 96%.

### Urgent repairs

Percentage of urgent repairs completed within the association's target for repairs of this type. Target response times for urgent repairs should not exceed 7 calendar days. The association provides a percentage representing the number of repairs completed in time divided by the number of notified repairs in this category. The question applies to the stock that directly managed by the association, regardless of who owns that stock. A repair job is completed when all the works identified on the order have been carried out.

RSLs	Urgent repairs completed in target				
	2003	2004	2005	Change	% Change
St. Helens HA Ltd	84.20%	97.10%	98.00%	13.80%	16.4%
Kush HA Ltd	85.00%	90.10%	91.90%	6.90%	8.1%
New Fylde Housing Ltd	87.80%	90.00%	94.70%	6.90%	7.9%
Leasowe Community Homes	92.90%	99.00%	100.00%	7.10%	7.6%
Cheviot HA Ltd	90.70%	96.00%	97.40%	6.70%	7.4%
South Sunderland Housing Company Ltd	89.40%	96.40%	94.60%	5.20%	5.8%
Central Sunderland Housing Company Ltd	91.70%	97.50%	96.50%	4.80%	5.2%
Ashiana HA	93.00%	95.00%	97.00%	4.00%	4.3%
Chester & District Housing Trust Ltd	91.20%	94.20%	95.10%	3.90%	4.3%
Accent Homes Ltd	94.60%	94.40%	98.40%	3.80%	4.0%
North Sunderland Housing Company Ltd	90.70%	96.10%	94.10%	3.40%	3.7%
Nomad Housing Group Ltd	93.00%	95.40%	96.00%	3.00%	3.2%

Jephson Homes HA Ltd	96.00%	99.00%	99.00%	↑3.00%	↑3.1%
Jephson HA Ltd	96.00%	99.00%	99.00%	↑3.00%	↑3.1%
Progress Care HA Ltd	87.70%	90.70%	90.30%	↑2.60%	↑3.0%
Dane Housing (Congleton) Ltd	95.20%	94.80%	97.60%	↑2.40%	↑2.5%
Hereward HA Ltd	90.60%	90.00%	91.90%	↑1.30%	↑1.4%
Contour Homes Ltd	92.00%	92.80%	93.20%	↑1.20%	↑1.3%
Northern Counties HA Ltd	93.00%	92.00%	94.00%	↑1.00%	↑1.1%
Pennine Housing 2000 Ltd	93.00%	95.00%	94.00%	↑1.00%	↑1.1%
Endeavour HA Ltd	96.30%	96.00%	97.20%	↑0.90%	↑0.9%
Broadacres HA Ltd	97.60%	97.40%	98.50%	↑0.90%	↑0.9%
Enterprise 5 HA Ltd	98.00%	95.60%	98.70%	↑0.70%	↑0.7%
Railway HA and Benefit Fund	97.90%	97.80%	98.10%	↑0.20%	↑0.2%
Mosscares Housing Ltd	95.70%	93.10%	95.80%	↑0.10%	↑0.1%
Durham Aged Mineworkers' Homes Association	96.50%	96.80%	96.60%	↑0.10%	↑0.1%
Sanctuary HA	96.80%	98.50%	96.90%	↑0.10%	↑0.1%
Houghton and Hetton Housing Company Ltd	94.40%	96.10%	94.30%	↓0.10%	↓0.1%
Arena HA Ltd	98.20%	98.00%	98.00%	↓0.20%	↓0.2%
Johnnie Johnson Housing Trust Ltd	93.90%	89.00%	93.60%	↓0.30%	↓0.3%
Newcastle and Whitley Housing Trust Ltd	95.60%	98.30%	95.20%	↓0.40%	↓0.4%
The Pickering and Ferens Homes	95.60%	95.60%	94.80%	↓0.80%	↓0.8%
New Progress HA Ltd	92.40%	90.70%	91.60%	↓0.80%	↓0.9%
Tees Valley Housing Group Ltd	99.40%	98.50%	98.40%	↓1.00%	↓1.0%
Twin Valley Homes Ltd	99.00%	98.00%	98.00%	↓1.00%	↓1.0%
Liverpool Housing Trust Ltd	97.50%	96.90%	96.50%	↓1.00%	↓1.0%
Washington Housing Company Ltd	93.40%	97.70%	92.40%	↓1.00%	↓1.1%
North British Housing Ltd	90.70%	95.70%	89.50%	↓1.20%	↓1.3%
Derwent and Solway HA Ltd	91.70%	92.00%	90.30%	↓1.40%	↓1.5%
Eden HA Ltd	91.00%	88.00%	89.60%	↓1.40%	↓1.5%
Calico Housing Ltd	98.00%	96.30%	96.40%	↓1.60%	↓1.6%
Milecastle Housing Ltd	91.60%	93.60%	90.10%	↓1.50%	↓1.6%
Irwell Valley HA Ltd	99.10%	99.30%	96.70%	↓2.40%	↓2.4%
Two Castles HA Ltd	98.40%	98.80%	95.90%	↓2.50%	↓2.5%
Riverside HA Ltd	93.80%	91.90%	90.90%	↓2.90%	↓3.1%
Sadeh Lok Housing Group Ltd	93.40%	97.10%	90.10%	↓3.30%	↓3.5%
New Leaf Supporting Independence Ltd	93.80%	92.60%	89.60%	↓4.20%	↓4.5%
Leeds Federated HA Ltd	92.90%	92.10%	88.40%	↓4.50%	↓4.8%

Wyre HA Ltd	96.10%	94.00%	91.40%	↓4.70%	↓4.9%
Three Rivers Charitable HA Ltd	97.30%	96.30%	92.40%	↓4.90%	↓5.0%
Three Rivers HA Ltd	97.30%	96.30%	92.40%	↓4.90%	↓5.0%
The Salvation Army HA	96.00%	97.00%	91.00%	↓5.00%	↓5.2%
Space New Living Ltd	97.10%	91.80%	91.50%	↓5.60%	↓5.8%
Hanover HA	95.60%	91.80%	88.10%	↓7.50%	↓7.8%
Rivers (Hillock) HA Ltd	89.60%	84.20%	80.80%	↓8.80%	↓9.8%
The Villages HA Ltd	98.60%	99.40%	88.20%	↓10.40%	↓10.5%
Manchester and District HA Ltd	95.70%	89.10%	80.40%	↓15.30%	↓16.0%
Windmill HA Ltd	-	98.80%	99.20%	N/A	N/A
Knowsley Housing Trust	-	98.30%	98.10%	N/A	N/A
The Guinness Trust	-	96.70%	96.40%	N/A	N/A
Wulvern Housing Ltd	-	92.00%	96.20%	N/A	N/A
Lee Valley HA Ltd	-	90.70%	91.40%	N/A	N/A
Housing Hartlepool Ltd	-	-	90.70%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	88.40%	90.00%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	90.00%	N/A	N/A
Carlisle HA Ltd	-	89.40%	89.40%	N/A	N/A
Coast and Country Housing Ltd	-	89.40%	89.40%	N/A	N/A
Berrybridge Housing Ltd	-	76.60%	86.10%	N/A	N/A
Home Group Ltd	-	-	85.00%	N/A	N/A
Helena Housing Ltd	-	77.50%	84.60%	N/A	N/A
Bowlee Park HA Ltd	-	83.30%	78.70%	N/A	N/A
Community Seven Ltd	-	77.10%	77.00%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	34.90%	60.00%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	26.20%	46.00%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	28.70%	36.30%	N/A	N/A
Shipley Community Housing Trust Ltd	-	16.80%	33.10%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	15.00%	25.40%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	18.10%	24.30%	N/A	N/A
Novas-Ouvertures Group Ltd	75.40%	77.00%	88.10%	↑12.70%	↑16.8%
West Yorkshire HA Ltd	81.00%	89.20%	87.20%	↑6.20%	↑7.7%
Cosmopolitan HA Ltd	93.00%	97.00%	100.00%	↑7.00%	↑7.5%
South Liverpool Housing Ltd	85.30%	84.20%	91.30%	↑6.00%	↑7.0%
Wirral Methodist HA Ltd	91.80%	95.60%	97.20%	↑5.40%	↑5.9%
CDS HA Ltd	91.90%	98.20%	96.50%	↑4.60%	↑5.0%

Venture HA Ltd	94.80%	98.00%	98.90%	↑4.10%	↑4.3%
Nene Housing Society Ltd	96.00%	98.40%	99.50%	↑3.50%	↑3.6%
AKSA HA Ltd	89.00%	95.00%	92.00%	↑3.00%	↑3.4%
Greater Hornby HA Ltd	96.40%	98.10%	99.60%	↑3.20%	↑3.3%
Willow Park Housing Trust Ltd	95.60%	98.50%	98.50%	↑2.90%	↑3.0%
Equity Housing Group Ltd	95.00%	96.00%	97.50%	↑2.50%	↑2.6%
Arches Housing Ltd	95.00%	96.80%	97.00%	↑2.00%	↑2.1%
Arcon HA Ltd	95.90%	97.00%	97.70%	↑1.80%	↑1.9%
Leeds Jewish HA Ltd	97.50%	97.00%	99.20%	↑1.70%	↑1.7%
South Yorkshire HA Ltd	88.60%	93.00%	90.00%	↑1.40%	↑1.6%
Leeds and Yorkshire HA Ltd	94.90%	93.30%	96.10%	↑1.20%	↑1.3%
Maritime HA Ltd	96.00%	99.00%	97.10%	↑1.10%	↑1.1%
Pine Court HA Ltd	91.70%	92.50%	92.70%	↑1.00%	↑1.1%
Equity HA Ltd	97.00%	96.00%	97.60%	↑0.60%	↑0.6%
The Joseph Rowntree Housing Trust	98.40%	98.00%	98.80%	↑0.40%	↑0.4%
Muir Group HA Ltd	98.10%	99.10%	98.30%	↑0.20%	↑0.2%
Quest HA Ltd	98.20%	95.60%	98.40%	↑0.20%	↑0.2%
Ashton Pioneer Homes Ltd	97.00%	98.70%	97.10%	↑0.10%	↑0.1%
Humphrey Booth Housing Charity	100.00%	100.00%	100.00%	0.00%	0.0%
New Charter Housing (North) Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
New Charter Housing (South) Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
Pierhead HA Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
Warrington HA Ltd	100.00%	100.00%	100.00%	0.00%	0.0%
Rodney HA Ltd	98.30%	99.00%	98.30%	0.00%	0.0%
Arawak Walton HA Ltd	97.80%	97.60%	97.60%	↓0.20%	↓0.2%
Impact HA Ltd	93.70%	95.40%	93.30%	↓0.40%	↓0.4%
Templar HA Ltd	99.00%	99.30%	98.40%	↓0.60%	↓0.6%
Hull Churches HA Ltd	99.40%	98.80%	97.90%	↓1.50%	↓1.5%
Brunel and Family HA Ltd	91.00%	97.10%	89.00%	↓2.00%	↓2.2%
Westfield HA Ltd	98.30%	95.90%	96.10%	↓2.20%	↓2.2%
York HA Ltd	94.80%	95.00%	92.30%	↓2.50%	↓2.6%
Manningham HA Ltd	94.00%	94.70%	91.40%	↓2.60%	↓2.8%
St Anne's Community Services	96.80%	98.50%	93.70%	↓3.10%	↓3.2%
The Ridings HA Ltd	96.10%	91.20%	93.00%	↓3.10%	↓3.2%
Headrow Housing Group Ltd	98.70%	99.20%	95.50%	↓3.20%	↓3.2%
Unity HA Ltd	95.00%	84.00%	91.70%	↓3.30%	↓3.5%
Bristol Churches HA Ltd	94.90%	96.50%	91.30%	↓3.60%	↓3.8%
Family HA (Manchester) Ltd	93.00%	93.60%	89.40%	↓3.60%	↓3.9%

People First HA Ltd	97.00%	90.20%	92.70%	↓4.30%	↓4.4%
Family HA (Birkenhead and Wirral) Ltd	98.80%	96.10%	94.40%	↓4.40%	↓4.5%
Crosby HA Ltd	95.30%	95.20%	91.00%	↓4.30%	↓4.5%
Tung Sing HA Ltd	98.00%	94.50%	93.50%	↓4.50%	↓4.6%
Yorkshire Community Housing Ltd	93.80%	91.30%	89.00%	↓4.80%	↓5.1%
Limehurst Village Trust	100.00%	96.60%	94.40%	↓5.60%	↓5.6%
West Pennine HA Ltd	97.00%	92.90%	91.50%	↓5.50%	↓5.7%
Eldonian Community Based HA Ltd	99.10%	81.40%	93.00%	↓6.10%	↓6.2%
Manchester Methodist HA Ltd	100.00%	92.00%	85.90%	↓14.10%	↓14.1%
St. Vincent's HA Ltd	95.00%	95.00%	76.00%	↓19.00%	↓20.0%
Birkenhead Forum HA Ltd	-	-	97.50%	N/A	N/A
Craven Housing Ltd	-	94.20%	96.40%	N/A	N/A
Chevin HA Ltd	-	95.80%	94.20%	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	92.10%	N/A	N/A
Cobalt Housing Ltd	-	90.00%	92.00%	N/A	N/A
Plus Housing Group Ltd	-	-	91.60%	N/A	N/A
Beech HA Ltd	-	94.50%	90.30%	N/A	N/A

### Small RSLs (less than 5,000 dwellings)

- The level of urgent repairs completed within target time by RSLs in the North has fallen slightly overall between 2003 and 2005 from 95.5% to 94.4%.
- Top quartile performing RSLs in the North had completed 98% or more of urgent repairs within target time. The best performing RSLs in the North were Warrington Housing Association Ltd, Pierhead Housing Association Ltd, Cosmopolitan Housing Association Limited and Humphrey Booth Housing Charity with 100% of urgent repairs completed on target.
- Bottom quartile performing RSLs in the North had completed 91.8% of urgent repairs, or less, within the target time. The worst performing RSL was St. Vincent's Housing Association Limited with only 76% of urgent repairs completed on time.
- The RSL in the North with the biggest increase in urgent repairs completed on time was Cosmopolitan Housing Association Limited, which improved its performance from 93% to 100% between 2003 and 2005.

### Large RSLs (over 5,000 dwellings, excluding LSVT RSLs)

- The level of urgent repairs carried out by large RSLs has fallen overall between 2003 and 2005 at 95% to 92.4%.
- The best performing large northern RSL with the highest level of repairs completed on time was for the second year running Accent Homes Limited with 98.4%.
- The worst performing RSL was Manchester and District Housing Association Ltd with 80.4% of repairs being carried out on time.

- The large North-based RSL with the biggest increase in the number of repairs completed on target was Accent Homes, with an increase from 94.6% to 98.4%.

#### **LSVT RSLs (with less than 5,000 dwellings)**







- The level of urgent repairs completed within target time by LSVT RSLs in the North has fallen dramatically overall between 2003 and 2005 by 11.2% from 93.5% to 82.3%.
- Top quartile performing LSVT RSLs in the North had completed 95.4% or more of urgent repairs within target time. The best performing LSVT RSL in the North with was New Fylde Housing Limited with 94.7% of urgent repairs completed on target.
- Bottom quartile performing RSLs in the North had completed 84.8% of urgent repairs, or less, within the target time. The worst performing LSVT RSL was North Bradford Community Housing Trust Ltd with only 25.4% of urgent repairs completed on time.
- The LSVT RSL in the North with the biggest increase in urgent repairs completed on time was New Fylde Housing Limited, which had increased by from 87.8% to 94.7% between 2003 and 2005.

#### **LSVT RSLs (with over 5,000 dwellings)**

- The level of urgent repairs carried out by large LSVT RSLs has decreased overall between 2003 and 2005 from 94.6% to 91.2%.
- Top quartile performing LSVT RSLs had completed 98% or more of their urgent repairs within the given time. The best performing large transfer RSLs with the highest level of repairs completed on time were New Charter Housing South and New Charter Housing North, both with 100%.
- Bottom quartile performing large LSVT RSLs completed 89.4% or less of their urgent repairs on time, with the worst performing RSL being Cobalt Housing Limited with 92% of repairs being carried out on target.
- The large RSL with the biggest increase in the number of repairs completed on target was South Sunderland Housing Company Limited, which was an increase from 89.4% to 94.6%.

#### **Routine repairs**

Percentage of routine repairs completed within the association's target for repairs of this type. Target response times for routine repairs should not exceed 1 calendar month (31 calendar days). The association provides a percentage representing the number of repairs completed in time divided by the number of notified repairs in this category. The question applies to the stock that directly managed by the association, regardless of who owns that stock. A repair job is completed when all the works identified on the order have been carried out.

RSLs	Routine repairs completed in target				
	2003	2004	2005	Change 	% Change 
St. Helens HA Ltd	85.10%	96.40%	98.00%	 12.90%	 15.2%
Derwent and Solway HA Ltd	81.60%	97.20%	93.20%	 11.60%	 14.2%

New Fylde Housing Ltd	84.90%	91.90%	94.70%	↑9.80%	↑11.5%
Leasowe Community Homes	90.30%	100.00%	100.00%	↑9.70%	↑10.7%
Kush HA Ltd	83.90%	94.30%	91.40%	↑7.50%	↑8.9%
Hereward HA Ltd	85.40%	93.00%	92.10%	↑6.70%	↑7.8%
Dane Housing (Congleton) Ltd	86.60%	92.40%	92.80%	↑6.20%	↑7.2%
Progress Care HA Ltd	88.80%	92.20%	92.80%	↑4.00%	↑4.5%
The Salvation Army HA	95.00%	98.00%	99.00%	↑4.00%	↑4.2%
Jephson Homes HA Ltd	96.00%	99.00%	100.00%	↑4.00%	↑4.2%
Broadacres HA Ltd	92.10%	90.80%	95.80%	↑3.70%	↑4.0%
North Sunderland Housing Company Ltd	90.10%	96.00%	93.70%	↑3.60%	↑4.0%
Chester & District Housing Trust Ltd	88.40%	95.70%	91.30%	↑2.90%	↑3.3%
Jephson HA Ltd	97.00%	99.00%	100.00%	↑3.00%	↑3.1%
Cheviot HA Ltd	94.40%	96.00%	97.20%	↑2.80%	↑3.0%
Railway HA and Benefit Fund	97.20%	98.30%	100.00%	↑2.80%	↑2.9%
Nomad Housing Group Ltd	95.00%	95.70%	97.50%	↑2.50%	↑2.6%
Contour Homes Ltd	92.30%	91.40%	94.70%	↑2.40%	↑2.6%
Ashiana HA	95.00%	97.00%	97.00%	↑2.00%	↑2.1%
South Sunderland Housing Company Ltd	90.60%	94.50%	92.40%	↑1.80%	↑2.0%
Newcastle and Whitley Housing Trust Ltd	95.30%	96.80%	96.10%	↑0.80%	↑0.8%
Tees Valley Housing Group Ltd	97.90%	98.20%	98.50%	↑0.60%	↑0.6%
Enterprise 5 HA Ltd	97.00%	95.50%	97.40%	↑0.40%	↑0.4%
Three Rivers Charitable HA Ltd	94.00%	95.90%	94.30%	↑0.30%	↑0.3%
Sanctuary HA	97.40%	98.90%	97.70%	↑0.30%	↑0.3%
Three Rivers HA Ltd	94.20%	95.90%	94.30%	↑0.10%	↑0.1%
Pennine Housing 2000 Ltd	90.00%	91.30%	90.00%	0.00%	0.0%
Central Sunderland Housing Company Ltd	94.60%	92.40%	94.50%	↓0.10%	↓0.1%
Endeavour HA Ltd	98.50%	98.00%	98.30%	↓0.20%	↓0.2%
Arena HA Ltd	98.40%	98.00%	98.00%	↓0.40%	↓0.4%
Eden HA Ltd	90.00%	87.00%	89.60%	↓0.40%	↓0.4%
Accent Homes Ltd	99.30%	97.60%	98.80%	↓0.50%	↓0.5%
Durham Aged Mineworkers' Homes Association	99.00%	99.30%	98.50%	↓0.50%	↓0.5%
Johnnie Johnson Housing Trust Ltd	98.30%	98.00%	97.70%	↓0.60%	↓0.6%
Liverpool Housing Trust Ltd	96.70%	97.80%	96.10%	↓0.60%	↓0.6%
Twin Valley Homes Ltd	99.00%	98.00%	98.00%	↓1.00%	↓1.0%
Northern Counties HA Ltd	97.00%	94.00%	96.00%	↓1.00%	↓1.0%
The Pickering and Ferens Homes	95.60%	95.30%	94.60%	↓1.00%	↓1.0%

North British Housing Ltd	94.30%	96.30%	93.30%	↓1.00%	↓1.1%
New Progress HA Ltd	91.80%	92.20%	90.60%	↓1.20%	↓1.3%
Mosscares Housing Ltd	98.20%	93.10%	96.90%	↓1.30%	↓1.3%
Irwell Valley HA Ltd	99.60%	99.80%	98.20%	↓1.40%	↓1.4%
Washington Housing Company Ltd	94.10%	97.70%	92.70%	↓1.40%	↓1.5%
Houghton and Hetton Housing Company Ltd	95.80%	92.90%	93.60%	↓2.20%	↓2.3%
Two Castles HA Ltd	99.20%	97.30%	96.50%	↓2.70%	↓2.7%
Leeds Federated HA Ltd	91.20%	88.30%	88.70%	↓2.50%	↓2.7%
New Leaf Supporting Independence Ltd	95.80%	94.10%	93.10%	↓2.70%	↓2.8%
Riverside HA Ltd	96.10%	93.30%	92.30%	↓3.80%	↓4.0%
Hanover HA	95.80%	94.30%	92.00%	↓3.80%	↓4.0%
Sadeh Lok Housing Group Ltd	97.10%	99.50%	92.90%	↓4.20%	↓4.3%
Milecastle Housing Ltd	95.30%	96.90%	91.10%	↓4.20%	↓4.4%
Space New Living Ltd	98.20%	93.50%	92.00%	↓6.20%	↓6.3%
Wyre HA Ltd	97.60%	97.60%	91.00%	↓6.60%	↓6.8%
The Villages HA Ltd	97.90%	98.50%	87.50%	↓10.40%	↓10.6%
Manchester and District HA Ltd	96.90%	93.10%	86.00%	↓10.90%	↓11.2%
Rivers (Hillock) HA Ltd	91.00%	87.90%	80.60%	↓10.40%	↓11.4%
Calico Housing Ltd	95.00%	85.30%	82.20%	↓12.80%	↓13.5%
Windmill HA Ltd	-	98.60%	98.80%	N/A	N/A
The Guinness Trust	-	98.40%	97.40%	N/A	N/A
Lee Valley HA Ltd	-	93.80%	94.40%	N/A	N/A
Coast and Country Housing Ltd	-	93.20%	93.80%	N/A	N/A
Knowsley Housing Trust	-	95.60%	93.60%	N/A	N/A
Berrybridge Housing Ltd	-	88.40%	93.20%	N/A	N/A
Home Group Ltd	-	-	85.70%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	88.00%	85.00%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	84.10%	N/A	N/A
Carlisle HA Ltd	-	94.00%	83.60%	N/A	N/A
Helena Housing Ltd	-	58.60%	80.50%	N/A	N/A
Community Seven Ltd	-	75.90%	79.60%	N/A	N/A
Bowlee Park HA Ltd	-	86.50%	79.50%	N/A	N/A
Housing Hartlepool Ltd	-	-	74.20%	N/A	N/A
Wulvern Housing Ltd	-	77.00%	73.50%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	51.10%	65.90%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	54.80%	64.00%	N/A	N/A
East Bradford Community	-	52.20%	58.00%	N/A	N/A

Housing Trust Ltd					
Aire Wharfe Community Housing Trust Ltd	-	43.30%	52.90%	N/A	N/A
Shipley Community Housing Trust Ltd	-	44.70%	51.60%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	36.70%	45.80%	N/A	N/A
South Yorkshire HA Ltd	86.00%	91.00%	93.60%	↑7.60%	↑8.8%
Wirral Methodist HA Ltd	90.40%	97.20%	98.20%	↑7.80%	↑8.6%
South Liverpool Housing Ltd	88.90%	92.00%	95.90%	↑7.00%	↑7.9%
West Yorkshire HA Ltd	84.80%	88.30%	90.20%	↑5.40%	↑6.4%
Leeds Jewish HA Ltd	92.70%	96.90%	98.60%	↑5.90%	↑6.4%
Willow Park Housing Trust Ltd	86.40%	89.80%	90.70%	↑4.30%	↑5.0%
St Anne's Community Services	95.30%	98.60%	98.60%	↑3.30%	↑3.5%
Cosmopolitan HA Ltd	97.00%	98.00%	100.00%	↑3.00%	↑3.1%
Novas-Ouvertures Group Ltd	83.50%	93.00%	86.00%	↑2.50%	↑3.0%
Arches Housing Ltd	95.00%	96.50%	97.10%	↑2.10%	↑2.2%
Nene Housing Society Ltd	97.00%	98.20%	98.60%	↑1.60%	↑1.6%
Arcon HA Ltd	94.20%	93.90%	95.50%	↑1.30%	↑1.4%
New Charter Housing (South) Ltd	95.70%	93.60%	96.90%	↑1.20%	↑1.3%
Greater Hornby HA Ltd	98.40%	98.90%	99.60%	↑1.20%	↑1.2%
AKSA HA Ltd	96.00%	98.00%	97.00%	↑1.00%	↑1.0%
Humphrey Booth Housing Charity	99.00%	98.50%	100.00%	↑1.00%	↑1.0%
Impact HA Ltd	95.00%	95.20%	95.90%	↑0.90%	↑0.9%
Quest HA Ltd	97.50%	97.60%	98.40%	↑0.90%	↑0.9%
Equity Housing Group Ltd	96.00%	94.00%	96.80%	↑0.80%	↑0.8%
Venture HA Ltd	99.00%	99.20%	99.60%	↑0.60%	↑0.6%
Templar HA Ltd	99.00%	96.60%	99.50%	↑0.50%	↑0.5%
Rodney HA Ltd	98.00%	99.30%	98.20%	↑0.20%	↑0.2%
Pierhead HA Ltd	99.70%	99.80%	99.90%	↑0.20%	↑0.2%
CDS HA Ltd	97.20%	98.90%	97.30%	↑0.10%	↑0.1%
Westfield HA Ltd	98.00%	97.80%	98.10%	↑0.10%	↑0.1%
Warrington HA Ltd	98.50%	98.90%	98.50%	0.00%	0.0%
Brunel and Family HA Ltd	95.00%	95.30%	95.00%	0.00%	0.0%
Muir Group HA Ltd	99.00%	99.00%	98.80%	↓0.20%	↓0.2%
Manchester Methodist HA Ltd	92.00%	95.00%	91.80%	↓0.20%	↓0.2%
Maritime HA Ltd	98.00%	98.00%	97.70%	↓0.30%	↓0.3%
Arawak Walton HA Ltd	98.40%	97.40%	97.90%	↓0.50%	↓0.5%
Hull Churches HA Ltd	99.80%	99.40%	99.20%	↓0.60%	↓0.6%
Manningham HA Ltd	94.00%	94.90%	93.10%	↓0.90%	↓1.0%

Ashton Pioneer Homes Ltd	98.00%	99.20%	96.80%	↓1.20%	↓1.2%
Leeds and Yorkshire HA Ltd	93.90%	91.90%	92.70%	↓1.20%	↓1.3%
Headrow Housing Group Ltd	98.50%	99.60%	97.20%	↓1.30%	↓1.3%
The Joseph Rowntree Housing Trust	96.50%	95.70%	94.60%	↓1.90%	↓2.0%
Family HA (Birkenhead and Wirral) Ltd	98.50%	93.90%	96.40%	↓2.10%	↓2.1%
People First HA Ltd	97.00%	93.60%	94.70%	↓2.30%	↓2.4%
Tung Sing HA Ltd	97.30%	94.10%	94.60%	↓2.70%	↓2.8%
New Charter Housing (North) Ltd	97.60%	97.00%	94.80%	↓2.80%	↓2.9%
Eldonian Community Based HA Ltd	100.00%	89.30%	97.00%	↓3.00%	↓3.0%
York HA Ltd	94.50%	93.00%	91.00%	↓3.50%	↓3.7%
Pine Court HA Ltd	99.50%	95.40%	95.80%	↓3.70%	↓3.7%
Bristol Churches HA Ltd	97.30%	98.50%	93.60%	↓3.70%	↓3.8%
Unity HA Ltd	99.00%	85.00%	94.00%	↓5.00%	↓5.1%
Yorkshire Community Housing Ltd	94.80%	92.00%	90.00%	↓4.80%	↓5.1%
West Pennine HA Ltd	95.00%	94.30%	89.80%	↓5.20%	↓5.5%
The Ridings HA Ltd	97.20%	92.10%	91.00%	↓6.20%	↓6.4%
Family HA (Manchester) Ltd	96.00%	95.80%	89.70%	↓6.30%	↓6.6%
Limehurst Village Trust	98.50%	94.70%	91.00%	↓7.50%	↓7.6%
Crosby HA Ltd	93.30%	87.70%	84.80%	↓8.50%	↓9.1%
St. Vincent's HA Ltd	98.00%	98.00%	84.80%	↓13.20%	↓13.5%
Birkenhead Forum HA Ltd	-	-	96.80%	N/A	N/A
Chevin HA Ltd	-	97.40%	96.10%	N/A	N/A
Plus Housing Group Ltd	-	-	95.70%	N/A	N/A
Craven Housing Ltd	-	88.10%	95.30%	N/A	N/A
Beech HA Ltd	-	95.80%	93.30%	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	92.00%	N/A	N/A
Equity HA Ltd	-	-	92.00%	N/A	N/A
Cobalt Housing Ltd	-	87.00%	61.00%	N/A	N/A

### Small RSLs (less than 5,000 dwellings)

- The level of routine repairs completed within target time by RSLs in the North has decreased slightly overall between 2003 and 2005 from 96.1% to 95.3%.
- Top quartile performing RSLs in the North had completed 98.3% or more of routine repairs within target time. The best performing RSLs in the North were Humphrey Booth Housing Charity, Railway Housing Association and Benefit Fund and Cosmopolitan Housing Association Limited with 100% of routine repairs completed on target.
- Bottom quartile performing RSLs in the North had completed 93.2% of routine repairs, or less, within the target time. The worst performing RSL

was Community Seven Limited with 79.6% of routine repairs completed on time.

- The RSLs in the North with the biggest increase in routine repairs completed on time, between 2003 and 2005, was Wirral Methodist Housing Association Limited with a 7.8% increase from 90.4% to 98.2%.

#### **Large RSLs (over 5,000 dwellings, excluding LSVT RSLs)**

- The level of routine repairs carried out by large RSLs has decreased overall between 2003 and 2005 from 96.7% to 94.1%.
- The best performing large RSL with the highest level of repairs completed on time was Accent Homes Limited with 98.8%.
- The worst performing RSL being Home Group Limited with 95.7% of repairs being carried out on target.
- The only large northern RSL improved its performance in this area was Contour Homes Limited, with an increase of from 92.3% to 94.7%.

#### **LSVT RSLs (with less than 5,000 dwellings)**

- The level of routine repairs completed within target time by LSVT RSLs in the North has decreased overall between 2003 and 2005 by 7.8% from 91.7% to 83.9%.
- Top quartile performing LSVT RSLs in the North had completed 93.5% or more of routine repairs within target time. The best performing LSVT RSL in the North was New Fylde Housing Limited with 94.7% of routine repairs completed on target.
- Bottom quartile performing RSLs in the North had completed 80.3% of routine repairs, or less, within the target time. The worst performing LSVT RSL was North Bradford Community Housing Trust Ltd with only 45.8% of routine repairs completed on time.
- The LSVT RSL in the North with the biggest increase routine repairs completed on time was New Fylde Housing Limited, which had increased from 84.9% to 94.7% between 2003 and 2005.

#### **LSVT RSLs (with over 5,000 dwellings)**

- The level of routine repairs carried out by large LSVT RSLs has increased overall between 2003 and 2005 from 93.5% to 87.8%.
- Top quartile performing RSLs had completed 93.8% or more of their routine repairs within the given time. The best performing large northern RSL with the highest level of repairs completed on time was Twin Valley Homes Limited with 98%.
- Bottom quartile performing large LSVT RSLs completed 83.6% or less of their routine repairs on time, with the worst performing RSL being Cobalt Housing Limited with 61% of repairs being carried out on target.
- The large LSVT RSL with the biggest increase in the number of repairs completed on target was Willow Park Housing Trust Limited, which was an increase of 86.4% to 90.7%.

### Appointments made and kept

The percentage of responsive repairs where an appointment was both made and kept (where an appointments system exists). If an appointments system is in operation, the association or its contractor arrange a mutually convenient time for the repairs work to be carried out to the tenant's home where access is needed. This PI is calculated from the number of appointments that were kept in the year, as a percentage of the appointments made. This excludes appointments that were subsequently withdrawn or cancelled by the tenant.

RSLs	Appointments made and kept				
	2003	2004	2005	Change <span style="color:red">↑↓</span>	% Change <span style="color:red">↑↓</span>
The Pickering and Ferens Homes	90.00%	99.90%	99.90%	<span style="color:red">↑</span> 9.9%	<span style="color:red">↑</span> 11.0%
The Villages HA Ltd	90.40%	91.80%	96.50%	<span style="color:red">↑</span> 6.1%	<span style="color:red">↑</span> 6.7%
Sanctuary HA	91.00%	95.10%	95.60%	<span style="color:red">↑</span> 4.6%	<span style="color:red">↑</span> 5.1%
Milecastle Housing Ltd	96.80%	99.10%	100.00%	<span style="color:red">↑</span> 3.2%	<span style="color:red">↑</span> 3.3%
Hereward HA Ltd	99.60%	99.40%	99.50%	<span style="color:red">↓</span> 0.1%	<span style="color:red">↓</span> 0.1%
North Sunderland Housing Company Ltd	91.30%	97.90%	90.70%	<span style="color:red">↓</span> 0.6%	<span style="color:red">↓</span> 0.7%
Pennine Housing 2000 Ltd	99.30%	98.00%	98.00%	<span style="color:red">↓</span> 1.3%	<span style="color:red">↓</span> 1.3%
Three Rivers HA Ltd	77.30%	77.00%	75.60%	<span style="color:red">↓</span> 1.7%	<span style="color:red">↓</span> 2.2%
Three Rivers Charitable HA Ltd	77.30%	76.90%	75.50%	<span style="color:red">↓</span> 1.8%	<span style="color:red">↓</span> 2.3%
Central Sunderland Housing Company Ltd	96.40%	97.20%	93.50%	<span style="color:red">↓</span> 2.9%	<span style="color:red">↓</span> 3.0%
Irwell Valley HA Ltd	100.00%	100.00%	96.60%	<span style="color:red">↓</span> 3.4%	<span style="color:red">↓</span> 3.4%
Northern Counties HA Ltd	97.90%	98.10%	93.90%	<span style="color:red">↓</span> 4.0%	<span style="color:red">↓</span> 4.1%
Riverside HA Ltd	88.00%	75.80%	83.40%	<span style="color:red">↓</span> 4.6%	<span style="color:red">↓</span> 5.2%
Houghton and Hetton Housing Company Ltd	96.10%	96.30%	89.70%	<span style="color:red">↓</span> 6.4%	<span style="color:red">↓</span> 6.7%
Washington Housing Company Ltd	96.40%	94.60%	88.00%	<span style="color:red">↓</span> 8.4%	<span style="color:red">↓</span> 8.7%
South Sunderland Housing Company Ltd	94.90%	97.40%	84.30%	<span style="color:red">↓</span> 10.6%	<span style="color:red">↓</span> 11.2%
Wyre HA Ltd	99.60%	99.00%	86.90%	<span style="color:red">↓</span> 12.7%	<span style="color:red">↓</span> 12.8%
Contour Homes Ltd	-	-	100.00%	N/A	N/A
Housing Hartlepool Ltd	-	-	99.70%	N/A	N/A
Knowsley Housing Trust	-	90.90%	99.70%	N/A	N/A
Windmill HA Ltd	-	97.40%	99.50%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	82.00%	97.40%	N/A	N/A
Coast and Country Housing Ltd	-	92.30%	92.70%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	92.40%	N/A	N/A
Dane Housing (Congleton) Ltd	-	84.50%	91.90%	N/A	N/A
Twin Valley Homes Ltd	-	95.20%	91.50%	N/A	N/A

Lee Valley HA Ltd	-	82.90%	85.30%	N/A	N/A
Enterprise 5 HA Ltd	-	-	82.60%	N/A	N/A
Bowlee Park HA Ltd	-	86.80%	78.90%	N/A	N/A
Berrybridge Housing Ltd	-	68.40%	74.70%	N/A	N/A
Community Seven Ltd	-	67.80%	61.00%	N/A	N/A
Mosscares Housing Ltd	96.20%	97.00%	-	N/A	N/A
Rivers (Hillock) HA Ltd	95.50%	-	-	N/A	N/A
Tees Valley Housing Group Ltd	95.20%	96.00%	-	N/A	N/A
Warrington HA Ltd	80.00%	99.00%	100.00%	↑20.0%	↑25.0%
West Pennine HA Ltd	86.00%	88.40%	96.50%	↑10.5%	↑12.2%
Equity HA Ltd	92.90%	62.50%	100.00%	↑7.1%	↑7.6%
Unity HA Ltd	83.00%	-	86.30%	↑3.3%	↑4.0%
Willow Park Housing Trust Ltd	95.70%	95.90%	97.10%	↑1.4%	↑1.5%
Quest HA Ltd	96.30%	99.40%	96.90%	↑0.6%	↑0.6%
Maritime HA Ltd	99.00%	97.10%	99.50%	↑0.5%	↑0.5%
Hull Churches HA Ltd	99.80%	100.00%	100.00%	↑0.2%	↑0.2%
New Charter Housing (North) Ltd	100.00%	100.00%	100.00%	0.0%	0.0%
New Charter Housing (South) Ltd	100.00%	100.00%	100.00%	0.0%	0.0%
Nene Housing Society Ltd	92.70%	93.80%	92.60%	↓0.1%	↓0.1%
Leeds Jewish HA Ltd	99.60%	97.90%	98.90%	↓0.7%	↓0.7%
Templar HA Ltd	100.00%	100.00%	98.40%	↓1.6%	↓1.6%
CDS HA Ltd	96.90%	99.80%	95.30%	↓1.6%	↓1.7%
Family HA (Birkenhead and Wirral) Ltd	99.10%	97.70%	97.40%	↓1.7%	↓1.7%
The Ridings HA Ltd	100.00%	87.80%	98.00%	↓2.0%	↓2.0%
Yorkshire Community Housing Ltd	96.00%	97.00%	93.40%	↓2.6%	↓2.7%
St Anne's Community Services	94.30%	94.30%	91.00%	↓3.3%	↓3.5%
Equity Housing Group Ltd	95.20%	100.00%	90.40%	↓4.8%	↓5.0%
Cosmopolitan HA Ltd	92.90%	95.00%	85.00%	↓7.9%	↓8.5%
Greater Hornby HA Ltd	-	-	100.00%	N/A	N/A
The Joseph Rowntree Housing Trust	-	-	100.00%	N/A	N/A
Birkenhead Forum HA Ltd	-	-	98.80%	N/A	N/A
Venture HA Ltd	-	97.20%	96.70%	N/A	N/A
South Liverpool Housing Ltd	-	-	94.60%	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	92.70%	N/A	N/A
People First HA Ltd	-	92.10%	92.40%	N/A	N/A
Bristol Churches HA Ltd	-	87.40%	91.50%	N/A	N/A
Beech HA Ltd	-	93.90%	-	N/A	N/A

Manchester Methodist HA Ltd	86.00%	90.00%	-	N/A	N/A
St. Vincent's HA Ltd	94.90%	79.80%	-	N/A	N/A
Tung Sing HA Ltd	-	95.50%	-	N/A	N/A
Westfield HA Ltd	100.00%	100.00%	-	N/A	N/A

#### **Small RSLs (less than 5,000 dwellings)**

- The proportion of appointments made and kept by RSLs in the North has increased overall between 2003 and 2005 from 92.3% to 91.2%.
- Top quartile performing RSLs in the North had kept 99.5% or more of appointments made. Five RSLs had kept 100% of their appointments.
- Bottom quartile performing RSLs in the North for whom data was available had kept 90.4% or less of appointments. The worst performing RSL was Community Seven Limited with 61%.
- The RSL in the North with the biggest increase in kept appointments was Warrington Housing Association Limited, who improved their performance from 80% to 100%.

#### **Large RSLs (over 5,000 dwellings, excluding LSVT RSLs)**

- The average level of appointments, which were made and kept by large RSL dwellings, has decreased rather substantially overall between 2003 and 2005 from 91% to 88.4%.
- The best performing northern-based RSLs was Contour Homes Limited whom had made and kept 100% of their appointments.
- The worst performance on this PI was by Riverside Housing Association Limited with 83.4% of appointments kept.

#### **LSVT RSLs (with less than 5,000 dwellings)**

- Data is only available for eleven RSLs on this Performance Indicator in 2005 compared to four in 2003, so comparison is difficult. However, average performance in the North fell from 97.9% in 2003 to 89.2% in 2005.
- The best performance was by Milecastle Housing Limited who made and kept 100% of their appointments compared to Berrybridge Housing Limited who recorded the worst performance at 74.7%.
- The Villages Housing Association Limited improved its performance by the largest proportion on its 2003 level, rising from 90.4% to 96.5% - a 6.1% improvement.

#### **LSVT RSLs (with over 5,000 dwellings)**

- The average level of appointments that were made and kept by large LSVT RSLs has decreased overall between 2003 and 2005 from 96.8% to 95.6%.
- The best performing large northern RSLs with the highest amount of appointments made and kept were New Charter Housing (North) and New Charter Housing (South) with 100%.
- The worst performing northern RSL was North Sunderland Housing Company Limited who managed to keep 90.7% of appointments made.

## **Chapter Summary**

The North has shown a disappointing performance in relation to repairs. There has been a decline in performance in every repair PI. The number of appointments made and kept have fallen by 1.3% and urgent repairs carried out within the target time by 3.4%. The number of emergency and routine repairs carried out within target, have decreased by 1% and 2.9% respectively.

The definition of repairs completed in date lends itself to manipulation. If a job is going to take two trades to complete who are not available simultaneously, two jobs will be entered and completed in date. This gives a double 100% completion within date on one job and increases the denominator making higher performance likely.

Despite performance declining on appointments made and kept, the majority of RSLs are not offering appointments. This is, furthermore, not comparable to LA's performance as the RSL definition is of appointments made and kept as a percentage of appointments made, while LAs is of appointments made and kept as a percentage of appointments that could have been made (i.e. jobs that required access to the property).









































## Chapter 8 – Tenant satisfaction

### Chapter scope

This chapter analyses general needs PI results relating to the satisfaction of RSL tenants with the overall service provided and their participation in decision-making.

#### Satisfaction of tenants with overall service provided by their landlord

This PI reflects the percentage of all General Needs tenants, or of a representative random sample, stating that they are very or fairly satisfied with the overall service provided by their landlord. Housing associations are required to survey their general needs tenants at least every three years, using a survey methodology consistent with the National Housing Federation's standardised STATUS survey.

RSLs	Tenant satisfaction overall				
	2003	2004	2005	Change  	% Change  
Leeds Federated HA Ltd	64%	70%	75%	 11%	 17.2%
Twin Valley Homes Ltd	67%	67%	78%	 11%	 16.4%
Frontis Homes Ltd	79%	79%	91%	 12%	 15.2%
Derwent and Solway HA Ltd	82%	82%	93%	 11%	 13.4%
Tees Valley Housing Group Ltd	75%	-	81%	 6%	 8.0%
Mosscare Housing Ltd	90%	90%	97%	 7%	 7.8%
Calico Housing Ltd	78%	84%	84%	 6%	 7.7%
Enterprise 5 HA Ltd	83%	89%	89%	 6%	 7.2%
Dane Housing (Congleton) Ltd	79%	84%	84%	 5%	 6.3%
Manchester and District HA Ltd	81%	81%	86%	 5%	 6.2%
Leasowe Community Homes	77%	77%	81%	 4%	 5.2%
Pennine Housing 2000 Ltd	78%	82%	82%	 4%	 5.1%
Contour Homes Ltd	79%	79%	82%	 3%	 3.8%
Milecastle Housing Ltd	81%	84%	84%	 3%	 3.7%
Two Castles HA Ltd	85%	88%	88%	 3%	 3.5%
Hanover HA	86%	86%	89%	 3%	 3.5%
Railway HA and Benefit Fund	93%	95%	95%	 2%	 2.2%
Durham Aged Mineworkers' Homes Association	94%	94%	95%	 1%	 1.1%
Windmill HA Ltd	93%	93%	93%	0%	0.0%
Three Rivers Charitable HA Ltd	91%	91%	91%	0%	0.0%
Three Rivers HA Ltd	91%	91%	91%	0%	0.0%
Endeavour HA Ltd	90%	90%	90%	0%	0.0%
Liverpool Housing Trust Ltd	84%	84%	84%	0%	0.0%
Northern Counties HA Ltd	82%	82%	82%	0%	0.0%

Rivers (Hillock) HA Ltd	80%	80%	80%	0%	0.0%
New Leaf Supporting Independence Ltd	72%	72%	72%	0%	0.0%
North British Housing Ltd	72%	72%	72%	0%	0.0%
Nomad Housing Group Ltd	87%	87%	86%	↓1%	↓1.1%
Arena HA Ltd	85%	85%	84%	↓1%	↓1.2%
Eden HA Ltd	87%	87%	85%	↓2%	↓2.3%
Accent Homes Ltd	76%	76%	74%	↓2%	↓2.6%
Irwell Valley HA Ltd	84%	84%	81%	↓3%	↓3.6%
Jephson HA Ltd	84%	85%	81%	↓3%	↓3.6%
Wyre HA Ltd	83%	83%	80%	↓3%	↓3.6%
Sanctuary HA	78%	76%	75%	↓3%	↓3.8%
Broadacres HA Ltd	97%	92%	92%	↓5%	↓5.2%
Cheviot HA Ltd	90%	90%	84%	↓6%	↓6.7%
Hereward HA Ltd	90%	90%	84%	↓6%	↓6.7%
The Guinness Trust	74%	74%	69%	↓5%	↓6.8%
The Pickering and Ferens Homes	99%	99%	92%	↓7%	↓7.1%
Jephson Homes HA Ltd	84%	85%	78%	↓6%	↓7.1%
Sadeh Lok Housing Group Ltd	81%	81%	75%	↓6%	↓7.4%
Space New Living Ltd	90%	85%	82%	↓8%	↓8.9%
Riverside HA Ltd	80%	67%	71%	↓9%	↓11.3%
The Salvation Army HA	80%	-	69%	↓11%	↓13.8%
New Fylde Housing Ltd	-	92%	92%	N/A	N/A
Johnnie Johnson Housing Trust Ltd	-	-	91%	N/A	N/A
Newcastle and Whitley Housing Trust Ltd	-	-	89%	N/A	N/A
South Sunderland Housing Company Ltd	-	84%	84%	N/A	N/A
Central Sunderland Housing Company Ltd	-	82%	82%	N/A	N/A
Housing Hartlepool Ltd	-	-	82%	N/A	N/A
North Sunderland Housing Company Ltd	-	82%	82%	N/A	N/A
Chester & District Housing Trust Ltd	-	-	81%	N/A	N/A
Houghton and Hetton Housing Company Ltd	-	81%	81%	N/A	N/A
Carlisle HA Ltd	-	75%	80%	N/A	N/A
Lee Valley HA Ltd	-	80%	80%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	80%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	78%	78%	N/A	N/A
Ashiana HA	-	-	78%	N/A	N/A

Washington Housing Company Ltd	-	78%	78%	N/A	N/A
Bowlee Park HA Ltd	-	80%	76%	N/A	N/A
Coast and Country Housing Ltd	-	76%	76%	N/A	N/A
Home Group Ltd	-	-	76%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	75%	75%	N/A	N/A
Wulvern Housing Ltd	-	75%	75%	N/A	N/A
Helena Housing Ltd	-	-	74%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	74%	74%	N/A	N/A
Knowsley Housing Trust	-	70%	73%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	73%	73%	N/A	N/A
Berrybridge Housing Ltd	-	73%	70%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	70%	70%	N/A	N/A
Kush HA Ltd	-	65%	65%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	61%	61%	N/A	N/A
Shipley Community Housing Trust Ltd	-	61%	61%	N/A	N/A
Community Seven Ltd	-	64%	57%	N/A	N/A
New Progress HA Ltd	88%	88%	-	N/A	N/A
St. Helens HA Ltd	89%	89%	-	N/A	N/A
Tung Sing HA Ltd	70%	70%	95%	↑25%	↑35.7%
New Charter Housing (North) Ltd	70%	79%	87%	↑17%	↑24.3%
New Charter Housing (South) Ltd	70%	79%	87%	↑17%	↑24.3%
Greater Hornby HA Ltd	80%	90%	90%	↑10%	↑12.5%
West Yorkshire HA Ltd	79%	88%	88%	↑9%	↑11.4%
Limehurst Village Trust	77%	-	84%	↑7%	↑9.1%
Maritime HA Ltd	75%	75%	77%	↑2%	↑2.7%
Warrington HA Ltd	91%	93%	93%	↑2%	↑2.2%
Hull Churches HA Ltd	93%	95%	95%	↑2%	↑2.2%
South Yorkshire HA Ltd	75%	75%	76%	↑1%	↑1.3%
West Pennine HA Ltd	85%	85%	86%	↑1%	↑1.2%
Yorkshire Community Housing Ltd	87%	87%	88%	↑1%	↑1.1%
Leeds Jewish HA Ltd	89%	90%	90%	↑1%	↑1.1%
Arcon HA Ltd	93%	93%	93%	0%	0.0%
Rodney HA Ltd	88%	88%	88%	0%	0.0%
Nene Housing Society Ltd	87%	87%	87%	0%	0.0%
People First HA Ltd	83%	83%	83%	0%	0.0%
Pine Court HA Ltd	83%	83%	83%	0%	0.0%

South Liverpool Housing Ltd	82%	80%	82%	0%	0.0%
The Ridings HA Ltd	69%	69%	69%	0%	0.0%
Cosmopolitan HA Ltd	86%	85%	85%	↓1%	↓1.2%
Arches Housing Ltd	84%	84%	83%	↓1%	↓1.2%
Manchester Methodist HA Ltd	86%	86%	84%	↓2%	↓2.3%
St. Vincent's HA Ltd	82%	82%	80%	↓2%	↓2.4%
Muir Group HA Ltd	91%	87%	88%	↓3%	↓3.3%
CDS HA Ltd	79%	84%	76%	↓3%	↓3.8%
Quest HA Ltd	92%	88%	88%	↓4%	↓4.3%
Venture HA Ltd	89%	89%	85%	↓4%	↓4.5%
Pierhead HA Ltd	88%	84%	84%	↓4%	↓4.5%
Ashton Pioneer Homes Ltd	90%	90%	85%	↓5%	↓5.6%
The Joseph Rowntree Housing Trust	89%	89%	84%	↓5%	↓5.6%
Family HA (Manchester) Ltd	88%	83%	83%	↓5%	↓5.7%
Wirral Methodist HA Ltd	100%	-	94%	↓6%	↓6.0%
Westfield HA Ltd	95%	95%	89%	↓6%	↓6.3%
Templar HA Ltd	95%	-	88%	↓7%	↓7.4%
Brunel and Family HA Ltd	89%	75%	75%	↓14%	↓15.7%
Manningham HA Ltd	90%	90%	69%	↓21%	↓23.3%
AKSA HA Ltd	-	97%	97%	N/A	N/A
Craven Housing Ltd	-	-	95%	N/A	N/A
Family HA (Birkenhead and Wirral) Ltd	-	91%	91%	N/A	N/A
Eldonian Community Based HA Ltd	-	90%	90%	N/A	N/A
Chevin HA Ltd	-	87%	87%	N/A	N/A
Nomad Housing Trust Ltd	-	87%	86%	N/A	N/A
York HA Ltd	-	88%	86%	N/A	N/A
Cobalt Housing Ltd	-	-	83%	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	83%	N/A	N/A
Willow Park Housing Trust Ltd	-	81%	81%	N/A	N/A
New Generation HA Ltd	-	80%	80%	N/A	N/A
Equity Housing Group Ltd	-	-	78%	N/A	N/A
Arawak Walton HA Ltd	-	74%	74%	N/A	N/A
Bristol Churches HA Ltd	-	-	72%	N/A	N/A
Equity HA Ltd	-	-	59%	N/A	N/A
Unity HA Ltd	-	56%	56%	N/A	N/A
Headrow Housing Group Ltd	88%	-	-	N/A	N/A
Leeds and Yorkshire HA Ltd	87%	87%	-	N/A	N/A

### **Small RSLs (less than 5,000 dwellings)**

- The average level of satisfaction of RSL tenants in the North has fallen slightly between 2003 and 2005 from 86% to 84%.
- Top quartile performing RSLs in the North achieved tenant satisfaction levels of 90% or more. The best performing RSL in the North with the highest level of tenant satisfaction was AKSA Housing Association Limited with 97% of tenants satisfied with the overall service provided.
- Bottom quartile performing RSLs in the North had 78% or less of their tenants satisfied with the service they provide. The RSL with the lowest level of satisfaction was Unity Housing Association Ltd with 56% satisfied.
- The RSL in the North with the biggest increase in tenant satisfaction was Tung Sing Housing Association Limited, which had increased between 2003 and 2005 from 70% to 95%.

### **Large RSLs (over 5,000 dwellings, excluding LSVT RSLs)**

- The average level of tenant satisfaction of large RSLs has remained constant overall between 2003 and 2005 at 80%.
- The best performing large northern RSL being Chevin Housing Association Limited with a tenant satisfaction level of 87%.
- The worst performing northern RSL was Riverside Housing with 71% of tenants satisfied.
- Manchester and District Housing Association's performance improved from 81% to 86% between 2003 and 2005, making it the most improved large RSL in the north.

### **LSVT RSLs (with less than 5,000 dwellings)**

- The average level of satisfaction of LSVT RSL tenants in the North has decreased overall between 2003 and 2005 from 83% to 80%.
- Top quartile performing LSVT RSLs in the North achieved tenant satisfaction levels of 84% or more. The best performing LSVT RSL in the North with the highest level of tenant satisfaction was Craven Housing Limited with 95% of tenants satisfied with the overall service provided.
- Bottom quartile performing LSVT RSLs in the North had 75% or less of their tenants satisfied with the service they provide. The RSL with the lowest level of satisfaction was North Bradford Community Housing Trust Ltd with 61% satisfied.

### **LSVT RSLs (with over 5,000 dwellings)**

- The average level of tenant satisfaction in large LSVT RSLs has increased significantly overall between 2003 and 2005 from 74% to 81%.
- Top quartile performing large northern LSVT RSLs had satisfaction levels of 83% or more, with the best performing large RSL for the third year running being Carlisle Housing Association Limited with a tenant satisfaction level of 88%.
- Bottom quartile performing RSLs had 78% or less tenants satisfied with the overall service they provided. The worst performing RSL was Knowsley Housing Trust with 73% of tenants satisfied.

- New Charter Housing increased tenants satisfaction with its overall service by 17% (70% 887%) making it the most improved transfer RSL in the North.

### Satisfaction of tenants with opportunities

This PI reflects the percentage of all General Needs tenants, or of a representative random sample, stating that they are very or fairly satisfied with the opportunities provided by their landlord for taking part in management and decision-making in relation to the housing service provided by their landlord.

RSLs	Tenant satisfaction with participation				
	2003	2004	2005	Change <span style="color:red">↑</span> <span style="color:red">↓</span>	% Change <span style="color:red">↑</span> <span style="color:red">↓</span>
Two Castles HA Ltd	60%	87%	87%	<span style="color:red">↑</span> 27%	<span style="color:red">↑</span> 45.0%
Frontis Homes Ltd	54%	54%	77%	<span style="color:red">↑</span> 23%	<span style="color:red">↑</span> 42.6%
Manchester and District HA Ltd	55%	55%	76%	<span style="color:red">↑</span> 21%	<span style="color:red">↑</span> 38.2%
Enterprise 5 HA Ltd	59%	81%	81%	<span style="color:red">↑</span> 22%	<span style="color:red">↑</span> 37.3%
Derwent and Solway HA Ltd	61%	61%	83%	<span style="color:red">↑</span> 22%	<span style="color:red">↑</span> 36.1%
Leeds Federated HA Ltd	49%	57%	64%	<span style="color:red">↑</span> 15%	<span style="color:red">↑</span> 30.6%
Twin Valley Homes Ltd	46%	46%	59%	<span style="color:red">↑</span> 13%	<span style="color:red">↑</span> 28.3%
Tees Valley Housing Group Ltd	41%	-	52%	<span style="color:red">↑</span> 11%	<span style="color:red">↑</span> 26.8%
Hereward HA Ltd	54%	54%	67%	<span style="color:red">↑</span> 13%	<span style="color:red">↑</span> 24.1%
Windmill HA Ltd	64%	78%	78%	<span style="color:red">↑</span> 14%	<span style="color:red">↑</span> 21.9%
Nomad Housing Group Ltd	56%	56%	66%	<span style="color:red">↑</span> 10%	<span style="color:red">↑</span> 17.9%
Dane Housing (Congleton) Ltd	70%	77%	77%	<span style="color:red">↑</span> 7%	<span style="color:red">↑</span> 10.0%
Milecastle Housing Ltd	61%	66%	66%	<span style="color:red">↑</span> 5%	<span style="color:red">↑</span> 8.2%
Jephson HA Ltd	54%	56%	58%	<span style="color:red">↑</span> 4%	<span style="color:red">↑</span> 7.4%
Space New Living Ltd	72%	57%	77%	<span style="color:red">↑</span> 5%	<span style="color:red">↑</span> 6.9%
Contour Homes Ltd	62%	62%	63%	<span style="color:red">↑</span> 1%	<span style="color:red">↑</span> 1.6%
Three Rivers Charitable HA Ltd	75%	75%	75%	0%	0.0%
Three Rivers HA Ltd	75%	75%	75%	0%	0.0%
Endeavour HA Ltd	70%	70%	70%	0%	0.0%
Rivers (Hillock) HA Ltd	67%	67%	67%	0%	0.0%
Northern Counties HA Ltd	54%	54%	54%	0%	0.0%
New Leaf Supporting Independence Ltd	53%	53%	53%	0%	0.0%
North British Housing Ltd	53%	53%	53%	0%	0.0%
Calico Housing Ltd	60%	59%	59%	<span style="color:red">↓</span> 1%	<span style="color:red">↓</span> 1.7%
Accent Homes Ltd	51%	51%	50%	<span style="color:red">↓</span> 1%	<span style="color:red">↓</span> 2.0%
The Guinness Trust	51%	61%	50%	<span style="color:red">↓</span> 1%	<span style="color:red">↓</span> 2.0%
Pennine Housing 2000 Ltd	62%	60%	60%	<span style="color:red">↓</span> 2%	<span style="color:red">↓</span> 3.2%
Irwell Valley HA Ltd	61%	61%	59%	<span style="color:red">↓</span> 2%	<span style="color:red">↓</span> 3.3%

Railway HA and Benefit Fund	60%	58%	58%	↓2%	↓3.3%
Wyre HA Ltd	61%	61%	58%	↓3%	↓4.9%
Riverside HA Ltd	70%	67%	66%	↓4%	↓5.7%
Liverpool Housing Trust Ltd	52%	52%	49%	↓3%	↓5.8%
Durham Aged Mineworkers' Homes Association	69%	69%	65%	↓4%	↓5.8%
Eden HA Ltd	58%	58%	53%	↓5%	↓8.6%
Sadeh Lok Housing Group Ltd	59%	59%	53%	↓6%	↓10.2%
Jephson Homes HA Ltd	54%	56%	48%	↓6%	↓11.1%
Sanctuary HA	50%	44%	44%	↓6%	↓12.0%
Arena HA Ltd	63%	63%	52%	↓11%	↓17.5%
Hanover HA	69%	69%	53%	↓16%	↓23.2%
The Salvation Army HA	77%	-	59%	↓18%	↓23.4%
Leasowe Community Homes	67%	67%	49%	↓18%	↓26.9%
The Pickering and Ferens Homes	95%	95%	69%	↓26%	↓27.4%
Cheviot HA Ltd	72%	69%	52%	↓20%	↓27.8%
Broadacres HA Ltd	95%	59%	59%	↓36%	↓37.9%
Mosscares Housing Ltd	-	85%	93%	N/A	N/A
New Fylde Housing Ltd	-	90%	90%	N/A	N/A
Home Group Ltd	-	-	77%	N/A	N/A
South Sunderland Housing Company Ltd	-	77%	77%	N/A	N/A
Central Sunderland Housing Company Ltd	-	75%	75%	N/A	N/A
Lee Valley HA Ltd	-	75%	75%	N/A	N/A
Johnnie Johnson Housing Trust Ltd	-	-	74%	N/A	N/A
North Sunderland Housing Company Ltd	-	73%	73%	N/A	N/A
Carlisle HA Ltd	-	74%	72%	N/A	N/A
Houghton and Hetton Housing Company Ltd	-	71%	71%	N/A	N/A
Newcastle and Whitley Housing Trust Ltd	-	-	71%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	71%	N/A	N/A
Wulvern Housing Ltd	-	69%	69%	N/A	N/A
Berrybridge Housing Ltd	-	66%	68%	N/A	N/A
Bowlee Park HA Ltd	-	74%	68%	N/A	N/A
Washington Housing Company Ltd	-	67%	67%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	66%	66%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	62%	62%	N/A	N/A
Ashiana HA	-	-	62%	N/A	N/A

Bradford West City Community Housing Trust Ltd	-	62%	62%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	60%	62%	N/A	N/A
Knowsley Housing Trust	-	52%	62%	N/A	N/A
Chester & District Housing Trust Ltd	-	-	61%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	60%	60%	N/A	N/A
Community Seven Ltd	-	58%	59%	N/A	N/A
Helena Housing Ltd	-	-	59%	N/A	N/A
Housing Hartlepool Ltd	-	-	56%	N/A	N/A
Coast and Country Housing Ltd	-	55%	55%	N/A	N/A
Kush HA Ltd	-	55%	55%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	53%	53%	N/A	N/A
Shipley Community Housing Trust Ltd	-	49%	49%	N/A	N/A
New Progress HA Ltd	74%	79%	-	N/A	N/A
St. Helens HA Ltd	63%	63%	-	N/A	N/A
West Yorkshire HA Ltd	39%	81%	81%	↑42%	↑107.7%
South Liverpool Housing Ltd	52%	42%	79%	↑27%	↑51.9%
New Charter Housing (North) Ltd	64%	74%	87%	↑23%	↑35.9%
New Charter Housing (South) Ltd	64%	74%	87%	↑23%	↑35.9%
South Yorkshire HA Ltd	50%	50%	67%	↑17%	↑34.0%
Greater Hornby HA Ltd	52%	69%	69%	↑17%	↑32.7%
Hull Churches HA Ltd	70%	91%	91%	↑21%	↑30.0%
Family HA (Manchester) Ltd	48%	60%	60%	↑12%	↑25.0%
Tung Sing HA Ltd	70%	67%	85%	↑15%	↑21.4%
Warrington HA Ltd	64%	77%	77%	↑13%	↑20.3%
Limehurst Village Trust	61%	-	71%	↑10%	↑16.4%
The Joseph Rowntree Housing Trust	59%	59%	68%	↑9%	↑15.3%
Yorkshire Community Housing Ltd	61%	61%	68%	↑7%	↑11.5%
Wirral Methodist HA Ltd	68%	-	73%	↑5%	↑7.4%
Arcon HA Ltd	77%	82%	82%	↑5%	↑6.5%
Maritime HA Ltd	52%	52%	55%	↑3%	↑5.8%
Westfield HA Ltd	78%	78%	82%	↑4%	↑5.1%
Leeds Jewish HA Ltd	65%	68%	68%	↑3%	↑4.6%
Venture HA Ltd	74%	74%	76%	↑2%	↑2.7%
Rodney HA Ltd	78%	78%	78%	0%	0.0%
Nene Housing Society Ltd	73%	73%	73%	0%	0.0%
The Ridings HA Ltd	61%	61%	61%	0%	0.0%

Pine Court HA Ltd	49%	49%	49%	0%	0.0%
People First HA Ltd	76%	61%	75%	↓1%	↓1.3%
Manchester Methodist HA Ltd	60%	60%	59%	↓1%	↓1.7%
Quest HA Ltd	69%	66%	66%	↓3%	↓4.3%
St. Vincent's HA Ltd	57%	57%	54%	↓3%	↓5.3%
Pierhead HA Ltd	66%	61%	61%	↓5%	↓7.6%
Cosmopolitan HA Ltd	80%	71%	71%	↓9%	↓11.3%
Arches Housing Ltd	73%	73%	63%	↓10%	↓13.7%
Ashton Pioneer Homes Ltd	79%	79%	64%	↓15%	↓19.0%
Manningham HA Ltd	73%	73%	57%	↓16%	↓21.9%
West Pennine HA Ltd	88%	88%	66%	↓22%	↓25.0%
Muir Group HA Ltd	87%	61%	64%	↓23%	↓26.4%
Templar HA Ltd	93%	-	65%	↓28%	↓30.1%
Brunel and Family HA Ltd	89%	67%	54%	↓35%	↓39.3%
CDS HA Ltd	73%	80%	43%	↓30%	↓41.1%
Eldonian Community Based HA Ltd	-	87%	87%	N/A	N/A
AKSA HA Ltd	-	83%	83%	N/A	N/A
Craven Housing Ltd	-	-	78%	N/A	N/A
Family HA (Birkenhead and Wirral) Ltd	-	74%	74%	N/A	N/A
York HA Ltd	-	74%	74%	N/A	N/A
Eastlands Homes Partnership Ltd	-	-	69%	N/A	N/A
Willow Park Housing Trust Ltd	-	67%	67%	N/A	N/A
Nomad Housing Trust Ltd	-	56%	66%	N/A	N/A
Chevin HA Ltd	-	62%	62%	N/A	N/A
Arawak Walton HA Ltd	-	66%	56%	N/A	N/A
Bristol Churches HA Ltd	-	-	53%	N/A	N/A
Cobalt Housing Ltd	-	-	53%	N/A	N/A
New Generation HA Ltd	-	52%	52%	N/A	N/A
Equity Housing Group Ltd	-	-	48%	N/A	N/A
Unity HA Ltd	-	46%	46%	N/A	N/A
Equity HA Ltd	-	-	44%	N/A	N/A
Headrow Housing Group Ltd	69%	-	-	N/A	N/A
Leeds and Yorkshire HA Ltd	67%	67%	-	N/A	N/A

### Small RSLs (less than 5,000 dwellings)

- The average level of satisfaction with the opportunities for taking part in management and decision making, of RSL tenants in the North, has remained constant overall between 2003 and 2005 at 67%.

- Top quartile performing RSLs in the North achieved satisfaction levels of 75% or more. The best performing RSL in the North with the highest level of satisfaction with opportunities was Mosscafe Housing Limited with 93% of tenants satisfied.
- Bottom quartile performing RSLs in the North had 56% or less of their tenants satisfied with the opportunities presented to them. The RSL with the lowest level of satisfaction was CDS Housing Association Limited with 43% satisfied.
- The RSL in the North with the biggest increase in tenant satisfaction was West Yorkshire Housing Association Limited, which had increased between 2003 and 2005 from 39% to 81%.

#### **Large RSLs (over 5,000 dwellings, excluding LSVT RSLs)**

- The average level of tenant satisfaction between large RSLs has risen slightly since 2003 from 58% to 60%.
- The best performing large RSLs being the Home Group with a tenant satisfaction level of 77%.
- The worst performing RSL was Liverpool Housing Trust Limited with 49% of tenants satisfied.
- Manchester and District Housing Association Limited tenants' satisfaction levels with their opportunities to participate in management and decision-making in relation to housing services provided by their landlord increased the most from 2003, rising from 55% to 76%.

#### **LSVT RSLs (with less than 5,000 dwellings)**

- The average level of satisfaction between LSVT RSL tenants in the North, in terms of management and decision-making opportunities, has decreased overall between 2003 and 2005 from 67% to 66%.
- Top quartile performing LSVT RSLs in the North achieved tenant satisfaction levels of 71% or more. The best performing LSVT RSL in the North with the highest level of tenant satisfaction was New Fylde Housing Ltd with 90% of tenants satisfied with the opportunities to be involved with management and decision-making.
- Bottom quartile performing LSVT RSLs in the North had 59% or less of their tenants satisfied with the opportunities available. The RSL with the lowest level of satisfaction was Shipley Community Housing Trust Limited with 49% satisfied.
- The biggest increase in tenant satisfaction from 2003 was South Liverpool Housing Limited, whose performance improved between from 53% to 79%.

#### **LSVT RSLs (with over 5,000 dwellings)**

- The average level of tenant satisfaction between large LSVT RSLs has decreased overall between 2003 and 2005 from 59% to 67%.
- Top quartile performing large LSVT RSLs had satisfaction levels of 73% or more, with the best performing large northern RSL being New Charter Housing with a tenant satisfaction level of 87%.
- Bottom quartile performing large LSVT RSLs had 59% or less tenants satisfied with the opportunities for them to be involved with management

and decision-making. The worst performing northern RSL was Cobalt Housing Limited with 53% of tenants satisfied.

### **Chapter Summary**

A STATUS survey or a survey consistent with it must be carried out every three years and this seems to be reflected in some consistent scores. However, the results of some RSLs indicate that this is done more frequently (i.e. year on year).

The level of satisfaction of RSL tenants with participation in decision-making has remained constant, while the level of satisfaction of RSL tenants with the overall service within the northern region has decreased. In both cases, the North performed well above the national average.

## Chapter 9 – Supported Housing

### Chapter scope

This chapter analyses results from those RSLs who provide supported housing. It reviews the performance in landlord functions such as average operating costs, investment in the supported stock, rent collection, rent arrears, rent lost through vacant dwellings and re-let times. *NB: Until 2004, supported housing PIs were published only for associations owning 250 or more supported housing dwellings. The new financial PIs will not be subject to these same criteria.*

### Average weekly rent for all dwellings owned

This PI calculates the average weekly gross rent as at 31 March for supported housing dwellings owned (excluding care homes providing personal care - previously Part 1 Registered Care Homes providing personal care) and let on all tenancies, irrespective of whether the dwellings are managed by the association or by another agency.

RSLs	Average weekly gross rent (SH)				
	2003	2004	2005	Change <span style="color:red">↑↓</span>	% Change <span style="color:red">↑↓</span>
Irwell Valley HA Ltd	£103.02	£55.18	£55.46	<span style="color:red">↓</span> £47.56	<span style="color:red">↓</span> 46.2%
Contour Homes Ltd	£110.97	£103.44	£61.97	<span style="color:red">↓</span> £49.00	<span style="color:red">↓</span> 44.2%
Arena HA Ltd	£100.27	£97.49	£71.17	<span style="color:red">↓</span> £29.10	<span style="color:red">↓</span> 29.0%
Hereward HA Ltd	£76.31	£82.77	£58.05	<span style="color:red">↓</span> £18.26	<span style="color:red">↓</span> 23.9%
Progress Care HA Ltd	£195.49	-	£156.73	<span style="color:red">↓</span> £38.76	<span style="color:red">↓</span> 19.8%
The Salvation Army HA	£103.91	£105.78	£84.71	<span style="color:red">↓</span> £19.20	<span style="color:red">↓</span> 18.5%
Hanover HA	£92.97	-	£80.16	<span style="color:red">↓</span> £12.81	<span style="color:red">↓</span> 13.8%
Manchester and District HA Ltd	£67.55	£72.84	£60.11	<span style="color:red">↓</span> £7.44	<span style="color:red">↓</span> 11.0%
North British Housing Ltd	£79.80	-	£75.39	<span style="color:red">↓</span> £4.41	<span style="color:red">↓</span> 5.5%
Sanctuary HA	£73.57	£73.27	£71.34	<span style="color:red">↓</span> £2.23	<span style="color:red">↓</span> 3.0%
Accent Homes Ltd	£87.85	-	£87.00	<span style="color:red">↓</span> £0.85	<span style="color:red">↓</span> 1.0%
Leeds Federated HA Ltd	£69.18	£72.84	£69.90	<span style="color:red">↑</span> £0.72	<span style="color:red">↑</span> 1.0%
Mosscares Housing Ltd	£72.71	-	£73.51	<span style="color:red">↑</span> £0.80	<span style="color:red">↑</span> 1.1%
Calico Housing Ltd	£48.77	-	£50.13	<span style="color:red">↑</span> £1.36	<span style="color:red">↑</span> 2.8%
Northern Counties HA Ltd	£55.89	£49.28	£59.36	<span style="color:red">↑</span> £3.47	<span style="color:red">↑</span> 6.2%
Liverpool Housing Trust Ltd	£67.56	£77.54	£75.54	<span style="color:red">↑</span> £7.98	<span style="color:red">↑</span> 11.8%
Riverside HA Ltd	£62.17	£71.52	£70.77	<span style="color:red">↑</span> £8.60	<span style="color:red">↑</span> 13.8%
Helena Housing Ltd	£49.50	-	£58.08	<span style="color:red">↑</span> £8.58	<span style="color:red">↑</span> 17.3%
New Leaf Supporting Independence Ltd	£87.55	-	£104.24	<span style="color:red">↑</span> £16.69	<span style="color:red">↑</span> 19.1%
The Guinness Trust	£66.42	£160.44	£86.42	<span style="color:red">↑</span> £20.00	<span style="color:red">↑</span> 30.1%
Enterprise 5 HA Ltd	£37.97	-	£60.94	<span style="color:red">↑</span> £22.97	<span style="color:red">↑</span> 60.5%

Shoreline Housing Partnership Ltd	-	-	£33.00	N/A	N/A
South Bradford Community Housing Trust Ltd	-	-	£38.00	N/A	N/A
Shipley Community Housing Trust Ltd	-	-	£38.26	N/A	N/A
Chester & District Housing Trust Ltd	-	-	£39.58	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	-	£40.24	N/A	N/A
North Bradford Community Housing Trust Ltd	-	-	£41.13	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	-	£41.44	N/A	N/A
Housing Hartlepool Ltd	-	-	£45.68	N/A	N/A
Wakefield And District Housing Ltd	-	-	£47.35	N/A	N/A
Wirral Partnership Homes	-	-	£47.58	N/A	N/A
Erimus Housing Ltd	-	-	£47.76	N/A	N/A
Pennine Housing 2000 Ltd	-	£47.48	£48.46	N/A	N/A
Yorkshire Coast Homes Ltd	-	£46.21	£48.64	N/A	N/A
Broadacres HA Ltd	-	-	£48.70	N/A	N/A
Dane Housing (Congleton) Ltd	-	-	£49.98	N/A	N/A
Weaver Vale Housing Trust Ltd	-	-	£50.11	N/A	N/A
Wulvern Housing Ltd	-	-	£50.31	N/A	N/A
Railway HA and Benefit Fund	-	-	£50.78	N/A	N/A
Knowsley Housing Trust	-	-	£52.31	N/A	N/A
Windmill HA Ltd	-	-	£52.85	N/A	N/A
Central Sunderland Housing Company Ltd	-	-	£52.92	N/A	N/A
St. Helens HA Ltd	-	-	£52.93	N/A	N/A
New Fylde Housing Ltd	-	-	£56.57	N/A	N/A
Jephson HA Ltd	-	-	£57.10	N/A	N/A
Johnnie Johnson Housing Trust Ltd	-	-	£57.74	N/A	N/A
Jephson Homes HA Ltd	-	-	£59.92	N/A	N/A
New Progress HA Ltd	-	-	£60.71	N/A	N/A
Twin Valley Homes Ltd	-	£60.96	£60.88	N/A	N/A
Wyre HA Ltd	-	-	£61.88	N/A	N/A
The Pickering and Ferens Homes	-	-	£64.51	N/A	N/A
Two Castles HA Ltd	-	-	£68.73	N/A	N/A
Cheviot HA Ltd	-	-	£69.41	N/A	N/A
Home Group Ltd	-	-	£71.43	N/A	N/A
Newcastle and Whitley Housing Trust Ltd	-	-	£118.83	N/A	N/A

Coast and Country Housing Ltd	£43.26	-	-	N/A	N/A
Three Rivers HA Ltd	£122.21	£80.98	-	N/A	N/A
Brunel and Family HA Ltd	£97.97	£90.36	£62.29	↓£35.68	↓36.4%
Novas-Ouvertures Group Ltd	£99.70	-	£68.32	↓£31.38	↓31.5%
St Anne's Community Services	£101.32	£76.59	£79.66	↓£21.66	↓21.4%
Muir Group HA Ltd	£71.19	£74.46	£56.57	↓£14.62	↓20.5%
St. Vincent's HA Ltd	£91.03	£94.40	£74.64	↓£16.39	↓18.0%
Bristol Churches HA Ltd	£70.74	-	£60.95	↓£9.79	↓13.8%
Manchester Methodist HA Ltd	£110.58	£107.36	£96.91	↓£13.67	↓12.4%
West Pennine HA Ltd	£87.32	-	£78.01	↓£9.31	↓10.7%
The Ridings HA Ltd	£76.70	-	£72.46	↓£4.24	↓5.5%
South Yorkshire HA Ltd	£73.31	£74.87	£72.89	↓£0.42	↓0.6%
Family HA (Manchester) Ltd	£86.62	-	£87.93	↑£1.31	↑1.5%
Impact HA Ltd	£65.28	-	£75.53	↑£10.25	↑15.7%
Trafford Housing Trust Ltd	-	-	£46.19	N/A	N/A
Craven Housing Ltd	-	-	£50.28	N/A	N/A
Nene Housing Society Ltd	-	-	£51.29	N/A	N/A
New Charter Housing (South) Ltd	-	-	£52.87	N/A	N/A
New Charter Housing (North) Ltd	-	-	£54.22	N/A	N/A
The Joseph Rowntree Housing Trust	-	-	£55.96	N/A	N/A
Humphrey Booth Housing Charity	-	-	£59.48	N/A	N/A
Yorkshire Community Housing Ltd	-	-	£59.88	N/A	N/A
Equity Housing Group Ltd	-	-	£60.34	N/A	N/A
Leeds Jewish HA Ltd	-	-	£60.54	N/A	N/A
Chevin HA Ltd	-	-	£62.84	N/A	N/A
Rodney HA Ltd	-	-	£63.84	N/A	N/A
Maritime HA Ltd	-	-	£74.90	N/A	N/A
CDS HA Ltd	-	-	£77.40	N/A	N/A

### Small RSLs (less than 5,000 dwellings)

- The average rent of supported RSL dwellings in the North is £66.85, which is higher than the national average of £66.22. This has decreased overall, however between 2003 and 2005 by £13.42.
- Top quartile performing RSLs in the North had an average rent of £60.13 or less. The best performing RSL in the North with the lowest average rent was Railway Housing Association and Benefit Fund with an average of £50.78.

- Bottom quartile performing RSLs in the North had an average rent of £75.06 or more. The worst performing RSL was Newcastle and Whitley Housing Trust Limited with £118.83.
- The RSL in the North with the biggest decrease in rent, between 2003 and 2005, was St. Vincent's Housing Association Limited, whose rent fell by 18% from £91.03 to £74.64.

#### **Large RSLs (over 5,000 dwellings, excluding LSVT RSLs)**

- The average rent of large RSL supported dwellings in the North is £65.18. This has decreased overall, however between 2003 and 2005 by £12.75.
- The best performing RSL in the North with the lowest average rent was Irwell Valley Housing Association Limited with an average of £55.46.
- The worst performing RSL was Accent Homes Limited with £87.00.
- The RSL in the North with the biggest decrease in rent, between 2003 and 2005, was Contour Homes Limited, whose rent fell by 18% from £ 110.97 to £61.97.

#### **LSVT RSLs (with less than 5,000 dwellings)**











- The average rent of small transfer RSL supported dwellings in the North is £48.44. This has decreased overall between 2003 and 2005 by 33p on average.
- The best performing RSL in the North with the lowest average rent was South Bradford Community Housing Trust Limited with an average of £38.00.
- The worst performing RSL was Wyre Housing Association Limited with average rent levels of £61.88.

#### **LSVT RSLs (with over 5,000 dwellings)**

- The average rent for large transfer RSL supported dwellings in the North is £50.54. This is the only RSL type where average rent has increased overall since 2003 by £2.18 albeit from a relatively low base.
- The best performing RSL in the North with the lowest average rent was Shoreline Housing Partnership Limited with an average of £33.00.
- The worst performing RSL was Twin Valley Homes Limited with £60.88.

#### **Average weekly operating cost for supported housing units**

This FPI calculates the average weekly operating cost for supported housing units. Based on data in the association's accounts and its financial regulation return FVA. It uses the annual operating cost of social housing rental activity (not the annual operating cost per accounts)

RSLs	Average SH Weekly Operating Cost				
	2003	2004	2005	Change  	% Change  
Liverpool Housing Trust Ltd	£316.51	£65.44	£58.60	 £257.91	 81.5%
Sanctuary HA	£215.23	£226.05	£66.28	 £148.95	 69.2%
Dane Housing (Congleton) Ltd	£188.40	£46.95	£59.19	 £129.21	 68.6%

Progress Care HA Ltd	£359.08	£127.63	£116.18	↓£242.90	↓67.6%
Contour Homes Ltd	£220.64	£206.76	£73.19	↓£147.45	↓66.8%
Space New Living Ltd	£118.76	£56.57	£48.42	↓£70.34	↓59.2%
Irwell Valley HA Ltd	£147.04	£54.98	£61.03	↓£86.01	↓58.5%
Arena HA Ltd	£131.31	£90.95	£58.05	↓£73.26	↓55.8%
Three Rivers Charitable HA Ltd	£123.86	£117.02	£58.10	↓£65.76	↓53.1%
Jephson HA Ltd	£104.94	£46.93	£51.85	↓£53.09	↓50.6%
Jephson Homes HA Ltd	£68.96	£36.44	£38.77	↓£30.19	↓43.8%
New Fylde Housing Ltd	£64.68	£152.24	£38.82	↓£25.86	↓40.0%
Three Rivers HA Ltd	£186.31	£107.06	£112.04	↓£74.27	↓39.9%
The Salvation Army HA	£207.78	£123.61	£128.98	↓£78.80	↓37.9%
Mosscares Housing Ltd	£74.06	£71.50	£46.97	↓£27.09	↓36.6%
Manchester and District HA Ltd	£80.04	£60.61	£52.53	↓£27.51	↓34.4%
Accent Homes Ltd	£56.97	£36.97	£40.30	↓£16.67	↓29.3%
Riverside HA Ltd	£48.54	£23.45	£36.77	↓£11.77	↓24.2%
Newcastle and Whitley Housing Trust Ltd	£136.12	£115.15	£105.06	↓£31.06	↓22.8%
Wyre HA Ltd	£83.37	£43.24	£67.29	↓£16.08	↓19.3%
Northern Counties HA Ltd	£58.10	£38.62	£54.26	↓£3.84	↓6.6%
Endeavour HA Ltd	£83.38	£60.25	£78.84	↓£4.54	↓5.4%
Enterprise 5 HA Ltd	£48.67	£57.78	£47.30	↓£1.37	↓2.8%
New Leaf Supporting Independence Ltd	£178.38	£151.30	£201.92	↑£23.54	↑13.2%
Hanover HA	£123.26	£143.32	£143.34	↑£20.08	↑16.3%
The Guinness Trust	£42.56	£42.64	£52.83	↑£10.27	↑24.1%
Two Castles HA Ltd	£18.80	£21.98	£25.90	↑£7.10	↑37.8%
Nomad Housing Group Ltd	£30.18	£49.67	£42.56	↑£12.38	↑41.0%
Cheviot HA Ltd	£133.10	£157.05	£200.00	↑£66.90	↑50.3%
Leeds Federated HA Ltd	£44.35	£101.62	£70.29	↑£25.94	↑58.5%
Broadacres HA Ltd	£33.16	£90.20	£55.53	↑£22.37	↑67.5%
Sadeh Lok Housing Group Ltd	£28.85	£63.08	£84.47	↑£55.62	↑192.8%
Kush HA Ltd	£44.87	£104.20	£164.68	↑£119.81	↑267.0%
Johnnie Johnson Housing Trust Ltd	£10.38	£11.31	£65.50	↑£55.12	↑531.0%
Knowsley Housing Trust	-	£24.46	£26.91	N/A	N/A
Wulvern Housing Ltd	-	-	£30.71	N/A	N/A
North Bradford Community Housing Trust Ltd	-	£47.24	£38.51	N/A	N/A
Twin Valley Homes Ltd	-	-	£44.41	N/A	N/A
East Bradford Community Housing Trust Ltd	-	£32.76	£45.89	N/A	N/A
Derwent and Solway HA Ltd	-	-	£58.50	N/A	N/A

South Bradford Community Housing Trust Ltd	-	£29.32	£60.01	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	£74.52	£60.37	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	£61.76	N/A	N/A
Shipley Community Housing Trust Ltd	-	£37.76	£81.42	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	£86.26	£111.76	N/A	N/A
Home Group Ltd	-	-	£136.49	N/A	N/A
Weaver Vale Housing Trust Ltd	-	£112.58	£264.82	N/A	N/A
Calico Housing Ltd	£44.27	£52.62	-	N/A	N/A
Durham Aged Mineworkers' Homes Association	£221.15	£257.84	-	N/A	N/A
Frontis Homes Ltd	£71.04	£79.23	-	N/A	N/A
North British Housing Ltd	£170.21	£89.56	-	N/A	N/A
Pennine Housing 2000 Ltd	£83.44	£75.91	-	N/A	N/A
West Yorkshire HA Ltd	£426.00	£359.72	£103.41	↓£322.59	↓75.7%
Family HA (Manchester) Ltd	£345.39	£103.39	£95.50	↓£249.89	↓72.4%
Rodney HA Ltd	£172.57	£36.50	£48.98	↓£123.59	↓71.6%
Crosby HA Ltd	£130.72	£41.68	£43.27	↓£87.45	↓66.9%
Greater Hornby HA Ltd	£16.31	£6.02	£5.70	↓£10.61	↓65.1%
The Ridings HA Ltd	£132.11	£48.18	£46.92	↓£85.19	↓64.5%
Novas-Ouvertures Group Ltd	£279.40	£122.40	£104.14	↓£175.26	↓62.7%
South Yorkshire HA Ltd	£197.87	£75.00	£74.35	↓£123.52	↓62.4%
St. Vincent's HA Ltd	£138.79	£74.48	£57.54	↓£81.25	↓58.5%
Equity Housing Group Ltd	£59.25	£32.12	£25.07	↓£34.18	↓57.7%
Muir Group HA Ltd	£222.04	£87.00	£94.32	↓£127.72	↓57.5%
Headrow Housing Group Ltd	£13.82	£17.31	£6.47	↓£7.35	↓53.2%
Manchester Methodist HA Ltd	£192.75	£96.82	£93.61	↓£99.14	↓51.4%
The Joseph Rowntree Housing Trust	£54.49	£76.92	£31.07	↓£23.42	↓43.0%
Hull Churches HA Ltd	£132.97	£143.96	£102.01	↓£30.96	↓23.3%
Templar HA Ltd	£96.61	£71.52	£76.86	↓£19.75	↓20.4%
People First HA Ltd	£121.76	£93.39	£98.40	↓£23.36	↓19.2%
Pierhead HA Ltd	£70.05	£55.36	£57.40	↓£12.65	↓18.1%
Warrington HA Ltd	£106.83	£100.88	£91.97	↓£14.86	↓13.9%
Manningham HA Ltd	£697.12	£671.27	£606.73	↓£90.39	↓13.0%
St Anne's Community Services	£149.18	£129.87	£131.92	↓£17.26	↓11.6%
Impact HA Ltd	£90.71	£103.06	£80.37	↓£10.34	↓11.4%
West Pennine HA Ltd	£7.43	£7.33	£7.01	↓£0.42	↓5.7%
Maritime HA Ltd	£58.11	£50.80	£58.78	↑£0.67	↑1.2%

Bristol Churches HA Ltd	£195.00	£184.15	£198.94	↑£3.94	↑2.0%
York HA Ltd	£53.64	£56.70	£56.63	↑£2.99	↑5.6%
Unity HA Ltd	£39.15	£41.84	£42.04	↑£2.89	↑7.4%
Arches Housing Ltd	£72.19	£33.61	£84.62	↑£12.43	↑17.2%
Brunel and Family HA Ltd	£81.64	£547.32	£551.98	↑£470.34	↑576.1%
Cobalt Housing Ltd	-	£22.44	£22.44	N/A	N/A
Equity HA Ltd	-	-	£28.85	N/A	N/A
Cosmopolitan HA Ltd	-	-	£42.43	N/A	N/A
Nene Housing Society Ltd	-	-	£45.75	N/A	N/A
Chevin HA Ltd	-	£27.13	£47.94	N/A	N/A
Birkenhead Forum HA Ltd	-	-	£108.73	N/A	N/A
Leeds Jewish HA Ltd	-	-	£198.32	N/A	N/A
CDS HA Ltd	-	£121.30	£233.73	N/A	N/A
Darlington HA Ltd	-	£23.27	-	N/A	N/A
Eldonian Community Based HA Ltd	£78.85	£314.10	-	N/A	N/A
Nomad Housing Trust Ltd	-	£38.46	-	N/A	N/A

#### **Small RSLs (less than 5,000 dwellings)**

- The average weekly operating cost of supported accommodation in smaller northern RSLs is £94.39. This amount represents a significant reduction on the 2003 figure of £28.64 (a 23.2% reduction).
- Many associations saw significant reductions in their operating costs and the top quartile RSLs recorded operating costs of £43.27 or less. The best performer was Greater Hornby Housing Association Limited with a reduction of £5.70.
- Bottom quartile Associations had weekly operating costs of £98.40 or more and Manningham Housing Association Limited's weekly supported operating costs stood at £606.73

#### **Large RSLs (over 5,000 dwellings, excluding LSVT RSLs)**

- The average weekly operating cost of supported accommodation in large RSLs is £73.49. This is again a significant reduction on the 2003 figure of £122.03 (a 39.8% reduction).
- With an average operating cost of £36.77, Riverside Housing Association Limited are the best performing large RSL in the North.
- In contrast Home Group Limited had operating costs of £136.49 and as such is the worst performing RSL on this PI in the North.
- Contour Homes Limited reduced their costs dramatically in the period since 2003. A reduction of £147.45 to the current level of £73.19 was the greatest reduction.

#### **LSVT RSLs (with less than 5,000 dwellings)**

- The average weekly operating cost of supported accommodation in the small transfer Associations rose by 15p in the last two years to their current level of £54.59.
- Wulvern Housing Limited with costs of £30.71 were the best performing RSL.
- Meanwhile, Weaver Vale Housing Trust's £264.82 represents the worst performance in the region.

#### LSVT RSLs (with over 5,000 dwellings)

- The average weekly operating cost of supported accommodation in the north is £55.65. This amount represents a reduction on the 2003 figure of £83.43.
- Cobalt Housing Limited recorded the lowest operating costs at £22.44.
- Bradford West City Community Housing Trust has operating costs of £111.76 for supported housing making it the worst performer regionally.

#### Annual Operating Cost for supported housing as a percentage of Annual Turnover

This FPI calculates the annual operating cost for supported housing stock as a percentage of annual turnover. Based on data in the association's accounts and its financial regulation return FVA. It uses the annual operating cost of social housing rental activity (not the annual operating cost per account).

RSLs	SH Operating Cost as a percentage of Turnover				
	2003	2004	2005	Change $\uparrow\downarrow$	% Change $\uparrow\downarrow$
Dane Housing (Congleton) Ltd	76.20%	41.50%	50.80%	↓25.40%	↓33.3%
Space New Living Ltd	72.40%	55.50%	50.70%	↓21.70%	↓30.0%
Kush HA Ltd	77.30%	254.70%	55.40%	↓21.90%	↓28.3%
Newcastle and Whitley Housing Trust Ltd	87.30%	72.00%	66.00%	↓21.30%	↓24.4%
Sanctuary HA	102.00%	102.00%	77.20%	↓24.80%	↓24.3%
Mosscares Housing Ltd	48.80%	44.30%	39.40%	↓9.40%	↓19.3%
Leeds Federated HA Ltd	89.90%	84.70%	73.30%	↓16.60%	↓18.5%
Jephson Homes HA Ltd	92.80%	71.20%	75.70%	↓17.10%	↓18.4%
Wyre HA Ltd	98.30%	49.20%	80.90%	↓17.40%	↓17.7%
Contour Homes Ltd	92.90%	78.50%	77.10%	↓15.80%	↓17.0%
Two Castles HA Ltd	38.90%	29.80%	32.80%	↓6.10%	↓15.7%
Jephson HA Ltd	93.60%	84.70%	82.10%	↓11.50%	↓12.3%
Progress Care HA Ltd	88.90%	79.10%	79.20%	↓9.70%	↓10.9%
Manchester and District HA Ltd	87.90%	97.70%	79.10%	↓8.80%	↓10.0%
Irwell Valley HA Ltd	84.10%	74.70%	81.40%	↓2.70%	↓3.2%
Arena HA Ltd	94.50%	96.60%	93.60%	↓0.90%	↓1.0%
Riverside HA Ltd	85.60%	84.10%	84.80%	↓0.80%	↓0.9%

Liverpool Housing Trust Ltd	100.50%	102.00%	99.60%	↓0.90%	↓0.9%
Northern Counties HA Ltd	81.30%	77.70%	80.70%	↓0.60%	↓0.7%
Three Rivers Charitable HA Ltd	93.00%	121.00%	93.50%	↑0.50%	↑0.5%
Accent Homes Ltd	82.20%	76.10%	82.90%	↑0.70%	↑0.9%
Three Rivers HA Ltd	93.60%	109.50%	96.80%	↑3.20%	↑3.4%
Hanover HA	73.50%	86.70%	79.80%	↑6.30%	↑8.6%
Enterprise 5 HA Ltd	97.20%	109.40%	105.90%	↑8.70%	↑9.0%
Endeavour HA Ltd	87.10%	97.70%	97.20%	↑10.10%	↑11.6%
New Leaf Supporting Independence Ltd	90.90%	86.30%	104.60%	↑13.70%	↑15.1%
The Salvation Army HA	92.70%	106.40%	108.80%	↑16.10%	↑17.4%
The Guinness Trust	67.00%	65.40%	81.50%	↑14.50%	↑21.6%
Cheviot HA Ltd	84.00%	104.60%	118.20%	↑34.20%	↑40.7%
Nomad Housing Group Ltd	31.60%	66.70%	56.20%	↑24.60%	↑77.8%
New Fylde Housing Ltd	94.20%	208.30%	224.30%	↑130.10%	↑138.1%
Sadeh Lok Housing Group Ltd	50.00%	63.10%	140.00%	↑90.00%	↑180.0%
Broadacres HA Ltd	36.20%	76.70%	103.30%	↑67.10%	↑185.4%
Johnnie Johnson Housing Trust Ltd	11.30%	29.90%	112.90%	↑101.60%	↑899.1%
Twin Valley Homes Ltd	-	-	59.70%	N/A	N/A
Wulvern Housing Ltd	-	-	61.60%	N/A	N/A
Knowsley Housing Trust	-	44.00%	65.80%	N/A	N/A
Derwent and Solway HA Ltd	-	-	91.00%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	110.60%	97.70%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	57.50%	98.20%	N/A	N/A
Home Group Ltd	-	-	100.40%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	59.40%	106.10%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	111.20%	106.80%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	112.00%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	42.30%	114.20%	N/A	N/A
ShIPLEY Community Housing Trust Ltd	-	55.50%	186.20%	N/A	N/A
Bradford West Community Housing Trust Ltd	-	101.50%	196.90%	N/A	N/A
Calico Housing Ltd	102.30%	117.30%	-	N/A	N/A
Durham Aged Mineworkers' Homes Association	85.60%	95.80%	-	N/A	N/A
Frontis Homes Ltd	78.00%	73.20%	-	N/A	N/A
North British Housing Ltd	120.10%	66.60%	-	N/A	N/A
Pennine Housing 2000 Ltd	206.30%	170.70%	-	N/A	N/A

Tees Valley Housing Group Ltd	88.20%	88.20%	-	N/A	N/A
Headrow Housing Group Ltd	140.20%	84.70%	36.10%	↓104.10%	↓74.3%
Greater Hornby HA Ltd	35.60%	15.90%	15.50%	↓20.10%	↓56.5%
Equity Housing Group Ltd	71.50%	54.50%	48.00%	↓23.50%	↓32.9%
The Ridings HA Ltd	92.20%	71.30%	63.90%	↓28.30%	↓30.7%
West Yorkshire HA Ltd	87.60%	72.00%	63.80%	↓23.80%	↓27.2%
St. Vincent's HA Ltd	97.40%	78.60%	74.10%	↓23.30%	↓23.9%
Warrington HA Ltd	92.70%	89.80%	76.80%	↓15.90%	↓17.2%
Hull Churches HA Ltd	95.70%	99.60%	81.00%	↓14.70%	↓15.4%
The Joseph Rowntree Housing Trust	54.80%	82.80%	47.20%	↓7.60%	↓13.9%
Crosby HA Ltd	86.40%	75.00%	75.40%	↓11.00%	↓12.7%
West Pennine HA Ltd	33.30%	31.30%	29.20%	↓4.10%	↓12.3%
People First HA Ltd	128.50%	110.70%	114.10%	↓14.40%	↓11.2%
Novas-Ouvertures Group Ltd	92.80%	91.90%	82.50%	↓10.30%	↓11.1%
Pierhead HA Ltd	85.00%	80.00%	76.10%	↓8.90%	↓10.5%
Family HA (Manchester) Ltd	82.50%	55.00%	74.30%	↓8.20%	↓9.9%
Manchester Methodist HA Ltd	99.70%	90.50%	89.80%	↓9.90%	↓9.9%
Muir Group HA Ltd	102.70%	95.50%	94.60%	↓8.10%	↓7.9%
Bristol Churches HA Ltd	82.40%	79.30%	77.10%	↓5.30%	↓6.4%
Unity HA Ltd	66.40%	69.70%	62.20%	↓4.20%	↓6.3%
St Anne's Community Services	76.20%	74.70%	72.70%	↓3.50%	↓4.6%
York HA Ltd	92.40%	92.70%	89.30%	↓3.10%	↓3.4%
South Yorkshire HA Ltd	100.10%	95.10%	97.70%	↓2.40%	↓2.4%
Manningham HA Ltd	100.00%	98.50%	99.90%	↓0.10%	↓0.1%
Rodney HA Ltd	104.90%	78.80%	110.70%	↑5.80%	↑5.5%
Templar HA Ltd	90.40%	95.00%	102.40%	↑12.00%	↑13.3%
Impact HA Ltd	78.60%	79.10%	89.40%	↑10.80%	↑13.7%
Brunel and Family HA Ltd	85.90%	110.30%	107.50%	↑21.60%	↑25.1%
Maritime HA Ltd	83.00%	88.80%	106.70%	↑23.70%	↑28.6%
Arches Housing Ltd	77.10%	74.30%	133.30%	↑56.20%	↑72.9%
Cobalt Housing Ltd	-	43.80%	43.80%	N/A	N/A
Equity HA Ltd	-	-	45.70%	N/A	N/A
Cosmopolitan HA Ltd	-	-	70.50%	N/A	N/A
Nene Housing Society Ltd	-	-	76.90%	N/A	N/A
Birkenhead Forum HA Ltd	-	-	90.00%	N/A	N/A
Chevin HA Ltd	-	79.00%	99.70%	N/A	N/A
Leeds Jewish HA Ltd	-	-	110.00%	N/A	N/A
CDS HA Ltd	-	143.90%	263.30%	N/A	N/A

Darlington HA Ltd	-	79.10%	-	N/A	N/A
Eldonian Community Based HA Ltd	98.40%	101.40%	-	N/A	N/A
Nomad Housing Trust Ltd	-	48.90%	-	N/A	N/A
Pine Court HA Ltd	-	100.00%	-	N/A	N/A
Wirral Methodist HA Ltd	89.40%	110.00%	-	N/A	N/A
Yorkshire Community Housing Ltd	44.00%	-	-	N/A	N/A

#### **Small RSLs (less than 5,000 dwellings)**

- Supported housing operating costs as a percentage of annual turnover fell overall from 2003 by 0.3% from 88.4% to 88.1%.
- Greater Hornby Housing Association's operating costs were only 15.5% of their annual turnover, while Headrow Housing Group reduced their turnover costs by 104.1%.
- CDS Housing Association Limited had costs that were 263.3% of their turnover. Johnnie Johnson Housing Trust Limited saw the greatest increase in the north, rising from 11.3% to 112.9%% in two years.

#### **Large RSLs (over 5,000 dwellings, excluding LSVT RSLs)**

- Supported housing operating costs as a percentage of annual turnover fell overall from 2003 by 3.5% from 93.3% to 89.8%.
- Contour Homes' performance on this PI of 77.1% makes it the best performing RSL and is as a result of the greatest fall in costs as a percentage of turnover – a reduction of 15.8% on 2003.
- Home Group Limited was the worst performing RSL with operating costs 100.4% of their turnover.

#### **LSVT RSLs (with less than 5,000 dwellings)**

- Supported housing operating costs as a percentage of annual turnover rose overall from 2003 by 6.7% from 93.9%% to 100.6%.
- Dane Housing (Congleton) Limited's operating costs are 50.8% of their turnover and are the best performing small transfer RSL. This figure is furthermore, as a result of the greatest reduction for this type of organisation.
- New Fylde Housing Limited 224.3% operating costs as a percentage of turnover makes it the worst performing RSL on this PI.

#### **LSVT RSLs (with over 5,000 dwellings)**

- Supported housing operating costs as a percentage of annual turnover rose overall from 2003 by 106.1% from 203.3%% to 97.2%. The relatively low number of RSLs we are dealing with here should be taken into consideration.
- Cobalt Housing Limited, with operating costs at 43.8% of turnover, is the best performing large transfer RSL in the North.
- Meanwhile, Bradford West City Community Housing Trust's 196.9% operating costs of turnover, makes them the worst performer on this PI.

**Rent arrears of current supported housing and housing for older people tenants at the financial year end as a percentage of annual rent debit**  
 Introduced in 2005 to replace SHPI16 (Rent arrears at end of year for SH) which included the arrears of former and current tenants. This PI covers current tenant arrears only.

RSLs	Rent Arrears at year end for SH				
	2003	2004	2005	Change 	% Change 
New Fylde Housing Ltd	-	-	0.00%	N/A	N/A
Greater Hornby HA Ltd	-	-	0.00%	N/A	N/A
Two Castles HA Ltd	-	-	0.50%	N/A	N/A
Northern Counties HA Ltd	-	-	0.70%	N/A	N/A
Contour Homes Ltd	-	-	0.90%	N/A	N/A
Wulvern Housing Ltd	-	-	0.90%	N/A	N/A
Sanctuary HA	-	-	1.30%	N/A	N/A
Wyre HA Ltd	-	-	1.50%	N/A	N/A
New Leaf Supporting Independence Ltd	-	-	1.70%	N/A	N/A
Leeds Federated HA Ltd	-	-	1.80%	N/A	N/A
Hanover HA	-	-	2.70%	N/A	N/A
Jephson Homes HA Ltd	-	-	2.90%	N/A	N/A
Kush HA Ltd	-	-	3.00%	N/A	N/A
Endeavour HA Ltd	-	-	3.30%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	3.40%	N/A	N/A
Riverside Housing	-	-	3.90%	N/A	N/A
Broadacres HA Ltd	-	-	4.10%	N/A	N/A
Manchester and District HA Ltd	-	-	4.20%	N/A	N/A
Cheviot HA Ltd	-	-	4.30%	N/A	N/A
Nomad Housing Group Ltd	-	-	4.40%	N/A	N/A
The Guinness Trust	-	-	4.50%	N/A	N/A
Space New Living Ltd	-	-	4.70%	N/A	N/A
Sadeh Lok Housing Group Ltd	-	-	4.80%	N/A	N/A
Irwell Valley HA Ltd	-	-	4.90%	N/A	N/A

Arena HA	-	-	5.10%	N/A	N/A
Derwent and Solway HA Ltd	-	-	5.20%	N/A	N/A
Dane Housing (Congleton) Ltd	-	-	5.50%	N/A	N/A
Jephson HA Ltd	-	-	5.50%	N/A	N/A
Liverpool Housing Trust Ltd	-	-	6.00%	N/A	N/A
Newcastle and Whitley Housing Trust Ltd	-	-	6.20%	N/A	N/A
Accent Homes Ltd	-	-	6.60%	N/A	N/A
Enterprise 5 HA Ltd	-	-	6.80%	N/A	N/A
Progress Care HA Ltd	-	-	7.20%	N/A	N/A
Mosscares Housing Ltd	-	-	7.30%	N/A	N/A
Knowsley Housing Trust	-	-	7.40%	N/A	N/A
Home Group Ltd	-	-	7.90%	N/A	N/A
Bristol Churches HA Ltd	-	-	8.80%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	-	10.70%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	-	-	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	-	-	N/A	N/A
Calico Housing Ltd	-	-	-	N/A	N/A
Durham Aged Mineworkers' Homes Association	-	-	-	N/A	N/A
East Bradford Community Housing Trust Ltd	-	-	-	N/A	N/A
Frontis Homes Ltd	-	-	-	N/A	N/A
'Johnnie' Johnson Housing Trust Ltd	-	-	-	N/A	N/A
North Bradford Community Housing Trust Ltd	-	-	-	N/A	N/A
North British Housing Ltd	-	-	-	N/A	N/A
Pennine Housing 2000 Ltd	-	-	-	N/A	N/A
ShIPLEY Community Housing Trust Ltd	-	-	-	N/A	N/A
South Bradford Community Housing Trust Ltd	-	-	-	N/A	N/A
Tees Valley Housing Group Ltd	-	-	-	N/A	N/A
Three Rivers HA Ltd	-	-	-	N/A	N/A
Collingwood HA	-	-	-	N/A	N/A
County Palatine Ltd	-	-	-	N/A	N/A
Dane Housing (Congleton) Ltd	-	-	-	N/A	N/A
Hallam Housing Society Ltd	-	-	-	N/A	N/A
Three Rivers Charitable HA Ltd	-	-	-	N/A	N/A
Headrow Housing Group Ltd	-	-	0.00%	N/A	N/A
West Pennine HA Ltd	-	-	0.60%	N/A	N/A

Leeds Jewish HA Ltd	-	-	0.70%	N/A	N/A
St Anne's Shelter and Housing Action	-	-	1.40%	N/A	N/A
York HA Ltd	-	-	1.60%	N/A	N/A
Birkenhead Forum HA Ltd	-	-	1.70%	N/A	N/A
Unity HA Ltd	-	-	1.90%	N/A	N/A
Brunel and Family HA Ltd	-	-	1.90%	N/A	N/A
Nene Housing Society Ltd	-	-	2.10%	N/A	N/A
Joseph Rowntree Housing Trust	-	-	2.20%	N/A	N/A
Hull Churches HA Ltd	-	-	2.20%	N/A	N/A
The Ridings HA Ltd	-	-	2.60%	N/A	N/A
Warrington HA Ltd	-	-	2.60%	N/A	N/A
Chevin HA Ltd	-	-	2.90%	N/A	N/A
CDS HA Ltd	-	-	3.30%	N/A	N/A
Templar HA Ltd	-	-	3.50%	N/A	N/A
People First HA Ltd	-	-	3.50%	N/A	N/A
Manningham HA Ltd	-	-	3.60%	N/A	N/A
Arches Housing Ltd	-	-	4.90%	N/A	N/A
Maritime HA Ltd	-	-	4.90%	N/A	N/A
Manchester Methodist HA Ltd	-	-	4.90%	N/A	N/A
Cosmopolitan HA Ltd	-	-	5.20%	N/A	N/A
St Vincent's HA Ltd	-	-	6.20%	N/A	N/A
Cobalt Housing Ltd	-	-	6.30%	N/A	N/A
Impact HA Ltd	-	-	6.60%	N/A	N/A
Rodney HA Ltd	-	-	6.60%	N/A	N/A
Pierhead HA Ltd	-	-	6.70%	N/A	N/A
South Yorkshire HA Ltd	-	-	7.10%	N/A	N/A
West Yorkshire HA Ltd	-	-	7.10%	N/A	N/A
Crosby HA Ltd	-	-	7.20%	N/A	N/A
Novas-Ouvertures Group Ltd	-	-	8.80%	N/A	N/A
Muir Group HA Ltd	-	-	9.50%	N/A	N/A
Family HA (Manchester) Ltd	-	-	11.30%	N/A	N/A
Equity Housing Group Ltd	-	-	13.10%	N/A	N/A
Eldonian Community Based HA Ltd	-	-	-	N/A	N/A
Nomad Housing Trust Ltd	-	-	-	N/A	N/A
Pine Court HA Ltd	-	-	-	N/A	N/A















































### All RSLs

- The average proportion of rent arrears of RSL dwellings in the North was 4.9%, which is higher than the national average of 4.6%.

- Three RSLs operating in the north had 0% rent arrears in their supported stock.
- Equity Housing Group Ltd recorded rent arrears of 13.1% - the highest in the north.

### Rent lost through dwellings becoming vacant

This FPI calculates the rent lost over the financial year through general needs dwellings being vacant. Rent lost due to supported housing dwellings being void is a figure taken from the FVA. These are dwellings for which a rent would normally be charged. (Dwellings no longer on the rent debit are not included in either figure used in this FPI.)

RSLs	Rent lost due to SH Voids				
	2003	2004	2005	Change 	% Change 
Nomad Housing Group Ltd	0.90%	0.00%	0.00%	 0.90%	 100.0%
Leeds Federated HA Ltd	4.30%	1.80%	0.40%	 3.90%	 90.7%
Sanctuary HA	4.80%	0.50%	1.00%	 3.80%	 79.2%
Jephson HA Ltd	8.00%	6.30%	2.60%	 5.40%	 67.5%
Three Rivers Charitable HA Ltd	11.50%	6.30%	5.00%	 6.50%	 56.5%
Endeavour HA Ltd	2.00%	2.90%	1.00%	 1.00%	 50.0%
New Fylde Housing Ltd	2.40%	1.30%	1.20%	 1.20%	 50.0%
Accent Homes Ltd	5.90%	5.30%	3.40%	 2.50%	 42.4%
Irwell Valley HA Ltd	6.60%	5.00%	4.00%	 2.60%	 39.4%
Enterprise 5 HA Ltd	8.90%	4.50%	5.50%	 3.40%	 38.2%
Mosscares Housing Ltd	1.90%	1.00%	1.40%	 0.50%	 26.3%
Arena HA Ltd	6.80%	4.90%	5.10%	 1.70%	 25.0%
The Salvation Army HA	9.00%	12.10%	7.20%	 1.80%	 20.0%
Space New Living Ltd	0.00%	0.00%	0.00%	0.00%	0.0%
Two Castles HA Ltd	0.00%	0.00%	0.00%	0.00%	0.0%
Three Rivers HA Ltd	2.10%	3.30%	2.40%	 0.30%	 14.3%
Liverpool Housing Trust Ltd	4.90%	3.60%	5.90%	 1.00%	 20.4%
Broadacres HA Ltd	2.90%	4.10%	3.70%	 0.80%	 27.6%
Progress Care HA Ltd	4.10%	0.60%	5.30%	 1.20%	 29.3%
New Leaf Supporting Independence Ltd	2.70%	3.50%	3.80%	 1.10%	 40.7%
Hanover HA	1.90%	2.50%	2.70%	 0.80%	 42.1%
Contour Homes Ltd	2.70%	2.80%	3.90%	 1.20%	 44.4%
Kush HA Ltd	0.00%	0.00%	0.60%	 0.60%	 60.0%
The Guinness Trust	1.80%	1.80%	3.80%	 2.00%	 111.1%

Wyre HA Ltd	3.50%	1.90%	7.40%	↑3.90%	↑111.4%
Northern Counties HA Ltd	0.80%	0.00%	1.70%	↑0.90%	↑112.5%
Dane Housing (Congleton) Ltd	1.80%	5.00%	4.30%	↑2.50%	↑138.9%
Newcastle and Whitley Housing Trust Ltd	0.30%	0.60%	0.90%	↑0.60%	↑200.0%
Sadeh Lok Housing Group Ltd	0.00%	0.00%	3.60%	↑3.60%	↑360.0%
Jephson Homes HA Ltd	1.00%	3.00%	5.80%	↑4.80%	↑480.0%
Johnnie Johnson Housing Trust Ltd	0.30%	2.30%	2.20%	↑1.90%	↑633.3%
Riverside HA Ltd	0.40%	1.00%	3.10%	↑2.70%	↑675.0%
Manchester and District HA Ltd	0.30%	2.30%	4.40%	↑4.10%	↑1366.7%
Cheviot HA Ltd	0.20%	0.10%	5.20%	↑5.00%	↑2500.0%
Yorkshire Coast Homes Ltd	-	-	0.70%	N/A	N/A
Derwent and Solway HA Ltd	-	-	2.10%	N/A	N/A
Wulvern Housing Ltd	-	-	2.40%	N/A	N/A
South Bradford Community Housing Trust Ltd	-	2.10%	3.10%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	6.90%	6.70%	N/A	N/A
Home Group Ltd	-	-	6.80%	N/A	N/A
Shipley Community Housing Trust Ltd	-	7.50%	8.00%	N/A	N/A
East Bradford Community Housing Trust Ltd	-	5.00%	8.10%	N/A	N/A
Twin Valley Homes Ltd	-	-	8.50%	N/A	N/A
Weaver Vale Housing Trust Ltd	-	12.30%	10.10%	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	8.50%	10.30%	N/A	N/A
Knowsley Housing Trust	-	1.30%	13.30%	N/A	N/A
North Bradford Community Housing Trust Ltd	-	18.70%	16.70%	N/A	N/A
Calico Housing Ltd	7.40%	6.50%	-	N/A	N/A
Durham Aged Mineworkers' Homes Association	10.00%	11.30%	-	N/A	N/A
Frontis Homes Ltd	2.90%	3.50%	-	N/A	N/A
North British Housing Ltd	0.30%	1.90%	-	N/A	N/A
Pennine Housing 2000 Ltd	6.10%	5.80%	-	N/A	N/A
Tees Valley Housing Group Ltd	0.00%	0.00%	-	N/A	N/A
Family HA (Manchester) Ltd	0.90%	2.10%	0.00%	↓0.90%	↓100.0%
Rodney HA Ltd	4.00%	0.00%	0.00%	↓4.00%	↓100.0%
Warrington HA Ltd	4.50%	2.20%	0.00%	↓4.50%	↓100.0%
The Ridings HA Ltd	3.00%	1.20%	0.50%	↓2.50%	↓83.3%
Equity Housing Group Ltd	3.20%	3.10%	0.70%	↓2.50%	↓78.1%
Hull Churches HA Ltd	2.30%	1.00%	0.60%	↓1.70%	↓73.9%

Manningham HA Ltd	2.80%	0.50%	0.80%	↓2.00%	↓71.4%
Unity HA Ltd	2.90%	3.10%	0.90%	↓2.00%	↓69.0%
Crosby HA Ltd	0.60%	0.90%	0.20%	↓0.40%	↓66.7%
St. Vincent's HA Ltd	11.10%	7.80%	4.50%	↓6.60%	↓59.5%
St Anne's Community Services	5.10%	5.50%	3.00%	↓2.10%	↓41.2%
Novas-Ouvertures Group Ltd	7.20%	5.00%	4.30%	↓2.90%	↓40.3%
Pierhead HA Ltd	2.00%	2.00%	1.30%	↓0.70%	↓35.0%
Manchester Methodist HA Ltd	10.50%	7.30%	8.60%	↓1.90%	↓18.1%
York HA Ltd	2.40%	1.70%	2.10%	↓0.30%	↓12.5%
Muir Group HA Ltd	4.90%	4.80%	4.30%	↓0.60%	↓12.2%
South Yorkshire HA Ltd	8.20%	7.60%	7.50%	↓0.70%	↓8.5%
Cosmopolitan HA Ltd	0.00%	0.00%	0.00%	0.00%	0.0%
Greater Hornby HA Ltd	0.00%	0.00%	0.00%	0.00%	0.0%
Headrow Housing Group Ltd	0.00%	0.00%	0.00%	0.00%	0.0%
Bristol Churches HA Ltd	3.20%	5.60%	3.60%	↑0.40%	↑12.5%
West Yorkshire HA Ltd	8.10%	1.20%	10.50%	↑2.40%	↑29.6%
Templar HA Ltd	2.50%	4.30%	4.10%	↑1.60%	↑64.0%
Brunel and Family HA Ltd	0.90%	2.00%	1.70%	↑0.80%	↑88.9%
Impact HA Ltd	4.00%	2.90%	9.40%	↑5.40%	↑135.0%
The Joseph Rowntree Housing Trust	0.00%	4.80%	2.20%	↑2.20%	↑220.0%
Arches Housing Ltd	3.30%	2.90%	19.50%	↑16.20%	↑490.9%
People First HA Ltd	0.00%	3.70%	6.60%	↑6.60%	↑660.0%
Maritime HA Ltd	0.40%	7.40%	5.80%	↑5.40%	↑1350.0%
Equity HA Ltd	-	-	0.00%	N/A	N/A
West Pennine HA Ltd	-	-	0.00%	N/A	N/A
CDS HA Ltd	-	5.00%	0.00%	N/A	N/A
Cobalt Housing Ltd	-	0.00%	0.00%	N/A	N/A
Leeds Jewish HA Ltd	-	-	0.70%	N/A	N/A
Chevin HA Ltd	-	0.00%	1.00%	N/A	N/A
Nene Housing Society Ltd	-	-	1.10%	N/A	N/A
Birkenhead Forum HA Ltd	-	-	5.10%	N/A	N/A
Eldonian Community Based HA Ltd	0.00%	3.50%	-	N/A	N/A
Nomad Housing Trust Ltd	-	0.00%	-	N/A	N/A
Pine Court HA Ltd	-	0.00%	-	N/A	N/A
Wirral Methodist HA Ltd	1.50%	3.20%	-	N/A	N/A









































## All RSLs

- The average amount of rent lost by RSLs in the North through dwellings being vacant was 4.5%. This has decreased overall between 2003 and 2005 from 6.6% but is still above the national average of 4.1%.
- Thirteen RSLs in the North had 0% of rent loss due to dwellings being vacant. However, the RSLs with the largest reductions in rent loss were St. Vincent's (6.6% reduction) and Three Rivers Charitable HA (6.5%).
- The worst performing RSL was Arches Housing Limited with an 19.5% rent loss. This is a rise of 16.2% on 2003 - the highest in the north.

### Re-let times

This PI indicates the average length of time that an owned Supported Housing dwelling is vacant between lettings. It is calculated from the total number of supported housing lettings made during the year (excluding lettings made to newly built, rehabilitated or otherwise acquired dwellings) and the total number of calendar days these properties were vacant.

The calculation is made from CORE log data for the year. A total number of days vacant is calculated from all eligible lettings (where the 'reason for letting the property' was a re-let), and divided by the number of these lettings.

RSLs	Re-let time (days)				
	2003	2004	2005	Change 	% Change 
Enterprise 5 HA Ltd	21	16	6	 15	 71.4%
The Salvation Army HA	6	5	4	 2	 33.3%
Accent Homes Ltd	18	16	13	 5	 27.8%
Leeds Federated HA Ltd	15	19	12	 3	 20.0%
The Guinness Trust	26	22	22	 4	 15.4%
Liverpool Housing Trust Ltd	55	40	47	 8	 14.5%
Riverside HA Ltd	22	22	23	 1	 4.5%
Sanctuary HA	19	19	20	 1	 5.3%
New Leaf Supporting Independence Ltd	18	11	20	 2	 11.1%
Hereward HA Ltd	14	23	16	 2	 14.3%
Northern Counties HA Ltd	29	24	34	 5	 17.2%
Contour Homes Ltd	24	12	29	 5	 20.8%
Arena HA Ltd	9	9	11	 2	 22.2%
Hanover HA	19	10	27	 8	 42.1%
North British Housing Ltd	9	10	13	 4	 44.4%
Manchester and District HA Ltd	14	18	28	 14	 100.0%
Mosscare Housing Ltd	51	-	108	 57	 111.8%
Irwell Valley HA Ltd	19	30	114	 95	 500.0%
Progress Care HA Ltd	8	92	83	 75	 937.5%
Central Sunderland Housing Company Ltd	-	-	4	N/A	N/A

Home Group Ltd	-	-	15	N/A	N/A
Wyre HA Ltd	-	-	16	N/A	N/A
Dane Housing (Congleton) Ltd	-	-	18	N/A	N/A
Weaver Vale Housing Trust Ltd	-	-	23	N/A	N/A
Jephson Homes HA Ltd	-	-	25	N/A	N/A
ShIPLEY Community Housing Trust Ltd	-	-	26	N/A	N/A
South Bradford Community Housing Trust Ltd	-	-	27	N/A	N/A
St. Helens HA Ltd	-	-	27	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	27	N/A	N/A
New Progress HA Ltd	-	-	31	N/A	N/A
Windmill HA Ltd	-	-	34	N/A	N/A
Jephson HA Ltd	-	-	35	N/A	N/A
Broadacres HA Ltd	-	-	41	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	-	43	N/A	N/A
Knowsley Housing Trust	-	-	44	N/A	N/A
Chester & District Housing Trust Ltd	-	-	48	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	-	56	N/A	N/A
North Bradford Community Housing Trust Ltd	-	-	64	N/A	N/A
Newcastle and Whitley Housing Trust Ltd	-	-	65	N/A	N/A
Housing Hartlepool Ltd	-	-	68	N/A	N/A
Twin Valley Homes Ltd	-	34	90	N/A	N/A
Two Castles HA Ltd	-	-	341	N/A	N/A
Calico Housing Ltd	14	-	-	N/A	N/A
Helena Housing Ltd	28	-	-	N/A	N/A
Three Rivers HA Ltd	23	15	-	N/A	N/A
Family HA (Manchester) Ltd	58	-	10	↓48	↓82.8%
St. Vincent's HA Ltd	30	18	13	↓17	↓56.7%
Novas-Ouvertures Group Ltd	12	9	6	↓6	↓50.0%
Manchester Methodist HA Ltd	42	17	24	↓18	↓42.9%
The Ridings HA Ltd	16	-	17	↑1	↑6.3%
Muir Group HA Ltd	10	14	11	↑1	↑10.0%
South Yorkshire HA Ltd	19	19	21	↑2	↑10.5%
Bristol Churches HA Ltd	19	15	24	↑5	↑26.3%
West Pennine HA Ltd	11	11	14	↑3	↑27.3%
St Anne's Community Services	24	26	32	↑8	↑33.3%
Brunel and Family HA Ltd	13	19	18	↑5	↑38.5%

Impact HA Ltd	2	20	23	↑21	↑1050.0%
New Charter Housing (North) Ltd	-	-	0	N/A	N/A
Nene Housing Society Ltd	-	-	3	N/A	N/A
Equity Housing Group Ltd	-	-	4	N/A	N/A
Yorkshire Community Housing Ltd	-	-	5	N/A	N/A
The Joseph Rowntree Housing Trust	-	-	9	N/A	N/A
CDS HA Ltd	-	-	18	N/A	N/A
Rodney HA Ltd	-	-	35	N/A	N/A
Maritime HA Ltd	-	-	51	N/A	N/A
Chevin HA Ltd	-	-	82	N/A	N/A

### All RSLs

- The average number of days taken by RSLs in the North to re-let their properties was 37 days, which is in line with the national average.
- Top quartile performing RSLs in the North had average re-let times of 13 days or less. The best performing RSLs in the North with the shortest length of time to re-let their properties was New Charter Housing (North) Limited with 0 days.
- Bottom quartile performing RSLs in the North took an average of 43 days or more to re-let their properties. The worst performing RSL was Two Castles Housing Association Limited with an average re-let time of 341 days.
- The RSL in the North with the biggest decrease in the time taken to re-let properties was Family Housing Association (Manchester) Ltd whose performance improved by 48 days.

### Average weekly investment per unit of supported housing stock

This FPI calculates the average weekly investment per unit of supported housing stock. Investment includes the cost of all repairs (routine, planned and major categories) from the income and expenditure account plus the cost of capitalised major repairs and improvements for supported housing stock. To derive capitalised costs, associations estimate the amount of their total capitalised expenditure, which relates to repairs to existing dwellings that are used for supported housing lettings.

RSLs	Weekly investment per SH unit				
	2003	2004	2005	Change ↑↓	% Change ↑↓
Manchester and District HA Ltd	£2.72	£3.34	£14.16	↑£11.44	↑420.6%
Contour Homes Ltd	£6.54	£46.81	£21.55	↑£15.01	↑229.5%
Sadeh Lok Housing Group Ltd	£19.23	£30.77	£61.84	↑£42.61	↑221.6%
Northern Counties HA Ltd	£11.92	£11.37	£30.98	↑£19.06	↑159.9%
Newcastle and Whitley Housing Trust Ltd	£11.49	£23.20	£21.77	↑£10.28	↑89.5%

Wyre HA Ltd	£8.49	£15.66	£16.03	↑£7.54	↑88.8%
Arena HA Ltd	£7.16	£8.41	£13.06	↑£5.90	↑82.4%
Kush HA Ltd	£8.19	£3.50	£14.94	↑£6.75	↑82.4%
Jephson HA Ltd	£14.99	£37.95	£26.58	↑£11.59	↑77.3%
Three Rivers HA Ltd	£19.33	£29.05	£31.12	↑£11.79	↑61.0%
Riverside HA Ltd	£7.66	£8.03	£12.31	↑£4.65	↑60.7%
Two Castles HA Ltd	£5.98	£6.67	£9.42	↑£3.44	↑57.5%
Jephson Homes HA Ltd	£13.60	£12.72	£19.16	↑£5.56	↑40.9%
Irwell Valley HA Ltd	£14.56	£12.69	£18.57	↑£4.01	↑27.5%
The Salvation Army HA	£16.96	£29.07	£20.72	↑£3.76	↑22.2%
The Guinness Trust	£24.64	£24.60	£29.19	↑£4.55	↑18.5%
Endeavour HA Ltd	£15.13	£17.56	£17.60	↑£2.47	↑16.3%
Nomad Housing Group Ltd	£11.72	£19.36	£13.59	↑£1.87	↑16.0%
Johnnie Johnson Housing Trust Ltd	£7.79	£7.92	£9.01	↑£1.22	↑15.7%
New Leaf Supporting Independence Ltd	£22.97	£23.88	£23.57	↑£0.60	↑2.6%
New Fylde Housing Ltd	£15.87	£27.56	£4.35	↓£11.52	↓72.6%
Leeds Federated HA Ltd	£4.57	£4.72	£2.07	↓£2.50	↓54.7%
Accent Homes Ltd	£13.25	£13.86	£6.79	↓£6.46	↓48.8%
Dane Housing (Congleton) Ltd	£18.91	£14.14	£10.13	↓£8.78	↓46.4%
Hanover HA	£26.43	£22.05	£14.94	↓£11.49	↓43.5%
Three Rivers Charitable HA Ltd	£13.02	£10.72	£9.25	↓£3.77	↓29.0%
Mosscares Housing Ltd	£23.11	£25.08	£16.61	↓£6.50	↓28.1%
Enterprise 5 HA Ltd	£5.88	£5.19	£4.37	↓£1.51	↓25.7%
Liverpool Housing Trust Ltd	£18.89	£15.28	£14.12	↓£4.77	↓25.3%
Progress Care HA Ltd	£24.72	£17.16	£18.77	↓£5.95	↓24.1%
Cheviot HA Ltd	£14.17	£26.10	£10.77	↓£3.40	↓24.0%
Sanctuary HA	£23.13	£26.03	£21.93	↓£1.20	↓5.2%
Broadacres HA Ltd	£15.03	£37.65	£14.52	↓£0.51	↓3.4%
Bradford West City Community Housing Trust Ltd	-	£18.84	£71.97	N/A	N/A
ShIPLEY Community Housing Trust Ltd	-	£30.85	£52.68	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	£48.21	N/A	N/A
Home Group Ltd	-	-	£34.87	N/A	N/A
South Bradford Community Housing Trust Ltd	-	£11.35	£28.42	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	£95.90	£18.90	N/A	N/A
Knowsley Housing Trust	-	£14.95	£16.56	N/A	N/A
East Bradford Community Housing Trust Ltd	-	£2.14	£15.46	N/A	N/A

Weaver Vale Housing Trust Ltd	-	£16.43	£14.42	N/A	N/A
Space New Living Ltd	-	£4.01	£14.08	N/A	N/A
Derwent and Solway HA Ltd	-	-	£13.31	N/A	N/A
Twin Valley Homes Ltd	-	-	£12.99	N/A	N/A
North Bradford Community Housing Trust Ltd	-	£33.62	£12.56	N/A	N/A
Wulvern Housing Ltd	-	-	£2.79	N/A	N/A
Calico Housing Ltd	£24.96	£35.71	-	N/A	N/A
Durham Aged Mineworkers' Homes Association	£11.68	£14.96	-	N/A	N/A
Frontis Homes Ltd	£32.58	£41.30	-	N/A	N/A
North British Housing Ltd	£27.99	£17.97	-	N/A	N/A
Pennine Housing 2000 Ltd	£77.40	£70.57	-	N/A	N/A
Brunel and Family HA Ltd	£2.12	£29.21	£29.93	↑£27.81	↑1311.8%
Hull Churches HA Ltd	£13.74	£24.73	£53.23	↑£39.49	↑287.4%
The Ridings HA Ltd	£1.19	£1.18	£3.08	↑£1.89	↑158.8%
Rodney HA Ltd	£4.56	£15.70	£10.16	↑£5.60	↑122.8%
The Joseph Rowntree Housing Trust	£3.21	£12.82	£6.66	↑£3.45	↑107.5%
Muir Group HA Ltd	£14.20	£18.47	£25.97	↑£11.77	↑82.9%
Warrington HA Ltd	£7.52	£15.23	£11.78	↑£4.26	↑56.6%
Templar HA Ltd	£5.16	£10.74	£7.84	↑£2.68	↑51.9%
Crosby HA Ltd	£13.30	£22.73	£18.89	↑£5.59	↑42.0%
Manchester Methodist HA Ltd	£18.07	£16.96	£22.98	↑£4.91	↑27.2%
Manningham HA Ltd	£48.41	£51.78	£52.12	↑£3.71	↑7.7%
Pierhead HA Ltd	£21.40	£21.26	£22.91	↑£1.51	↑7.1%
St. Vincent's HA Ltd	£14.56	£12.29	£15.27	↑£0.71	↑4.9%
Maritime HA Ltd	£14.41	£12.63	£14.63	↑£0.22	↑1.5%
Equity Housing Group Ltd	£7.15	£7.45	£7.21	↑£0.06	↑0.8%
Arches Housing Ltd	£8.20	£15.84	£1.92	↓£6.28	↓76.6%
Family HA (Manchester) Ltd	£30.96	£24.04	£10.54	↓£20.42	↓66.0%
Bristol Churches HA Ltd	£31.28	£24.89	£21.66	↓£9.62	↓30.8%
Unity HA Ltd	£18.65	£12.94	£13.19	↓£5.46	↓29.3%
West Yorkshire HA Ltd	£24.25	£17.78	£18.14	↓£6.11	↓25.2%
South Yorkshire HA Ltd	£8.57	£6.40	£6.60	↓£1.97	↓23.0%
Novas-Ouvertures Group Ltd	£17.81	£19.78	£14.31	↓£3.50	↓19.7%
Greater Hornby HA Ltd	£2.56	£2.10	£2.14	↓£0.42	↓16.4%
St Anne's Community Services	£17.29	£21.85	£16.05	↓£1.24	↓7.2%
Impact HA Ltd	£15.59	£10.84	£14.58	↓£1.01	↓6.5%
York HA Ltd	£21.09	£25.44	£20.58	↓£0.51	↓2.4%

Cosmopolitan HA Ltd	-	-	£31.82	N/A	N/A
People First HA Ltd	-	£41.93	£28.85	N/A	N/A
Nene Housing Society Ltd	-	-	£25.72	N/A	N/A
Birkenhead Forum HA Ltd	-	-	£18.14	N/A	N/A
Chevin HA Ltd	-	£9.07	£17.42	N/A	N/A
Equity HA Ltd	-	-	£6.87	N/A	N/A
Headrow Housing Group Ltd	-	£2.04	£6.47	N/A	N/A
Leeds Jewish HA Ltd	-	-	£4.81	N/A	N/A
Cobalt Housing Ltd	-	£6.41	£3.21	N/A	N/A
West Pennine HA Ltd	-	£0.86	£1.79	N/A	N/A
CDS HA Ltd	-	£13.31	-	N/A	N/A
Darlington HA Ltd	-	£11.88	-	N/A	N/A
Eldonian Community Based HA Ltd	£0.64	£10.26	-	N/A	N/A
Nomad Housing Trust Ltd	-	£8.74	-	N/A	N/A

### All RSLs

- The average investment in supported housing dwellings had risen on average from £19.62 in 2003 to £21.88 in 2005. This is below the national average of £24.10.
- Bradford West City Community Housing Trust Limited invested £71.97 per unit – the most in the north. Amongst those RSLs that comparison is available, Brunel and Family Housing Association Limited showed the greatest increase in investment (by £27.81 per week).
- West Pennine Housing Association invested only £1.79p per unit. Family Housing Association (Manchester) Limited reduced its investment per unit from £30.96 to £10.54.

**Percentage of annual rent debit for supported housing that was collected**  
This FPI calculates the rent collected for supported housing stock as a percentage of the annual rent debit less rent lost due to voids. The association derives its rent collected figure for supported housing from its cash/accounting systems.

RSLs	Rent Collected for SH				
	2003	2004	2005	Change <span style="color:red">↑↓</span>	% Change <span style="color:red">↑↓</span>
The Guinness Trust	64.10%	80.40%	101.60%	<span style="color:red">↑</span> 37.50%	<span style="color:red">↑</span> 58.5%
Newcastle and Whitley Housing Trust Ltd	81.30%	79.60%	93.20%	<span style="color:red">↑</span> 11.90%	<span style="color:red">↑</span> 14.6%
Sanctuary HA	91.20%	96.20%	102.20%	<span style="color:red">↑</span> 11.00%	<span style="color:red">↑</span> 12.1%
Manchester and District HA Ltd	89.60%	104.50%	100.40%	<span style="color:red">↑</span> 10.80%	<span style="color:red">↑</span> 12.1%
Kush HA Ltd	94.80%	94.40%	104.20%	<span style="color:red">↑</span> 9.40%	<span style="color:red">↑</span> 9.9%
Liverpool Housing Trust Ltd	94.10%	139.10%	102.50%	<span style="color:red">↑</span> 8.40%	<span style="color:red">↑</span> 8.9%

Mosscares Housing Ltd	99.00%	101.60%	105.70%	↑6.70%	↑6.8%
Endeavour HA Ltd	96.70%	97.80%	102.30%	↑5.60%	↑5.8%
Progress Care HA Ltd	87.40%	95.60%	92.00%	↑4.60%	↑5.3%
Jephson HA Ltd	94.50%	101.80%	98.80%	↑4.30%	↑4.6%
New Fylde Housing Ltd	98.00%	102.60%	102.10%	↑4.10%	↑4.2%
Arena HA Ltd	99.70%	100.40%	103.70%	↑4.00%	↑4.0%
Accent Homes Ltd	96.80%	102.20%	100.40%	↑3.60%	↑3.7%
Riverside HA Ltd	100.00%	122.40%	103.30%	↑3.30%	↑3.3%
Space New Living Ltd	97.50%	99.10%	100.00%	↑2.50%	↑2.6%
Enterprise 5 HA Ltd	99.10%	103.20%	101.20%	↑2.10%	↑2.1%
New Leaf Supporting Independence Ltd	99.70%	101.30%	101.80%	↑2.10%	↑2.1%
Dane Housing (Congleton) Ltd	93.70%	102.80%	95.10%	↑1.40%	↑1.5%
Northern Counties HA Ltd	98.20%	102.50%	99.40%	↑1.20%	↑1.2%
Wyre HA Ltd	100.70%	98.20%	101.40%	↑0.70%	↑0.7%
Irwell Valley HA Ltd	100.20%	98.10%	100.80%	↑0.60%	↑0.6%
Sadeh Lok Housing Group Ltd	98.30%	90.80%	98.80%	↑0.50%	↑0.5%
Two Castles HA Ltd	99.10%	98.90%	99.50%	↑0.40%	↑0.4%
Nomad Housing Group Ltd	101.50%	93.20%	101.00%	↓0.50%	↓0.5%
Contour Homes Ltd	100.00%	100.00%	98.50%	↓1.50%	↓1.5%
Hanover HA	100.20%	96.10%	98.40%	↓1.80%	↓1.8%
Broadacres HA Ltd	98.00%	98.50%	96.20%	↓1.80%	↓1.8%
Jephson Homes HA Ltd	94.00%	104.70%	89.60%	↓4.40%	↓4.7%
Cheviot HA Ltd	110.00%	100.20%	91.80%	↓18.20%	↓16.5%
Leeds Federated HA Ltd	135.50%	98.50%	100.50%	↓35.00%	↓25.8%
Weaver Vale Housing Trust Ltd	-	87.30%	110.00%	N/A	N/A
Derwent and Solway HA Ltd	-	-	101.90%	N/A	N/A
Yorkshire Coast Homes Ltd	-	-	100.70%	N/A	N/A
Knowsley Housing Trust	-	96.00%	99.20%	N/A	N/A
Wulvern Housing Ltd	-	-	98.70%	N/A	N/A
Home Group Ltd	-	-	94.80%	N/A	N/A
Aire Wharfe Community Housing Trust Ltd	-	98.30%	-	N/A	N/A
Bradford West City Community Housing Trust Ltd	-	98.40%	-	N/A	N/A
Calico Housing Ltd	97.90%	98.40%	-	N/A	N/A
Durham Aged Mineworkers' Homes Association	98.70%	106.30%	-	N/A	N/A
East Bradford Community Housing Trust Ltd	-	98.00%	-	N/A	N/A
Frontis Homes Ltd	97.80%	102.00%	-	N/A	N/A
Johnnie Johnson Housing Trust	100.30%	100.60%	-	N/A	N/A

Ltd					
North Bradford Community Housing Trust Ltd	-	98.40%	-	N/A	N/A
North British Housing Ltd	78.50%	166.60%	-	N/A	N/A
Pennine Housing 2000 Ltd	95.70%	100.10%	-	N/A	N/A
ShIPLEY Community Housing Trust Ltd	-	97.50%	-	N/A	N/A
South Bradford Community Housing Trust Ltd	-	96.60%	-	N/A	N/A
The Salvation Army HA	100.00%	100.00%	-	N/A	N/A
Three Rivers Charitable HA Ltd	90.40%	97.10%	-	N/A	N/A
Three Rivers HA Ltd	97.00%	100.10%	-	N/A	N/A
Novas-Ouvertures Group Ltd	74.20%	97.70%	97.60%	↑23.40%	↑31.5%
Muir Group HA Ltd	90.00%	118.30%	110.10%	↑20.10%	↑22.3%
Cosmopolitan HA Ltd	83.40%	104.00%	100.70%	↑17.30%	↑20.7%
Maritime HA Ltd	89.60%	102.20%	106.90%	↑17.30%	↑19.3%
The Joseph Rowntree Housing Trust	91.90%	99.70%	103.40%	↑11.50%	↑12.5%
South Yorkshire HA Ltd	91.20%	108.90%	100.00%	↑8.80%	↑9.6%
Greater Hornby HA Ltd	93.30%	99.40%	99.80%	↑6.50%	↑7.0%
St Anne's Community Services	94.20%	103.00%	99.80%	↑5.60%	↑5.9%
Manchester Methodist HA Ltd	96.60%	97.40%	101.70%	↑5.10%	↑5.3%
Manningham HA Ltd	94.50%	108.40%	97.50%	↑3.00%	↑3.2%
Impact HA Ltd	99.40%	99.20%	102.30%	↑2.90%	↑2.9%
Warrington HA Ltd	98.90%	99.00%	101.20%	↑2.30%	↑2.3%
Pierhead HA Ltd	96.30%	100.00%	98.50%	↑2.20%	↑2.3%
The Ridings HA Ltd	98.90%	97.50%	100.90%	↑2.00%	↑2.0%
York HA Ltd	98.80%	101.80%	100.00%	↑1.20%	↑1.2%
Headrow Housing Group Ltd	100.00%	100.00%	100.00%	↑0.00%	↑0.0%
Crosby HA Ltd	96.50%	109.90%	96.30%	↓0.20%	↓0.2%
Family HA (Manchester) Ltd	98.30%	99.90%	98.00%	↓0.30%	↓0.3%
Rodney HA Ltd	100.40%	93.40%	100.00%	↓0.40%	↓0.4%
St. Vincent's HA Ltd	99.00%	101.00%	98.20%	↓0.80%	↓0.8%
Brunel and Family HA Ltd	101.80%	113.10%	100.70%	↓1.10%	↓1.1%
Templar HA Ltd	100.90%	99.70%	99.40%	↓1.50%	↓1.5%
Unity HA Ltd	97.30%	97.30%	95.00%	↓2.30%	↓2.4%
Hull Churches HA Ltd	104.80%	99.90%	97.30%	↓7.50%	↓7.2%
Bristol Churches HA Ltd	102.60%	104.90%	93.70%	↓8.90%	↓8.7%
Equity Housing Group Ltd	99.90%	100.50%	89.50%	↓10.40%	↓10.4%
Arches Housing Ltd	127.30%	112.00%	112.10%	↓15.20%	↓11.9%
West Yorkshire HA Ltd	107.20%	101.50%	81.60%	↓25.60%	↓23.9%

CDS HA Ltd	-	73.70%	106.70%	N/A	N/A
Chevin HA Ltd	-	100.00%	103.10%	N/A	N/A
Leeds Jewish HA Ltd	-	-	100.70%	N/A	N/A
Cobalt Housing Ltd	-	100.00%	100.00%	N/A	N/A
Nene Housing Society Ltd	-	-	99.60%	N/A	N/A
Birkenhead Forum HA Ltd	-	-	98.20%	N/A	N/A
West Pennine HA Ltd	-	-	97.40%	N/A	N/A
People First HA Ltd	-	96.20%	96.70%	N/A	N/A
Eldonian Community Based HA Ltd	100.10%	100.00%	-	N/A	N/A
Nomad Housing Trust Ltd	-	101.10%	-	N/A	N/A

### All RSLs

- On average northern RSLs collected 98.4% of their annual net rental income for supported housing. This is just below the national average (99.3%).
- Arches Housing Limited the most efficient at rent collection, collecting 112.1% of their annual net rental income. The Guinness Trust improved their performance by the greatest margin, increasing rent collected by 37.5% on 2003.
- At 81.6% of rent collected, West Yorkshire Housing Association Limited collected the lowest proportion of rent in the north. Although Leeds Federated Housing Association Limited collected 100.5% of rent, this is down 35% and is the greatest reduction.

### Chapter Summary

The North region performed well overall in the supported housing PIs, with improvements shown in almost all PIs. The average rent of supported housing dwellings in the North had decreased by £20.75, and was lower than the national average. This may be because of the Supporting People regime, where RSLs with support charges pooled within their rents, started to de-pool and claim Transitional Housing Benefit. Furthermore, while there was a slight decrease in rent arrears and rent lost through vacant properties, there was a significant improvement in rent collection.

The re-let time for supported housing dwellings has increased, however between 2003 and 2005 by over 14 days on average and the North average is now in line with the national average.











































Finally, the North region showed improvements in operating costs where costs are down by £39.55 on average and costs as a percentage of annual turnover are also down (by 3.9%). Meanwhile, weekly investment in each supported accommodation unit is up by an average of £2.47 on 2003.

## Chapter 10 – Shared Ownership

Details of Shared Ownership headline PIs were publicised in early 2004 based on data provided by associations in previous years. They were formally published for the first time in 2004 for associations owning 100 or more shared ownership dwellings.

### Arrears as a percentage of the total rent and service charges collectable at 31 March

Rent arrears from shared ownership dwellings as a percentage of the total rent and service charges collectable from shared ownership dwellings at 31 March. Arrears is based on current and former leaseholders of a dwelling if their arrears accrued in the period - first rent week in April to last rent week in March of the following year. Arrears cover monies payable direct by the leaseholder.

RSLs	Rent arrears (%)				
	2003	2004	2005	Change 	% Change 
Space New Living Ltd	40.00%	14.30%	8.80%	 31.20%	 78.0%
Jephson Homes HA Ltd	12.00%	4.30%	3.30%	 8.70%	 72.5%
Riverside HA Ltd	14.00%	13.70%	6.10%	 7.90%	 56.4%
Cheviot HA Ltd	10.00%	8.50%	5.60%	 4.40%	 44.0%
Nomad Housing Group Ltd	4.00%	2.50%	2.60%	 1.40%	 35.0%
Accent Homes Ltd	14.00%	12.00%	10.20%	 3.80%	 27.1%
Irwell Valley HA Ltd	3.00%	1.50%	2.30%	 0.70%	 23.3%
Sanctuary HA	6.00%	6.10%	5.20%	 0.80%	 13.3%
North British Housing Ltd	6.00%	8.60%	5.60%	 0.40%	 6.7%
Northern Counties HA Ltd	11.00%	10.60%	10.70%	 0.30%	 2.7%
Contour Homes Ltd	3.00%	3.20%	3.00%	0.00%	0.0%
Leeds Federated HA Ltd	8.00%	11.70%	8.70%	 0.70%	 8.7%
Tees Valley Housing Group Ltd	4.00%	4.70%	5.00%	 1.00%	 25.0%
Manchester and District HA Ltd	5.00%	5.80%	6.50%	 1.50%	 30.0%
Two Castles HA Ltd	3.00%	2.50%	3.90%	 0.90%	 30.0%
Arena HA Ltd	5.00%	5.80%	6.60%	 1.60%	 32.0%
The Guinness Trust	3.00%	19.30%	17.00%	 14.00%	 466.7%
Home Group Ltd	-	-	5.30%	N/A	N/A
Frontis Homes Ltd	-	-	6.90%	N/A	N/A
Manchester Methodist HA Ltd	39.00%	2.60%	8.20%	 30.80%	 79.0%
Headrow Housing Group Ltd	7.00%	5.10%	4.90%	 2.10%	 30.0%
The Joseph Rowntree Housing Trust	6.00%	5.00%	5.00%	 1.00%	 16.7%
Maritime HA Ltd	5.00%	6.60%	4.90%	 0.10%	 2.0%
Yorkshire Community Housing	4.00%	6.10%	4.00%	0.00%	0.0%

Ltd					
Equity HA Ltd	2.00%	2.00%	2.30%	↑0.30%	↑15.0%
Muir Group HA Ltd	3.00%	6.00%	5.10%	↑2.10%	↑70.0%
Harewood Housing Society Ltd	-	6.30%	6.10%	N/A	N/A
Central Methodist HA Ltd	-	1.80%	7.60%	N/A	N/A
Equity Housing Group Ltd	-	-	7.80%	N/A	N/A
Beech HA Ltd	-	11.80%	12.30%	N/A	N/A

### All RSLs

- The average proportion of rent arrears of shared ownership dwellings in the North was 6.1%, which is a slight reduction on 2003 but still higher than the national average of 5.1%.
- Irwell Valley Housing Association reported arrears of only 2.3%. Space New Living Limited reduced their arrears by 31.2% from 40% to 8.8% and were the most improved performer.
- The Guinness Trust recorded the highest shared ownership arrears in the north at 17%. This is as a result of the highest rise on 2003 (14%).

#### Percentage of sales made to households who were formerly tenants of a local authority or housing association

It is calculated by dividing the total number of sales to purchasers whose previous tenure was shown as being a local authority or housing association tenant by the total number of shared ownership sales made during the year.

RSLs	LA/HA tenant sales (%)				
	2003	2004	2005	Change ↑↓	% Change ↑↓
Nomad Housing Group Ltd	4.30%	6.30%	24.40%	↑20.10%	↑467.44%
Leeds Federated HA Ltd	0.00%	0.00%	16.70%	↑16.70%	↑167.00%
Manchester and District HA Ltd	0.00%	60.00%	0.00%	0.00%	0.00%
Jephson Homes HA Ltd	5.10%	13.10%	2.80%	↓2.30%	↓45.10%
Sanctuary HA	2.10%	9.20%	0.00%	↓2.10%	↓100.00%
Irwell Valley HA Ltd	-	22.20%	11.10%	N/A	N/A
Riverside HA Ltd	-	12.00%	4.40%	N/A	N/A
Contour Homes Ltd	-	-	4.10%	N/A	N/A
The Guinness Trust	-	20.00%	3.40%	N/A	N/A
Arena HA Ltd	100.00%	-	-	N/A	N/A
North British Housing Ltd	-	0.00%	-	N/A	N/A
Northern Counties HA Ltd	-	0.00%	-	N/A	N/A
Equity HA Ltd	19.50%	6.30%	13.00%	↓6.50%	↓33.33%
Maritime HA Ltd	4.00%	28.60%	2.30%	↓1.70%	↓42.50%
Manchester Methodist HA Ltd	100.00%	12.20%	4.60%	↓95.40%	↓95.40%
The Joseph Rowntree Housing	7.10%	4.30%	0.00%	↓7.10%	↓100.00%

Trust					
Muir Group HA Ltd	-	4.30%	16.70%	N/A	N/A
Beech HA Ltd	-	0.00%	-	N/A	N/A

### All RSLs

- 7.8% of all shared ownership sales in 2005 were to former local authority or housing association tenants on average in the north. This is below the 8.6% national average.
- Almost one-quarter (24.4%) of Nomad's sales were to former LA/HA tenants and they were the top performing association in the north. Nomad's performance is as a result of a 20.1% increase in sales to these tenants, which also makes the association's performance the most improved in the north.
- Manchester Methodist Housing Association reduction of sales from 100% to 4.6% was the north's biggest reduction.

### Percentage of sales to BME households

BME households are classified as one of the following: White: Irish, Mixed, Asian or Asian British, Black or Black British, Chinese or other ethnic group. The PI is calculated from the total of such sales divided by the number of sales where the ethnic origin of the household was declared.

RSLs	Sales to BME purchasers (%)				
	2003	2004	2005	Change 	% Change 
Contour Homes Ltd	-	-	25.00%	N/A	N/A
Riverside HA Ltd	-	75.00%	8.80%	N/A	N/A
Sanctuary HA	-	-	5.60%	N/A	N/A
Jephson Homes HA Ltd	-	-	1.50%	N/A	N/A
Nomad Housing Group Ltd	4.30%	-	0.00%	N/A	N/A
The Guinness Trust	-	-	0.00%	N/A	N/A
The Joseph Rowntree Housing Trust	-	-	0.00%	N/A	N/A
Riverside Housing	-	75.00%	-	N/A	N/A
Irwell Valley HA Ltd	-	50.00%	-	N/A	N/A
North British Housing Ltd	-	0.00%	-	N/A	N/A
Manchester Methodist HA Ltd	-	-	9.20%	N/A	N/A
Equity HA Ltd	-	0.00%	0.00%	N/A	N/A
Maritime HA Ltd	-	-	0.00%	N/A	N/A

### All RSLs

- This is the first year that this PI has been mandatory and replaces SOPI01 'Percentage of Sales to BME Households'. The average percentage of sales to BME purchasers in the north is 6.9%. This is below the national average of 16.8%.

- With sales to BME purchasers of 25%, Contour Homes are the best performing RSL in the north.
- Five RSLs reporting their data, had no sales to BME purchasers.

**Satisfaction of shared owners with the overall service provided by the association**

The association provides this figure.

RSLs	Shared owner satisfaction overall				
	2003	2004	2005	Change <span style="color:red">↑↓</span>	% Change <span style="color:red">↑↓</span>
Sanctuary HA	-	-	97.00%	N/A	N/A
North British Housing Ltd	-	-	79.00%	N/A	N/A
Nomad Housing Group Ltd	-	-	69.00%	N/A	N/A
Riverside HA Ltd	-	-	65.00%	N/A	N/A
Arena HA Ltd	-	48.00%	63.20%	N/A	N/A
Contour Homes Ltd	-	-	63.00%	N/A	N/A
Jephson Homes HA Ltd	-	-	61.50%	N/A	N/A
Northern Counties HA Ltd	-	61.50%	61.50%	N/A	N/A
Leeds Federated HA Ltd	-	-	57.90%	N/A	N/A
Accent Homes Ltd	-	73.00%	51.00%	N/A	N/A
Space New Living Ltd	-	-	50.00%	N/A	N/A
Irwell Valley HA Ltd	-	-	31.40%	N/A	N/A
Two Castles HA Ltd	-	87.00%	-	N/A	N/A
Harewood Housing Society Ltd	-	-	88.00%	N/A	N/A
Central Methodist HA Ltd	-	71.00%	71.00%	N/A	N/A
Manchester Methodist HA Ltd	-	71.00%	71.00%	N/A	N/A
Maritime HA Ltd	-	61.00%	69.00%	N/A	N/A
Yorkshire Community Housing Ltd	-	37.00%	66.00%	N/A	N/A
Equity HA Ltd	-	-	61.70%	N/A	N/A
Equity Housing Group Ltd	-	-	59.10%	N/A	N/A
The Joseph Rowntree Housing Trust	-	56.00%	56.00%	N/A	N/A

**All RSLs**

- Average satisfaction levels among shared owners in the north stood at 62.9% compared to the national average of 63.4%.
- The 97% shared ownership satisfaction levels for Sanctuary Housing Association makes the RSL the best performing Association for 2005 on this PI.
- Meanwhile, Irwell Valley Housing Association's 37% makes it the worst performing RSL.

## Chapter 11 – Conclusion

This is the fourth Northern Housing Consortium Performance Indicator report for RSL members. Since the first report in 2002, the subject of Performance Indicators has generated considerable debate as to how they are used. Within the context of this report, Performance Indicators are essentially regarded as can openers and not gauges and can therefore only ever be viewed within the operating context of the particular RSL and indicator in question. The separation of performance into RSL types attempts to compare RSLs on more of a like for like basis but even this does not account for the significantly different local circumstances in which RSLs can operate.

The performance of the region on stock condition BVPIs has been good, with an overall improvement in the energy efficiency of dwellings (as measured by a Standard Assessment Procedure) and the in the proportion of dwellings failing the Decent Homes Standard.

The level of satisfaction of RSL tenants with the overall service in the region has fallen over the last two years. However, the level of satisfaction of RSL tenants with participation in decision-making has remained constant over the same period. Bearing in mind RSLs are spending resources on tenant participation activities, and the Housing Corporation's drive to improve participation, these results must be viewed as disappointing. Satisfaction among LSVT RSL tenants on average has increased which suggests that stock transfer has had a positive effect on some tenants.

The region performed fairly well in Performance Indicators relating to financial efficiency. Overall, rent lost due to voids fell and weekly investment in stock increased. However, operating costs have increased over the last two years – both weekly and as a percentage of operating costs.

On Performance Indicators relating to rent collection, rent arrears and rent lost through vacant dwellings, the North performed disappointingly compared to the national picture, with a decrease in all Performance Indicators except for rent collection.

The North region had had a disappointing performance in relation to the number of repairs carried out within target time and the number of appointments made and kept. Performance fell for completing repairs in target time for all types of repair and also for the number of appointments made and kept.

The overall picture is that the region has shown signs of continuous improvement in roughly 33% of Performance Indicators. Of particular interest is perhaps the rate of change on key indicators that will be experienced over coming years as more investment comes on line and the housing market is re-structured through further transfers of stock from local authorities and mass clearance of obsolete stock through the Housing Market Renewal Pathfinders.

## Annexe A – BVPI Data Sets

The following pages show the charts for each of the PI's for small RSLs in the northern region shown in the previous chapters. The full list of PIs is also shown below.

### Performance Indicators 2005

<b>General Needs Housing</b>
<b>Rent</b>
Average weekly rent for all dwellings owned
<b>Vacant Dwellings and Lettings</b>
Percentage of self-contained dwellings vacant and available for let at 31 March
Percentage of self-contained dwellings vacant and not available for let at 31 March
Average re-let time for dwellings
Percentage of lettings to BME tenants
<b>Stock Condition</b>
Average SAP rating (energy efficiency) of self-contained general needs dwellings
Percentage of general needs supported housing and/or housing for older people dwellings failing to meet the Decent Homes Standard
<b>Repairs</b>
Percentage of emergency repairs completed within target
Percentage of urgent repairs completed within target
Percentage of routine repairs completed within target
Percentage of repairs where an appointment was made and kept (where an appointments system exists)
<b>Tenant Satisfaction</b>
Percentage of tenants satisfied with the overall service provided by their landlord
Percentage of tenants satisfied with opportunities to participate in management and decision-making in relation to housing services provided by their landlord
<b>Financial PIs</b>
Average weekly operating cost per unit of general needs stock
Operating Cost for general needs as a percentage of Turnover
Average weekly investment per unit of general needs stock
Percentage of annual net rental income for general needs that was collected
Rent arrears of current general needs tenants at the financial year end as a percentage of rent debit
Percentage of rent lost through general needs dwellings being vacant
<b>Supported Housing PIs</b>
<b>Rent and Lettings</b>

Average weekly rent for all supported housing and housing for older people dwellings owned
Average re-let time for supported housing and housing for older people
Average weekly operating cost for supported housing and housing for older people
Annual Operating Cost for supported housing and housing for older people as a percentage of Annual Turnover
Average weekly investment per unit of supported housing and housing for older people
Percentage of annual net rental income for supported housing and housing for older people that was collected
Rent lost through supported housing and housing for older people being vacant
Rent arrears of current supported housing and housing for older people tenants at the financial year end as a percentage of annual rent debit
<b>Shared Ownership PIs</b>
Arrears as a percentage of the total rent and service charges collectable at 31 March
Percentage of sales to households formerly tenants of a local authority or housing association
Percentage of sales to households formerly on a local authority waiting list or common housing register
Satisfaction of shared owners with the overall service provided by the association
Percentage of sales to BME purchasers

## Annexe B – Useful documents and web sites

### Web sites:

Housing Quality Network “[Analysis of 2001/02 Housing Corporation Performance Indicators](#)“

Audit Commission “[Performance Breakthroughs](#)“

Housing Corporation “[Source 56: housing associations in 2001 Performance Indicators](#)“

Housing Corporation “[Source 60: housing associations in 2002 Performance Indicators](#)“

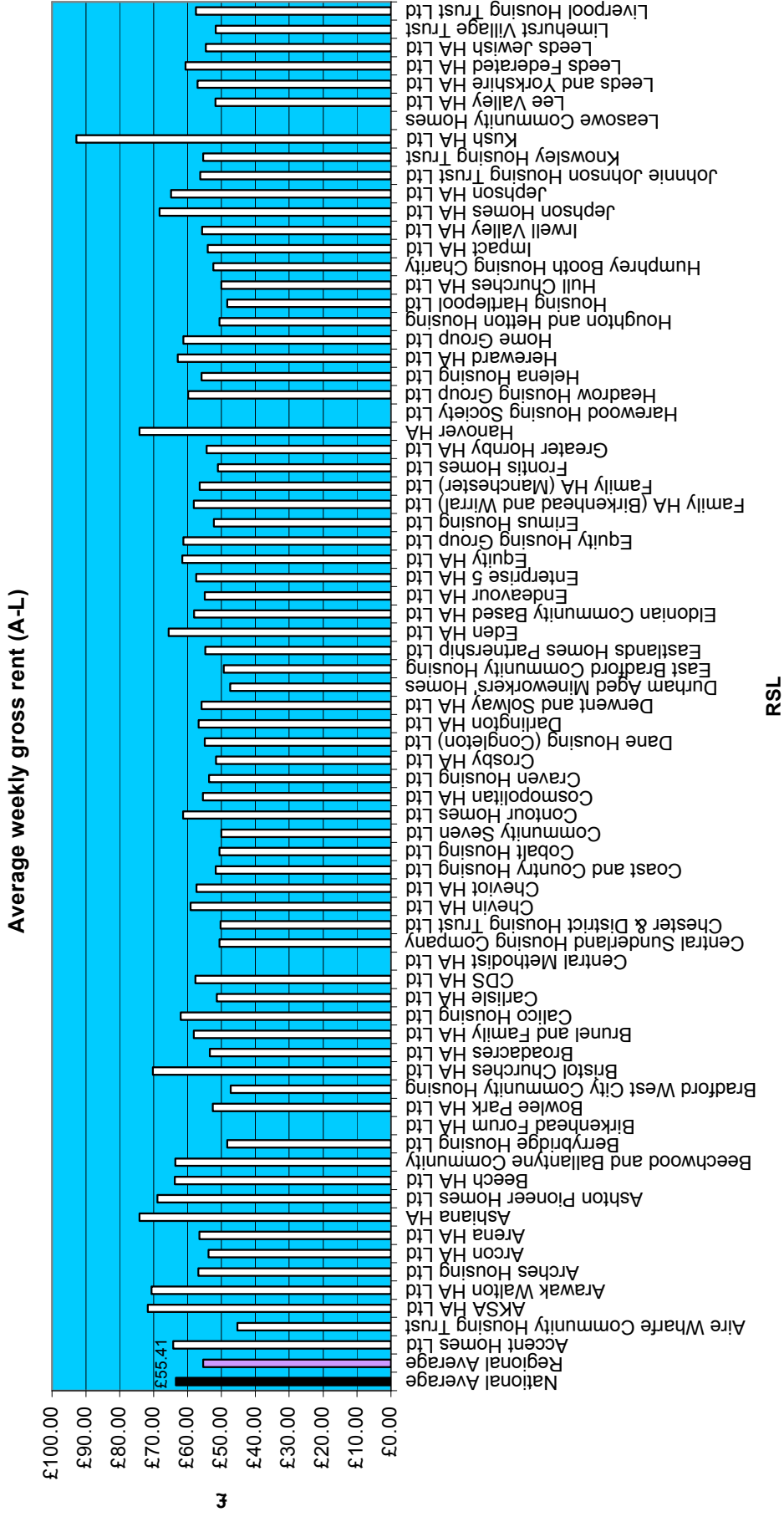
Housing Corporation “[Source 65: Housing Associations in 2003: Performance Indicators](#)“

Housing Quality Network “[Validation of the Performance Reporting Systems of Housing Associations](#)“

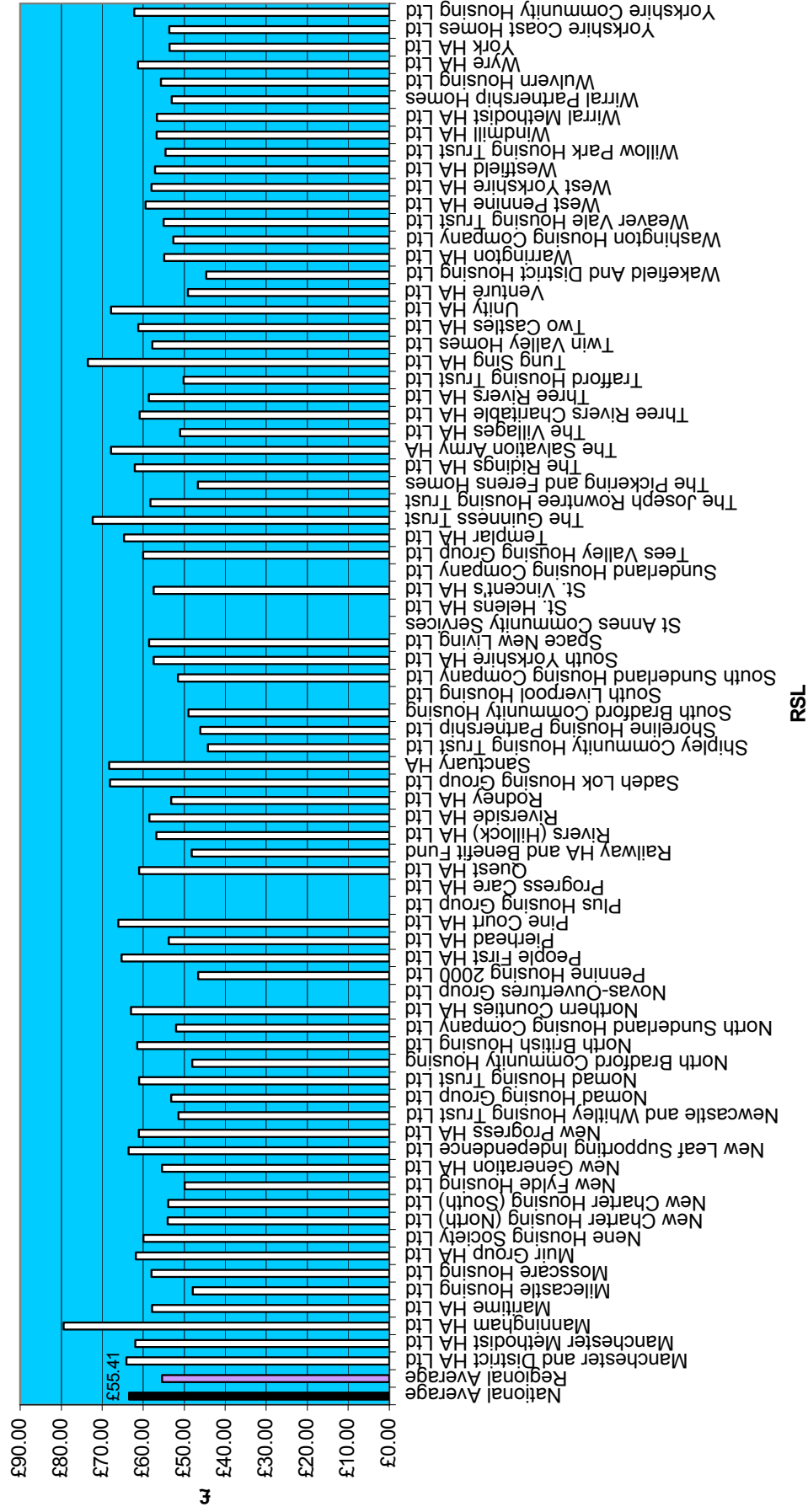
Housing Corporation “[Involvement Policy: Consultation Paper](#)“

Housing Corporation “[New Operating Cost Indices for Housing Associations](#)“

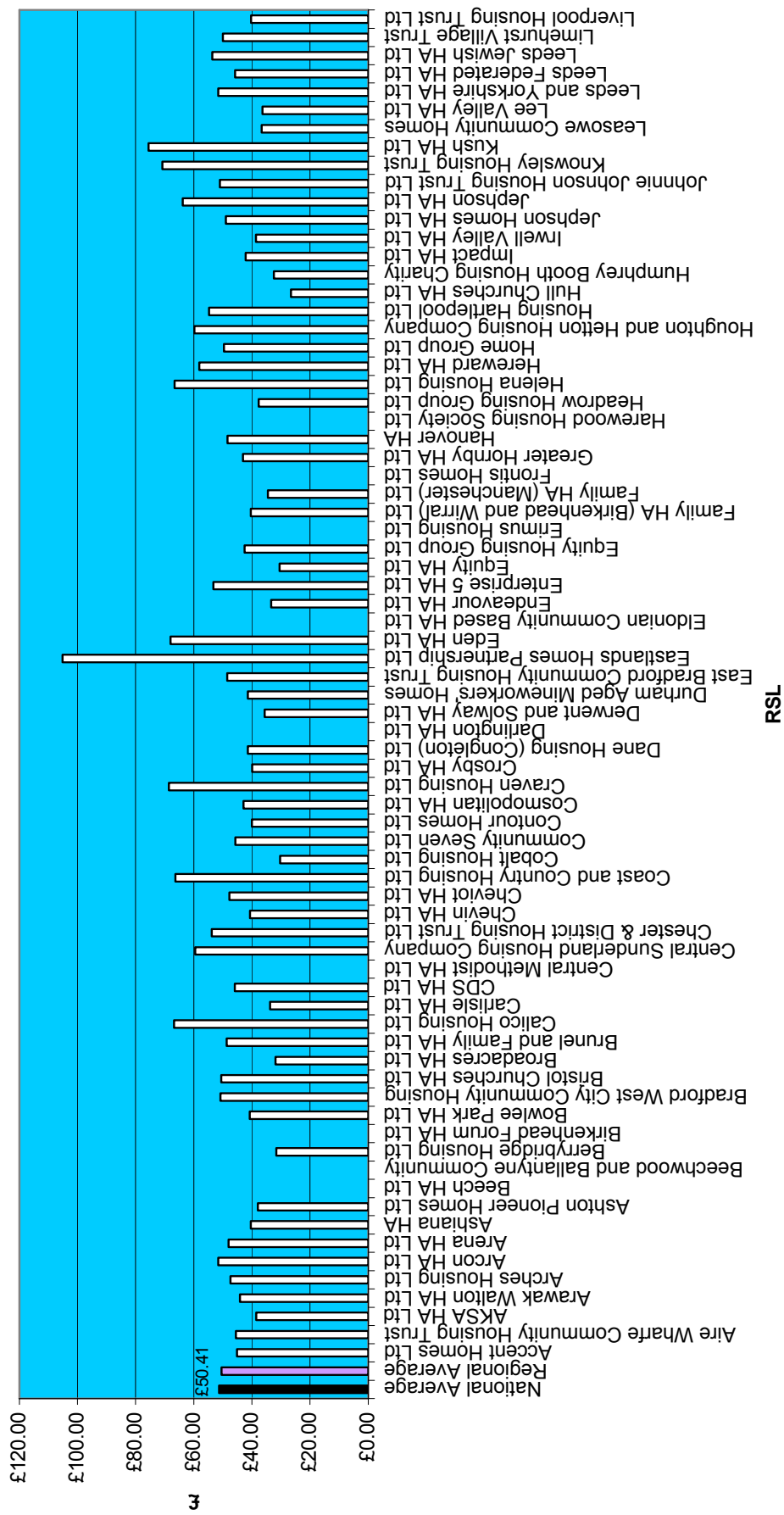
# Annexe C – Graphs



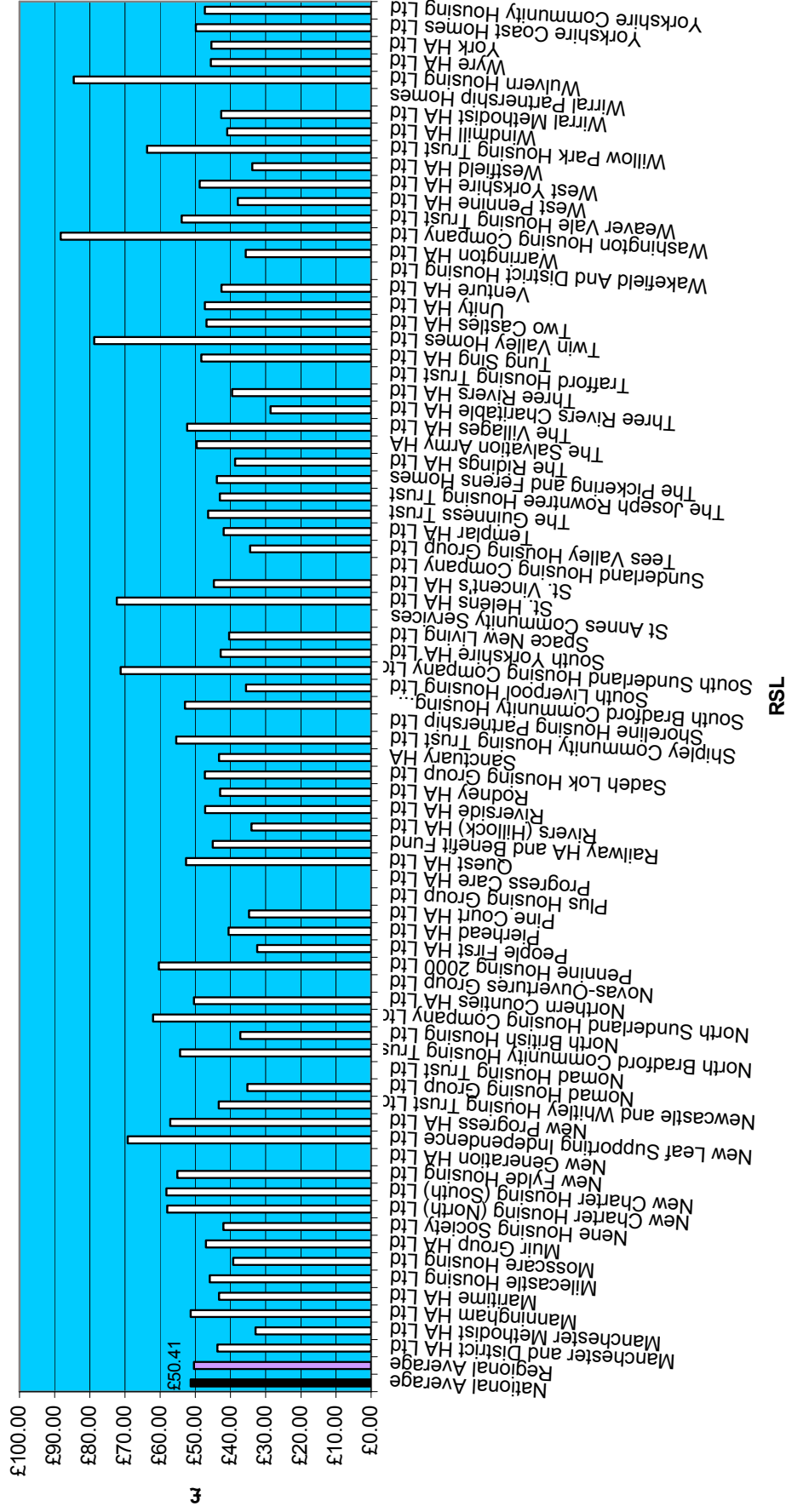
Average weekly gross rent (M-Z)



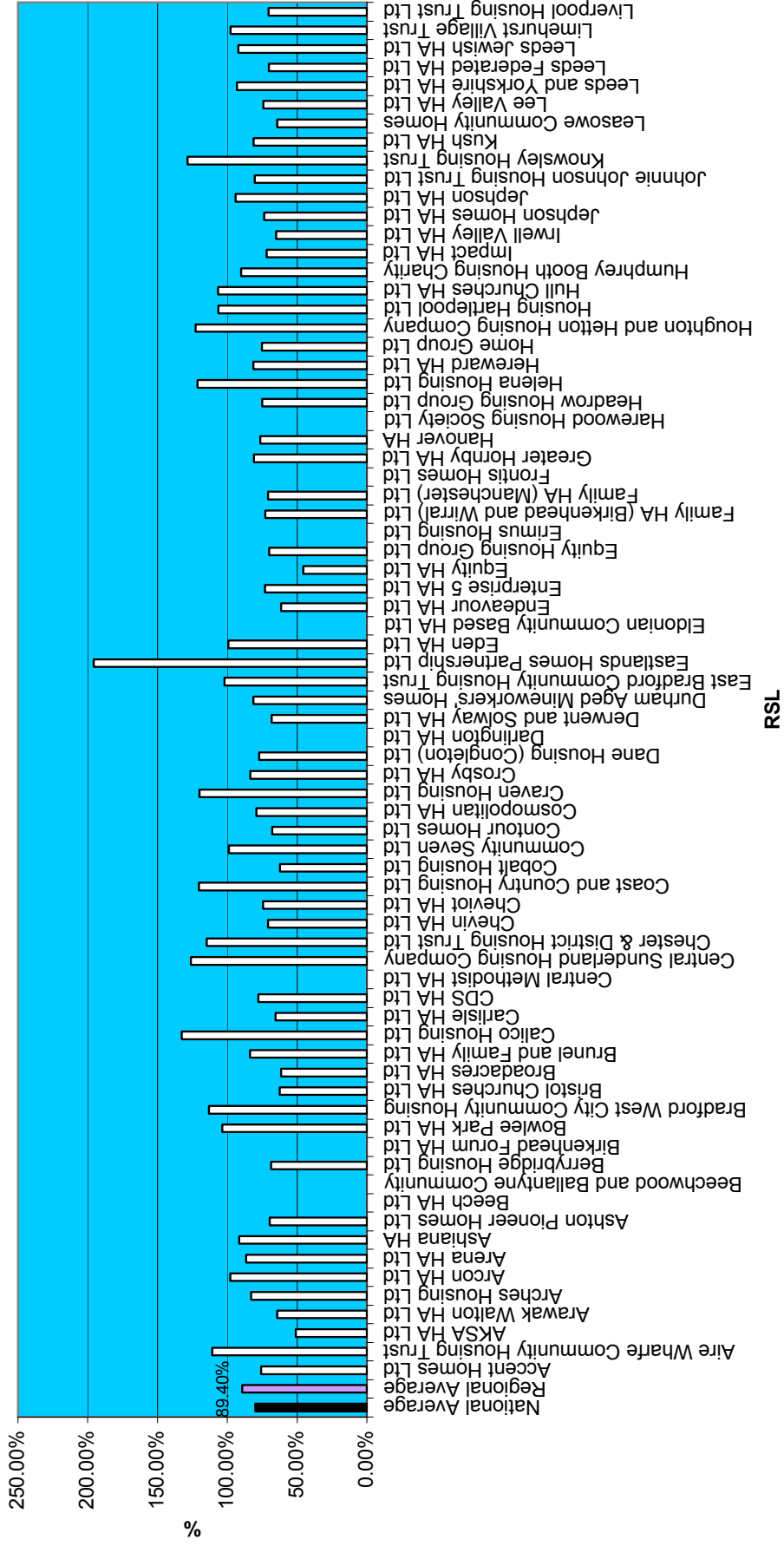
Average Weekly Operating Cost (A-L)



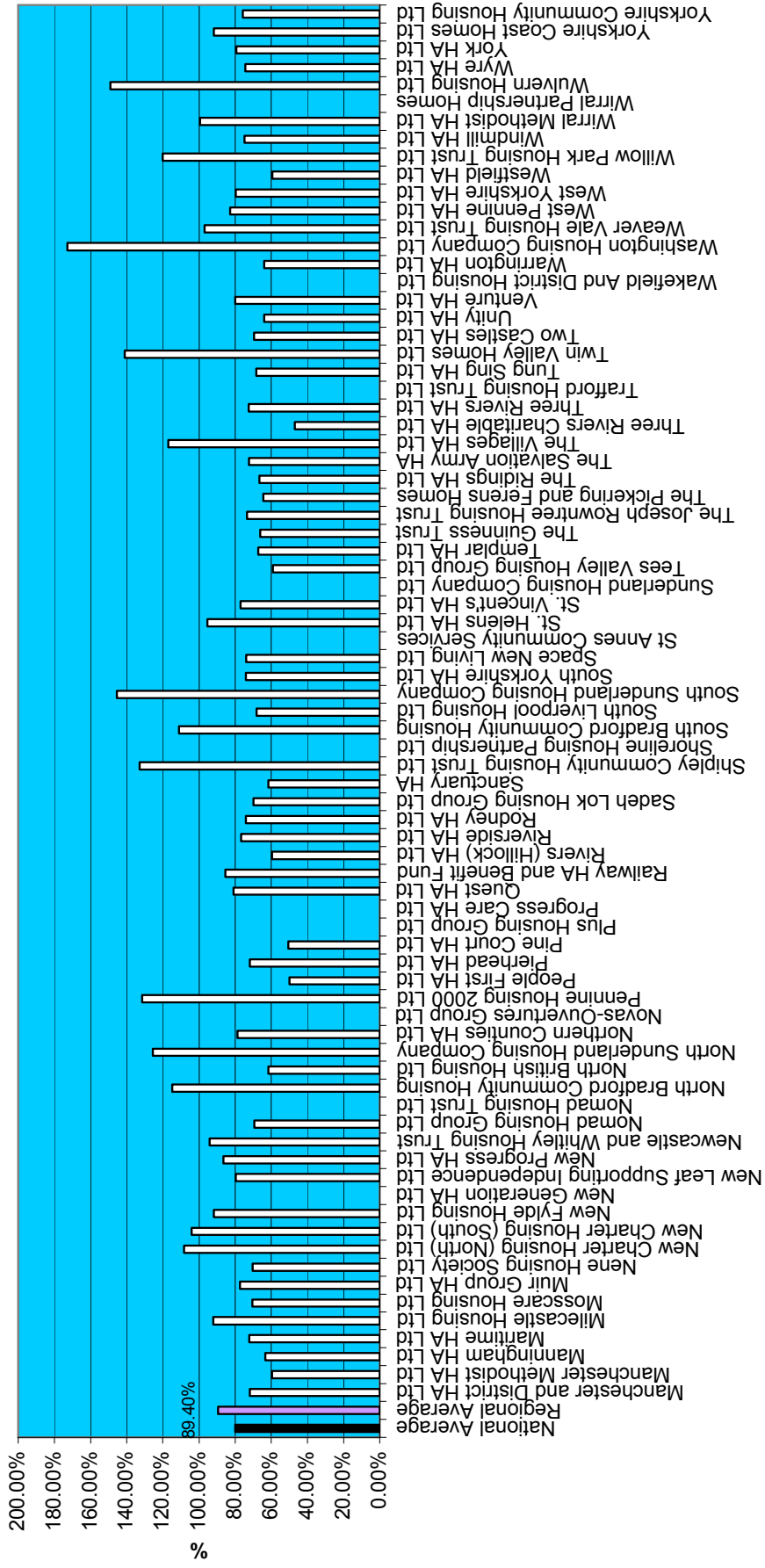
Average Weekly Operating Cost (M-Z)



Annual operating cost for general needs as a percentage of annual turnover (A-L)

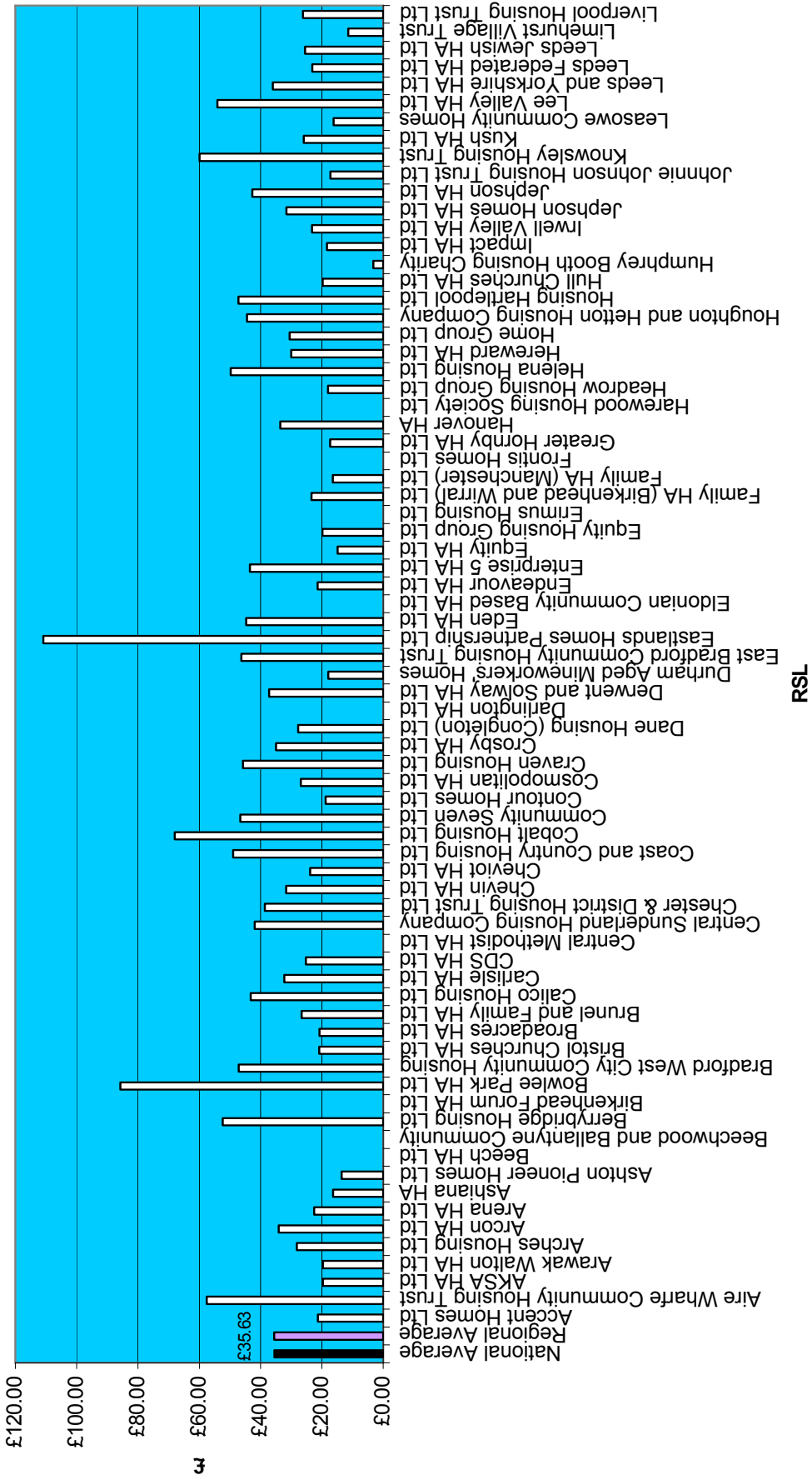


Annual operating cost for general needs as a percentage of annual turnover (M-Z)



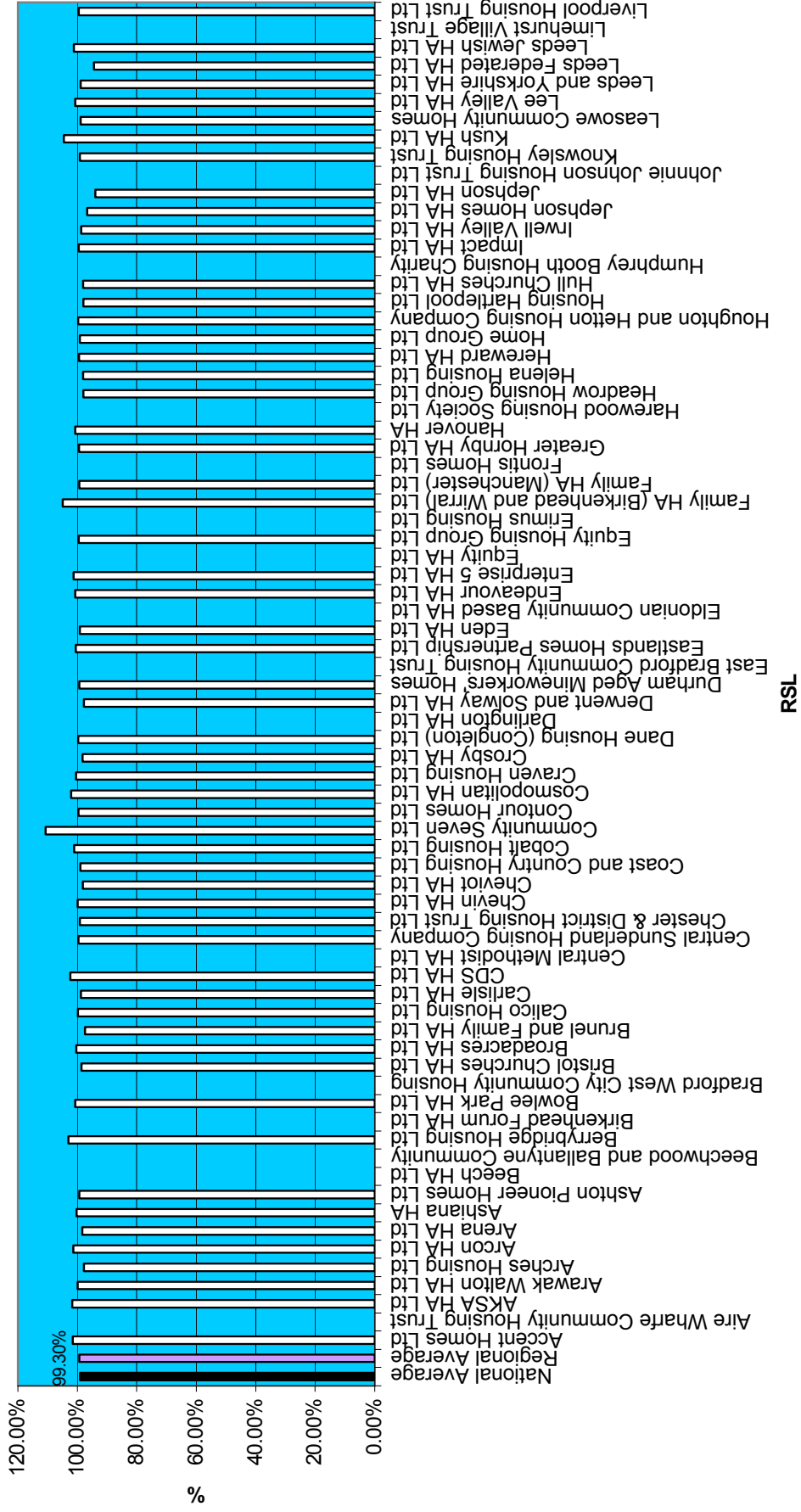
RSL

Average weekly investment per unit of general needs stock (A-L)

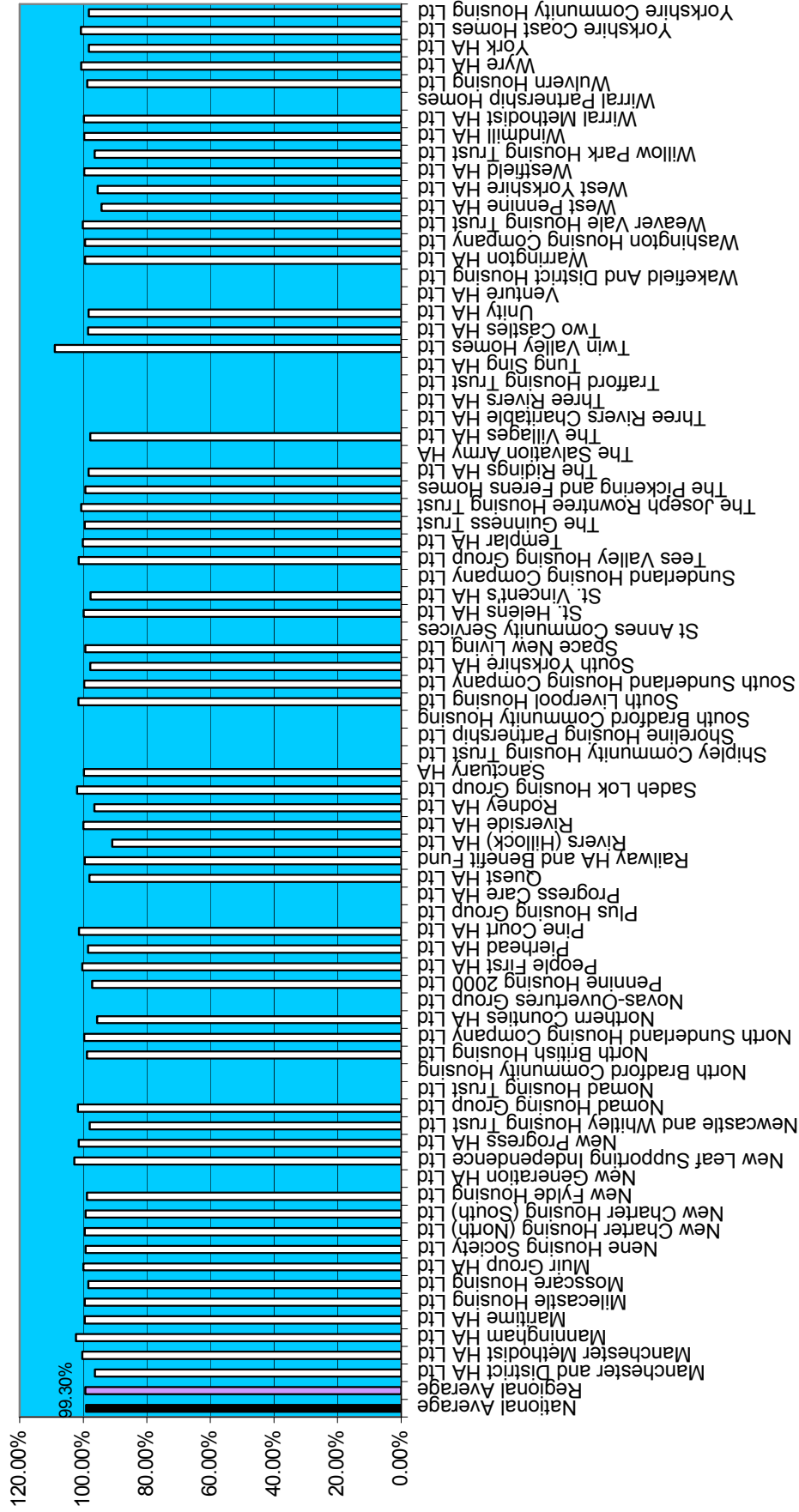




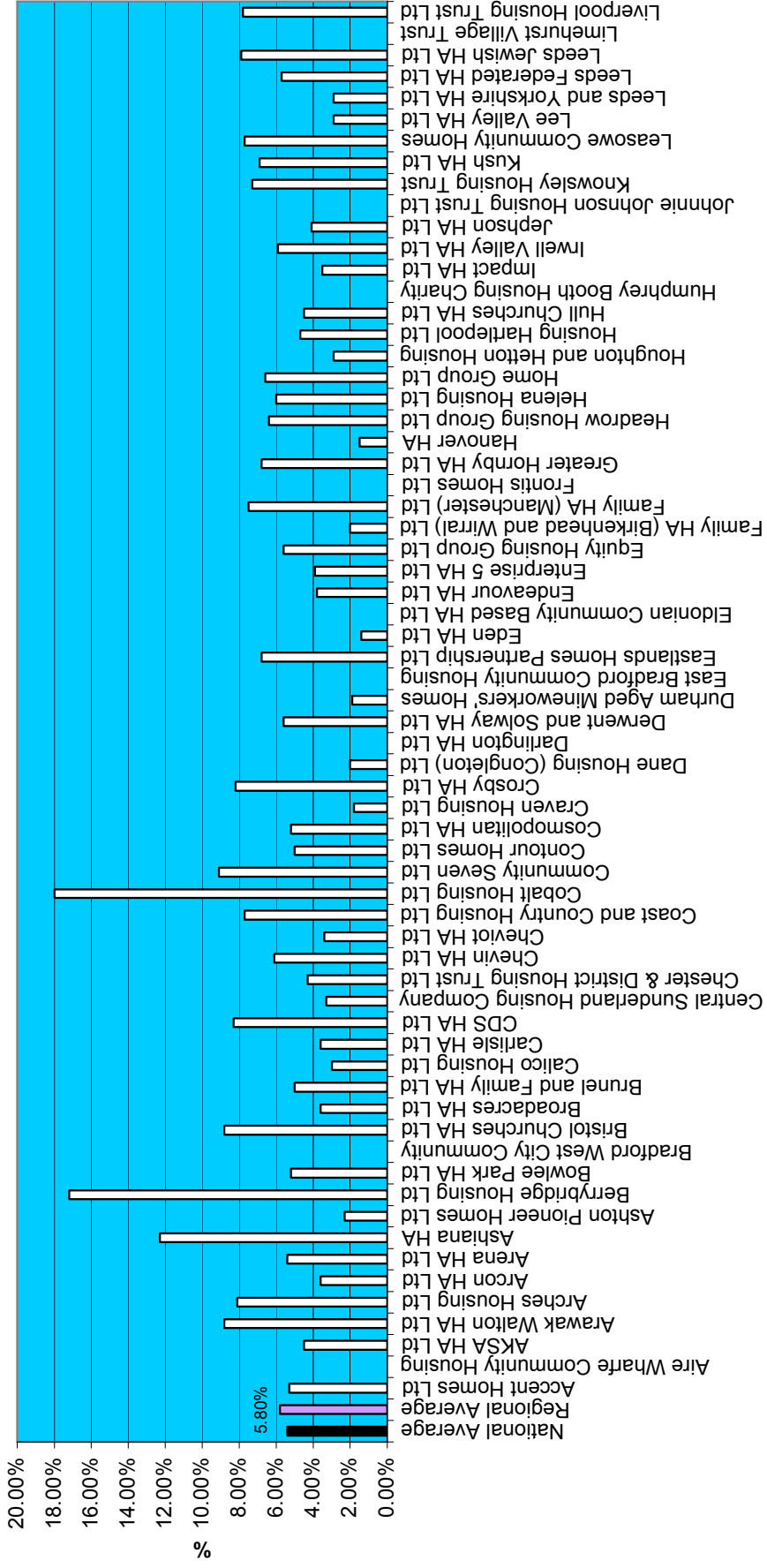
Percentage of annual rent debit for general needs that was collected (A-L)



Percentage of annual rent debit for general needs that was collected (M-Z)

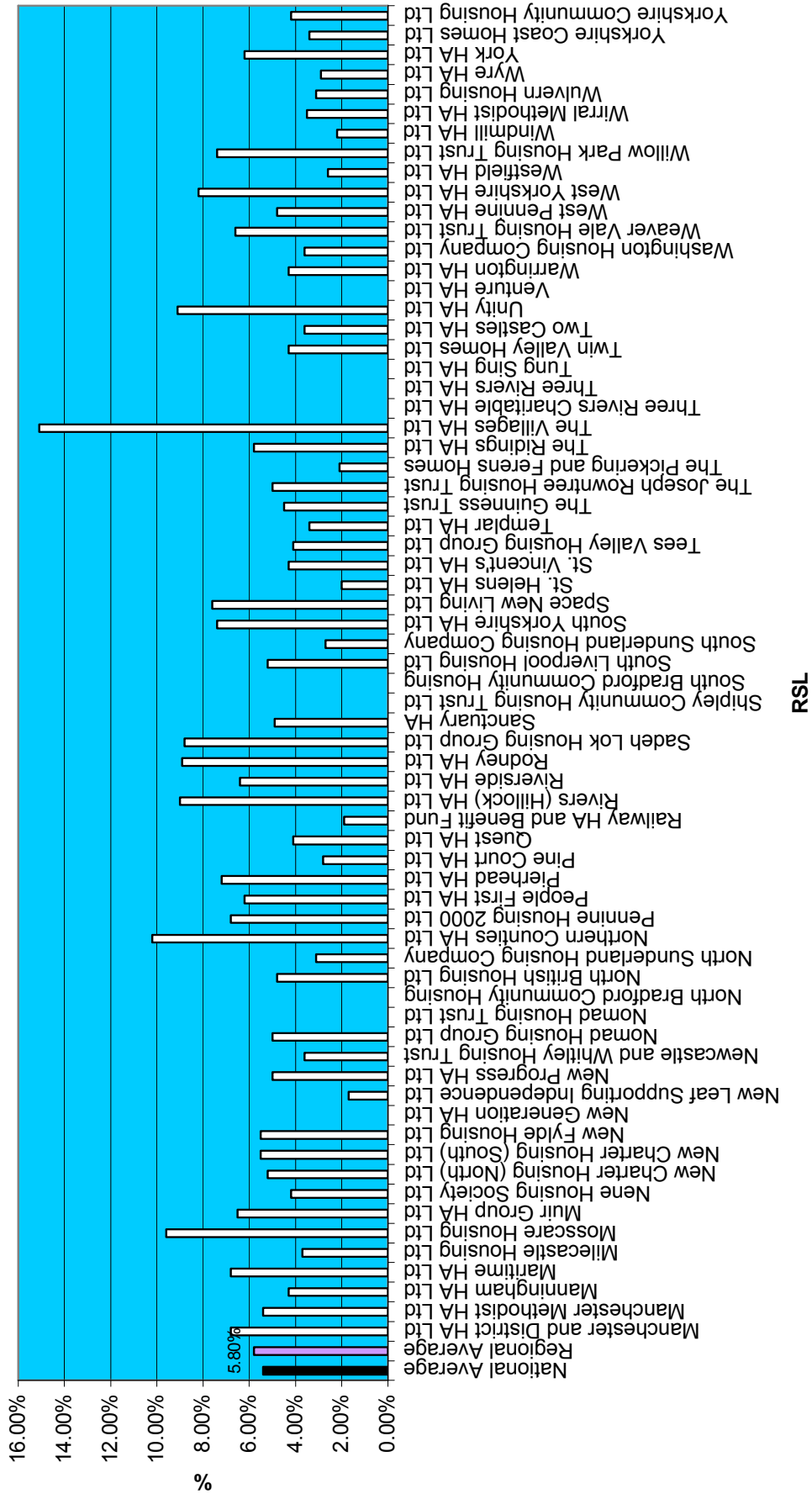


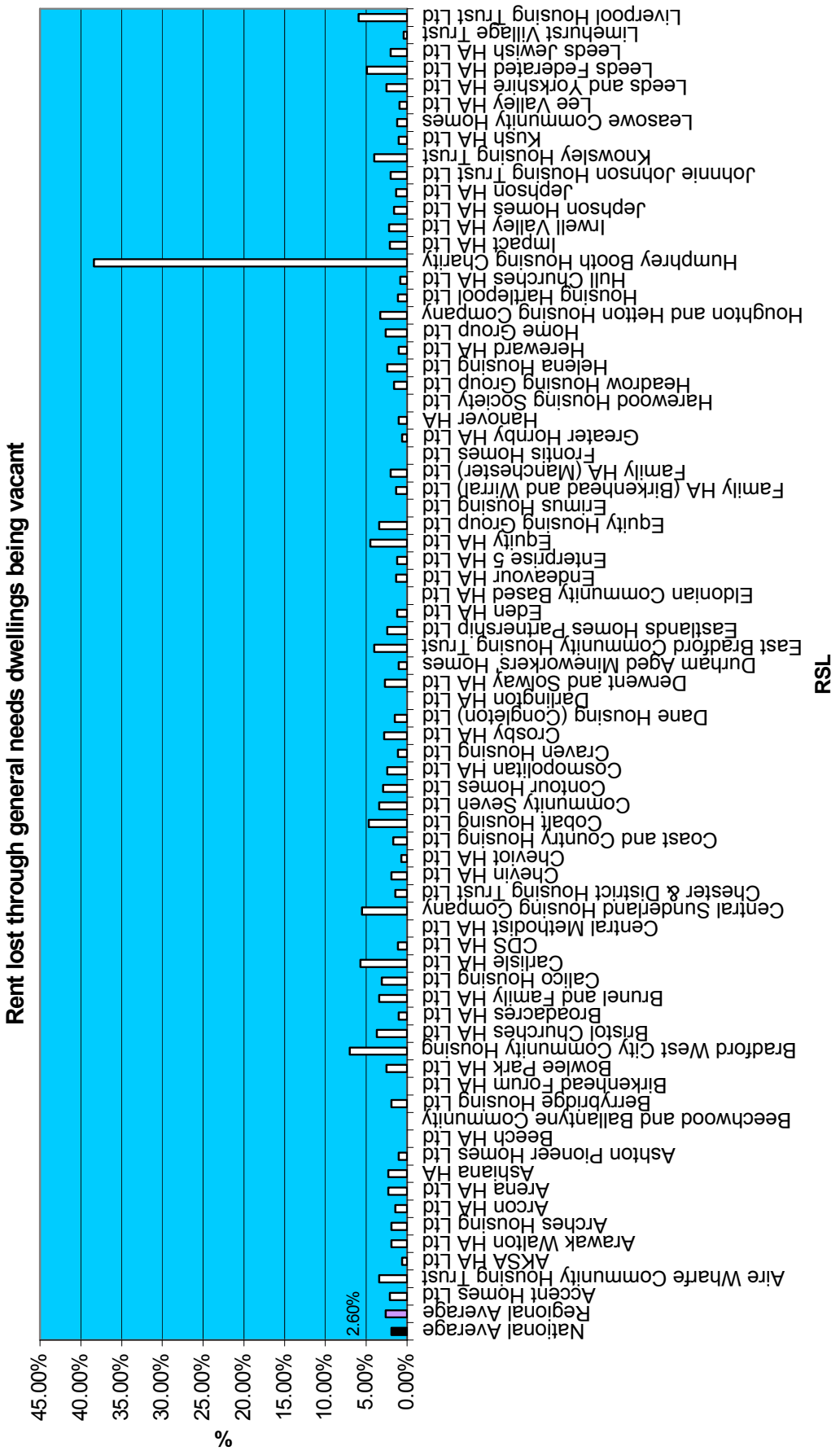
Rent arrears of general needs tenants at the financial year end as a percentage of annual rent debit (A-L)



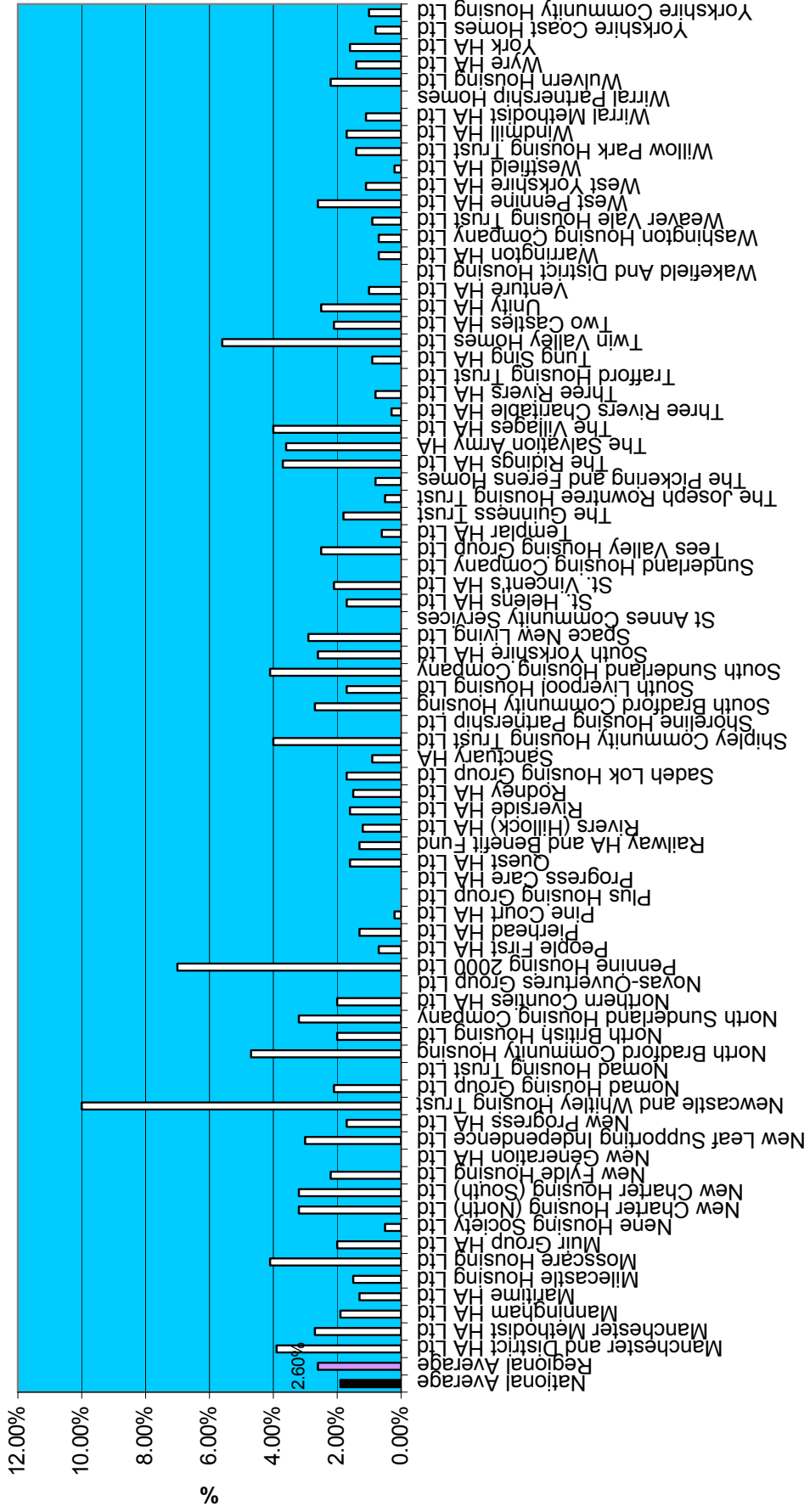
RSL

Rent arrears of general needs tenants at the financial year end as a percentage of annual rent debit (M-Z)





Rent lost through general needs dwellings being vacant (M-Z)



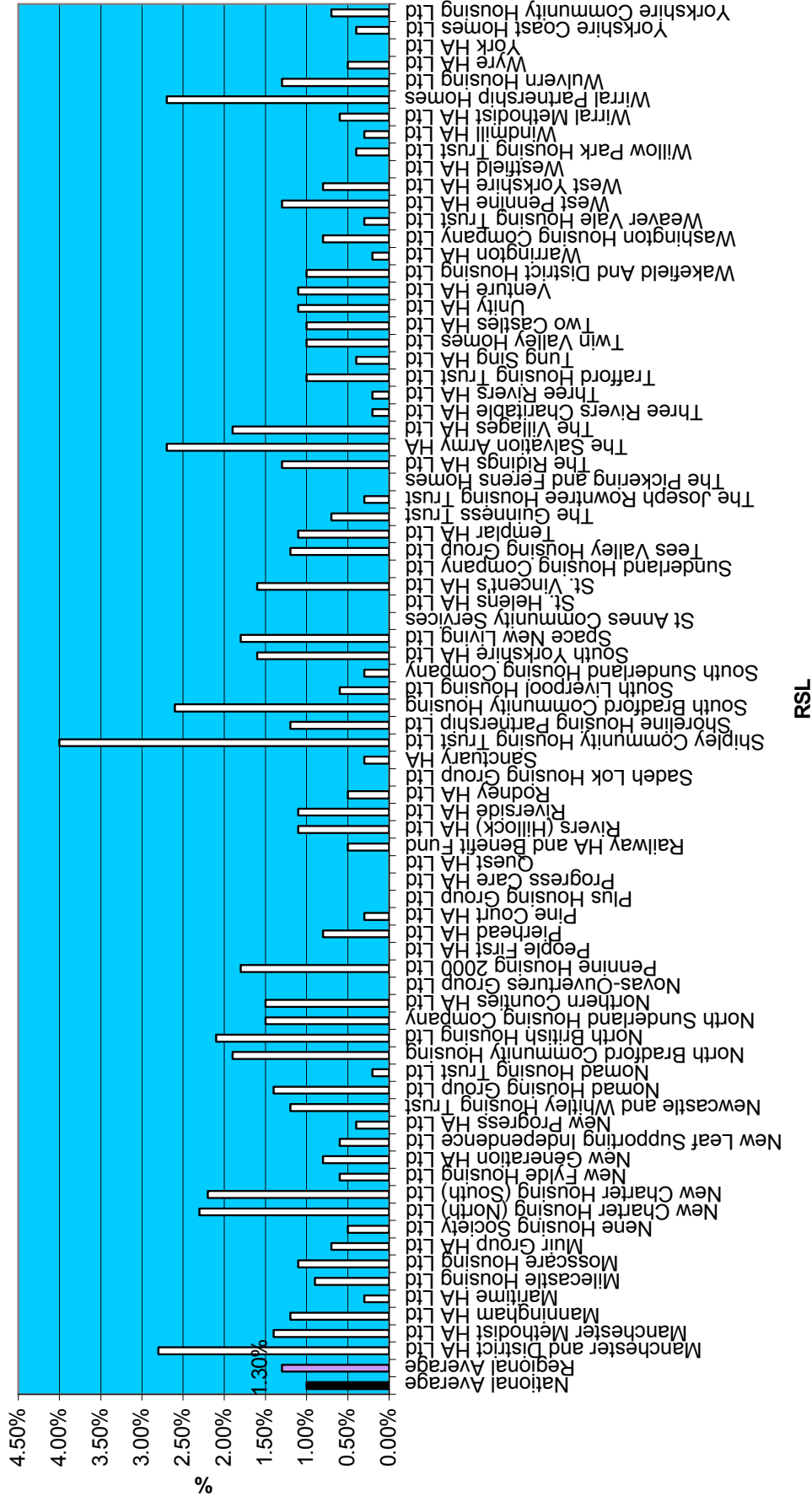
RSL

Percentage of Dwellings Vacant and available to let (A-L)



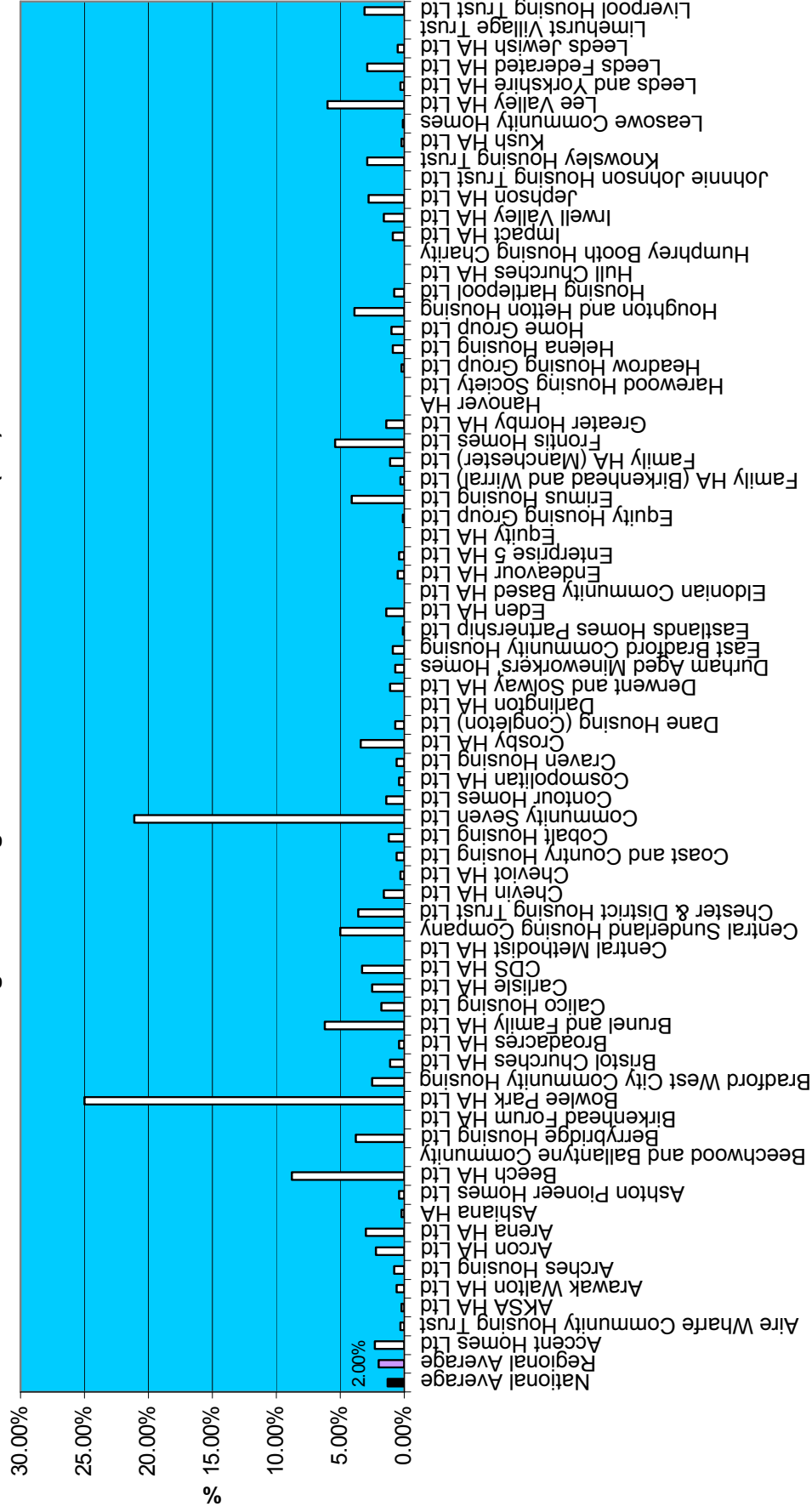
RSL

Percentage of Dwellings Vacant and available to let (M-Z)



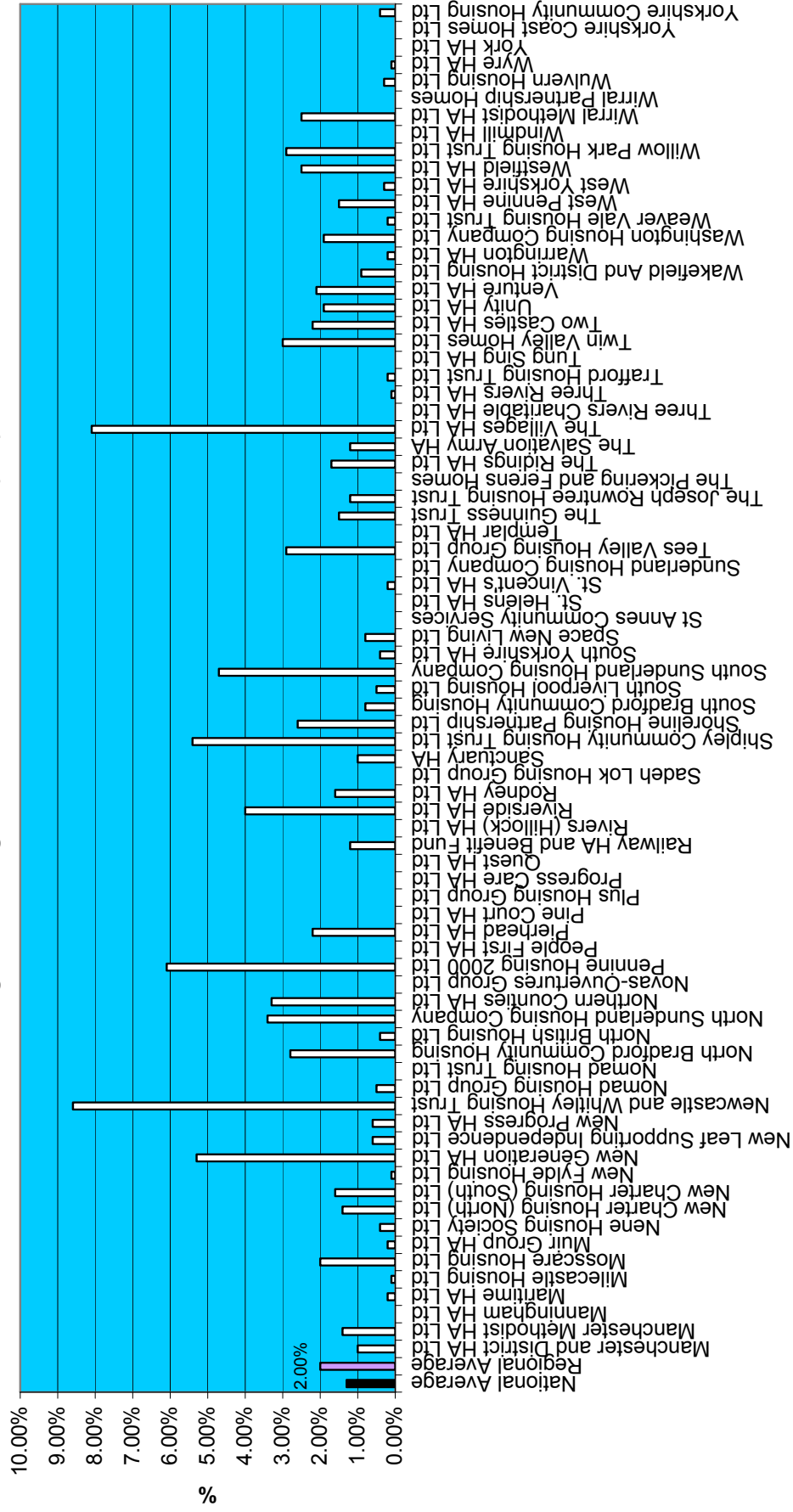
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Percentage of Dwellings vacant and not available to let (A-L)



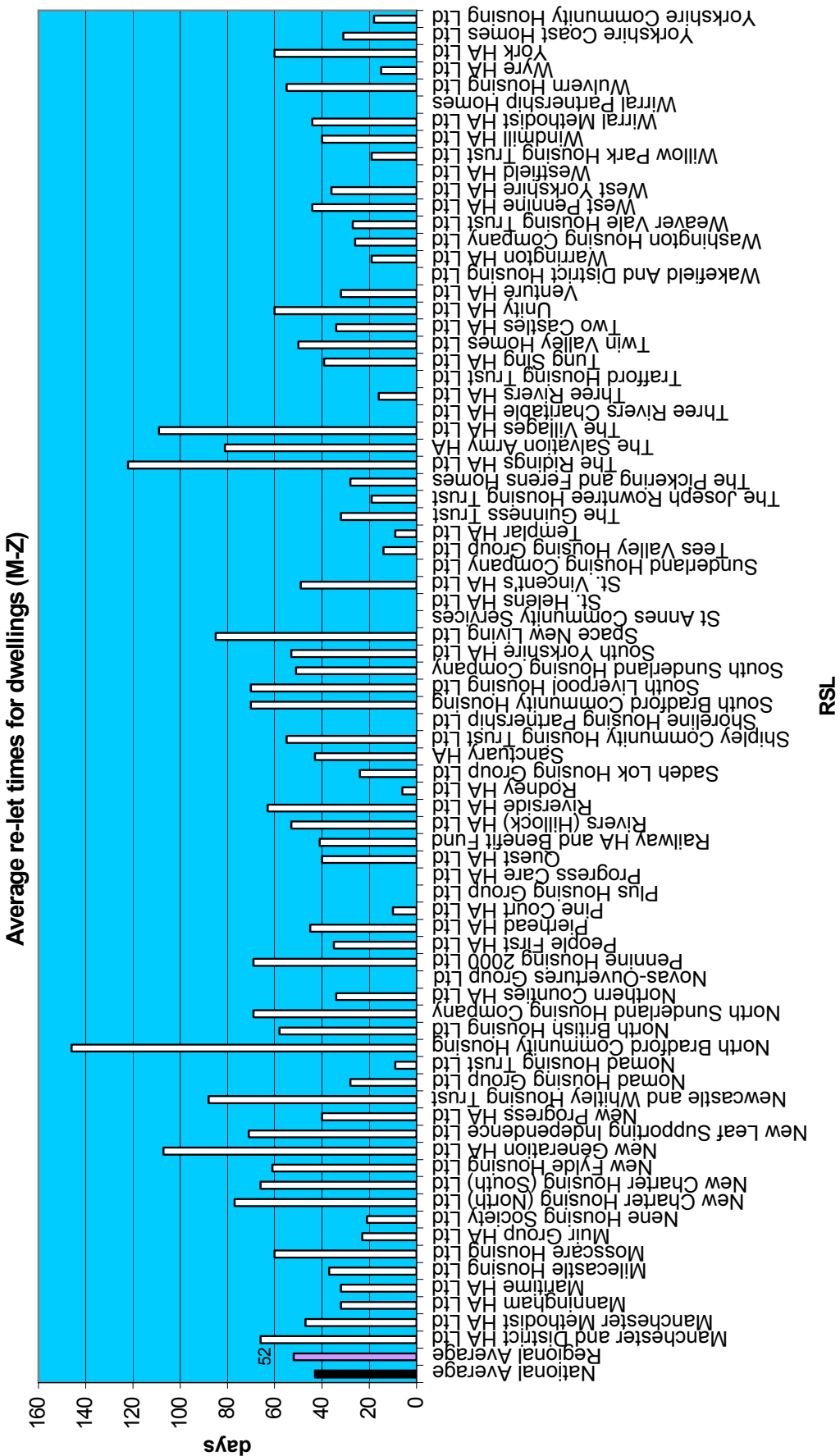
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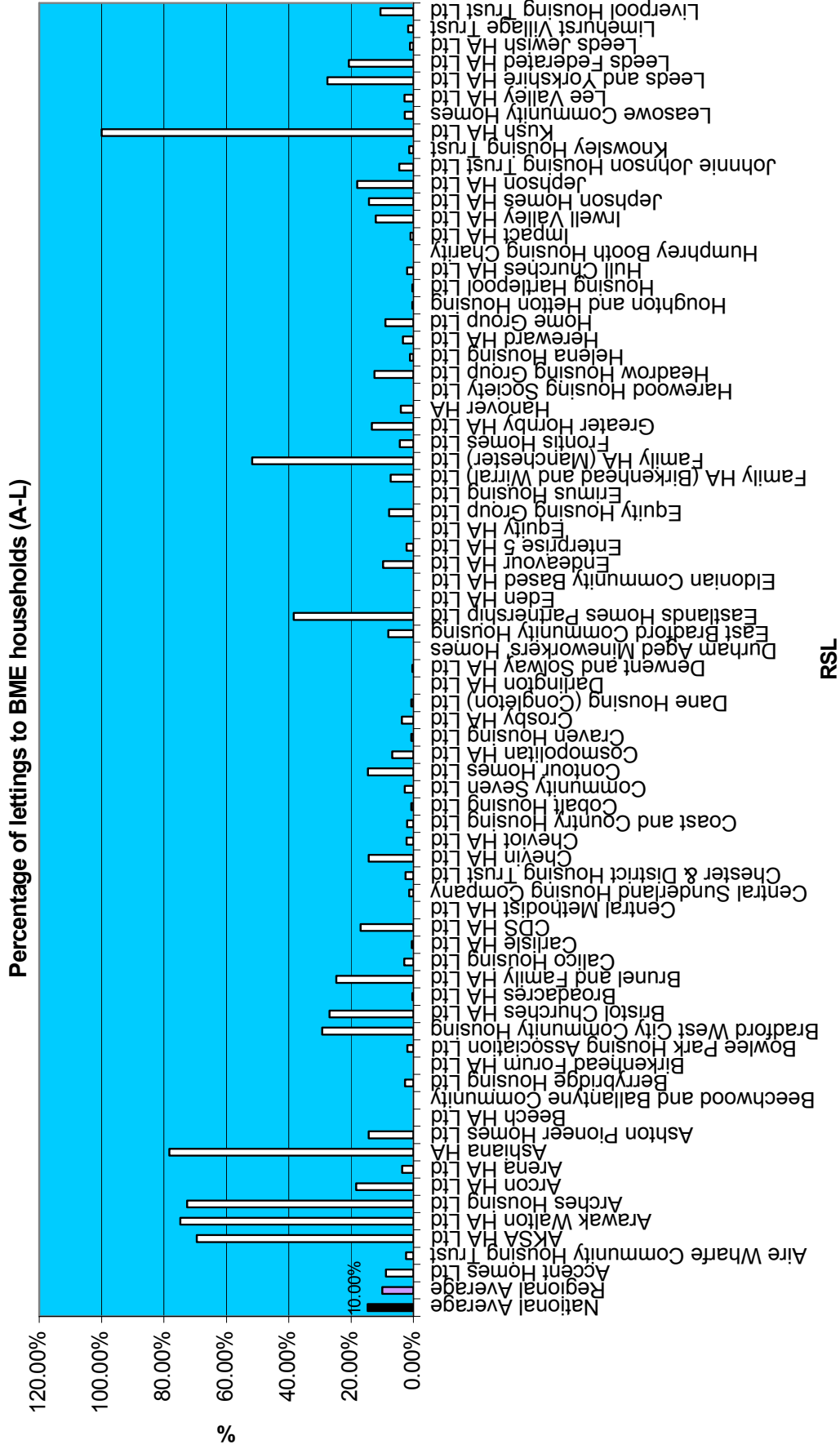
Percentage of Dwellings vacant and not available to let (M-Z)



RSL

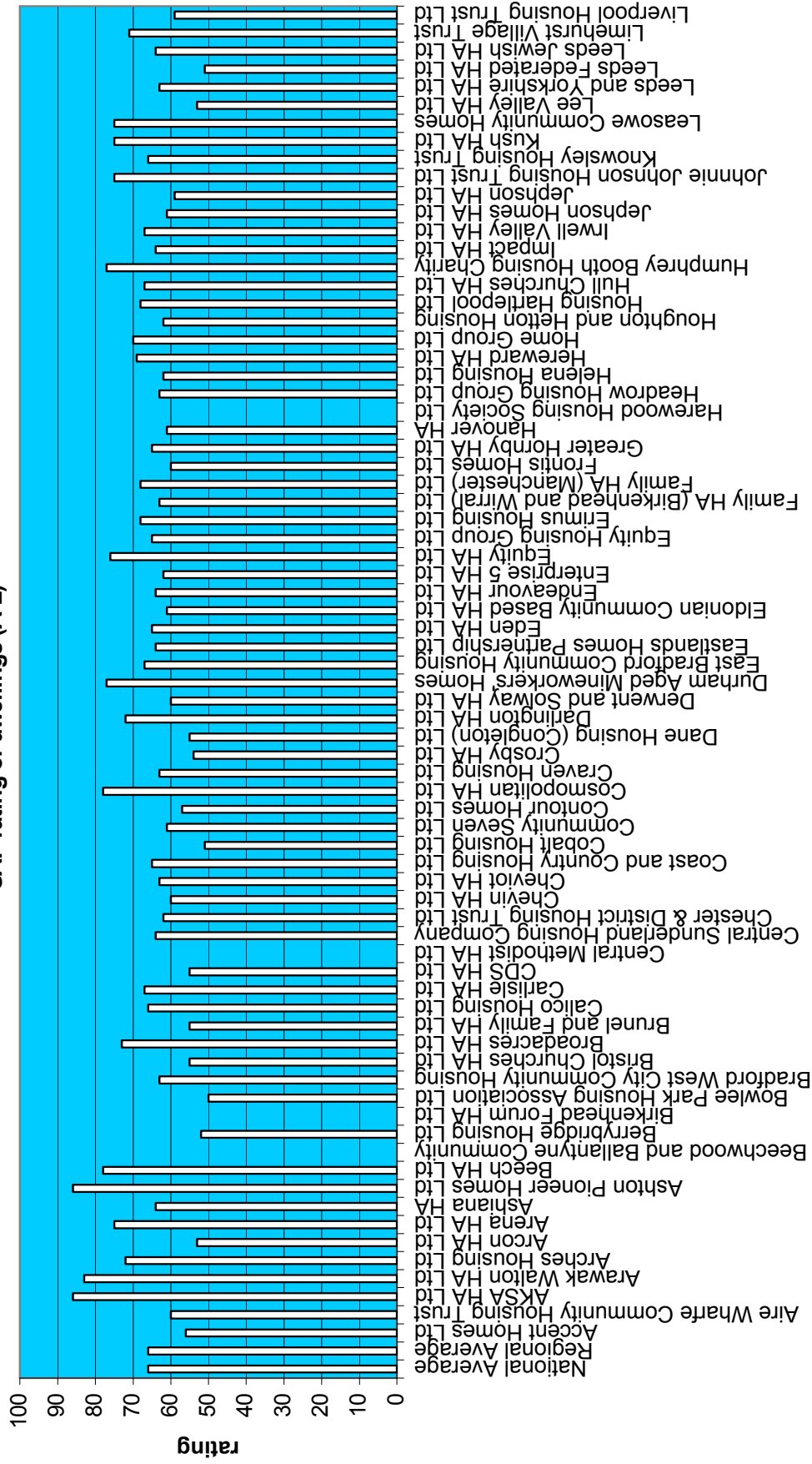






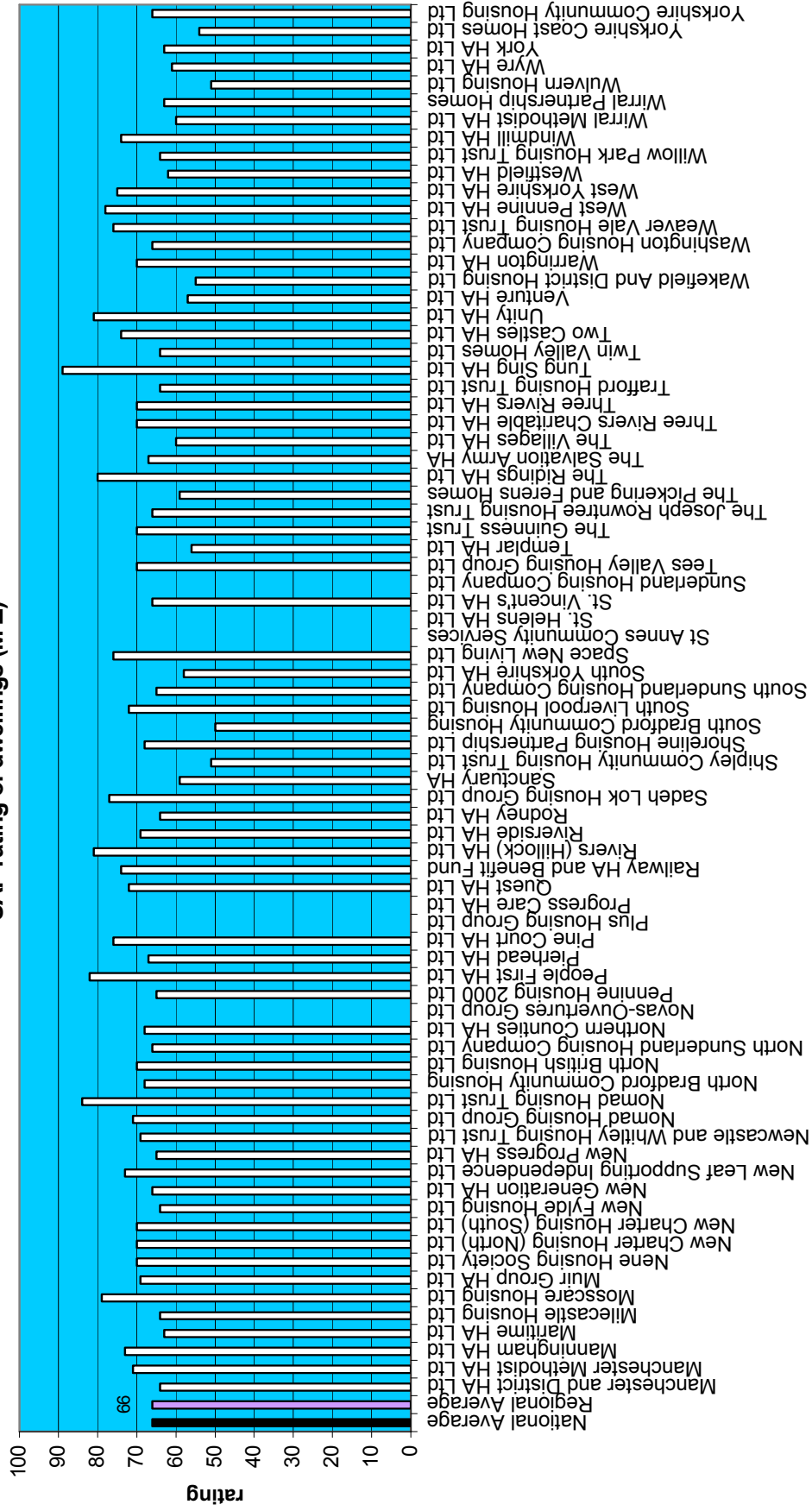


SAP rating of dwellings (A-L)

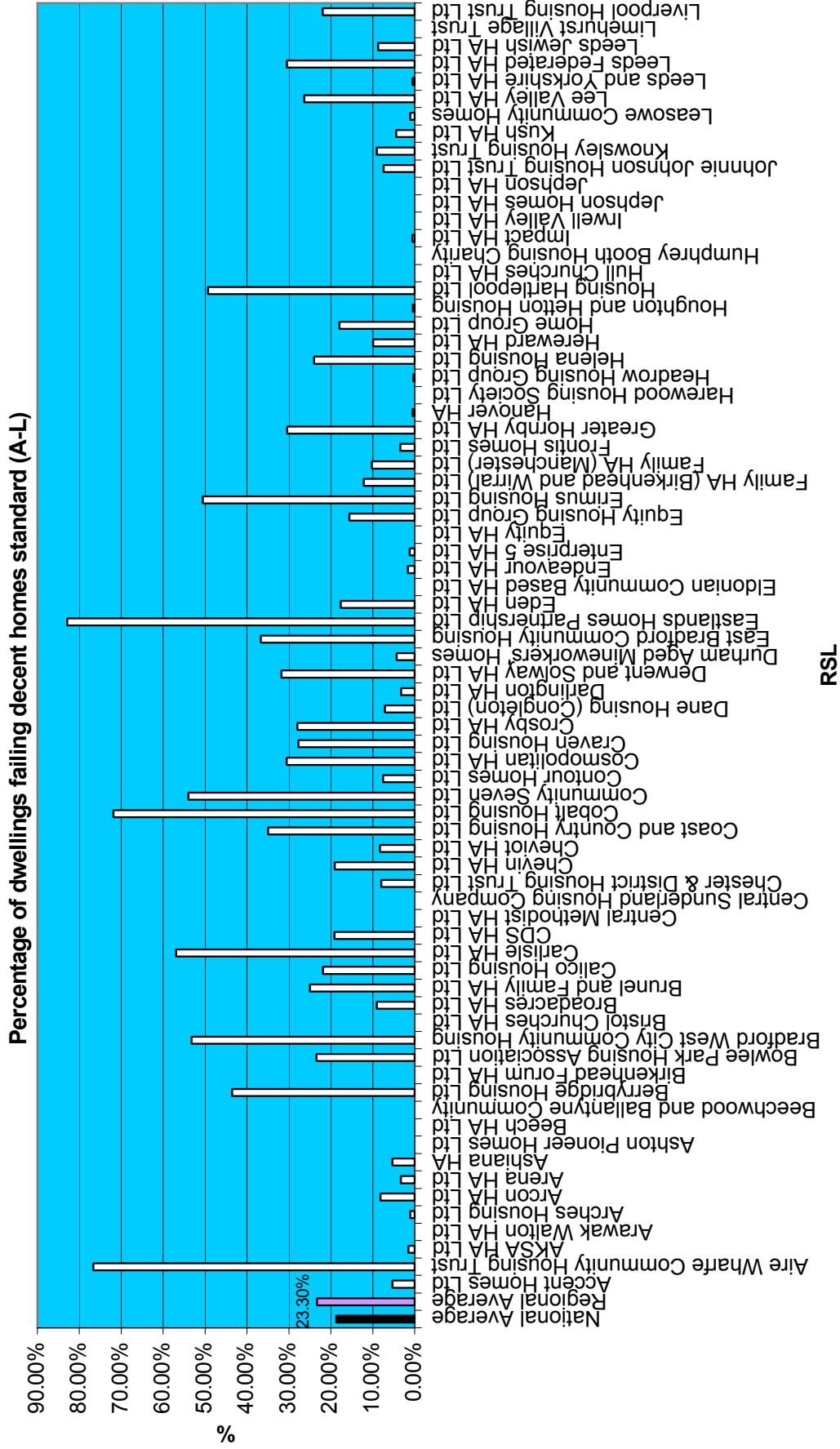


RSL

SAP rating of dwellings (M-Z)



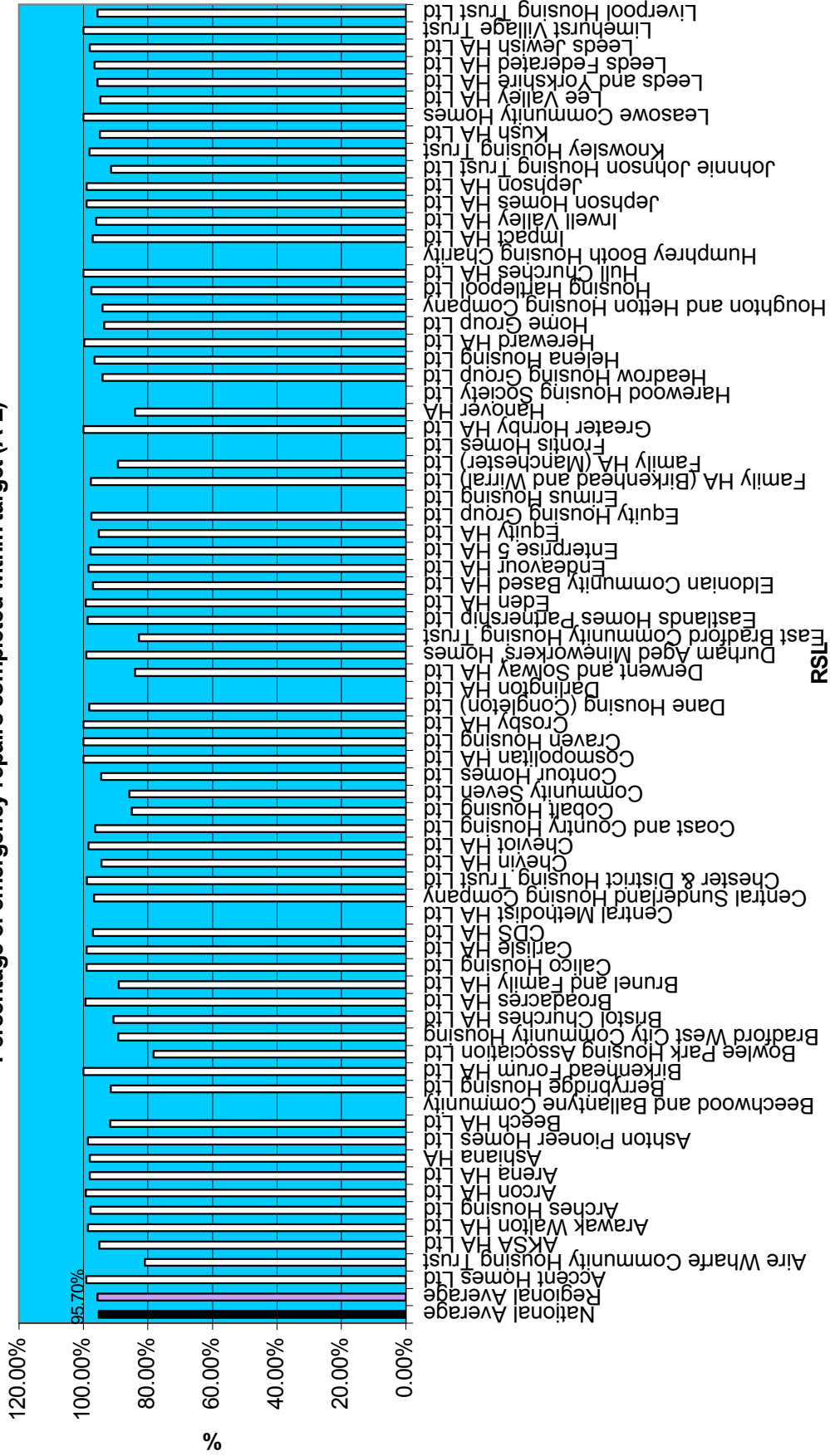
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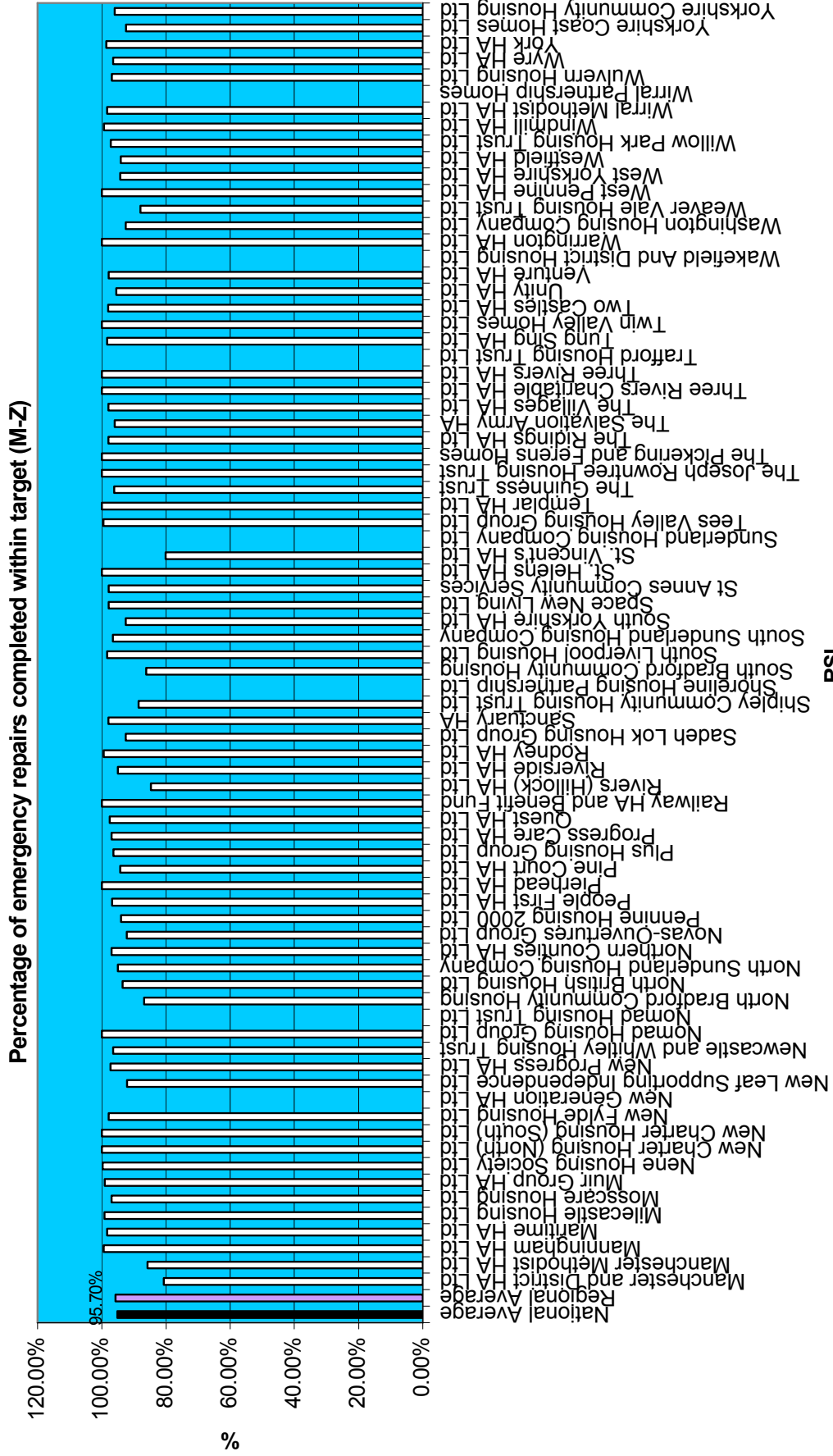


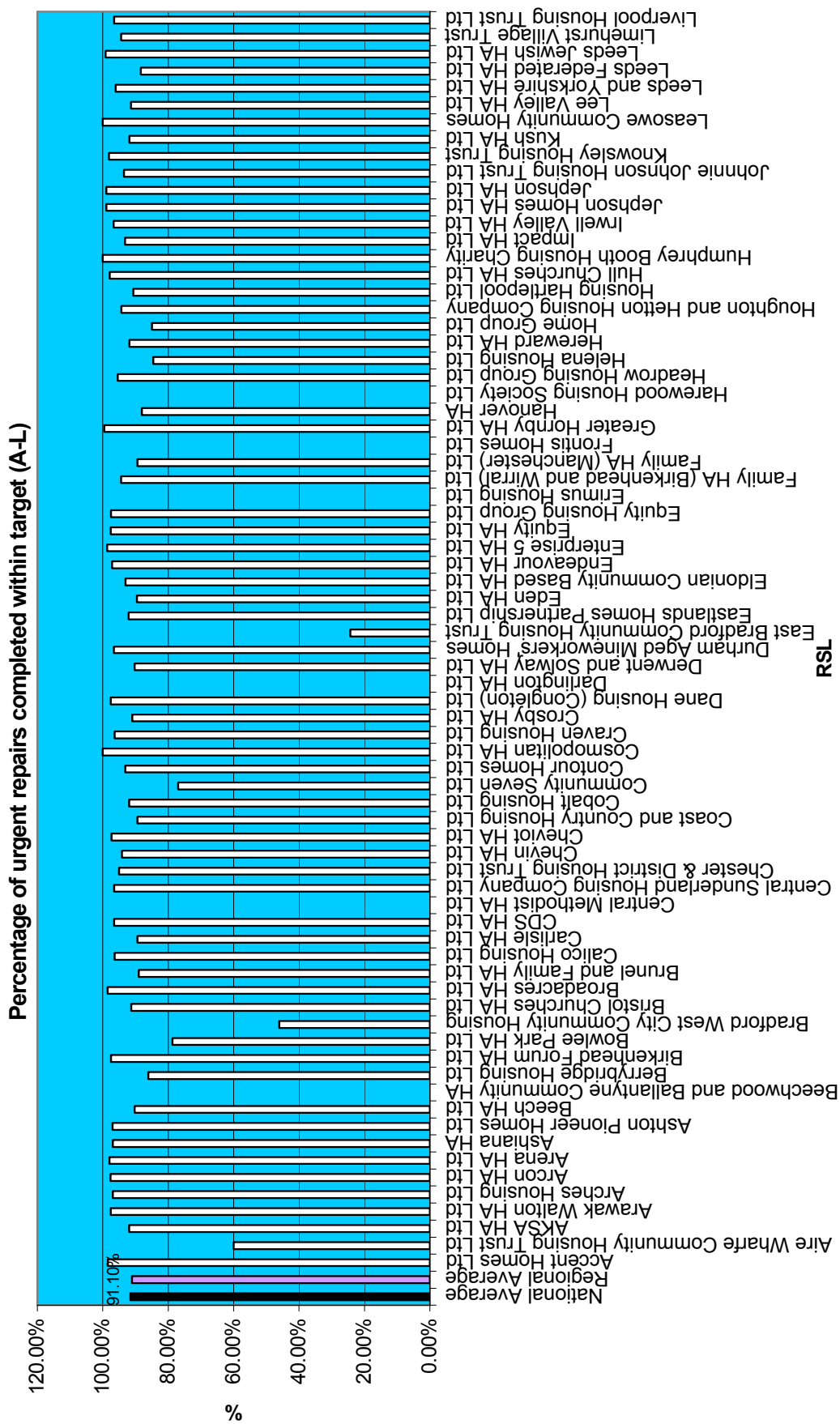
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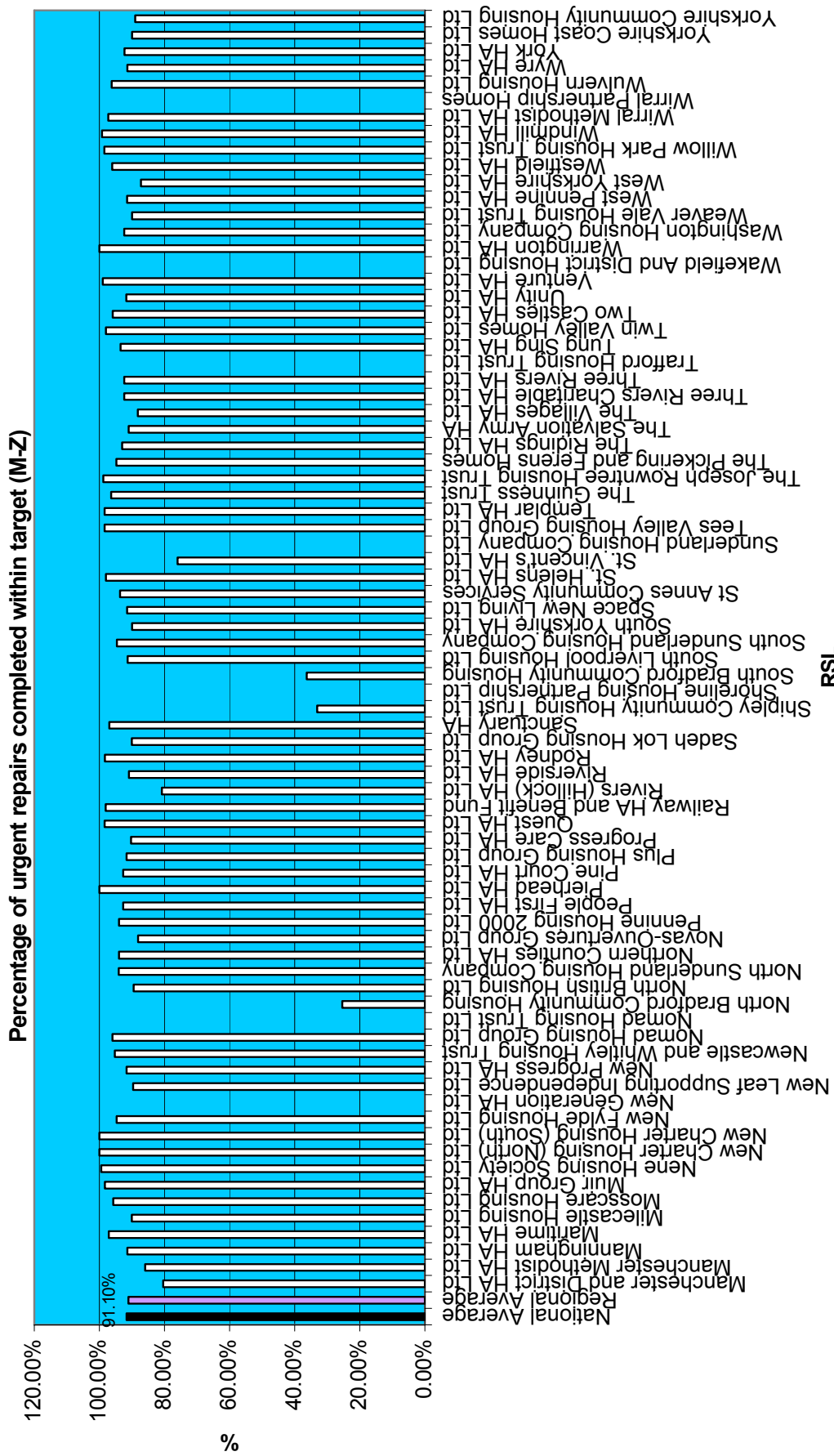


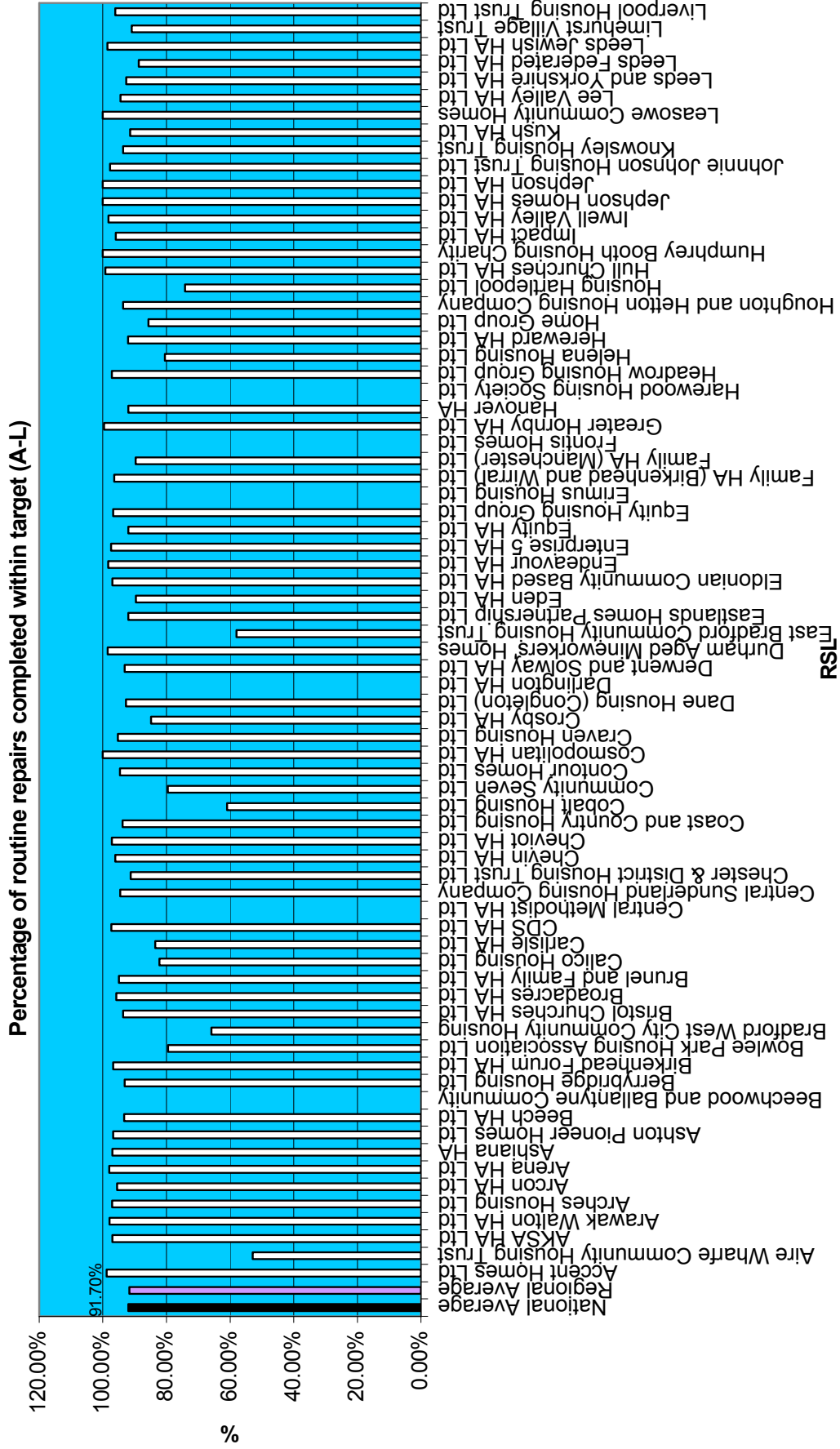
Percentage of emergency repairs completed within target (A-L)

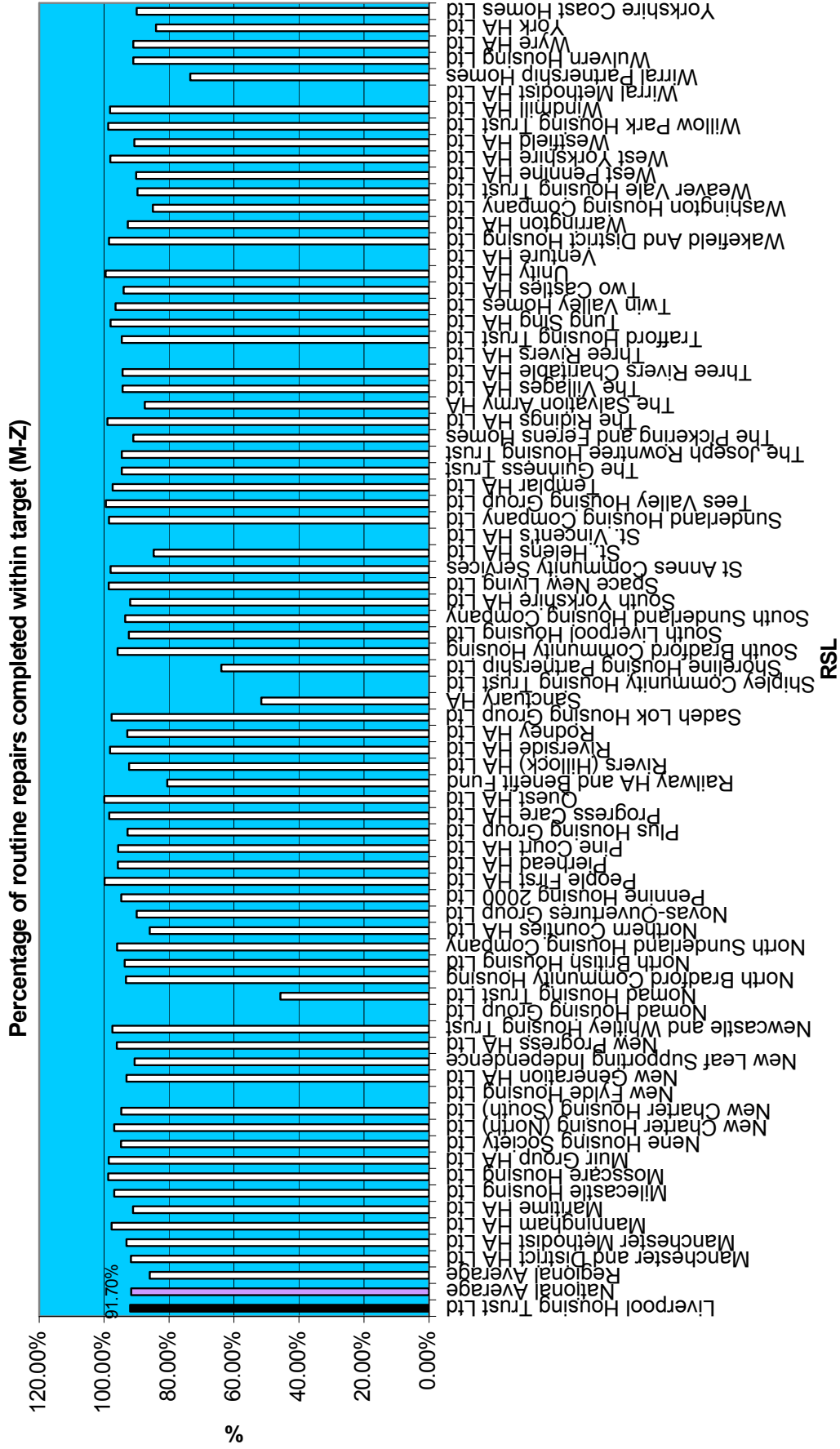


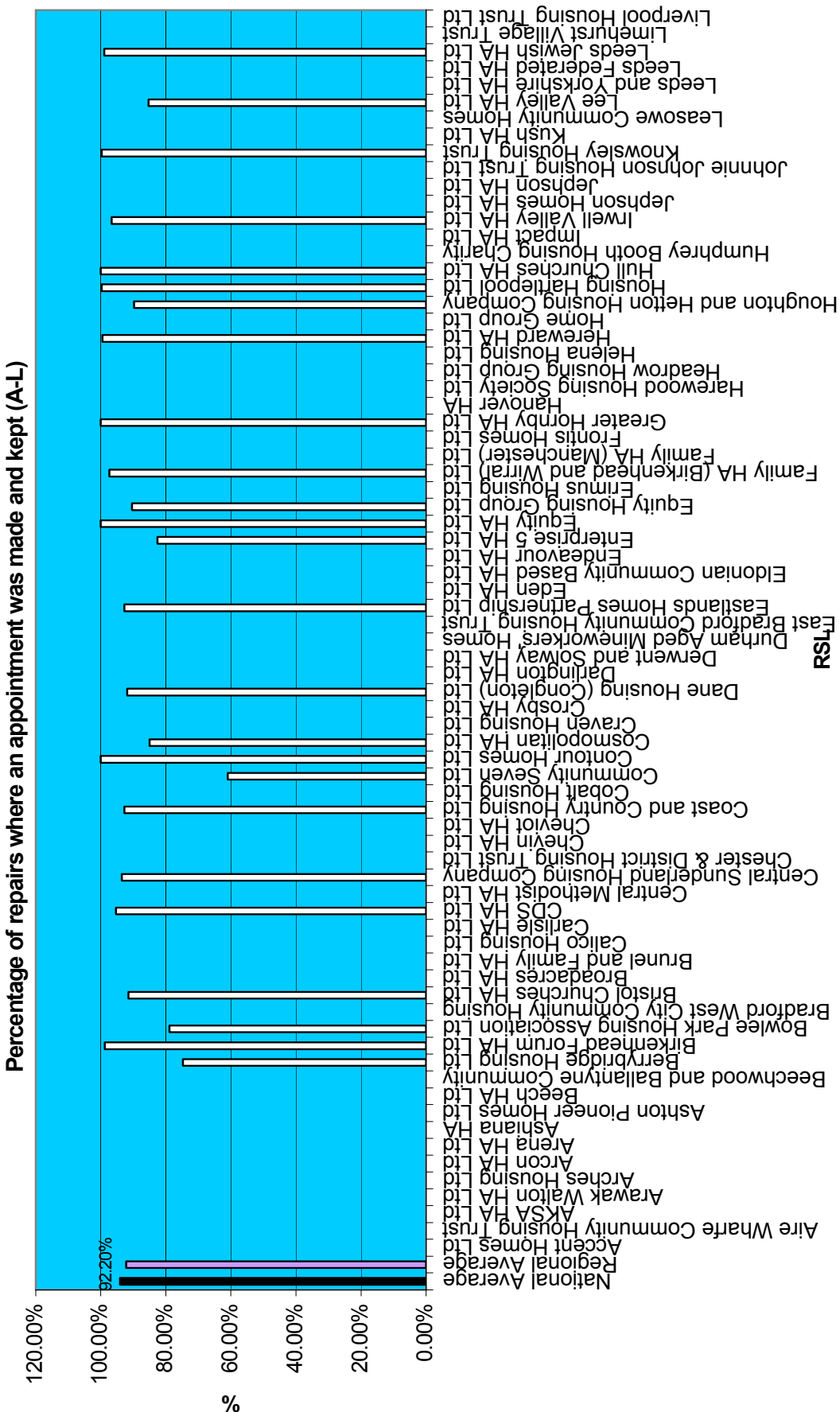


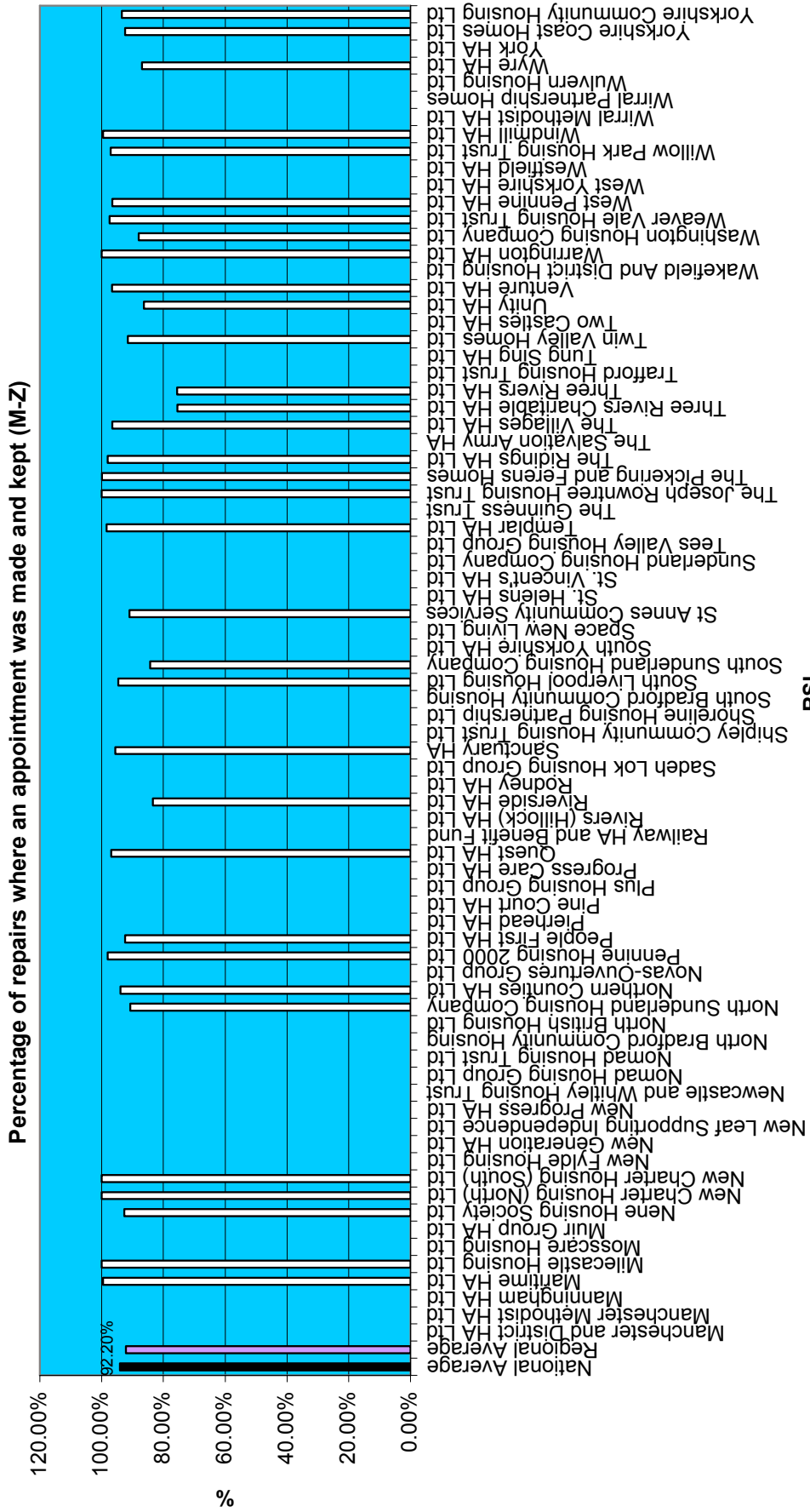




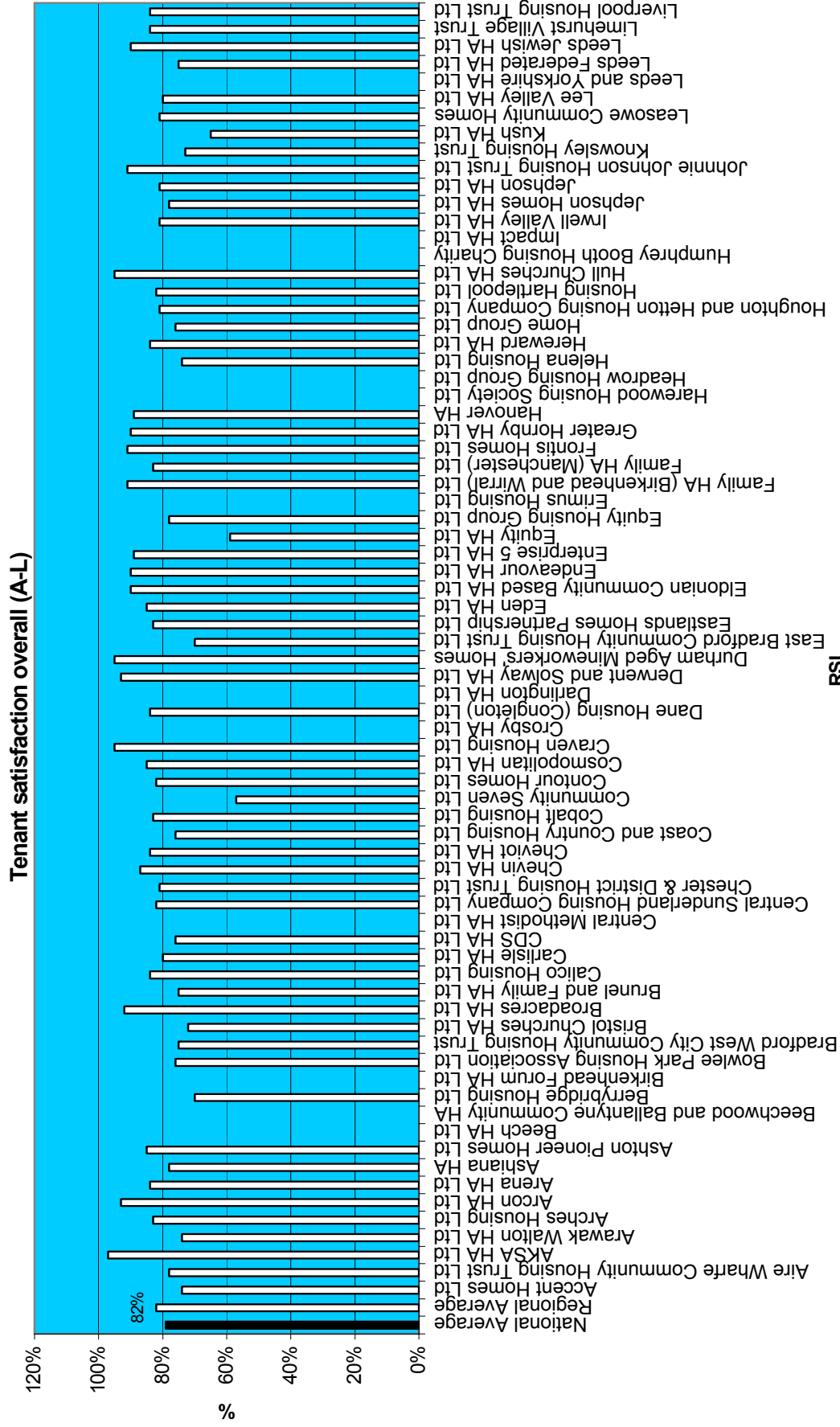




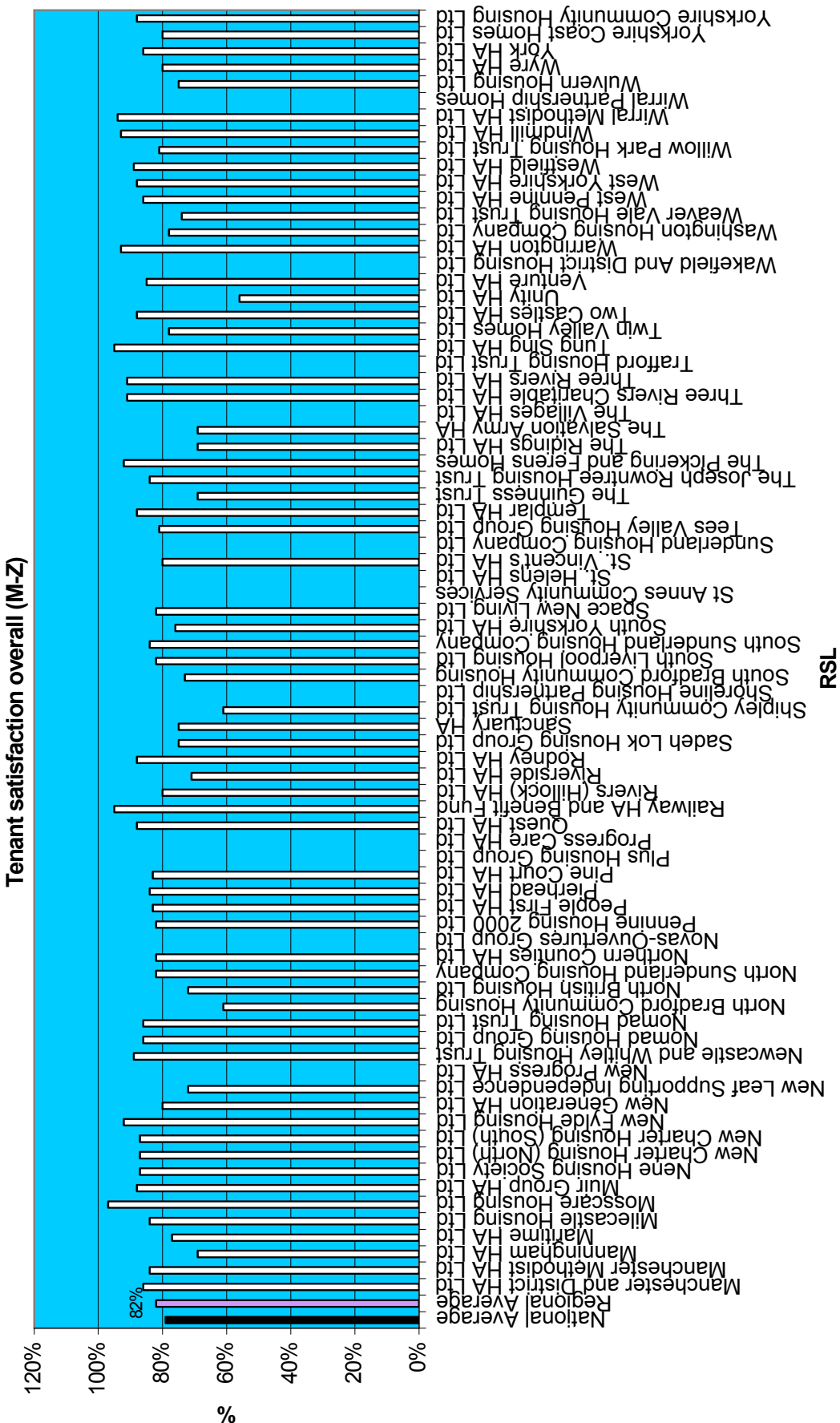




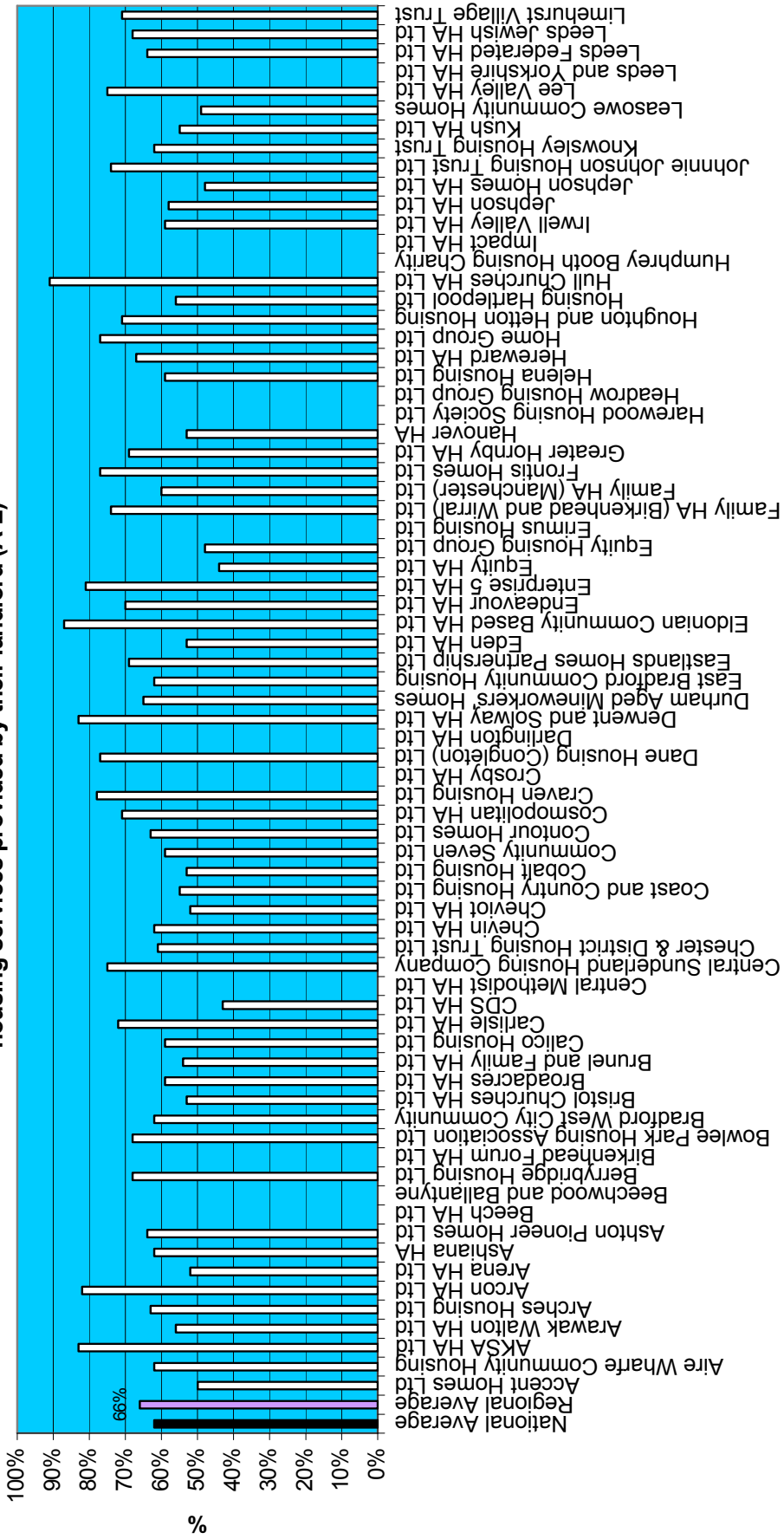
RSL



RSL

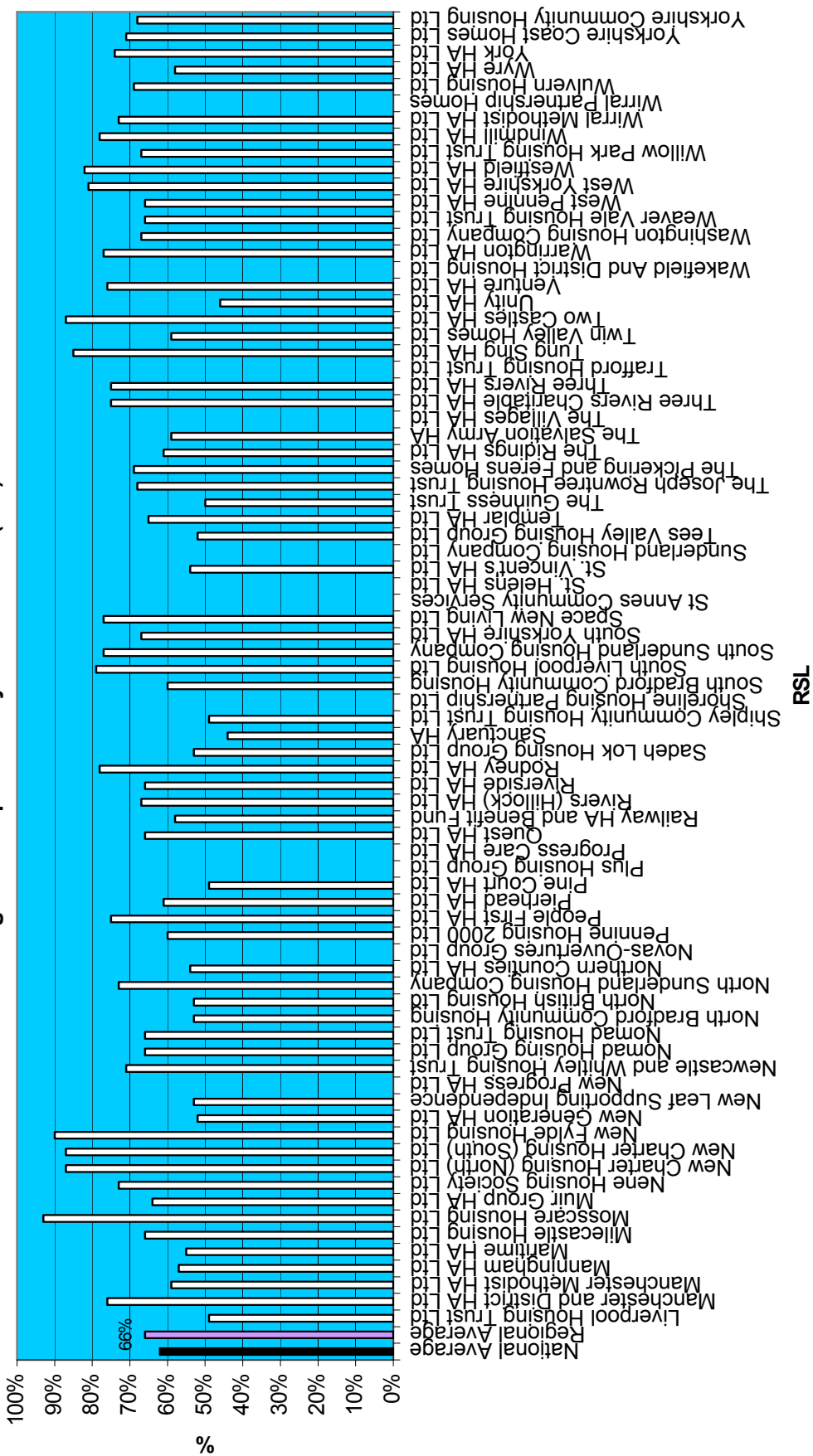


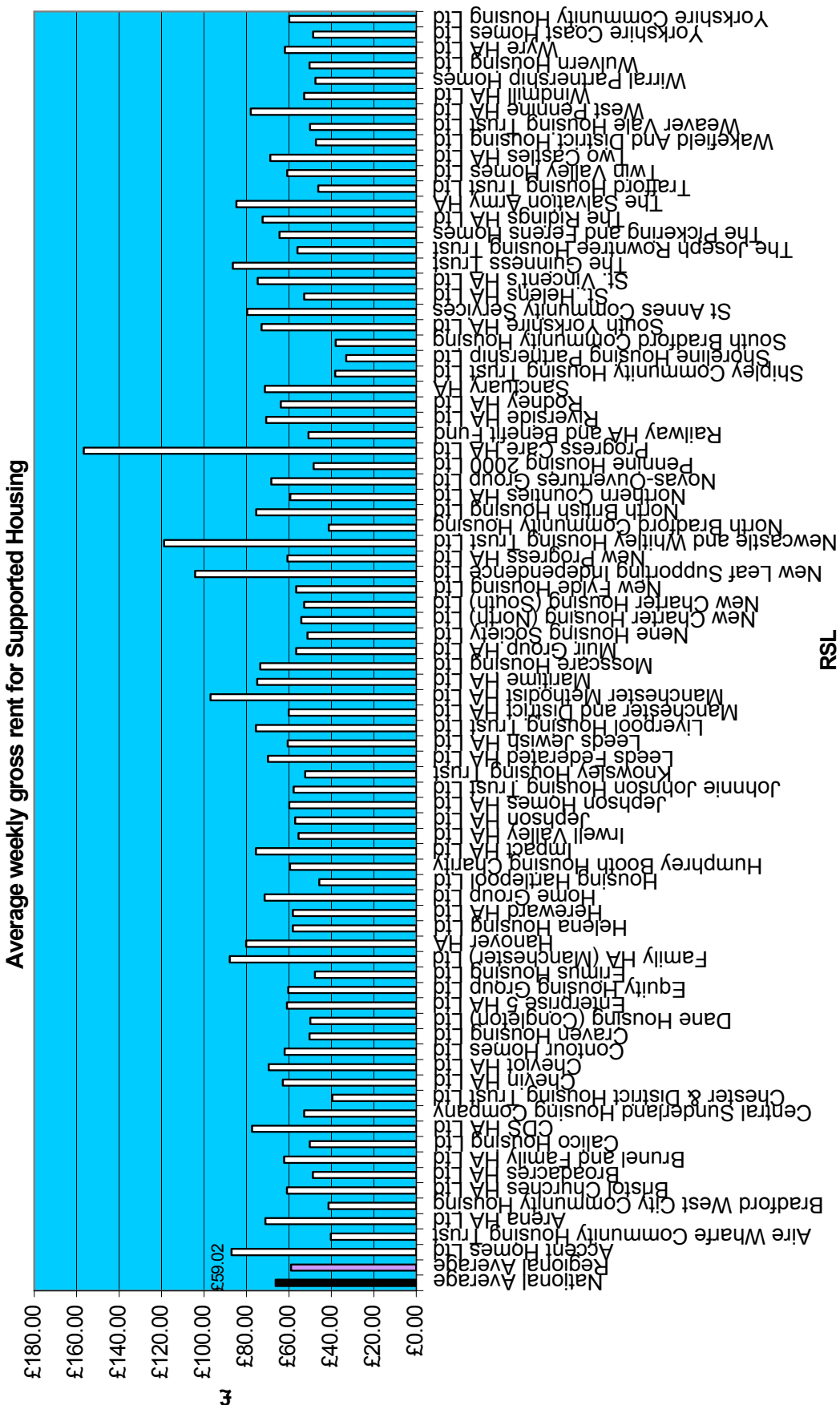
% of tenants satisfied with opportunities to participate in management and decision-making in relation to housing services provided by their landlord (A-L)



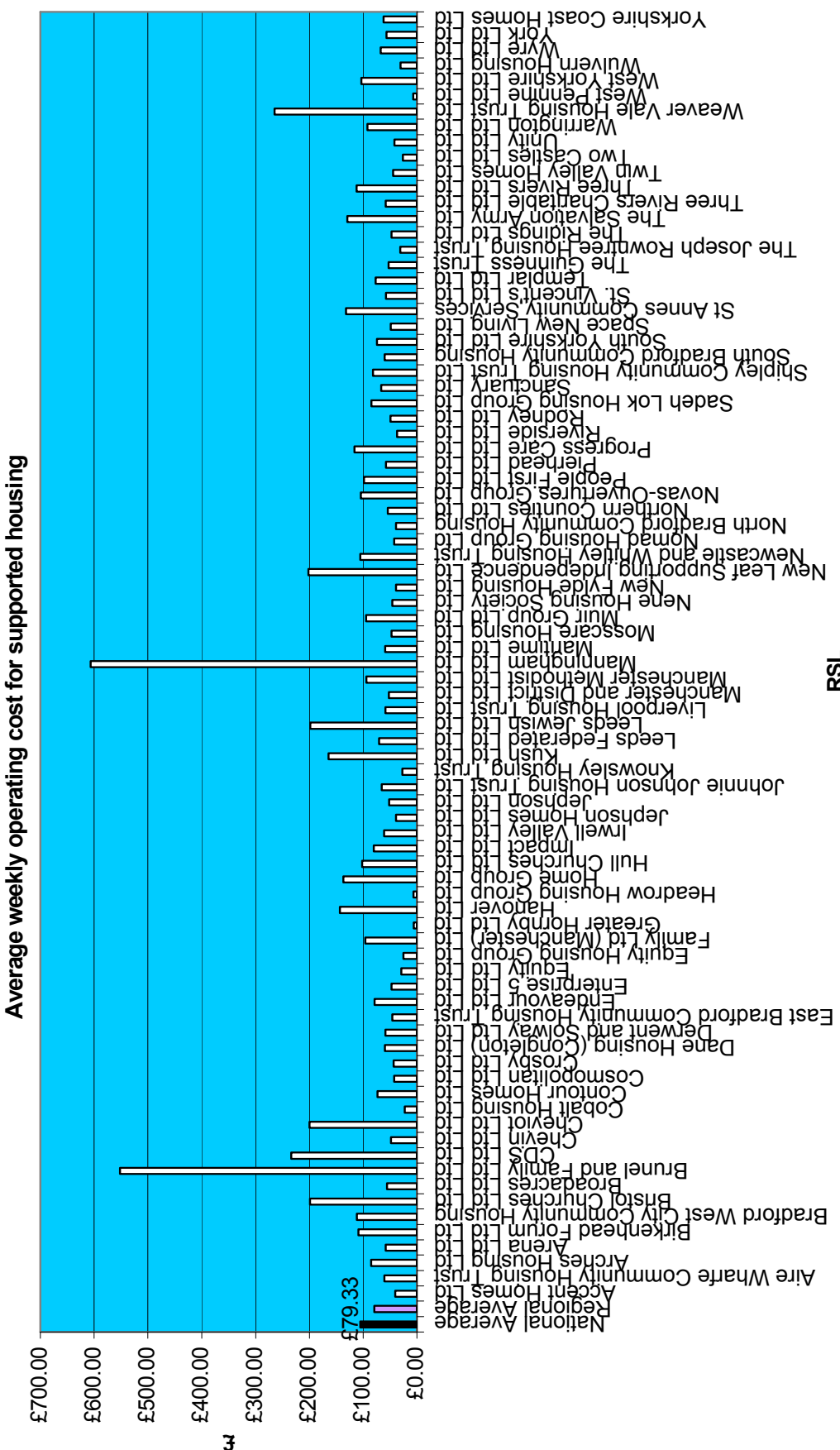
RSL

% of tenants satisfied with opportunities to participate in management and decision-making in relation to housing services provided by their landlord (M-Z)



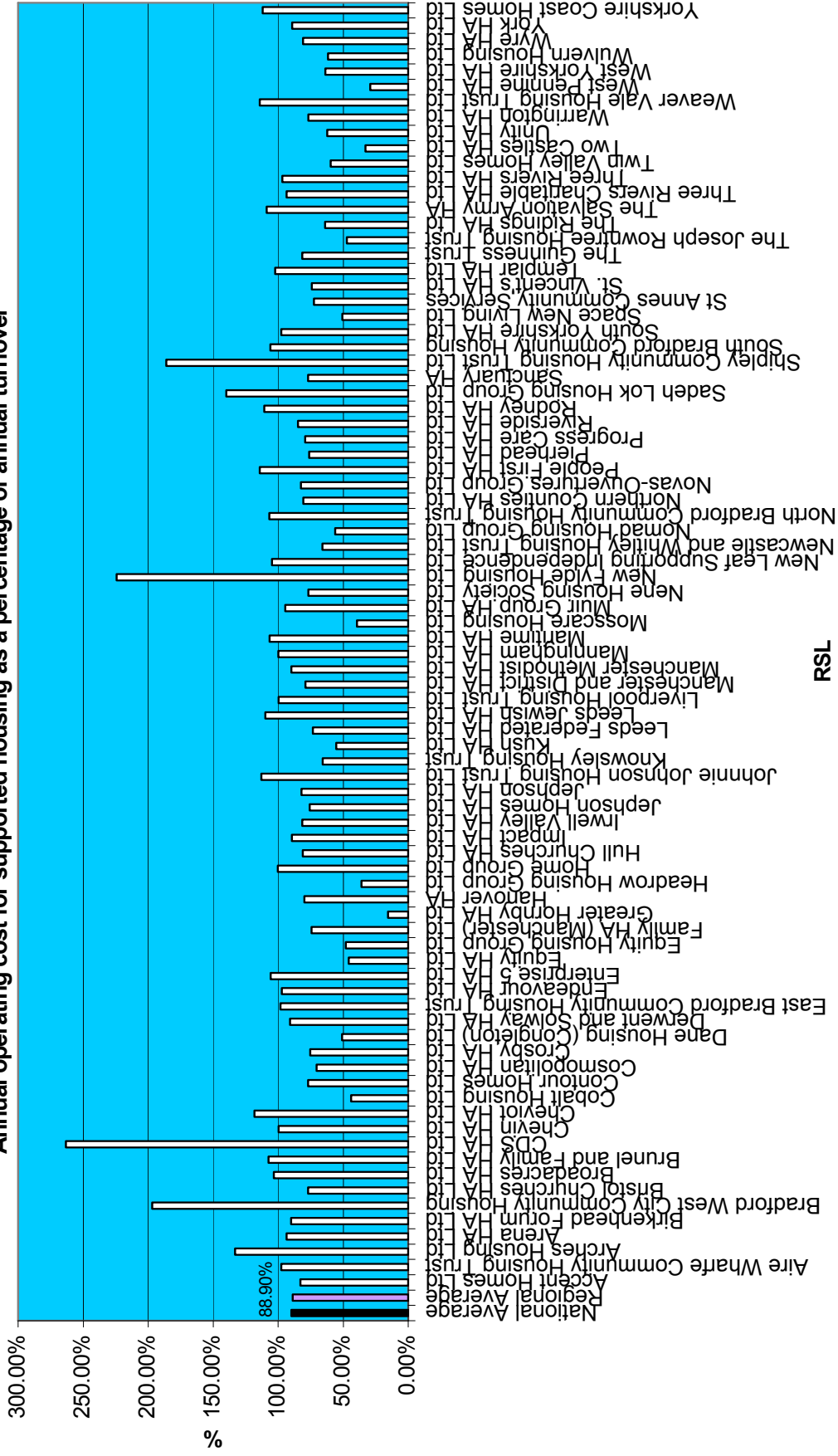


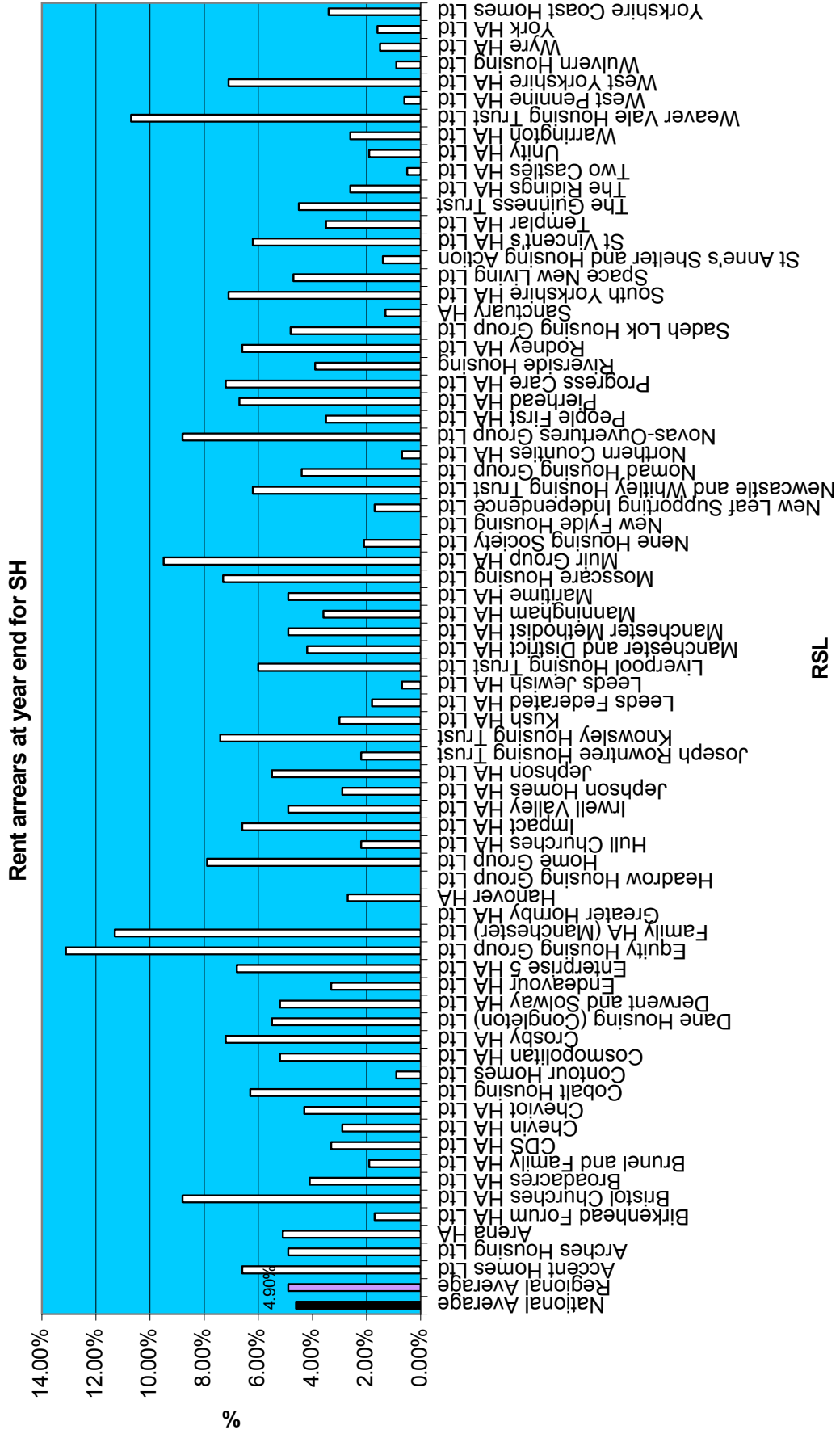
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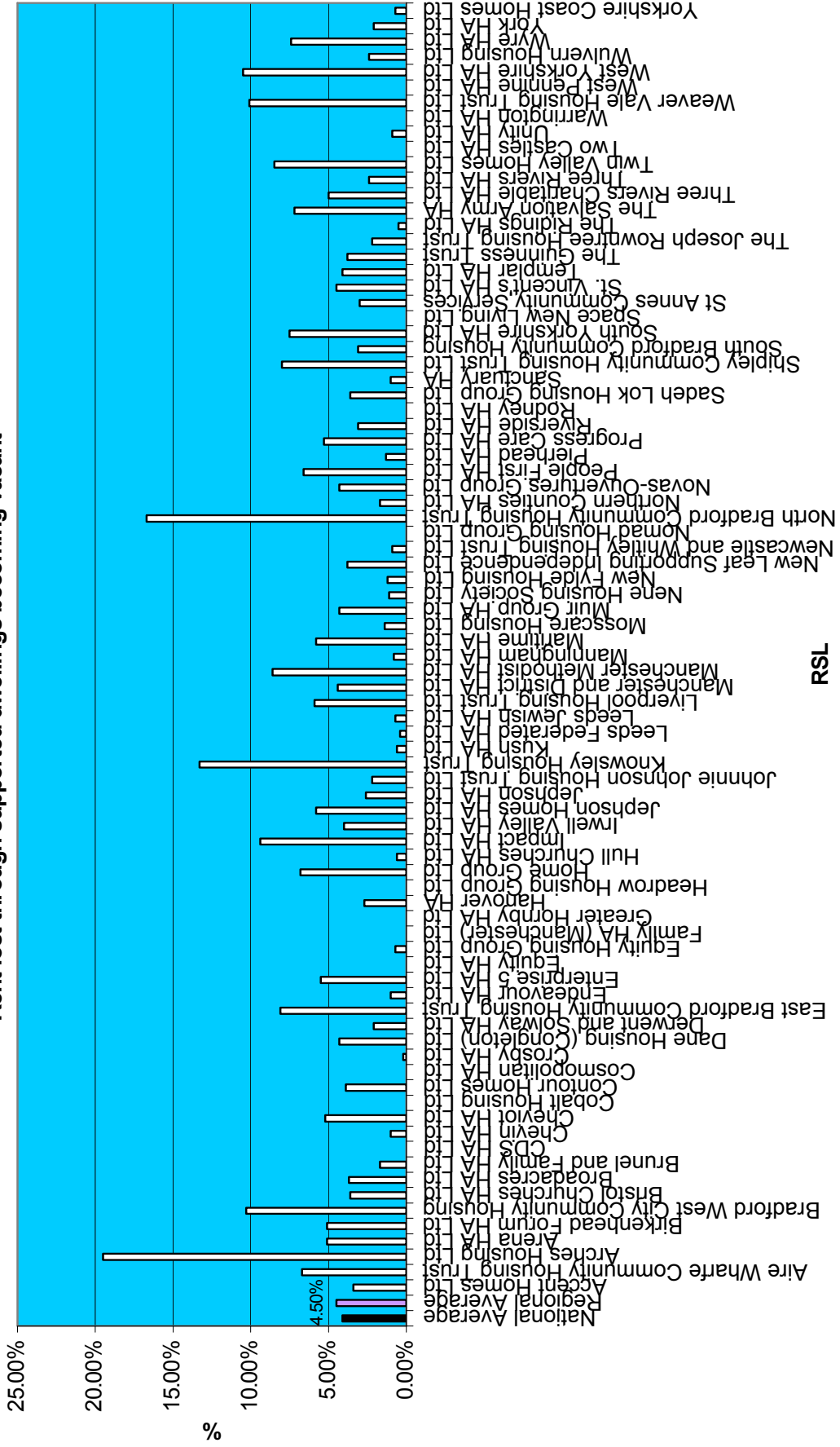
RSL

Annual operating cost for supported housing as a percentage of annual turnover

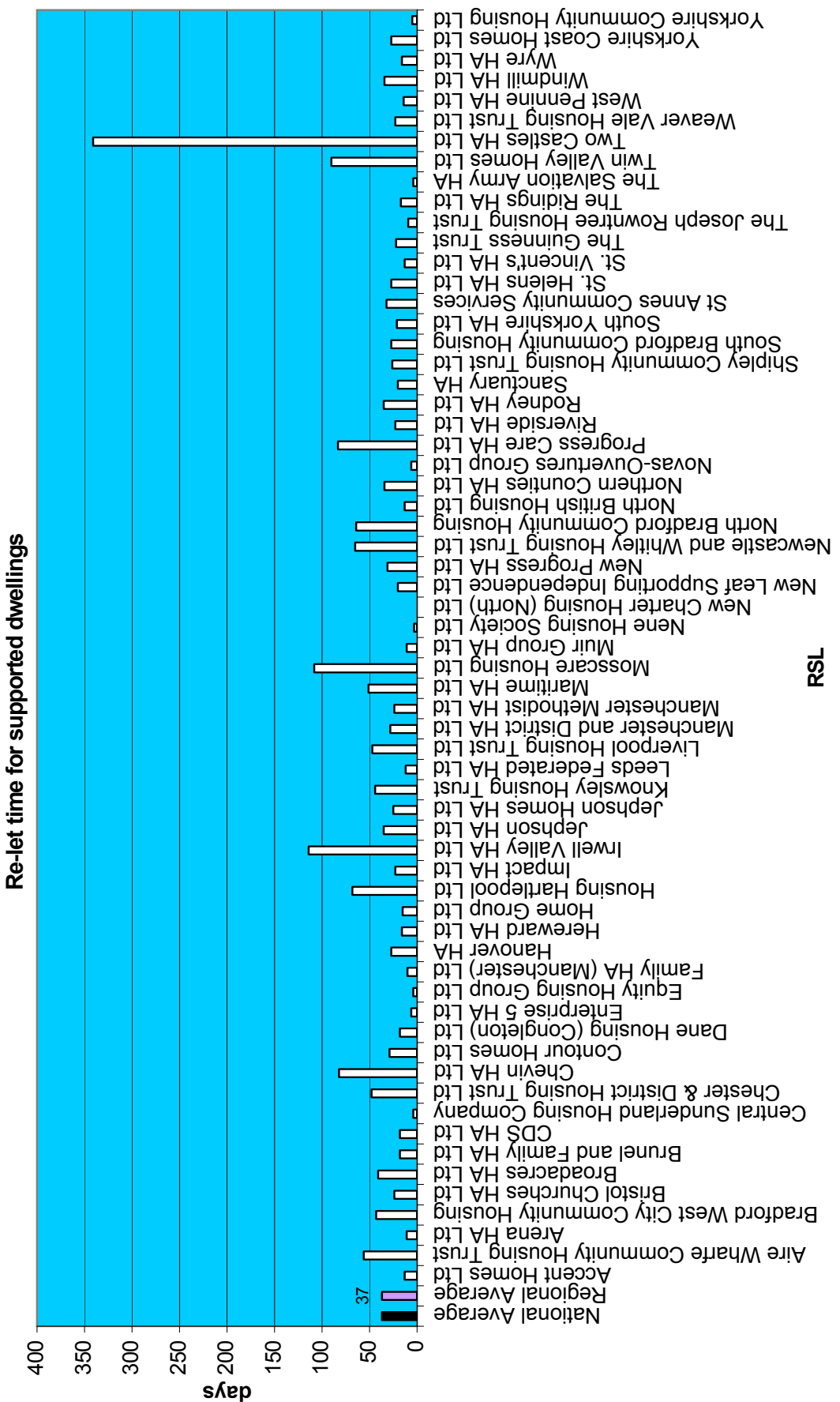




Rent lost through supported dwellings becoming vacant

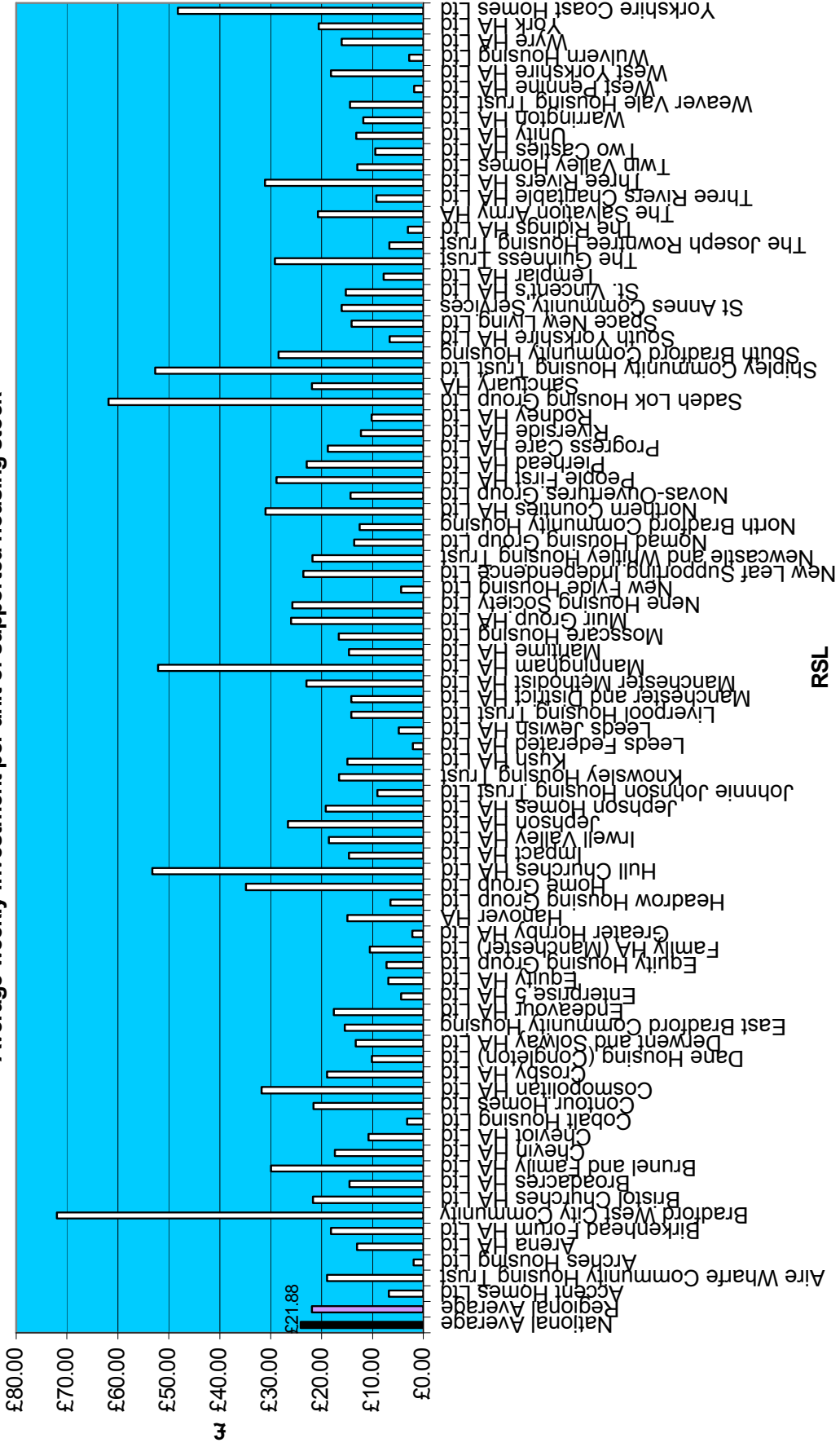


RSL

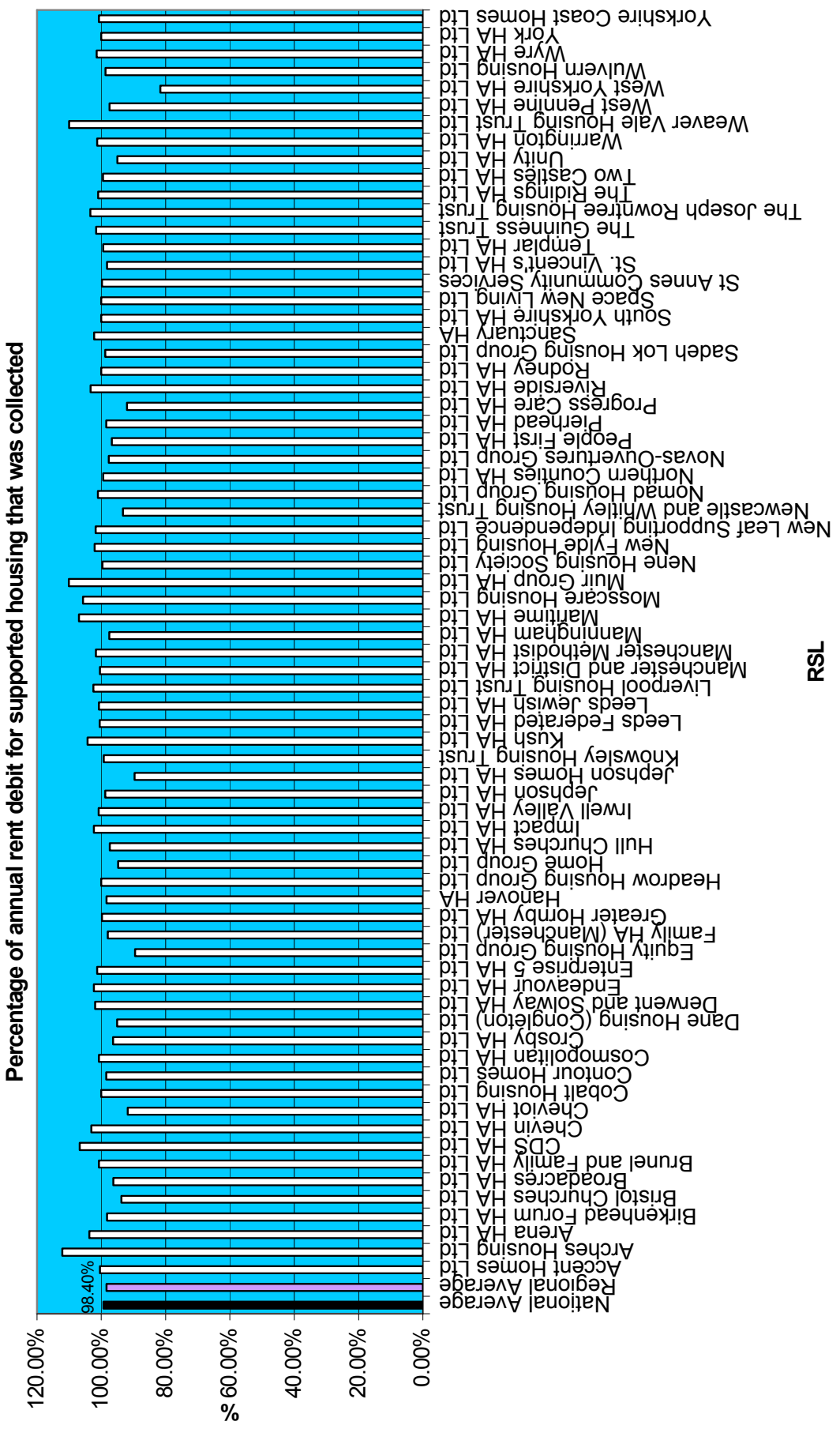


RSL

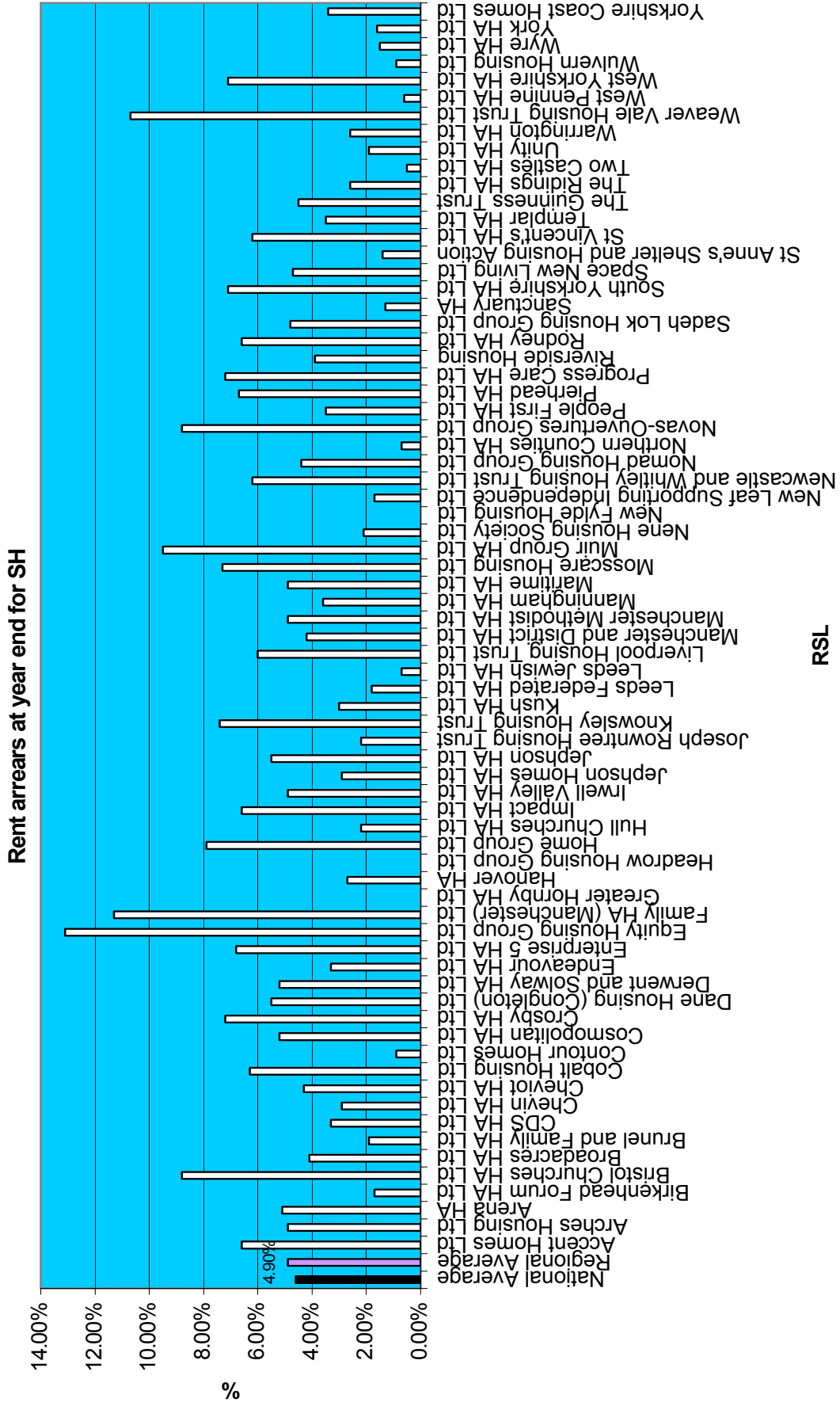
Average weekly investment per unit of supported housing stock



RSL

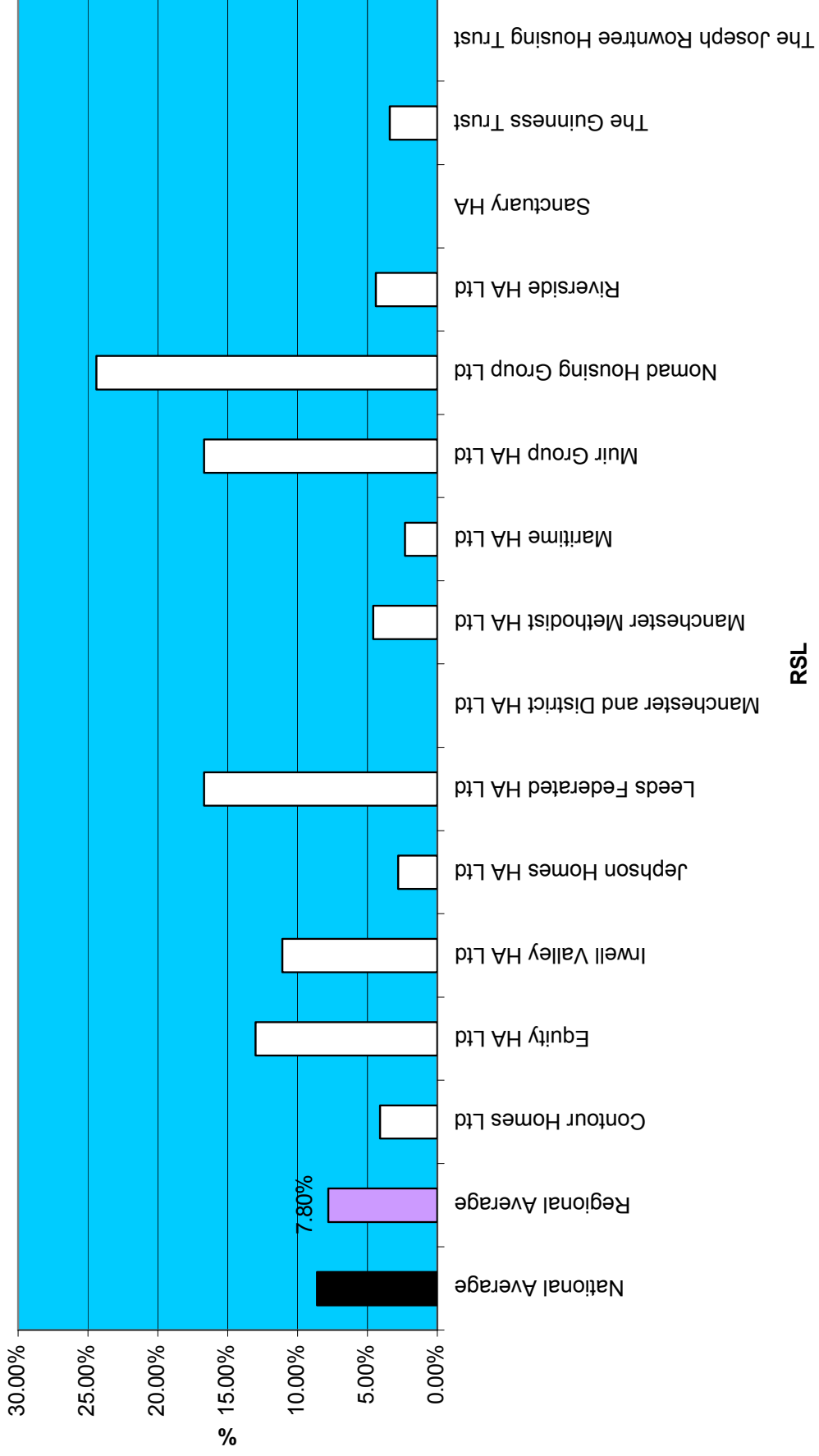


RSL



RSL

Percentage of sales made to households who were formerly tenants of a local authority or housing association



Percentage of sales to BME households

