

Service Delivery

HIGHLIGHTS

Rental housing units



Rental housing growth

of the almost 300 new units

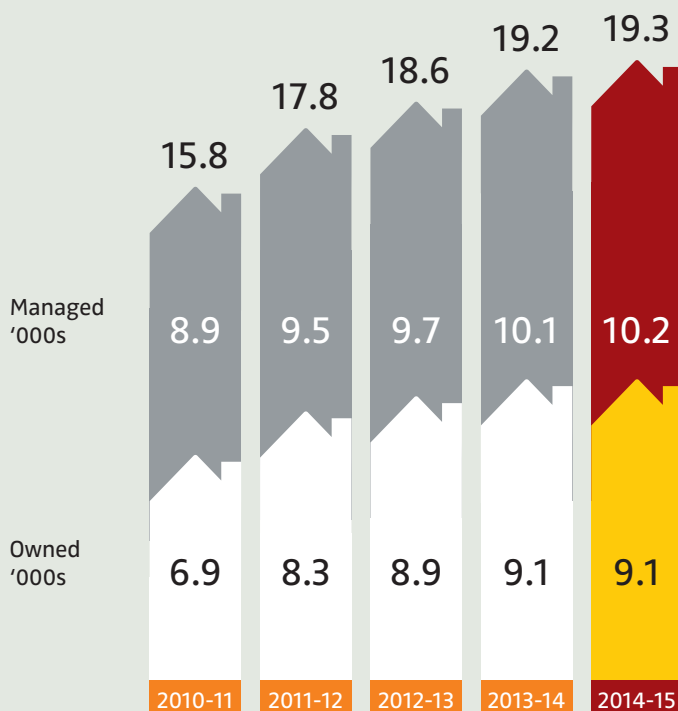
39%
newly built or
purchased by agencies



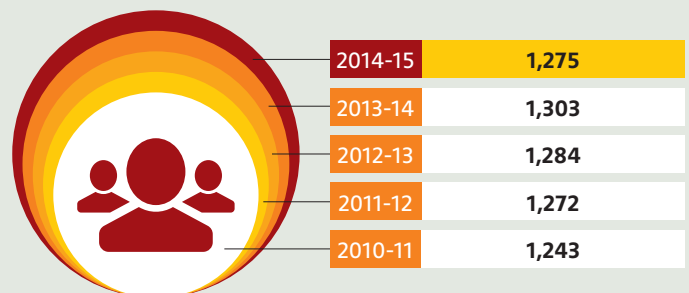
61%
newly managed by
agencies on behalf
of a third party

SECTOR PROFILE

Housing stock



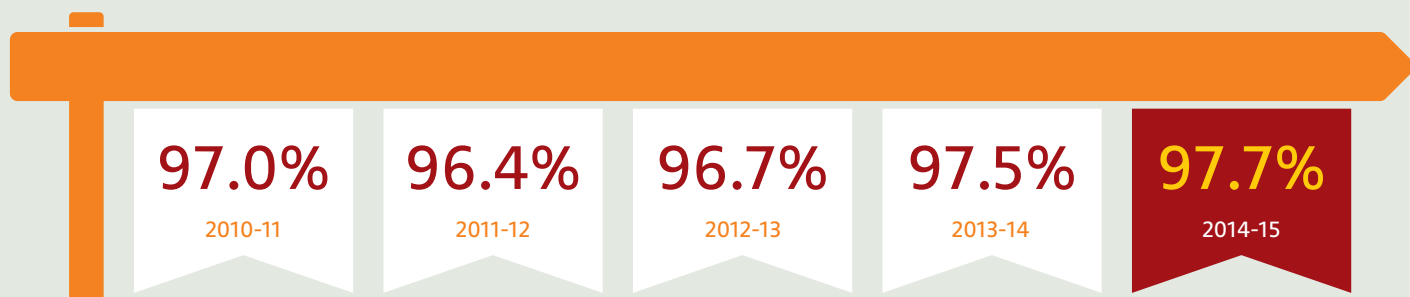
Staff



New households

	2011	2012	2013	2014	2015
Long term	3 616	4 053	3 407	2 623	2 387
Transitional	3 481	3 325	3 155	3 417	2 887
Total	7 097	7 378	6 562	6 040	5 274

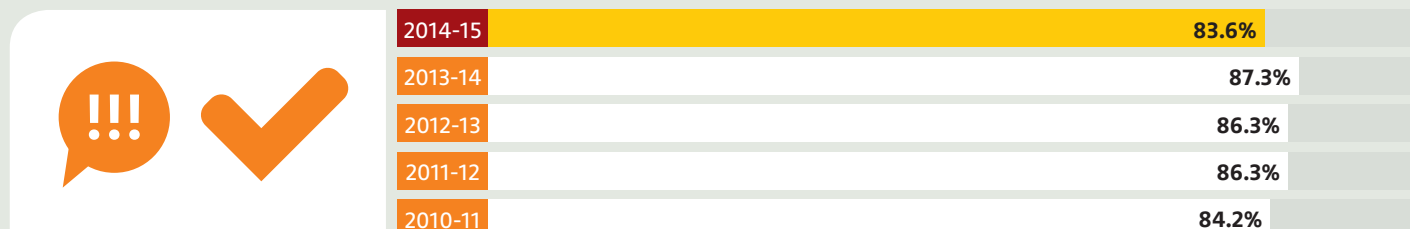
Occupancy rate



Tenancies maintained



Complaints resolved



Key performance indicators

	Sector					Housing associations				
	2010-11	2011-12	2012-13	2013-14	2014-15	2010-11	2011-12	2012-13	2013-14	2014-15
Staff turnover (%)	24.2	25.1	22.7	20.5	18.8	18.9	27.6	20.7	15.6	17.7
Turnaround time (days)										
Vacant tenable	14.1	15.9	16.8	17.1	15.3	16.7	23.4	23.6	24.1	17.4
Vacant untenable (long term housing)	21.1	16.5	20.9	25.8	26.9	21.9	14.8	21.0	27.8	27.1
Rent outstanding from current tenants (%)	2.4	1.8	1.6	1.6	1.5	1.2	1.4	1.3	1.3	1.4
Tenancies maintained (long term housing) (%)	85.0	86.3	87.0	87.0	86.7	83.5	86.1	87.5	87.6	87.1
Tenant/prospective tenant complaints resolved within 30 days (%)	84.2	86.3	86.3	87.3	83.6	87.2	83.9	88.0	89.6	90.3
Occupancy rate (long term housing) (%)	97.0	96.4	96.7	97.5	97.7	97.3	95.9	96.6	97.5	97.9
Evictions (%)	4.9	6.3	6.2	7.1	6.9	3.6	5.8	6.8	8.3	8.8
Urgent requested repairs completed in 24 hours (%)	87.8	85.5	89.2	86.5	90.3	88.1	83.6	88.7	90.1	93.0
Non-urgent requested repairs completed within 14 days (%)	87.4	86.9	88.5	91.3	89.3	88.4	85.0	87.6	90.9	90.2
Tenant satisfaction - housing services (%)	87.3	89.2	89.2	84.6	88.0	88.6	88.0	92.1	81.2	87.6
Tenant satisfaction - consideration of views (%)	84.2	80.6	85.7	74.8	77.2	84.0	77.5	85.4	67.6	75.6
Tenant satisfaction - maintenance (%)	82.3	81.1	83.1	77.2	80.2	79.1	81.3	81.0	72.7	79.4