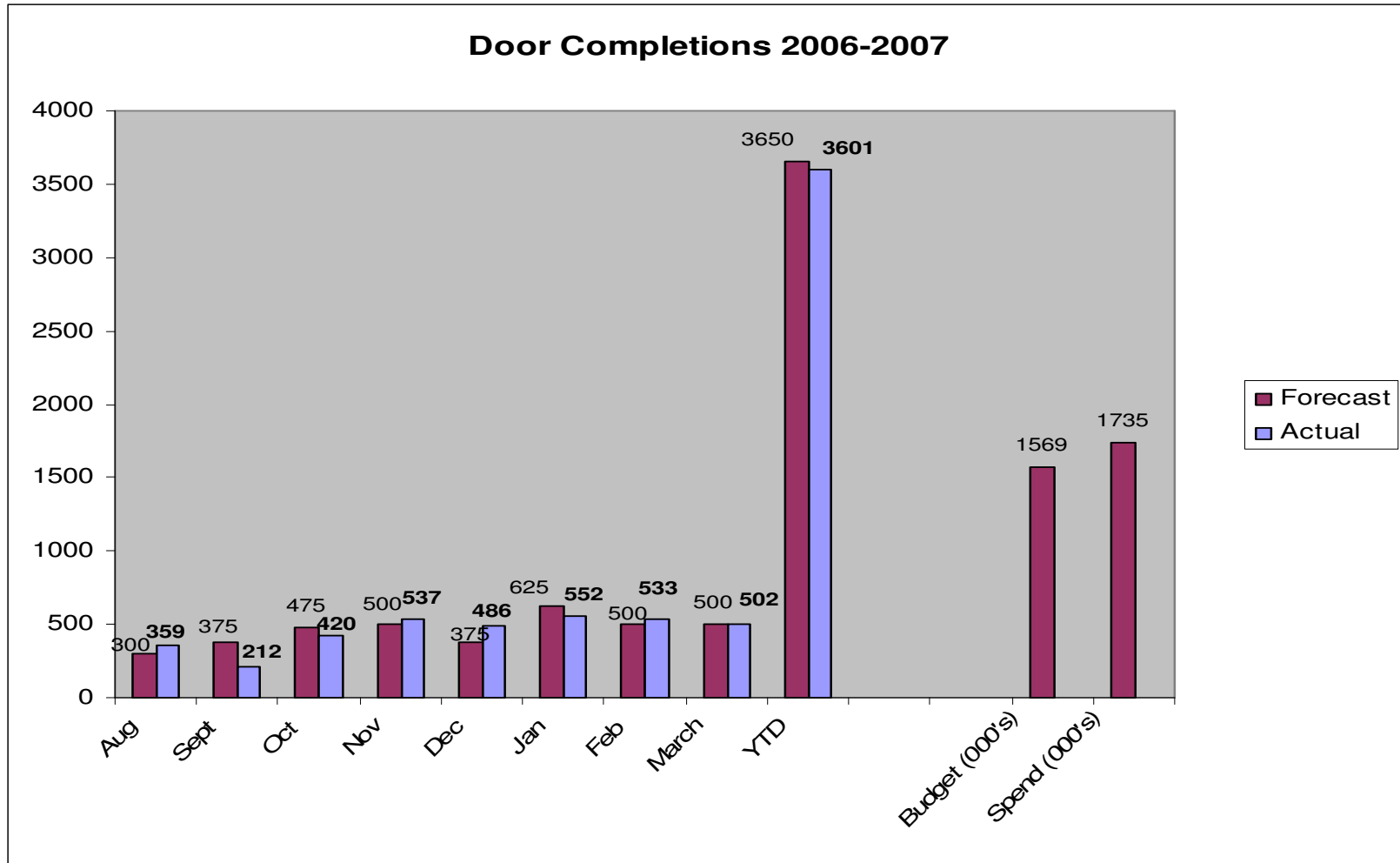


CHESHIRE PEAKS & PLAINS PERFORMANCE REPORTS – MARCH 2007.
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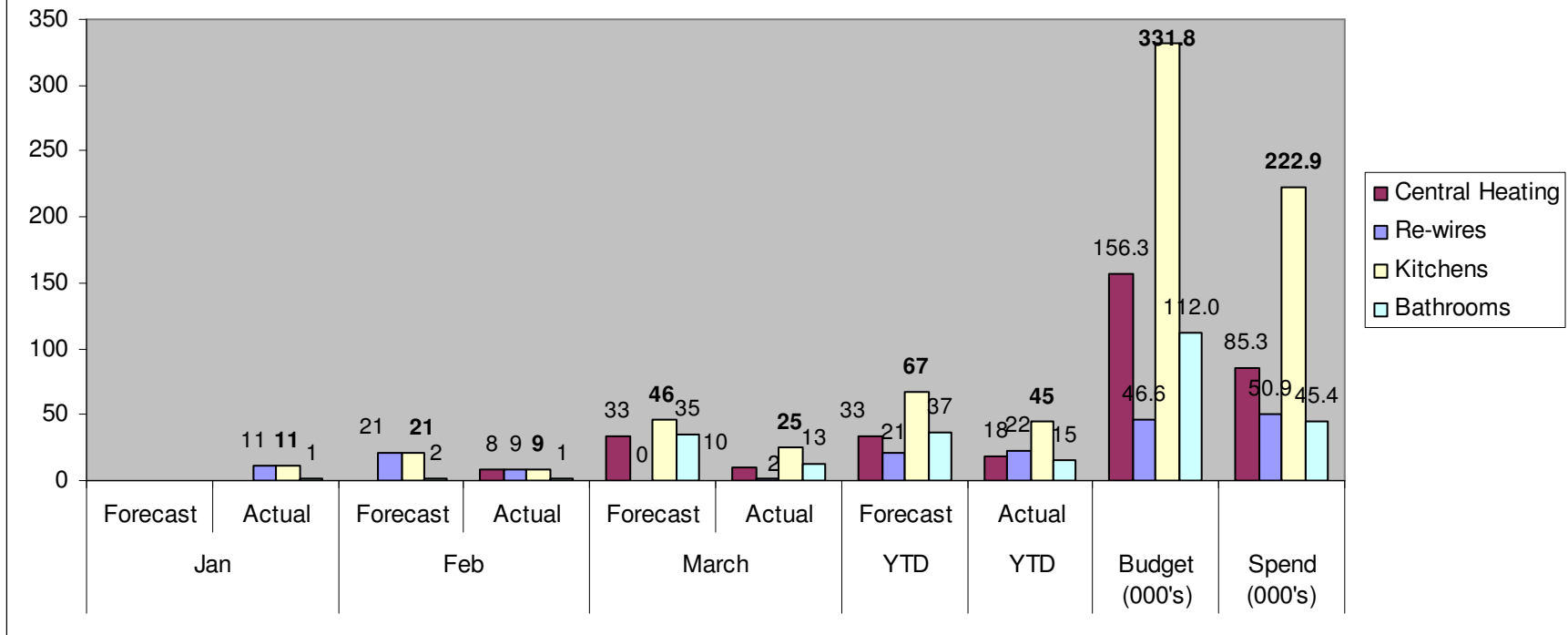
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IMPROVEMENT PROGRAMME: COMPLETIONS MONITORING 2006/07



The increase in expenditure from the planned to actual is accounted for by additional works over and above the door installation, e.g. additional plaster work, isolated brickwork repairs etc. agreed through the tendered schedule of rates accounted for within the contingency allocation within the Agreed Maximum Price (AMP) for the contract. Additionally, more front doors have been fitted than rear doors, which are more expensive.

Internals Programme Completions 2006 - 07



The planned figures relate to the original programme for the pilot scheme with an anticipated start date of November 2006. Following discussions with GM Procure a decision was made to investigate the level of savings being suggested by GMP and, by agreement of the Board, delay the start of the pilot scheme to avoid disruption to tenants over the Christmas period. As a result, the actual start date of the pilot was January 2007, hence the reduced numbers completed than forecast.





From the total programme to improve 22 West Pennine properties 4 properties were completed to March 2007 at a total cost of £161,477. This work is on programme and slightly under the budget for the year of £170,000.

PROGRESS IN ACHIEVING DECENT HOMES STANDARD BY 2010

CPPHT Decency Profile	Pilot Year	Year 1	Year 2	Year 3	Year 4	Current Position
	July 2006 – March 2007	Prelim. to Jan 2008	Jan 2008 - Jan 2009	Jan 2009 - Jan 2010	Jan 2010 - Jan 2011	
Properties Non Decent at Start of Year	2341	2282	1312	1174	854	44.56% not meeting decency standards.
Properties made Decent	59	970	138	837	860	
Properties becoming Non Decent	0	0	0	517	6	
Total Non-Decent at End of Year	2282	1312	1174	854	0	
Percentage of Stock Non-Decent at Start of Year	45%	43%	25%	23%	16%	
Percentage of Stock Non-Decent at End of Year	43%	25%	23%	16%	0%	

The decent homes figure has been amended to take into consideration the outturn following the first year's pilot programme and the completed West Pennine Properties.

GAS SERVICING

Performance Indicator	Target	Perf to 31-08-06	Perf to 31-10-06	Perf to 31-12-06	Perf to 28-02-07	Perf to 31-03-07	Top Quartile	Traffic Light	Variance
Gas servicing - % homes with a valid CP12	100%	96.8%	96.42%	97.4%	97.28%	97.96%	99.75%		Green – 100% Amber – Between 98-100% Red – 97.9% and below
No of homes without a valid CP12	0	134	150	108	114	85			
No of outstanding CP12's completed	N/a		50	78	189	55			
No of homes at correct stage of no access procedure	100%		116 (77%)	103 (96%)	114 (100%)	85 (100%)			








In an effort to reduce the number of properties without a valid CP12 certificate we have amended the process following the initial no-access visit to reduce the timescale between visits and, wherever possible, ensure access is gained before expiry of the current certificate. Contractors' performance is reported on a weekly basis and all no-access properties visited by the neighbourhood team to instigate the no-access procedure.

The contractor is proactive and working with us to reduce the number of outstanding CP12's further. All outstanding CP12's have been placed on a system to receive daily telephone calls.

Following the initial 3 visits by the contractor and a further visit by the Neighbourhood Team properties are now being taped over the front entrance door and tenants instructed to contact us to arrange access as a matter of urgency.

A second contractor has also been commissioned as an additional resource to gain access to the long standing no-access properties. These are also being taped up following a no-access visit.

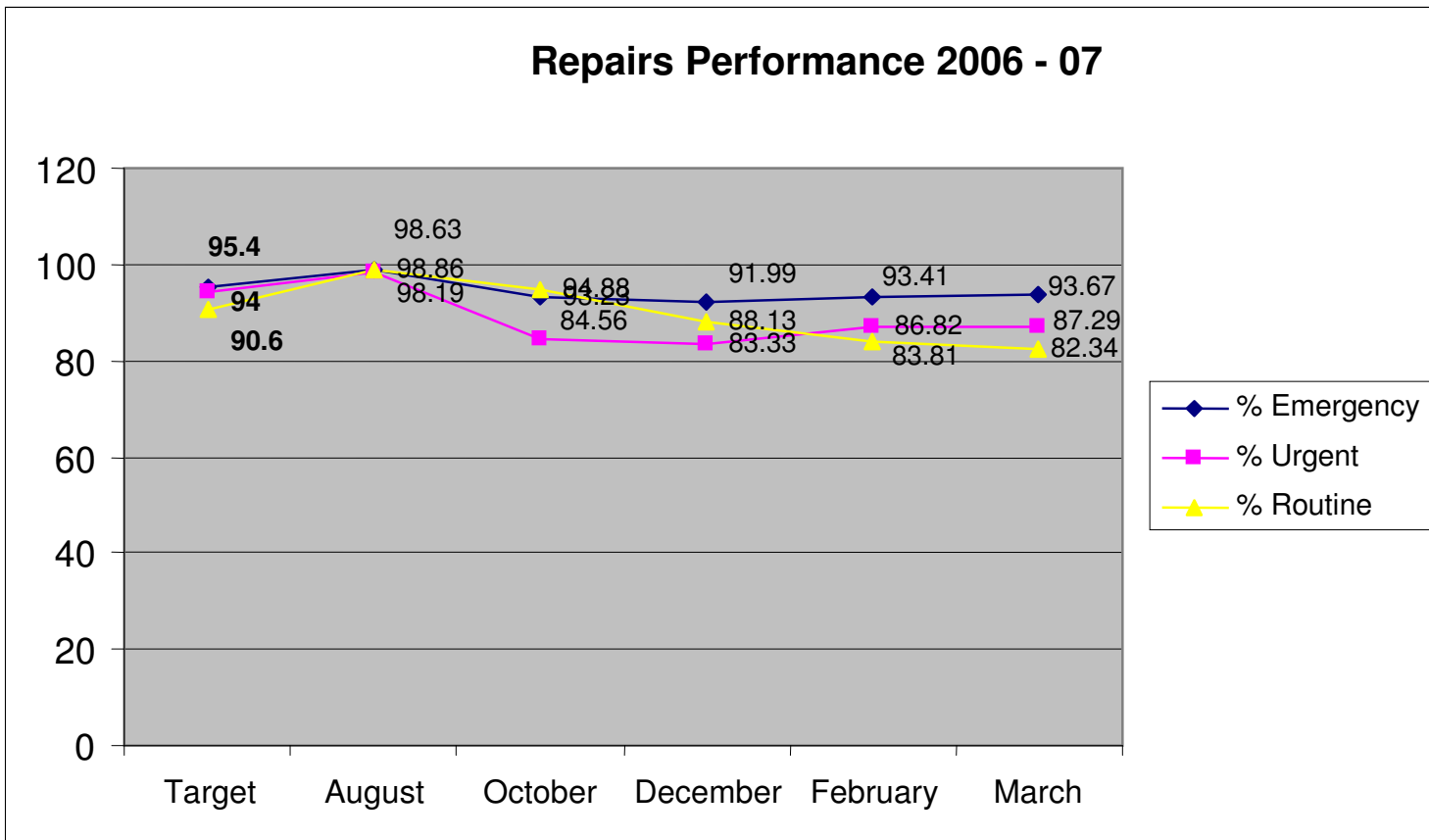
REPAIRS PERFORMANCE

Performance Indicator	Target	Perf to 31-08-06	Perf to 31-10-06	Perf to 31-12-06	Perf to 28-02-07	Perf to 31-03-07	Variance	Top Quartile	Peer Group Average	Traffic Light	Comments
% emergency completed in time	95.4%	98.86%	93.23%	92.33%	93.41% (95.29%)	93.67% 94.28%	Amber – 90.63-95.4 Red – 90.63 or below	99.0%	95.4%		
% urgent completed in time	94%	98.19%	84.56%	83.24%	86.82% (90.86%)	87.29% 92.83%		96.7%	94.0%		
% Routine completed in time	90.6%	98.63%	94.88%	85.79%	83.81% (80.61%)	82.34% 81.85%		97%	90.6%		
% of repairs offered an appointment	75%		76%	72%	68%	64%	Amber – 71.25-75 Red – 71.25 or below		N/a		Due to an increase in non appointment work, e.g. emergencies
% of appt's kept	95.3%	95%	95%	95%	96.12	96.4%	Amber – 90.63-95.3 Red – 90.63 or below	98.9%	95.3%		
% of repairs jobs done in "one hit"	84%	-	84%	83%	82.77	82.1%	Amber – 80.4-84 Red – 80.4 or below				
% of jobs raised as emergency	20%			23%	31%	34%	Amber – 20-25 Red – 25% or above				

The percentage of emergency and urgent jobs completed has continued to improve since the month of December but unfortunately both still remain below target. This improvement however is not reflected with routine repairs, which has seen the accumulative figure continue to fall, even with the monthly figure of March showing a slightly improvement.

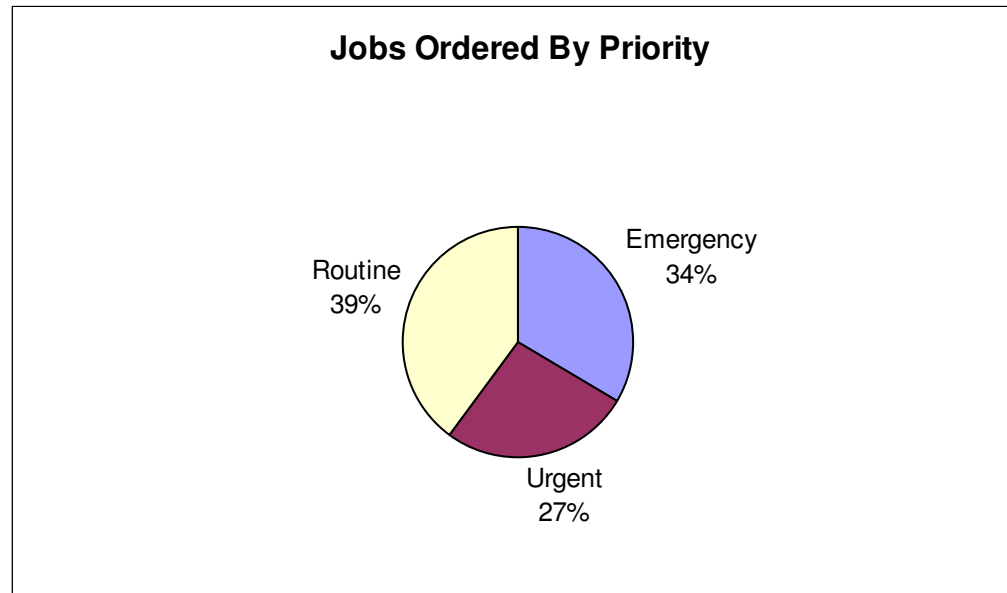
The work involving the clarification of the repairs categories continues to be undertaken, early indications showed that one of the areas that will involve additional training of staff is the identifying of a “out of hours” call out request. As this is impacting on the percentage of emergency repairs raised against all repairs.

One area that is showing continuous improvement is the percentage level of appointments kept, one of the main drivers for this was the introduction of new working procedures between the Customer Service Centre and Repairs Team.







Repairs Volume By Category

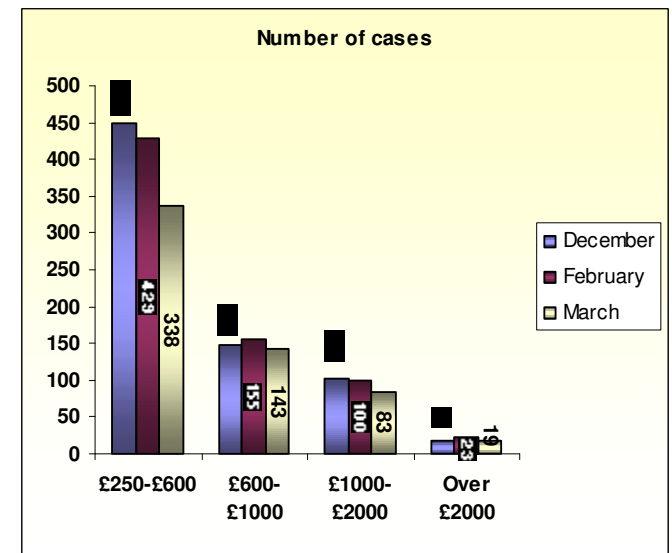
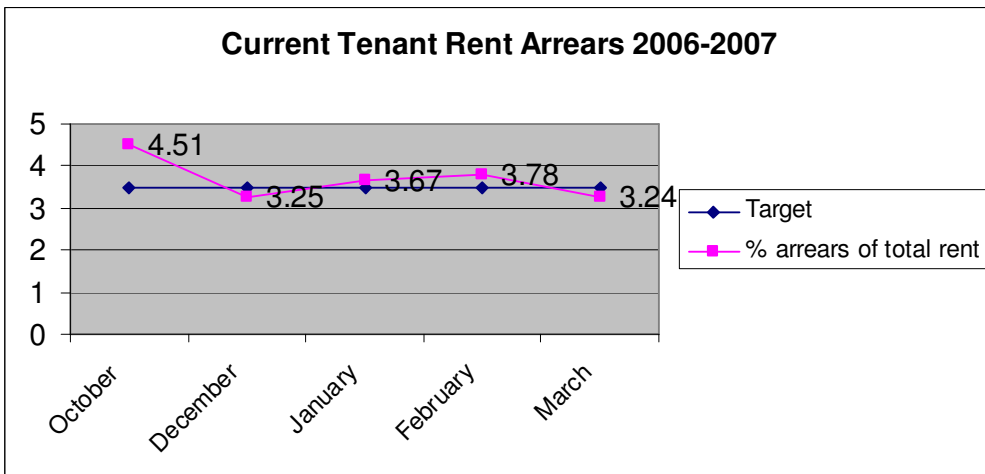
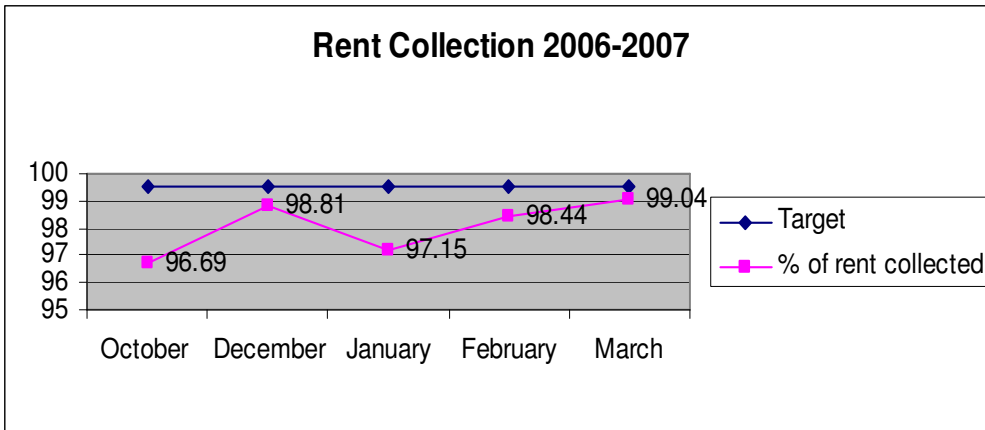
Total no of job ordered	<u>From 17/7/06 to 31/03/07</u>
Emergency	3806
Urgent	2994
Routine	4490
Total	11290











RENT COLLECTION AND ARREARS

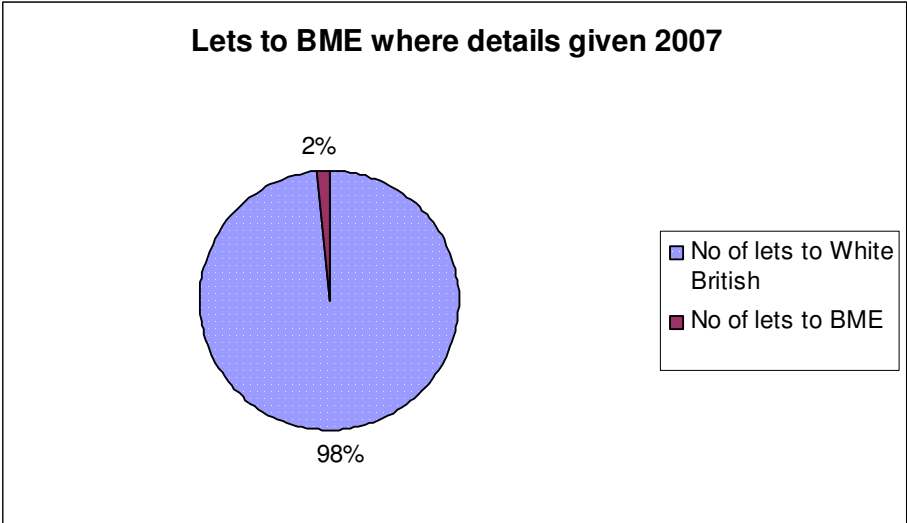
Performance Indicator	Target	Traffic Light	Perf to 31-08-06	Perf to 31-10-06	Perf to 31-12-06	Perf to 28-02-07	Perf to 31-03-07	Variance	National Top Quartile	Peer Group Average	Comments
% of rent collected	99.5%		84.77%	96.69%	98.81%	98.44%	99.04	Amber – 94.6-99.5 Red – 94.5 or below	100.3%	99.5%	Slight drop in performance following improved performance after rent free weeks.
% arrears of total rent receivable	3.5%		12.19%	4.51%	3.25%	3.78%	3.24	Amber – 3.5-3.69 Red – 3.7 or above	3.5%	4.5%	
% arrears lost through former tenants arrears	2%		0.06%	0.17%	0.36%	0.37%	0.45%	Amber – 2%-2.10% Red – 2.11% and above			Increasing as started with zero balance in July 2007.
Amount of current arrears	N/a	For info	1,788,565	735,964	501,988	579,471	502,867				
No of cases £250-£600					440	429	338		Number of cases in higher range increased since December, possibly due to Christmas period and partly due to rent free weeks.		
No of cases £600-£1000					151	155	143				
No of cases £1000-2000					83	100	83				
No of cases over £2000					19	23	19				
Former tenant arrears			258,157	261,673	271,249		309,285		Total amount of FTA collected = £6,931. Percentage is amount of debt collected over total debt of £309,285		
% FTA debts collected	2%			1.40	2.17		2.24				

RENT COLLECTION AND ARREARS



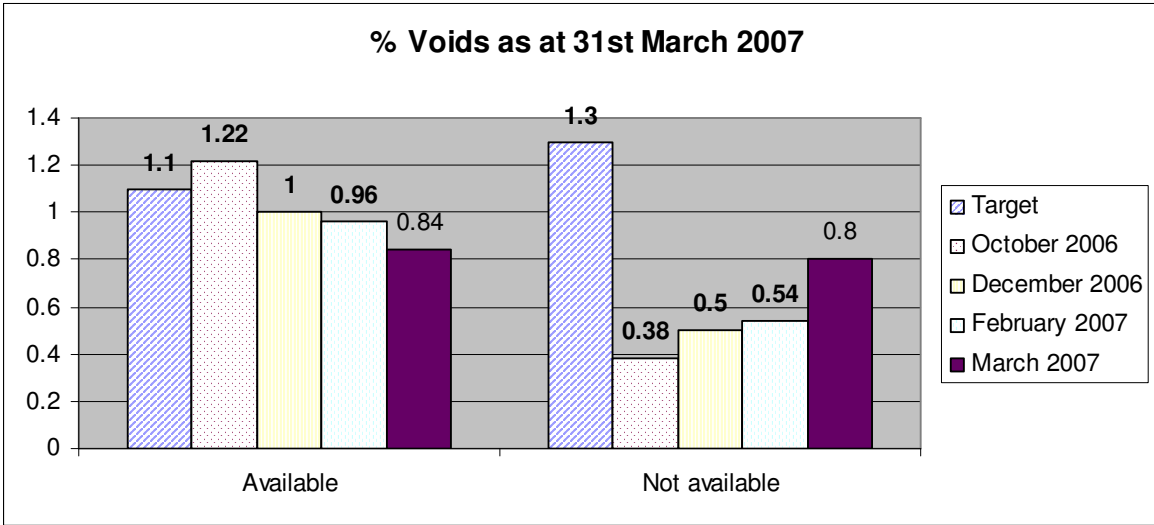
LETTINGS AND HOUSING OPTIONS

Performance Indicator	Perf to 31-8-06	Perf to 31-10-06	Perf to 31-12-06	Perf to 28-02-07	Perf to 31-03-07	Target	National Top Quartile	Peer Group Average	Traffic Light	Variance	Comments
Average re-let time all stock	44.69	38.62	39.05	48	47	36 days	25 days	36 days		Amber – up to 40 days Red – 41 days and over	Many voids due to death where major works are needed. Despite open days there is very little demand for the sheltered studios. The SIG continues to focus on performance. No of voids - 75
Sheltered re-let time			45.89	57	59						
General re-let time			32.90	39	33						
Total no of lettings (CORE)	56	71	47	60	22	-	464 for year		N/a	Lets YTD 262	
% of rent debit lost through general voids	1.74	1.75	1.69	1.79	1.82	1.9%	0.9%	1.9%		Amber – 1.74-1.99 Red – 2 or above	
% dwellings vacant & available to let	1.04%	1.22	1%	0.96	0.84	1.1%	N/A	1.1%		Amber – 1.1-1.15 Red – 1.16+	
% of dwellings vacant & not available to let	0.72%	0.38	0.50	0.54	0.80	1.3%	N/A	1.3%		Amber – 1.3-1.365 Red – 1.365+	
BME lettings	2%	4%	0%	2%	1.7%	5%	N/a	3.3%		Amber – 3.75-5% Red – 3.74 or below	4 in year = 1.7%. SIG attempting to improve for 2007/08.
Homeless decisions in time		96%	95.79	95.63	99.15	98%				Amber – 93.1-98 Red – 93 or below	
Allocations to homeless		25.25%	20.71	16.49	15.57	N/a					
Total allocations to register		82.4%		81%	81.34	75%				The Housing Options team have worked hard to remove older applications from the register as the annual review letters are returned.	
Allocations to transfers		17.6%	19.44	19%	18.66	25%					
No of applicants on housing register		2,829	2852	2539	2526	-					
No of transfer applications		460	463	460	464	-					

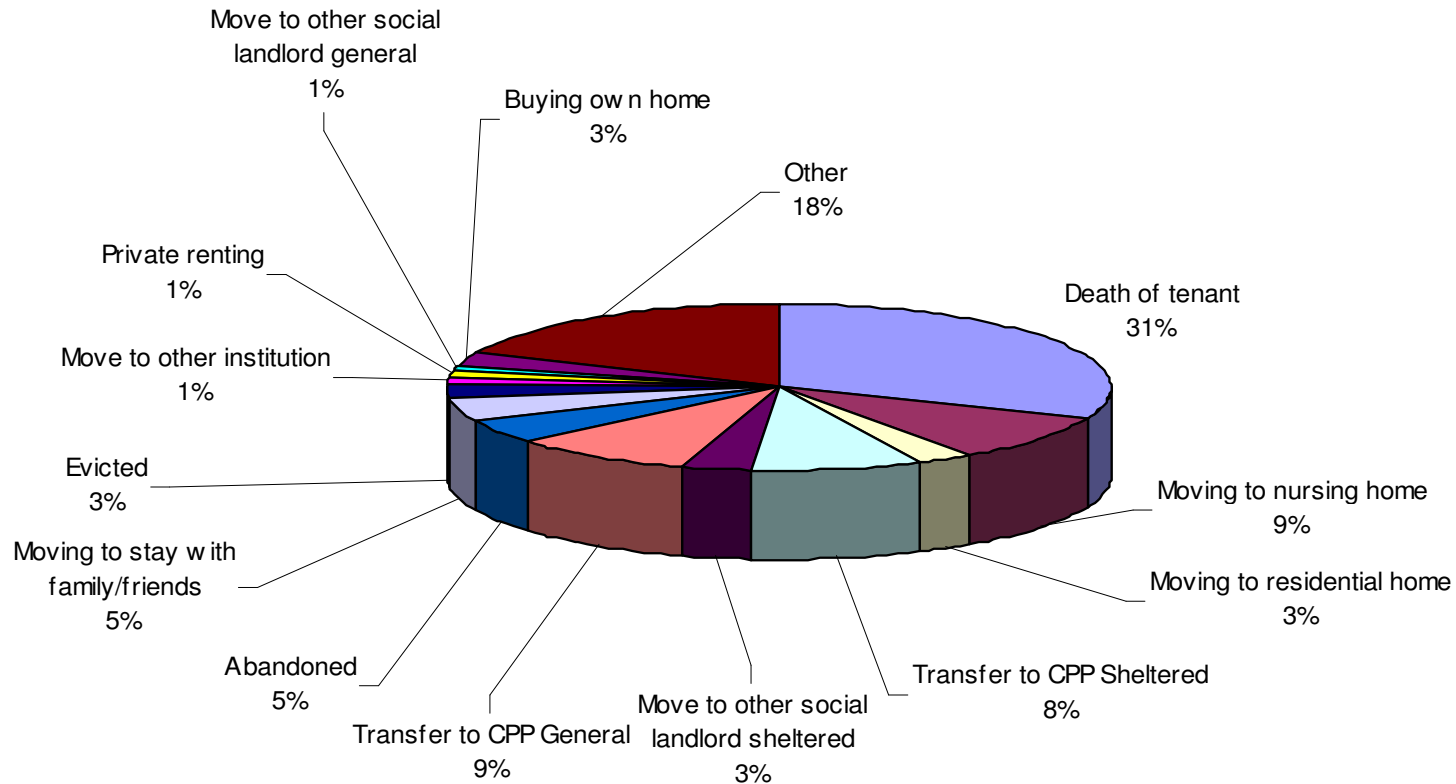


Based on 230 lets where information was given (32 did not give details)

EMPTY PROPERTIES



Tenancy Terminations 17/7/06 to 31/3/07



Based on 234 terminations

ANTI SOCIAL BEHAVIOUR AND NEIGHBOUR NUISANCE

	No of cases at start of period	No of existing cases closed	Number of cases received in period	Responded to within target	No of new cases closed	Total no of cases carried forward
By Category A	3	0	1	0		4
By Category B	33	0	3	2		36
By Category C	18	1	2	2		19
Totals	54	1	6	4		59
Racial/ Homophobic cases	0		0	-		
% BME ASB complainants	0		0	-		
% BME Racial Harassment victims	0		0	-		
% BME Racial Harassment perpetrators	0		0	-		

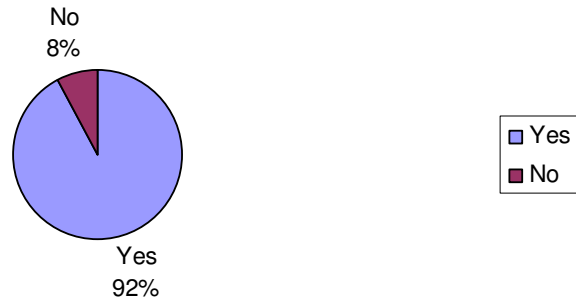
Customer Feedback

Surveys are sent to customers when cases are closed and to date, 13 surveys have now been returned. The feedback has been extremely good in terms of comments made, for example “MBC let us down as landlords I feel CPP are committed to anti-social behaviour far more than they ever were”.

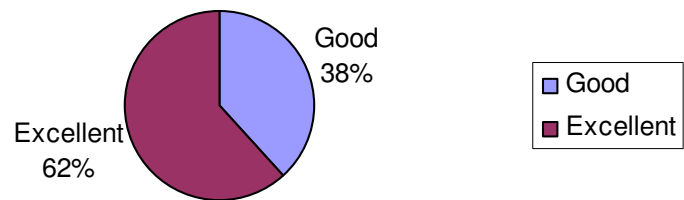
100% positive feedback was given on several questions, such as “Do you feel that the Trust took your complaint of nuisance behaviour seriously?” and “Are you happy with how the Trust kept you informed of your complaint’s progress?” A similar 100% response was received for questions relating to offering adequate support and keeping in regular touch throughout the case.

Other questions that had a more mixed response are given below:

Do you feel the Trust dealt with your complaint promptly?



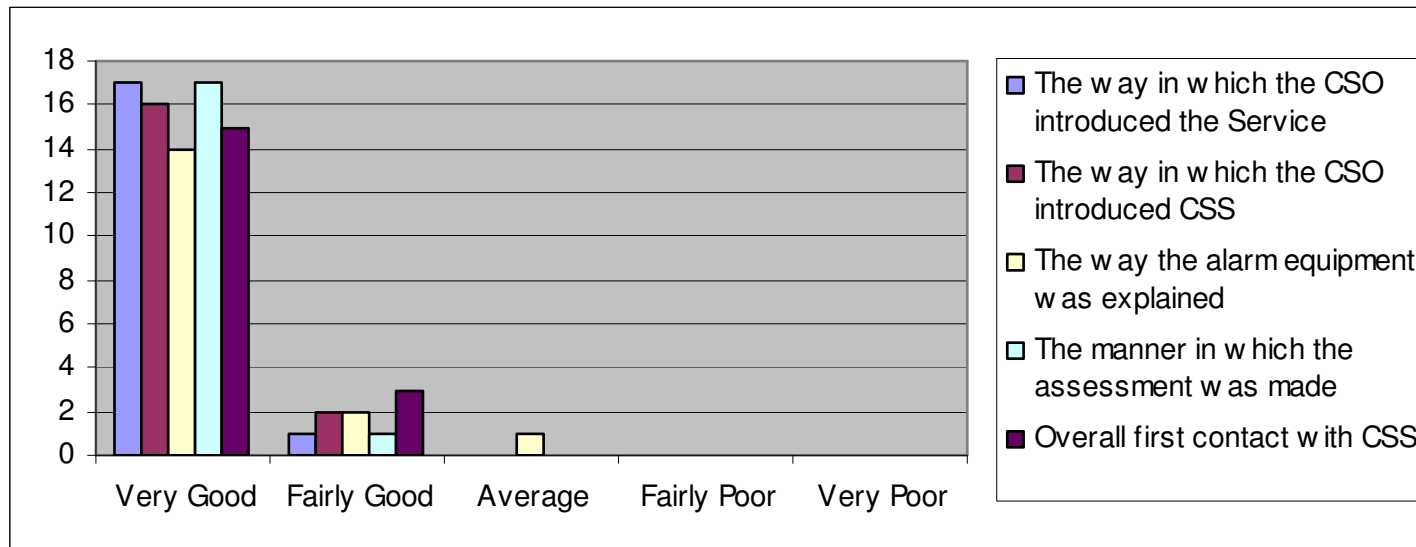
Overall, how would you rate the service you received from us?



COMMUNITY SUPPORT SERVICE (CSS)

	Target	Monthly Performance
% of life critical calls answered within 30 seconds	80% **	91.52%
% of life critical calls answered within 60 seconds	90%	96.66%
% of all calls answered within 60 seconds	98.5% **	97.04%
Customer satisfaction	84%	98.88% overall satisfaction

** - these targets are set by Telecare Services Association (TSA) and are the agreed national standard as approved by Supporting People and the Department of Communities and Local Government (DCLG) and include a 2% tolerance.



Section 2

RIGHT TO BUYS

Right to Buy Administration	2006/07 Target	Performance	Against Target
Right to Buy Sales Completed		25	Not applicable
No of RTB applications received in period		115	Not applicable
% of forms acknowledged within 4 weeks	100%	100%	Target met
No of Section 125 notices issued in period		31	Not applicable
% Section 125 (offer) notices issued within 12 weeks	100%	100%	Target met

25 RTB sales have now completed since transfer.

The number of properties now owned by The Trust is 4973

HUMAN RESOURCES AND DEVELOPMENT PERFORMANCE

	Year to Date	Target	male	female	Comments
Recruitment					
% Staff turnover - resignations	10.2%	10%	6	3	19 resignations since transfer
% Staff turnover - other	1.60%	n/a			3 retirements 1 dismissal
% BME Workforce	2.1%	3%	1	3	Based on 163 Full Time staff, 23 Part Time staff
Number of staff self classified as disabled	3.20%	5%	4	2	
Sickness					
No of days sickness per person	14.9 days	10 days	-	-	

The information from staff is based on the forms that have been returned, and is therefore only representative of the staff who returned the personal information forms. The return rate is currently 95%.