

Rent performance report 2008/ 09

😊 on target

😐 up to 5% off target

☹️ more than 5% off target

Ref		Description	What is Good Performance?	07/08 Outturn	08/09 Outturn	Target	0708 BVPI District TQ scores	0809 TQ Housemark Benchmarking scores*
LH01 a	😐	Percentage of estimated annual rent debit collected	Higher is better	98.60	98.43%	98.80%	99.00%	98.53%
LH01 b	😐	Total current tenants rent arrears as a percentage of the total estimated gross debit	Higher is better	0.98%	1.14%	1.1%	N/A	1.64%
LH01 c	😊	Total former tenants rent arrears as a percentage of the total estimated gross debit	Lower is better	0.55%	0.41%	0.50%	N/A	N/A
LH02 a	😊	Percentage of tenants with more than 7 weeks arrears	Lower is better	2.04%	2.41%	3.20%	3.30%	N/A
LH02 b	☹️	Percentage of tenants in arrears who have been served with a Notice Seeking Possession (NSP).	Lower is better	8.57%	9.55%	9.00%	14.0%	N/A
LH02 c	😊	Percentage of tenants evicted due to rent arrears	Lower is better	0.14%	0.06%	0.20%	0.1%	0.06%