

## Rent performance report 2009/10 Year End

☺ on target

☹ up to 5% off target

☹ more than 5% off target

Ref		Description	What is Good Performance?	08/09 Outturn	09/10 Outturn	Target	October - December 2009	January – March 2010
LH01 a	☺	Percentage of estimated annual rent debit collected	Higher is better	98.43%	<b>98.91%</b>	98.60%	75.65%	98.91%
LH01 b	☺	Total current tenants rent arrears as a percentage of the total estimated gross debit	Lower is better	1.14%	<b>1.05%</b>	1.3%	1.5%	1.05%
LH01 c	☺	Total former tenants rent arrears as a percentage of the total estimated gross debit	Lower is better	0.41%	<b>0.32%</b>	0.50%	0.46%	0.32%
LH02 a	☺	Percentage of tenants with more than 7 weeks arrears	Lower is better	2.41%	<b>2.34%</b>	3.10%	2.30%	2.53%
LH02 b	☺	Percentage of tenants in arrears who have been served with a Notice Seeking Possession (NSP).	Lower is better	9.55%	<b>9.78%</b>	10.00%	2.71%	2.53%
LH02 c	☺	Percentage of tenants evicted due to rent arrears	Lower is better	0.06%	<b>0.08%</b>	0.20%	0.02%	0.02%