










## Rent performance – Performance Report 2009/10

 on target  up to 5% off target  more than 5% off target								
Ref		Description	What is good performance?	08/09 Outturn	Target	April – June 2009	July – Sept 2009	Oct – Dec 2009
LH01a		Percentage of estimated annual rent debit collected	Higher is better	98.43%	<b>98.60%</b>	24.69%	51.13%	75.65%
LH01b		Total current tenants arrears as a percentage of the total estimated gross debit	Lower is better	1.14%	<b>1.05%</b>	1.15%	1.17%	1.5%
LH01c		Total former tenants rent arrears as a percentage of the total estimated gross debit	Lower is better	0.41%	<b>0.50%</b>	0.41%	0.43%	0.46%
LH02a		Percentage of tenants with more than 7 weeks arrears	Lower is better	2.41%	<b>2.00%</b>	1.95%	2.39%	2.30%
LH02b		Percentage of tenants in arrears who have been served with a Notice of Seeking Possession (NSP)	Lower is better	9.55%	<b>8.00%</b>	2.86%	1.84%	2.71%
LH02c		Percentage of tenants evicted due to rent arrears	Lower is better	0.06%	<b>0.20%</b>	0.00%	0.04%	0.02%