



Yorkshire Housing

Performance Report 2009

The following information is about Yorkshire Housing's performance on key indicators during the first quarter of the financial year April to June 2009.

Performance Standard	Quarter 4 2009/10 April to June 2009	Year End 2008/9	Annual Target for 2008/9
Current Tenant Rent Arrears	3.59%	3.03%	3.40%
Empty Homes Loss	1.81%	1.30%	1.00%
Emergency repairs completed in time (target 24 hours)	97%	92%	99%
Urgent repairs completed in time (target 7 days)	98%	89%	97%
Routine repairs completed in time (target 28 days)	99%	92%	97%
Percentage of appointments kept	98.6%	97.5%	98%
Average Re-let time	39 days	32 days	21 days
Percentage of lettings to ethnic minorities	—	19%	11%
Percentage of social housing rental dwellings vacant as at 31st March 2009	—	2.4%	—
Average SAP rating (energy efficiency) as at 31st March 2009	—	60.3%	—
Percentage of social housing rental stock failing the decent homes standard as at 31st March 2009	—	11%	—
Percentage of social housing customers who are satisfied or very satisfied with the services provided by their housing association	—	81%	—



Yorkshire Housing

Performance Report 2009

Decent Homes Improvement Programme – 1st April 2008 to 31st March 2009

Last year we spent over £7.5 million improving customer's homes with the bulk of the work falling in to the following categories.

Type	No of properties
Windows	342
Kitchen	437
Bathrooms	293
Heating	129
Doors	179
Full rewires	12
New distribution boards	181
Homes completely remodelled	18
Roof covering and roof structure repairs	94
Total	1685

Where does my rent go?

An average rent of £67.89 per week is spent on:

Management	£11.34
Routine and planned repairs	£21.50
Rent losses from bad debts	£0.85p
Improvements	£12.30
Depreciation	£5.90
Loan interest	£15.00
Reserves	£1.00

You may also pay a service charge which is calculated each year for each scheme and covers the cost of providing that service.