

# Performance

## Anti-Social Behaviour

	2007	2006
Total reported cases	129	120
Injunctions served	5	7

Satisfaction on complaints during 2008 was 88%

## Rent payments

	2007	2006
Unpaid rent	£612,769	£771,084
Rent arrears	4.2%	5.2%

<sup>1</sup> **Major works** - including new kitchens, windows and bathrooms

<sup>2</sup> **Responsive repairs** - day-to-day repairs such as leaking toilets etc.

<sup>3</sup> **Provision of disabled adaptations** - such as grab rails and walk-in showers etc.

<sup>4</sup> **Tenant Welfare Fund** - assisting new tenants who couldn't afford basics, such as curtains, or those tenants who were experiencing extreme financial difficulty

<sup>5</sup> **Social Investment Team** - here's a taster of some of the work carried out by the team:

- Healthy eating sessions
- Cricket, football coaching for young people
- Car maintenance for women
- Walking to school project
- Play area & equipment
- Ucan feel fitter
- Environmental improvements
- Public art project in Bolton
- Know your neighbour events - fun days

<sup>6</sup> **New homes** - as follows:

- 13 Houses
- 25 Apartments
- 2 Bungalows

## What we spent

	2007	2006
Major works <sup>1</sup>	£1.4m	£1.3m
Responsive repairs <sup>2</sup>	£879,000	£847,000
Emptying properties for re-let	£496,000	£471,000
Provision of disabled adaptations <sup>3</sup>	£17,776	£34,286
Repair service customer satisfaction	94.3%	89.5%

## Letting the properties

	2007	2006
Properties let	274	252
Blackburn with Darwen Foyer	46	-
Manchester Foyer	62	-
Av. no. of days to re-let properties	48	33
Lost rent from vacant properties	2%	2.6%

## Tenant welfare

	2007	2006
Total spend from fund <sup>4</sup>	£5,000	-

## Social investment

	2007	2006
Amount raised by team <sup>5</sup>	£140,000	£130,000

## New homes

	2007	2006
Newly built affordable homes <sup>6</sup>	40	66