

# Performance

## Anti-Social Behaviour

	2008	2007
Total reported cases	153	129
Injunctions served	4	5

## Rent payments

	2008	2007
Unpaid rent	£722,488	£612,769
Rent arrears	3.73%	4.2%

<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:

- Setting up resident groups
- Postive Futures for all our tenants
- Supported 'In Bloom' projects
- Held open days on Unemployment, Crime Awareness and animal welfare at our Ucan centre
- Sparth history project and exhibition in Rochdale
- Held community fun days
- Installed a mosaic in Bolton

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

- 33 Houses
- 28 Apartments
- 4 Supported Units

## What we spent

	2008	2007
Major works <sup>1</sup>	£1.1m	£1.4m
Responsive repairs <sup>2</sup>	£756,000	£879,000
Emptying properties for re-let	£444,000	£496,000
Provision of disabled adaptations <sup>3</sup>	£35,000	£17,776
Repair service customer satisfaction	95	94.3%

## Letting the properties

	2008	2007
Properties let	225	274
Blackburn with Darwen Foyer	52	46
Manchester Foyer	38	62
Av. no. of days to re-let properties	40	48
Lost rent from vacant properties	2%	2%

## Tenant welfare

	2008	2007
Total spend from fund <sup>4</sup>	£3,015	£5,000

## Social investment

	2008	2007
Amount raised by team <sup>5</sup>	£96,000	£140,000

## New homes

	2008	2007
Newly built affordable homes <sup>6</sup>	65	40