

HOUSING MANAGEMENT PERFORMANCE INFORMATION FOR THE YEAR TO 30.9.10

1. Housing Stock - 83 dwellings - 22 Two Bed and 61 One Bed flats.

Refurbishment works started in 1995 are all but complete with the remaining few properties to be improved as they fall void or by arrangement with residents. The quality of the kitchens and bathroom installed, careful use and regular maintenance has meant that future refurbishment cycles may be longer than industry norms. Currently no properties fail the Decent Homes Standard.

| | | | |
|-----------------------------|-------------|----|------------|
| Energy Efficiency Rating: | Royal Close | 81 | 'B' rating |
| (average from sample flats) | St Pancras | 59 | 'D' rating |

There is room to improve the rating at St Pancras with the installation of central heating planned for 2011. At Royal Close the average rating is high with good energy efficiency and low running costs and it would be hard to improve on this score.

2. Repairs and Maintenance

| Priority | Target | % completed within time | | |
|--------------------|----------------|-------------------------|---------------|--------------------------------|
| | | CGHA 09/10 | CGHA 09/10 | SHAPE ¹ 31/03/10 |
| Emergencies | 24 hours | 56 | 100 | 99 |
| 1 Urgent | 5 working days | 82 | 100 | 97 |
| 2 Essential | 1 month | 132 | 98 | 96 |
| 3 Routine | 6 months | 54 | 96 | - |
| Total | | 324 | 99 | 97 |

We aim to complete all repairs satisfactorily, attend within target times and in the majority of cases we achieve this. Job Orders are closely monitored, residents receive a copy of the order and have an opportunity to say if they are satisfied with the work or not. 196 residents responded in this way and 13 jobs were followed up where residents said they were not satisfied with the work.

| | | |
|----------------------------|--------------------------------|--------------------|
| Stairlift servicing: | all completed within the year. | Legal requirement. |
| Gas safety checks: | all completed within the year. | Legal requirement. |
| Smoke detector checks: | all completed within the year. | Good practice. |
| Carbon Monoxide detectors: | all completed within the year. | Good practice. |

3. Rents and Rent Collection

| £ Average as at 1.04.10 | CGHA Gross monthly | CGHA Net weekly | Local ² Net weekly | CORE ³ Net weekly Chichester | SE Region ² Net weekly | CORE ³ SE Region Net weekly |
|-------------------------|--------------------|-----------------|-------------------------------|---|-----------------------------------|--|
| 1 bed | 329.89 | 66.26 | 79.40 | 76.31 | 75.26 | 75.04 |
| 2 bed | 368.93 | 74.19 | 90.34 | 86.05 | 87.84 | 85.33 |

There were no increases in CGHA rents in 2010.
Fair Rent reviews now in line with Assured Rent reviews each April.

| | 09/10 | As % of Rent Due | 08/09 | As % of Rent Due |
|------------------|---------|------------------|----------|------------------|
| Rent due | 339,353 | 100.00 | £330,585 | 100.00 |
| Arrears | 621 | 0.18 | £1,095 | 0.33 |
| Rent written-off | - | - | £346 | 0.10 |

This year arrears are entirely due to Housing Benefit payment schedules.
The % of residents receiving Housing Benefit 63% (61%*
Void losses due to re-letting totalled 118 (6*) days, a rent loss of £1,315 (£64*).

Rent due refers to the year in hand excluding rent not collected from previous years. Arrears are the sum of rents due at the year end but not collected. They exclude rents considered not collectable, due for example to a shortfall in Supporting People subsidy, which are shown here as Rent written-off. *previous year

4. Lettings

At 30.9.10 eighty two of the association's dwellings were let and one was void.

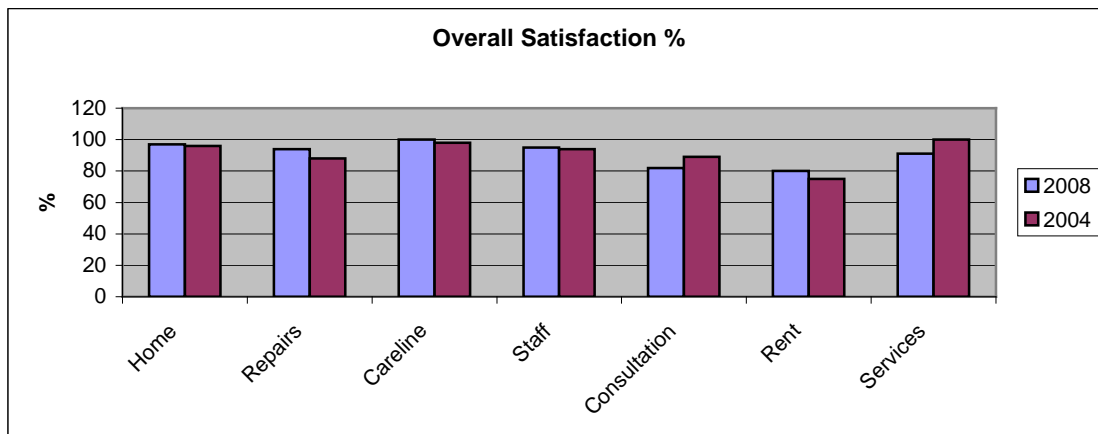
| | CGHA | SHAPE ¹ | Skills & Projects ⁴ |
|---------------------------------|------|--------------------|--------------------------------|
| Lettings * includes 2 transfers | 9* | 58 | 46 |
| Choice based lettings | 7 | - | - |
| Direct lettings | - | - | - |
| From Chichester District | 8 | - | - |
| Average days void | 13 | 28 | 29 |
| Average re-let time in days | 9 | 19 | 28 |

5. Careline

| | Total calls | Admin | Care | Maintenance |
|-----------------------------------|-------------|-------|------|-------------|
| Calls to Careline 9 months | 577 | 452 | 87 | 38 |
| Mobile Warden call outs 12 months | 33 | | | |
| Answered less than 30 seconds | 90% | | | |

6. Complaints, Compliments and Consultation

We carry out customer satisfaction surveys from time to time, the last one being in 2008, and the results are shown here:



In 2010 residents were consulted about the Pets Policy, a community room at Royal Close and the Careline alarm service, 57 residents responded to the questionnaire. There was little support for a change to the Pets Policy and nor for a community room. All bar one of residents who responded were satisfied with the Careline service and 82% wanted the same level of service to continue (i.e. 24/7 call monitoring and mobile response).

7. Management Costs

Our management costs were £18.80 per week per dwelling compared with £21.05 per week from SHAPE.

8. Ethnicity

Census details for Chichester show the ethnic population as 98.35% White (British, Irish & Other white). CGHA ethnic population is 97.6% White (British, Irish & Other white).

Declarations on the Regulatory and Statistical Return for 31 March 2010 to the Tenant Services Authority show directors and staff consider themselves as White and British.

¹ SHAPE - fourteen small associations sharing benchmarking information.

² TSA Guide to Local Rents - from RSR data 2010.

³ CORE - information about new social housing lettings and sales in England.

⁴ Skills & Projects Benchmarking - figures represent organisations nationally that sign up to the service.