

Our performance, costs and what you told us

We measure ourselves against a range of performance indicators, compare the costs of your housing services and ask you through surveys what you think of your housing services.

We present this information to a number of residents' panels who make recommendations on how services can be improved. Here is a snap shot of last year's performance and what tenants said to us in a postal survey of tenants in summer 2012.

The council employed Feedback Services to carry out a tenant satisfaction survey. Just under 4,000 tenants were invited to take part in the survey and 1,524 responded (39%).

Overall satisfaction with the housing service **77%** up 3% 😊

This figure is based on the survey which was carried out in the summer of 2012 and is up on the previous survey carried out in 2011.

How we compare with other outer London boroughs whose data is available...

Hounslow Homes	83%
LB Croydon	77%
LB Harrow	75%
LB Barking & Dagenham	73%
Enfield Homes	69%
Lewisham Homes	69%
Haringey Homes	62%

This is good news. We have been working hard to listen to your views and improving your housing services.

Satisfaction with the overall quality of your Home **75%** up 4% 😊

This figure is based on the survey which was carried out in the summer of 2012 and is up on the previous survey carried out in 2011.

How we compare with other outer London boroughs...

Hounslow Homes	78%
LB Croydon	75%
LB Harrow	75%
LB Barking & Dagenham	74%
Haringey Homes	65%
Enfield Homes	64%
Lewisham Homes	63%

Satisfaction with your neighbourhood as a place to live **74%** up 3% 😊

This figure is based on the survey which was carried out in the summer of 2012 and is up on the previous survey carried out in 2011.

Hounslow Homes	78%
LB Harrow	78%
Lewisham Homes	75%
LB Croydon	74%
LB Barking & Dagenham	74%
Haringey Homes	64%
Enfield Homes	64%

Satisfaction with Repairs **75%** up 3% 😊

This figure is based on the survey which was carried out in the summer of 2012 and is up on the previous survey carried out in 2008.

We have been working hard to improve repairs service – this seen as priority by residents. New initiatives have been introduced eg appointment times etc

How we compare with other outer London boroughs...

LB Croydon	75%
Enfield Homes	74%
Hounslow Homes	74%
LB Harrow	73%
LB Barking & Dagenham	66%
Lewisham Homes	63%
Haringey Homes	61%

Empty properties **25** days (up from 23 in 2010/11) 😞

These figures show how long it takes us to relet our empty homes. The time includes time to advertise empty homes, carry out viewings and sign-ups, while ensuring our contractors bring the property up to a standard for new tenants to move in. This figure has increased as a result of problems with hard to let sheltered homes. We are looking at how to make best use of some of our sheltered housing. Our current performance on empty properties is very good and meeting targets

LB Harrow	20 days
Lewisham Homes	23 days
LB Croydon	25 Days
Haringey Homes	31days
Enfield Homes	39 Days
LB Barking & Dagenham	42 Days
Hounslow Homes	65 Days

Current Arrears **1.8%** (down from 2.0% in 2010/11) 😊

This shows the total rent arrears owed by current tenants as a percentage of one year's worth of rental income. In general, if the percentage is coming down we are collecting all the rent due for the last year plus some of the arrears. If it is going up then we haven't collected all of the rent due last year.

How we compare with other outer London boroughs...

LB Harrow	1.6%
LB Croydon	1.8%
Enfield Homes	2.8%
Hounslow Homes	3.2%
LB Barking & Dagenham	3.6%
Lewisham Homes	4.2%
Haringey Homes	7.0%

Housing Management Costs **£483** per property (down from £486 in 2010/11) 😊

This shows the total costs of your housing management service including staffing & overhead costs and includes the following services; rent collection, anti social behaviour, tenancy management & lettings and resident involvement expressed as a cost per property.

Hounslow Homes	£273
Enfield Homes	£309
Lewisham Homes	£327
LB Barking & Dagenham	£338
LB Harrow	£350
LB Croydon	£483
Haringey Homes	£506

Repairs Costs **£880** per property (down from £884 in 2010/11) 😊

This shows the total costs of your repair service including staffing & overheads costs and includes day to day repairs, repairs to empty properties and supervision of the council's contractors expressed as a cost per property.

LB Barking & Dagenham	£716
Hounslow Homes	£729
LB Croydon	£880
Enfield Homes	£919
Lewisham Homes	£958
LB Harrow	£1,015
Haringey Homes	£1,162

Major works and cyclical maintenance costs **£1,134** (down from £1226 in 2010/11) 😊

This shows the total cost of major works (e.g new kitchens and bathrooms, windows and central heating) and cyclical maintenance (e.g external decoration, boiler servicing) expressed as a cost per property.

LB Barking & Dagenham	£1,041
LB Croydon	£1,134
LB Harrow	£1,517
Hounslow Homes	£2,012
Lewisham Homes	£2,068
Enfield Homes	£2,444
Haringey Homes	£2,621

Add in overall budget increased so can do more improvements etc

Percentage of homes failing to meet the decent homes standard

1% up from 0% 😊

The decent homes standard is a key indicator. It is government policy that all social rented homes should meet this standard by 2010 and should thereafter continue to be maintained to that standard. We did meet the 2010 target and aim to increase our budget to ensure that all our homes continue to meet the standard

Hounslow Homes	0%
LB Croydon	1%
LB Harrow	16%
Haringey Homes	30%
LB Barking & Dagenham	39%
Enfield Homes	47%
Lewisham Homes	51%

76% of tenants would recommend the council to family and friends.

Copies of the survey and annual performance report can be found on the council's website www.croydon.gov.uk/housing

We wish to thank all tenants who gave their time to complete the survey. The results help us to identify areas residents feel are priorities, are areas of concern which we will focus on working with them in a bid to improve housing services.