

# our performance

## Are we on target?

Residents requested this information from Solon for July to September 2010. See how we are doing and find out how and why we compare ourselves to other housing associations.



SERVICE	LATEST RESULT	TARGET	LATEST DATA	ARE WE IMPROVING?	HOW DO WE COMPARE?	COMMENTS
<b>RESPONSE REPAIRS</b>						
Average job cost	£71	£145	Repairs cost £71 on average			Average cost has gone down by £5 since last quarter
Appointments kept by contractor	99%	97%	Almost all appointments are kept by contractors			Figures come from satisfaction forms returned by residents
<b>RELETS</b>						
Average number of days to relet a property	26	17.5	It takes us 26 days (average) to prepare and relet a home – our Relet Standard is online			Average time to relet has improved by 6 days since last quarter (relet costs were not available as MyPlace went to print)
<b>RENT</b>						
Rent arrears	2.57%	2.8%	We collected even more rent this quarter			Performance on rent collection continues to improve
<b>ANTI-SOCIAL BEHAVIOUR</b>						
How many new cases of anti-social behaviour?	7	No target	We have had 7 new reports of anti-social behaviour			The number of anti-social behaviour reports is much lower this quarter
How many positive outcomes?	100%	99%	2 cases were closed and resolved in this quarter			We have ongoing cases which Housing Officers are working to resolve
<b>NEW HOMES / HOUSE SALES</b>						
How many new properties built?	9		All 1 bed flats in Stoke Park, including 3 for shared ownership			
How many houses were sold for shared ownership?	4		2 flats and 2 houses were sold for shared ownership in Stoke Park			
How many old houses were sold?	2		We sold two flats in Windmill Hill which required remodelling due to poor layouts and needed extensive repairs			



## Measuring Solon against other housing associations

We get information about other housing associations via a database we belong to called Housemark. This national organisation collects performance information from all housing associations

across the country and publishes the data online for its members. It also sends us an annual report of our performance.

By comparing our data with other organisations we get a good picture of how

well we are doing – on spending, on performance in different service areas and for satisfaction among our residents. Where we are below average, we can then easily set targets to improve the way we work.