

Owning Body	SPECTRUM HOUSING GROUP
Area Office	BLANDFORD, BOURNEMOUTH (PFI), CHELTENHAM, CHRISTCHURCH, DORCHESTER, EXETER, EXETER (PFI), GLOUCESTER, HYTHE, LEICESTER, MENDIP, NEWPORT, POOLE, POOLE (PFI), READING, ST MARY'S NHS
Local Authority	BATH & NORTH EAST SOMERSET, BOURNEMOUTH, BRISTOL, CARRICK, CHELTENHAM, CHRISTCHURCH, EAST DEVON, EAST DORSET, EASTLEIGH, EXETER, FAREHAM, GLOUCESTER CITY, ISLE OF WIGHT, LEICESTER, MALVERN, MENDIP, MID DEVON, NEW FOREST, NORTH CORNWALL, NORTH DEVON, NORTH DORSET, NORTH SOMERSET, PLYMOUTH, POOLE, PORTSMOUTH, PURBECK, READING, RESTORMEL, SEDGEMOOR, SOUTH GLOUCESTER, SOUTH HAMS, SOUTH SOMERSET, SOUTHAMPTON, SWINDON B.C., TAUNTON DEANE, TEIGNBRIDGE, TEST VALLEY, TORBAY B.C., TORRIDGE D C, WEST DEVON, WEST DORSET, WEYMOUTH & PORTLAND, WILTSHIRE, WINCHESTER

Units in Ownership

	Overall
No. of Dwellings	16144
No. Dwellings Added in Period	234
No. Dwellings Disposed of in Period	301

Finance and Efficiency - all Offices

	Overall
Operating Margin	0.00 %
Direct Costs per Managed Dwelling	not available
Office Overheads per Managed Dwelling	not available

Arrears

	Overall
Current Arrears as % of Annual Debit	3.49 %
HB Due as % of Annual Debit	1.94 %
Former Arrears as % of Annual Debit	1.51 %
Write Offs as % of Annual Debit	0.12 %

Voids

	Overall
Void Loss (exc Lease Rent)	0.00 %
Vacant Homes as % of Stock (Rented)	3.10 %
% Vacant & Available (Rented)	2.54 %
% Vacant & Unavailable (Rented)	0.57 %

Lettings (Rented Stock)

	Overall
Turnover (% of Stock)	54.1 %
Relet Days (exc Major Repairs)	31.7
BME Lettings (%)	44.8 %
New Resident Satisfaction with Home	(361) 90.3 %
Occupancy at Period End	96.7 %

	Overall
Relet Days - General	23.5
Relet Days - Sheltered	64.4
Relet Days - Supported	27.1
Relet Days - Market Rent	
Relet Days - NHS/Student	2.0

Units in Ownership - only GR,SH,HOP,IR

	Overall
No. of Dwellings	12205
No. Dwellings Added in Period	191
No. Dwellings Disposed of in Period	265

Finance and Efficiency - only GR,SH,HOP,IR

	Overall
Operating Margin	0.00 %
Direct Costs per Managed Dwelling	not available
Office Overheads per Managed Dwelling	not available

Arrears - only GR,SH,HOP,IR

	Overall
Current Arrears as % of Annual Debit	3.76 %
HB Due as % of Annual Debit	2.26 %
Former Arrears as % of Annual Debit	1.45 %
Write Offs as % of Annual Debit	0.16 %

Voids - only GR,SH,HOP,IR

	Overall
Void Loss (exc Lease Rent)	0.00 %
Vacant Homes as % of Stock (Rented)	1.33 %
% Vacant & Available (Rented)	0.91 %
% Vacant & Unavailable (Rented)	0.42 %

Lettings (Rented Stock) - only GR,SH,HOP,IR

	Overall
Turnover (% of Stock)	8.5 %
Relet Days (exc Major Repairs)	31.9
BME Lettings (%)	6.5 %
New Resident Satisfaction with Home	(360) 90.3 %
Occupancy at Period End	98.6 %

	Overall
Relet Days - General	23.5
Relet Days - Sheltered	64.4
Relet Days - Supported	27.1
Relet Days - Market Rent	
Relet Days - NHS/Student	

ASB

	Overall
Number of New Cases/1000 Dwellings	15.7
% Victims Contacted On Time	92.5 %
% Cases Resolved	93.2 %
Satisfaction with Case Handling	(45) 69.4 %

Maintenance

	Overall
Emerg, Urgent, Routine Repairs On Time	98.0
Average Time to Completion	9.8
Appointments Made and Kept	97.5 %
Overall Satisfaction	(8693) 90.2 %

Stock Improvement

	Overall
% Homes Failing DHS	not available
Average SAP (Owned Stock)	71.2
Overall Satisfaction	(533) 84.8 %

Health & Safety

	Overall
% Gas Safety Check Complete (last 12 Mth)	99.60 %
% Legionella Insp's (last 24 mths)	100.0 %
% Fire Risk Ass'mnt (last 5 yrs)	99.80 %
% Scheme Risk Insp's (last 12 mths)	82.46 %

Customer Access

	Overall
% Calls Answered On Time	87.8 %
% Calls Abandoned	3.1 %
% Resolved First Call	80.7 %
Telephone Survey Satisfaction	(2354) 85.7 %
% Tasks Closed On Time	(34457) 87.5 %

Complaints

	Overall
Number of New Complaints/1000 Dwellings	24.2
% Complaints Dealt with On Time	99.4 %
% Closed Complaints Upheld	68.2 %
Satisfaction with Complaint Handling	(165) 43.7 %
% Complaints Closed before Panel Stage	98.9 %

Resident Involvement

	Overall
% Dwellings on Schemes with Active Residents	47.6 %
Number of Consultations per Dwelling	2.4
% Response to Consultations	15.9 %

Community Investment (iNBiz)

Overall

ASB - only GR,SH,HOP,IR

	Overall
Number of New Cases/1000 Dwellings	17.9
% Victims Contacted On Time	92.2 %
% Cases Resolved	93.1 %
Satisfaction with Case Handling	(37) 70.0 %

Maintenance - only GR,SH,HOP,IR

	Overall
Emerg, Urgent, Routine Repairs On Time	97.9
Average Time to Completion	10.4
Appointments Made and Kept	96.5 %
Overall Satisfaction	(5901) 86.1 %

Stock Improvement - only GR,SH,HOP,IR

	Overall
% Homes Failing DHS	not available
Average SAP (Owned Stock)	71.2
Overall Satisfaction	(521) 84.5 %

Health & Safety - only GR,SH,HOP,IR

	Overall
% Gas Safety Check Complete (last 12 Mth)	99.60 %
% Legionella Insp's (last 24 mths)	100.0 %
% Fire Risk Ass'mnt (last 5 yrs)	99.74 %
% Scheme Risk Insp's (last 12 mths)	78.96 %

Customer Access

	Overall
% Calls Answered On Time	87.8 %
% Calls Abandoned	3.1 %
% Resolved First Call	80.7 %
Telephone Survey Satisfaction	(2354) 85.7 %
% Tasks Closed On Time	(34457) 87.5 %

Complaints - only GR,SH,HOP,IR

	Overall
Number of New Complaints/1000 Dwellings	27.1
% Complaints Dealt with On Time	100.0 %
% Closed Complaints Upheld	68.9 %
Satisfaction with Complaint Handling	(140) 47.2 %
% Complaints Closed before Panel Stage	98.6 %

Resident Involvement - only GR,SH,HOP,IR

	Overall
% Dwellings on Schemes with Active Residents	71.5 %
Number of Consultations per Dwelling	3.1
% Response to Consultations	15.9 %

Community Investment (iNBiz) - GR,SH,HOP,IR

Overall

Number of New Projects/1000 Dwellings (annualised)	9.5
Spectrum Investment	£250,145
Match Funding	£2,213,061
Number of Case Studies	44

Number of New Projects/1000 Dwellings (annualised)	12.0
Spectrum Investment	£243,624
Match Funding	£2,210,061
Number of Case Studies	42

VFM (iNBiz)

	Overall
Number of Completed/Closed Projects	29
Cash Gain	£219,724
Quality Gain	£0

VFM (iNBiz)

	Overall
Number of Completed/Closed Projects	29
Cash Gain	£219,724
Quality Gain	£0

HR

	Overall
% Fulfilment in Period	93.8 %
% Annual Turnover	3.0 %
% Sick Days in Period	2.8 %

HR - exc PFI, Mkt Rent, Maintenance

	Overall
% Fulfilment in Period	94.4 %
% Annual Turnover	3.9 %
% Sick Days in Period	2.8 %