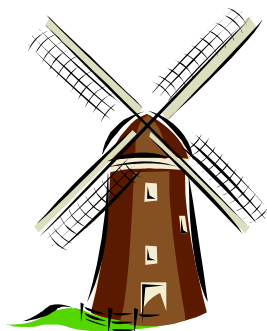


Blenheim Gardens RMO

Annual Report 2007/2008 Performance Digest



In partnership with



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This performance report is to be read in conjunction with the RMO's annual report 2007/2008 'raising the roof'.

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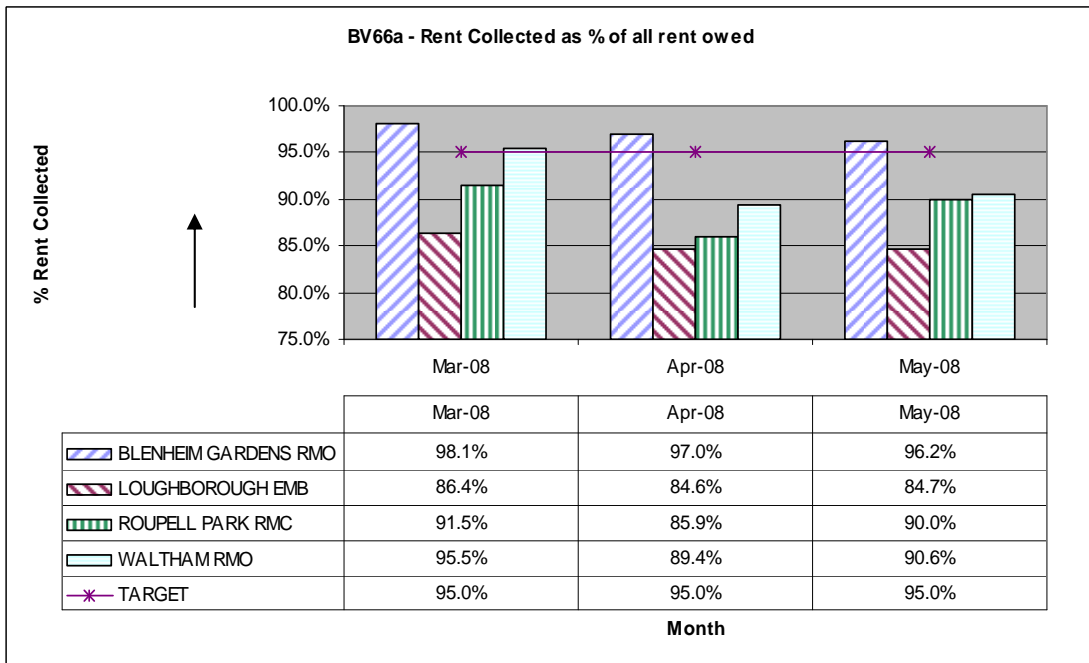
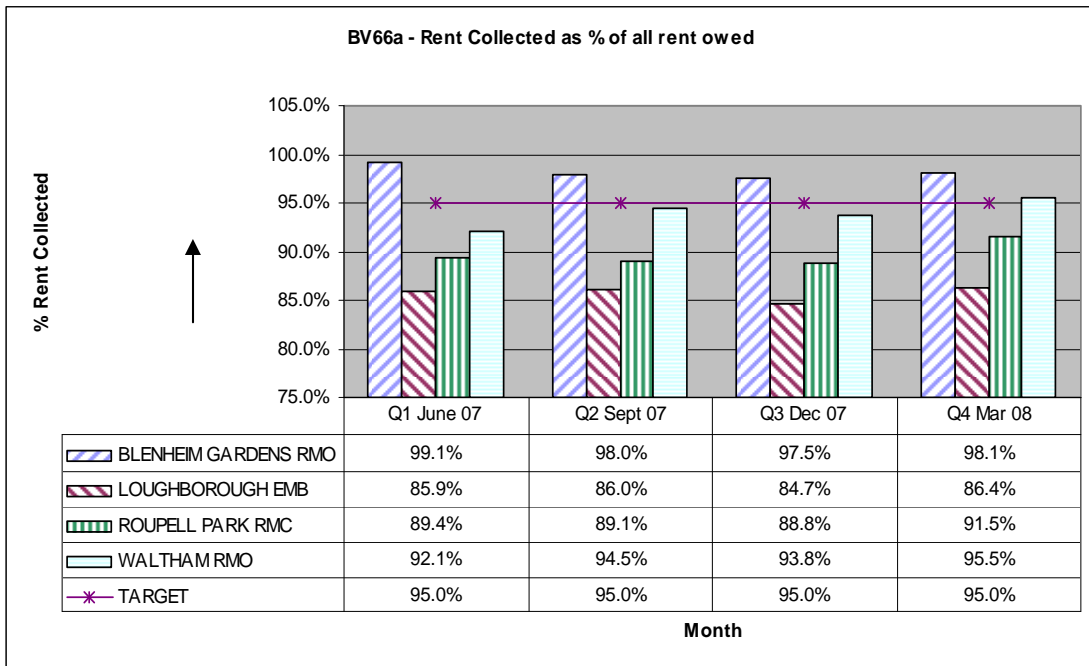
**Section 1-Rent/Service
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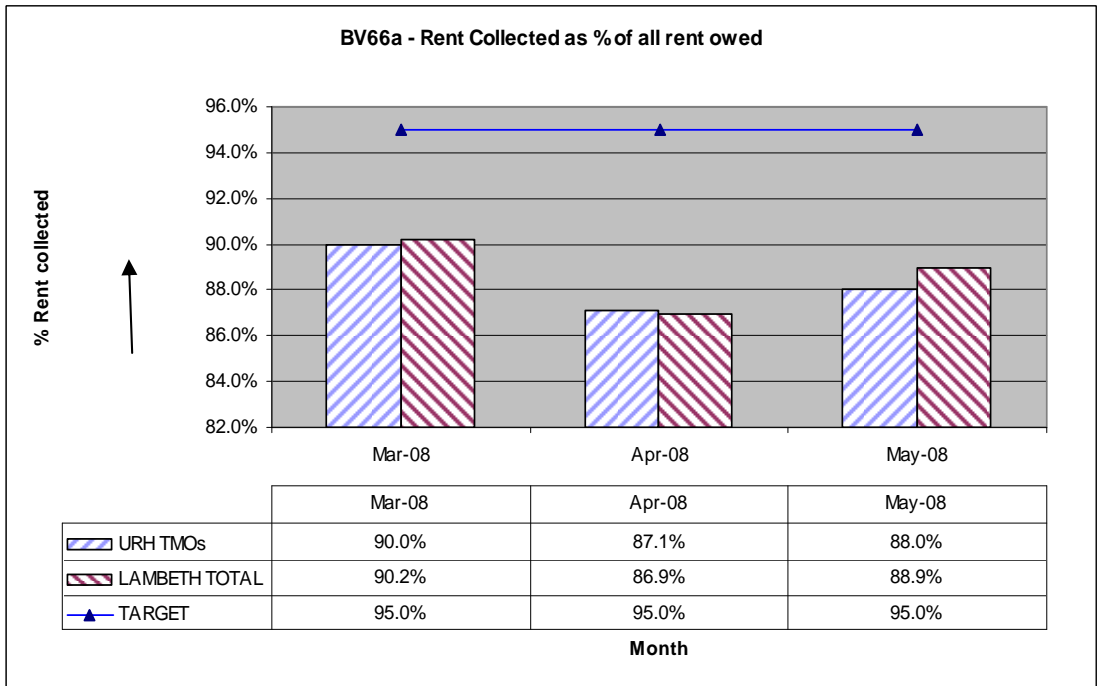
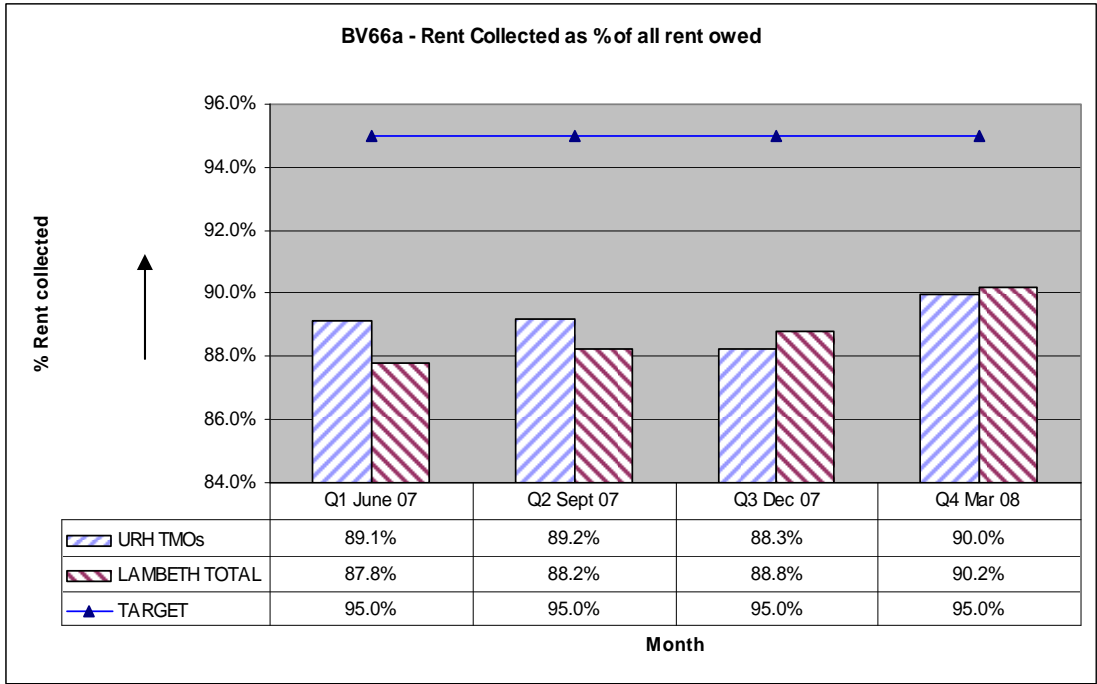
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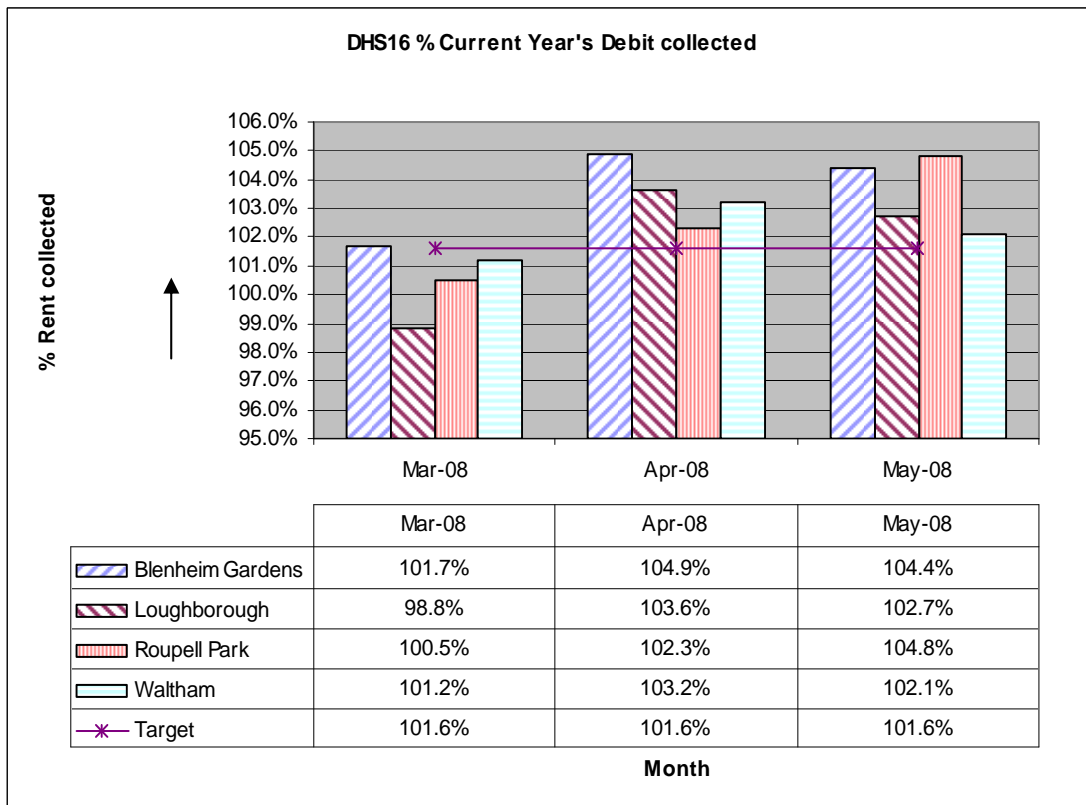
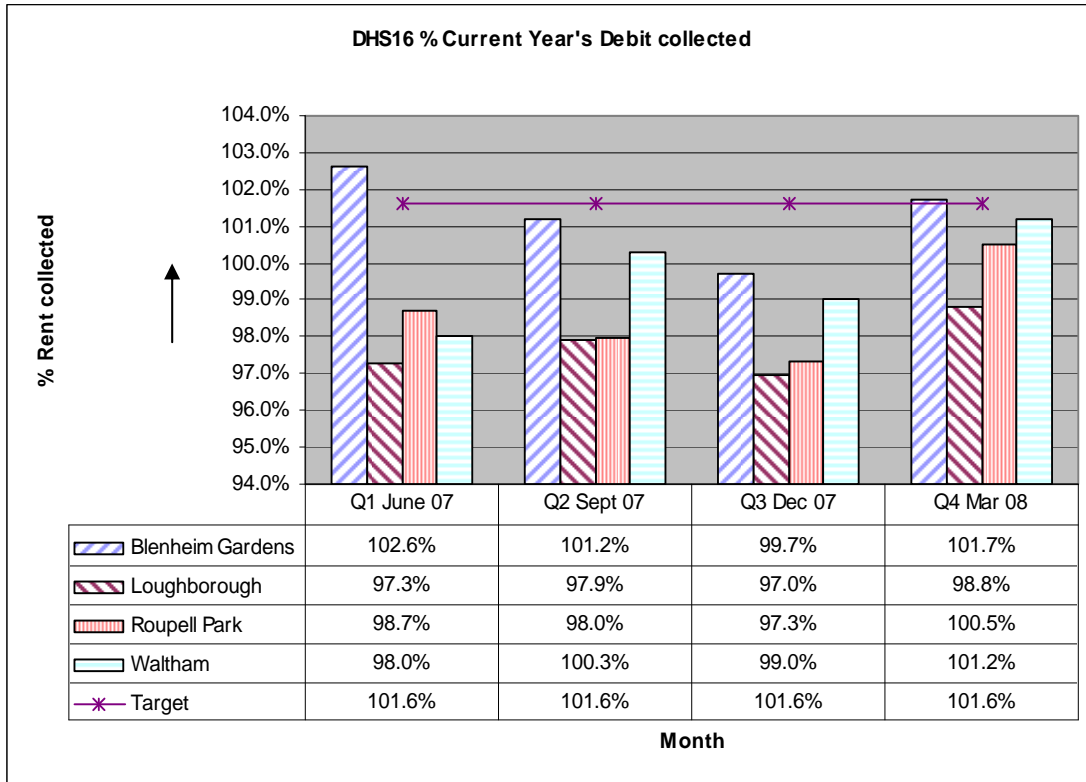
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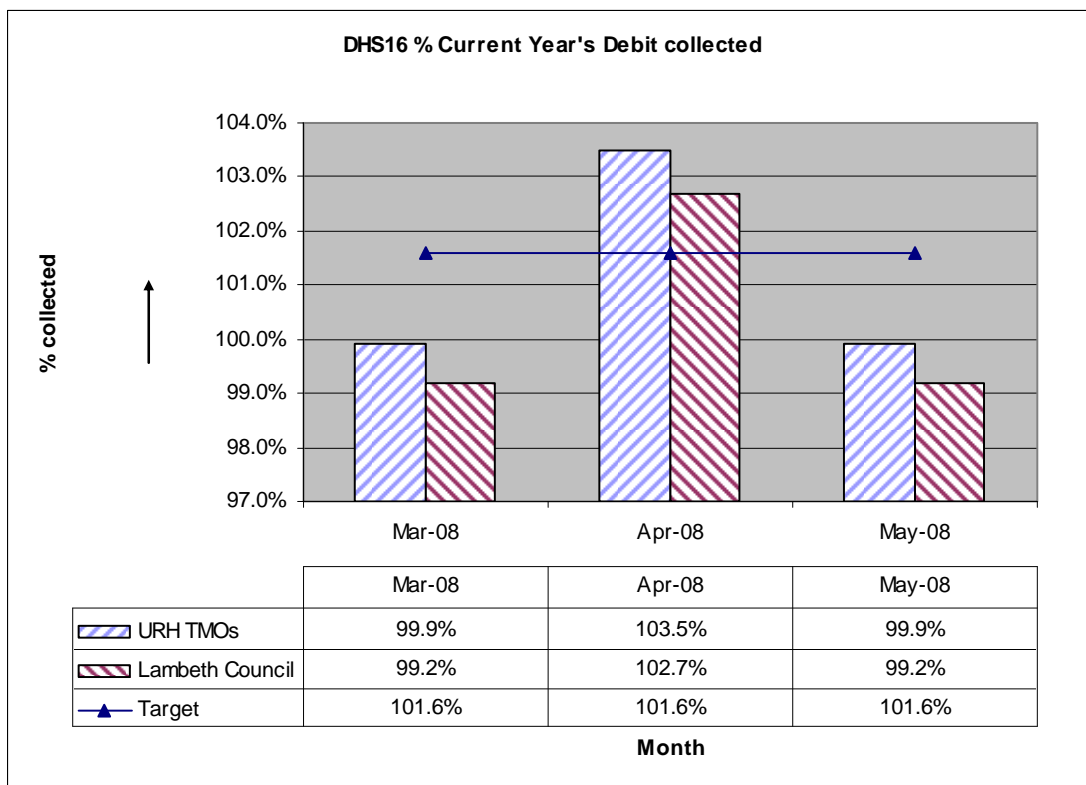
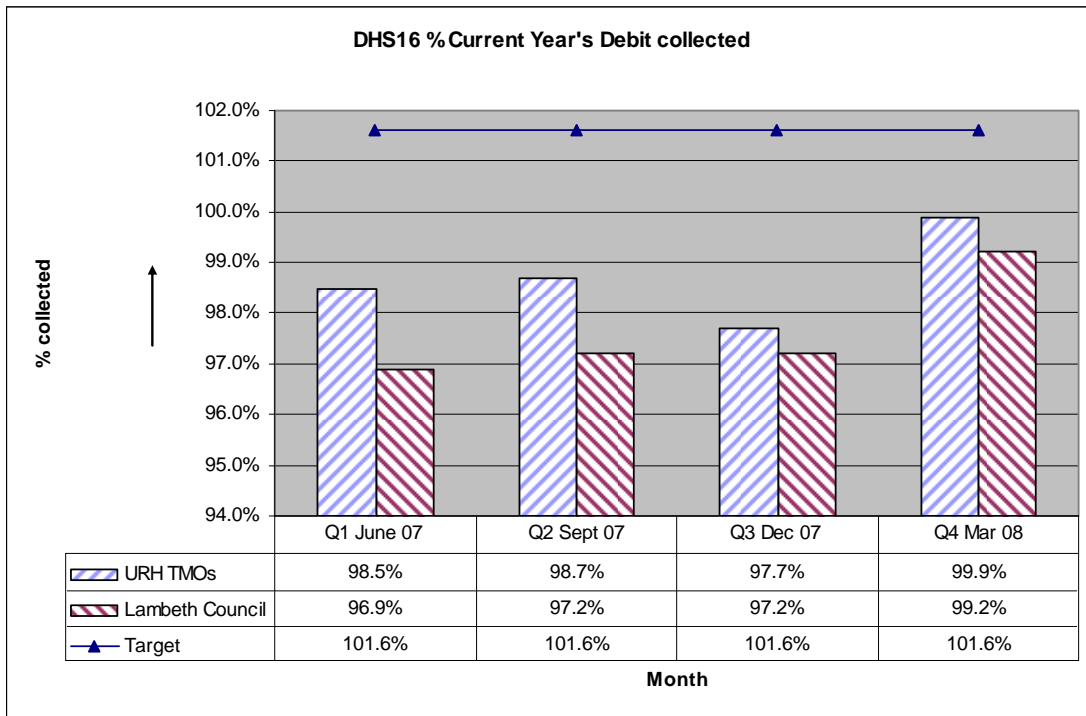
Section 1 – Rent Arrears & Income Management

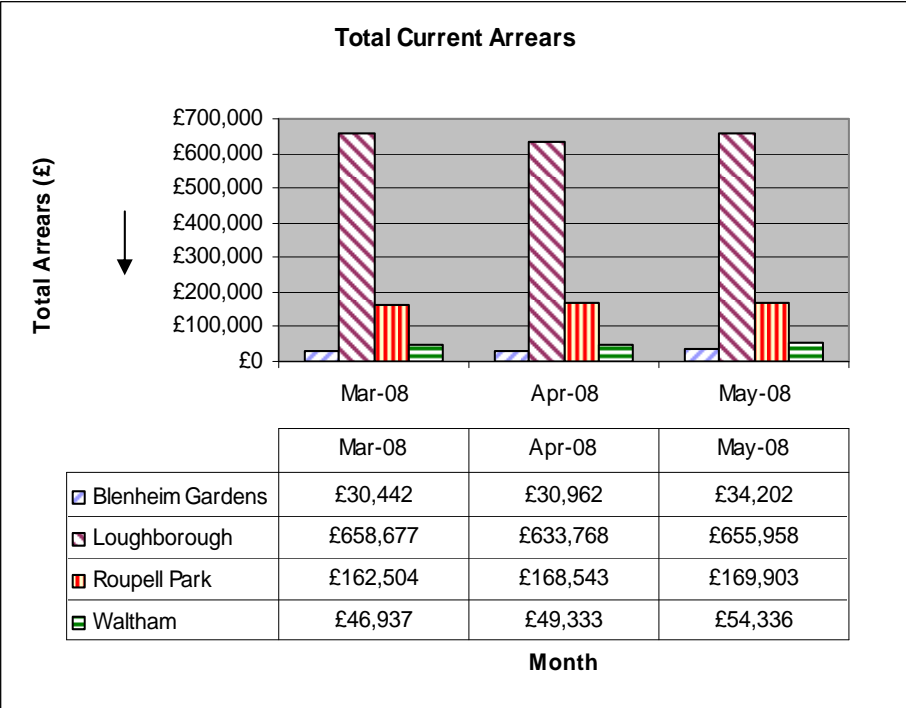
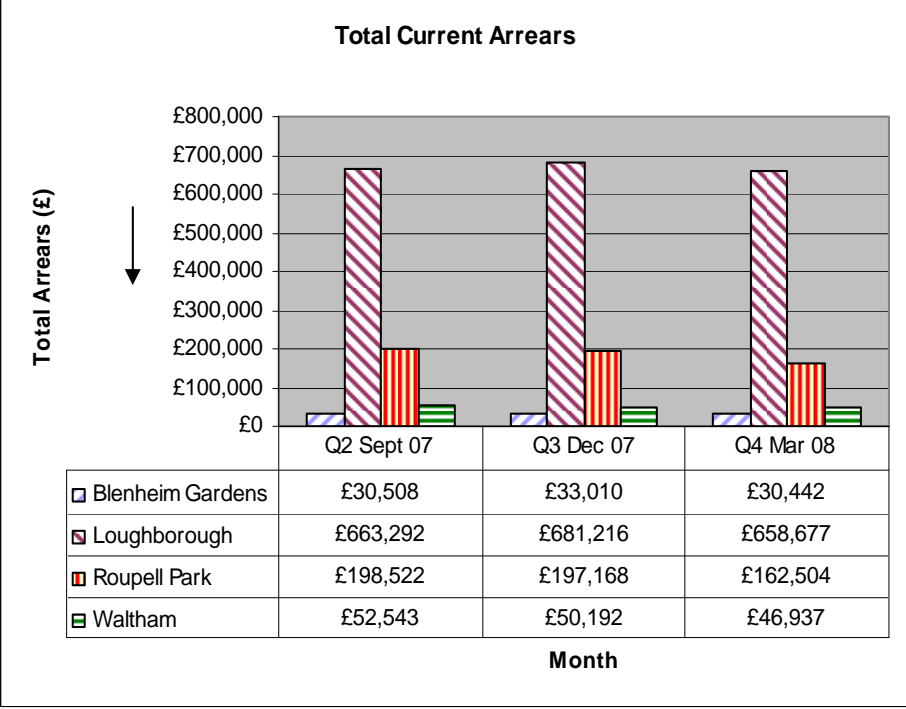


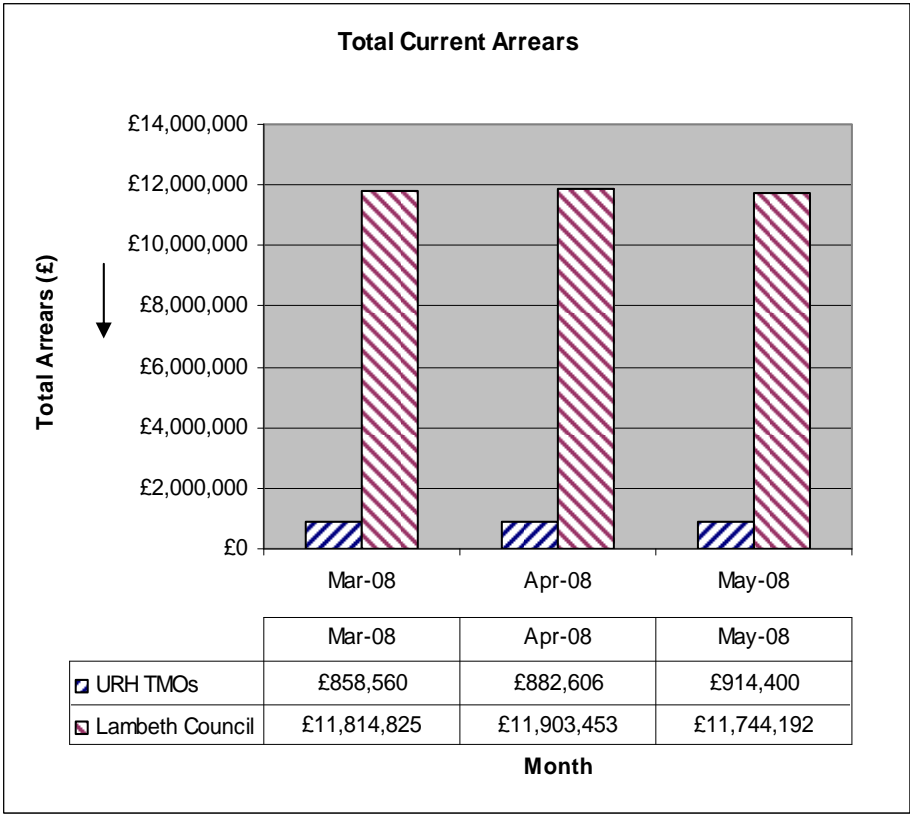
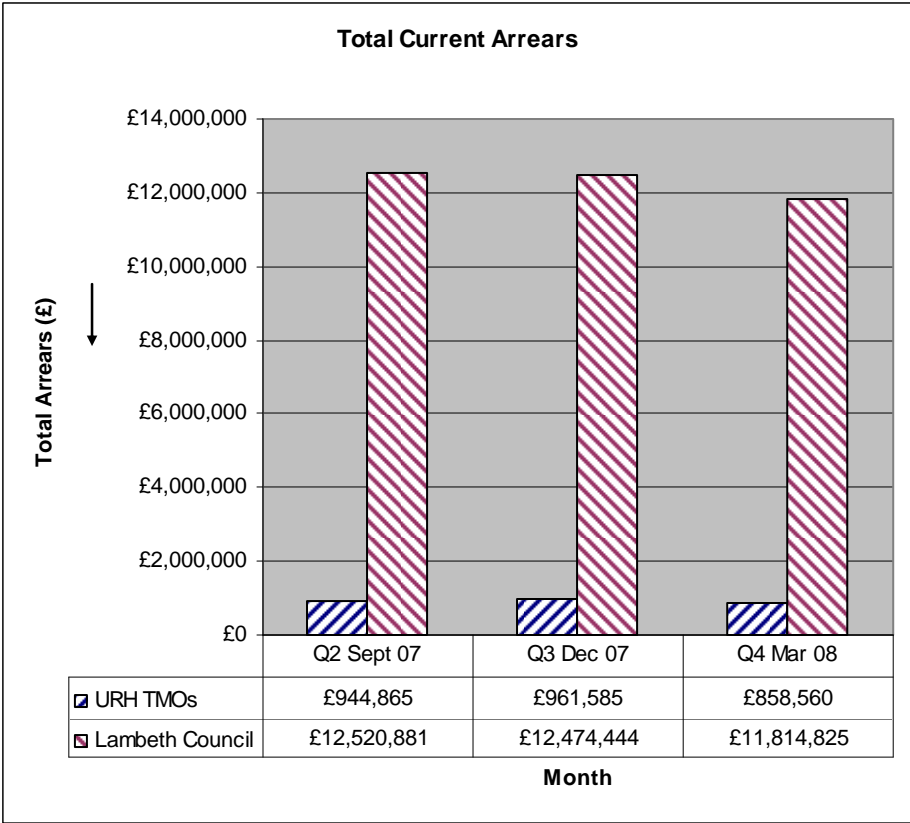
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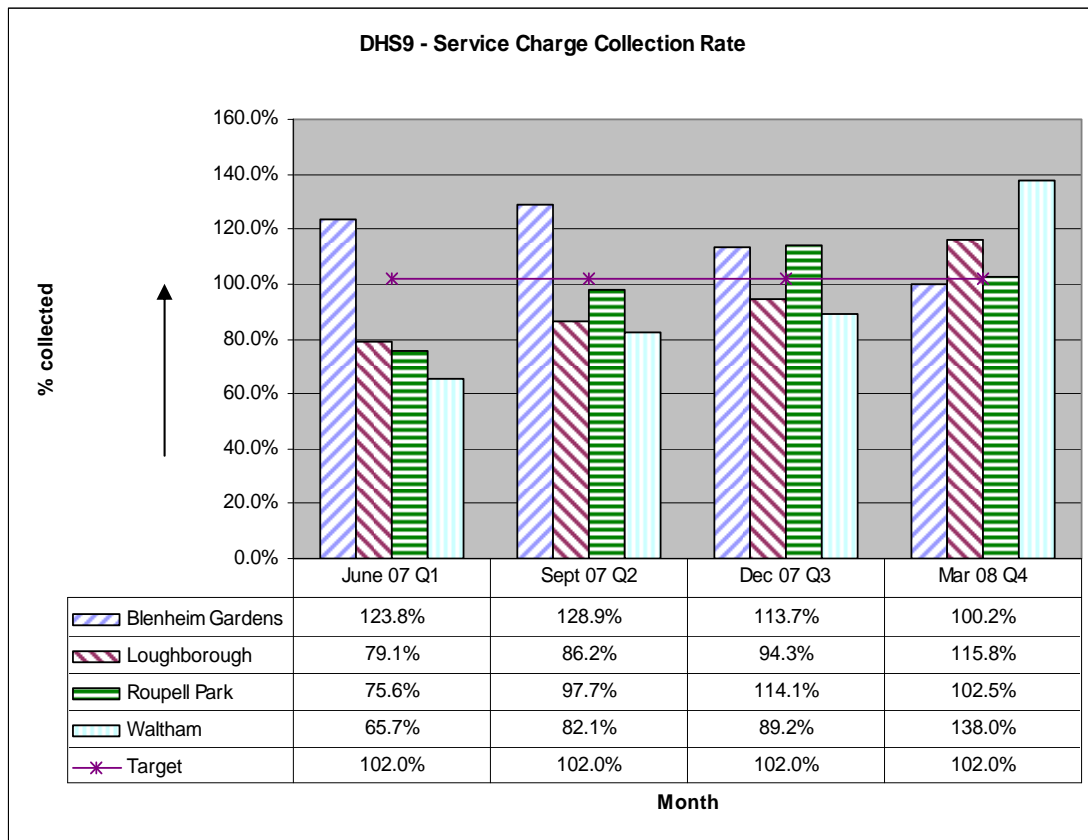




Estate Directors comments:

Our proactive approach to rent collection has resulted in Blenheim Gardens RMO being one of the highest rent collectors in the borough with one of the

lowest debt levels. Our revenue management performance places BGRMO in top quartile in the country, which is a significant achievement when you consider Lambeth is recorded as having one of the highest levels of deprivation in London.

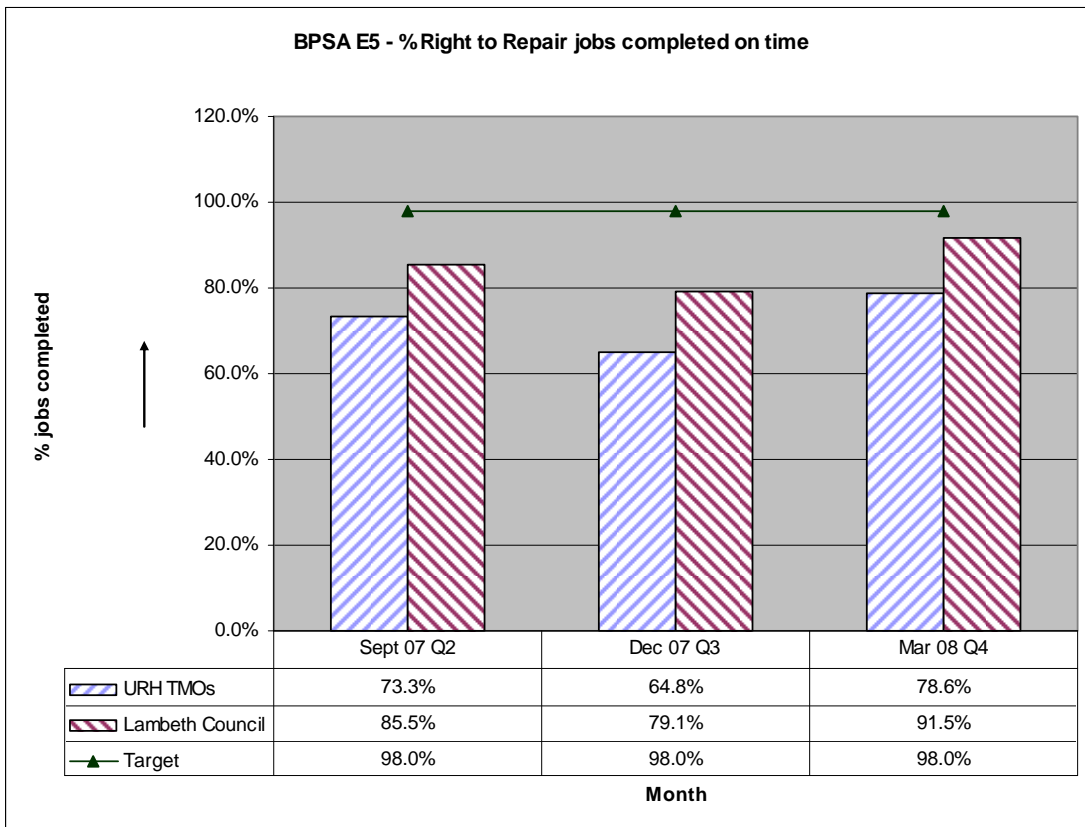
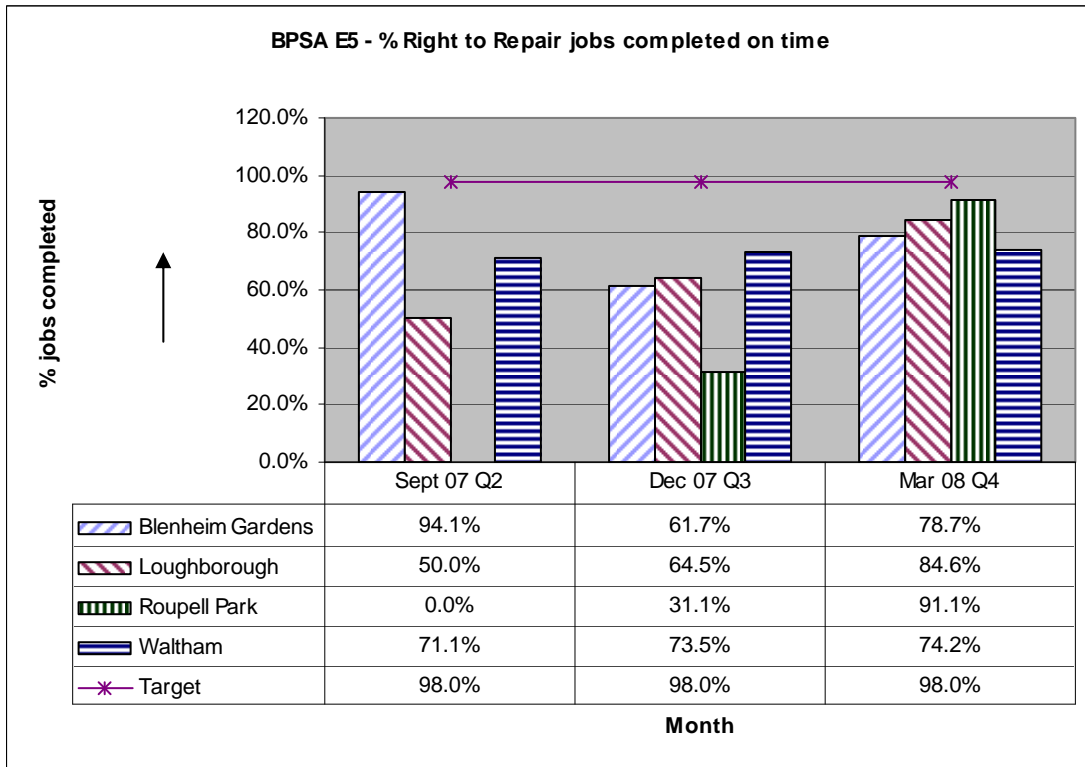


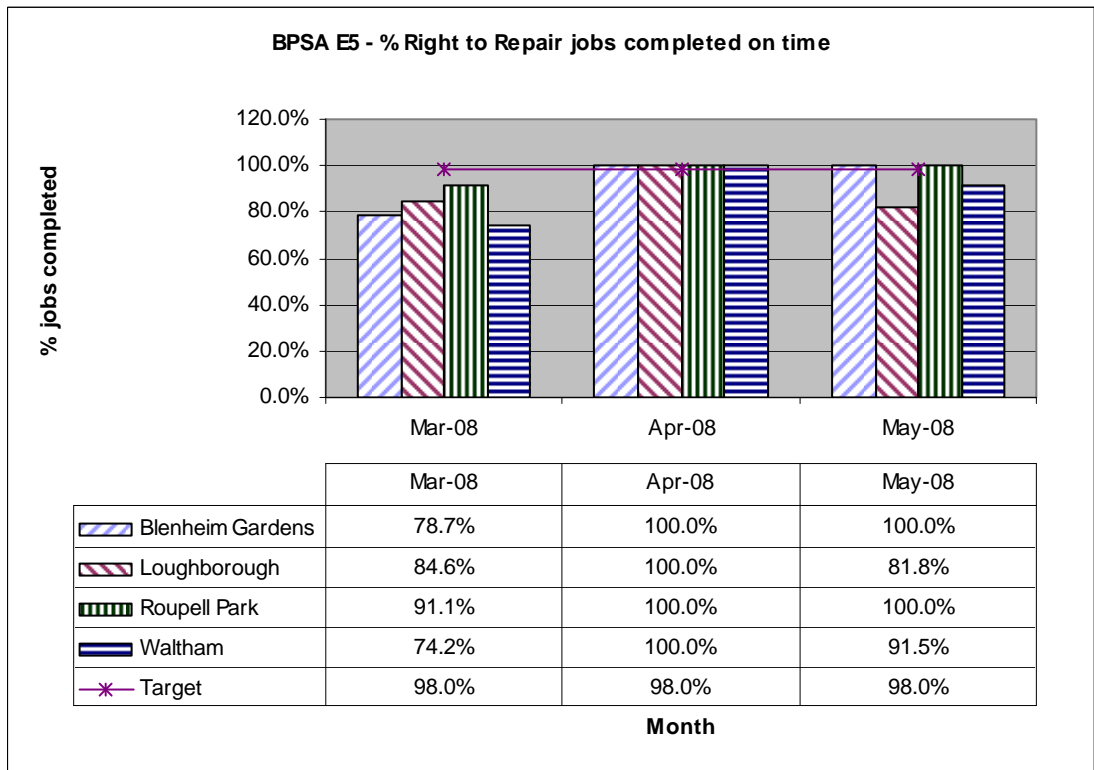
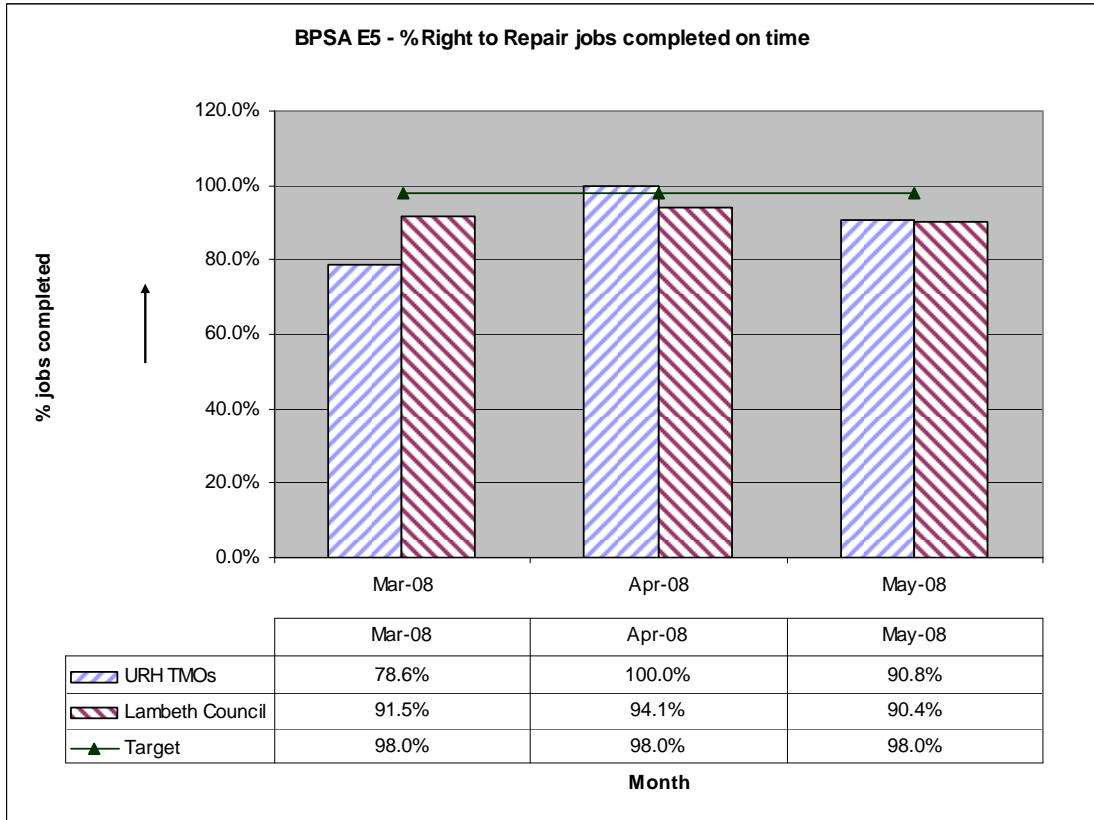
Last available figures are March 08

Estate Directors comments:

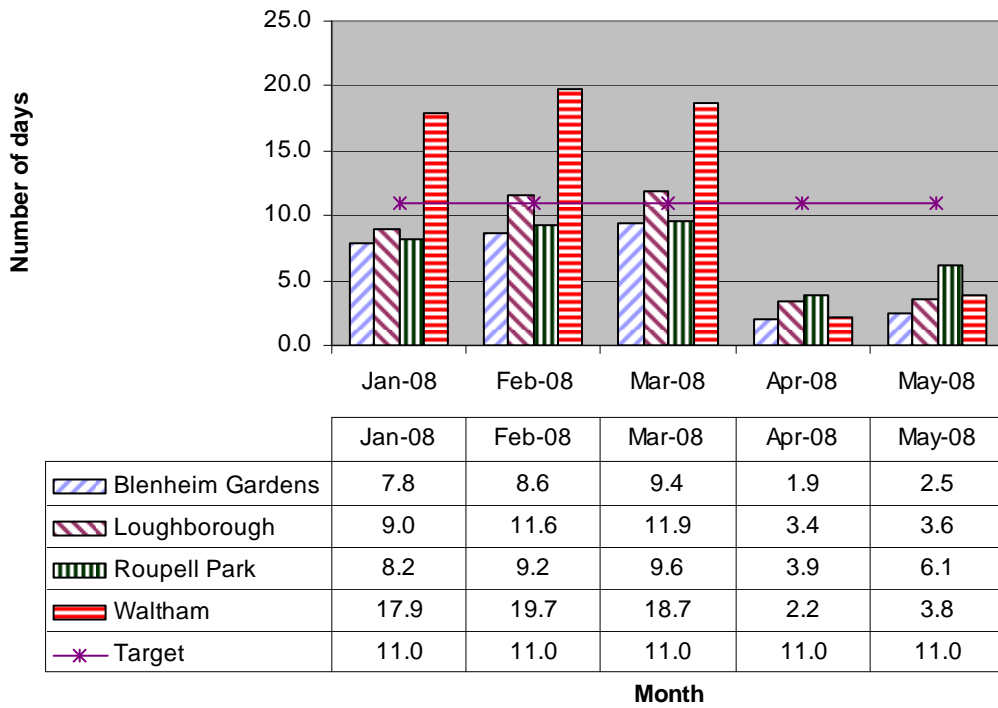
As with rent collection, our service charge collection performance has not only been consistently good throughout the year, but we have also seen a significant improvement in this area since 2005 when our end of year performance was just 76%.

Section 2 – Repairs

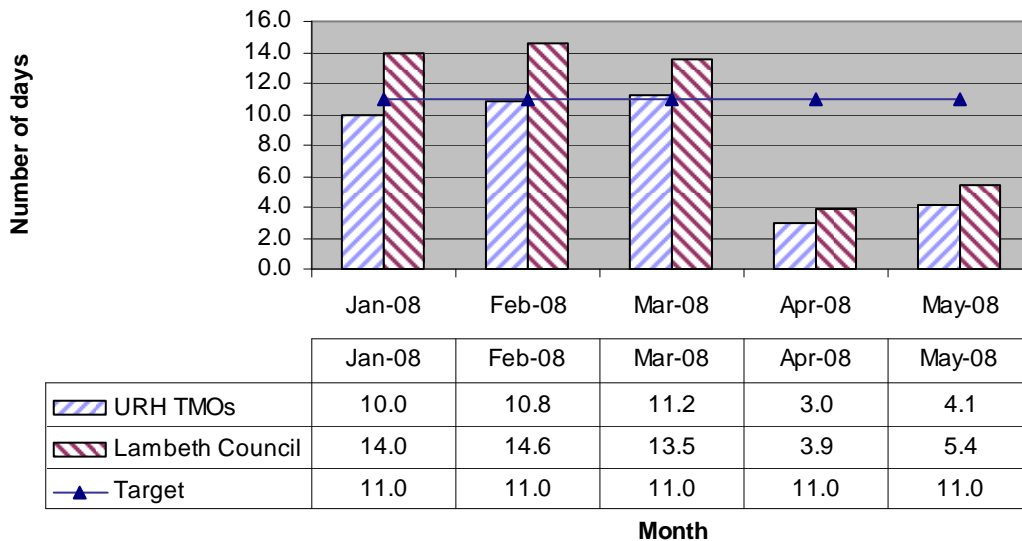




DHS 201 - Average time for non urgent repairs (days)

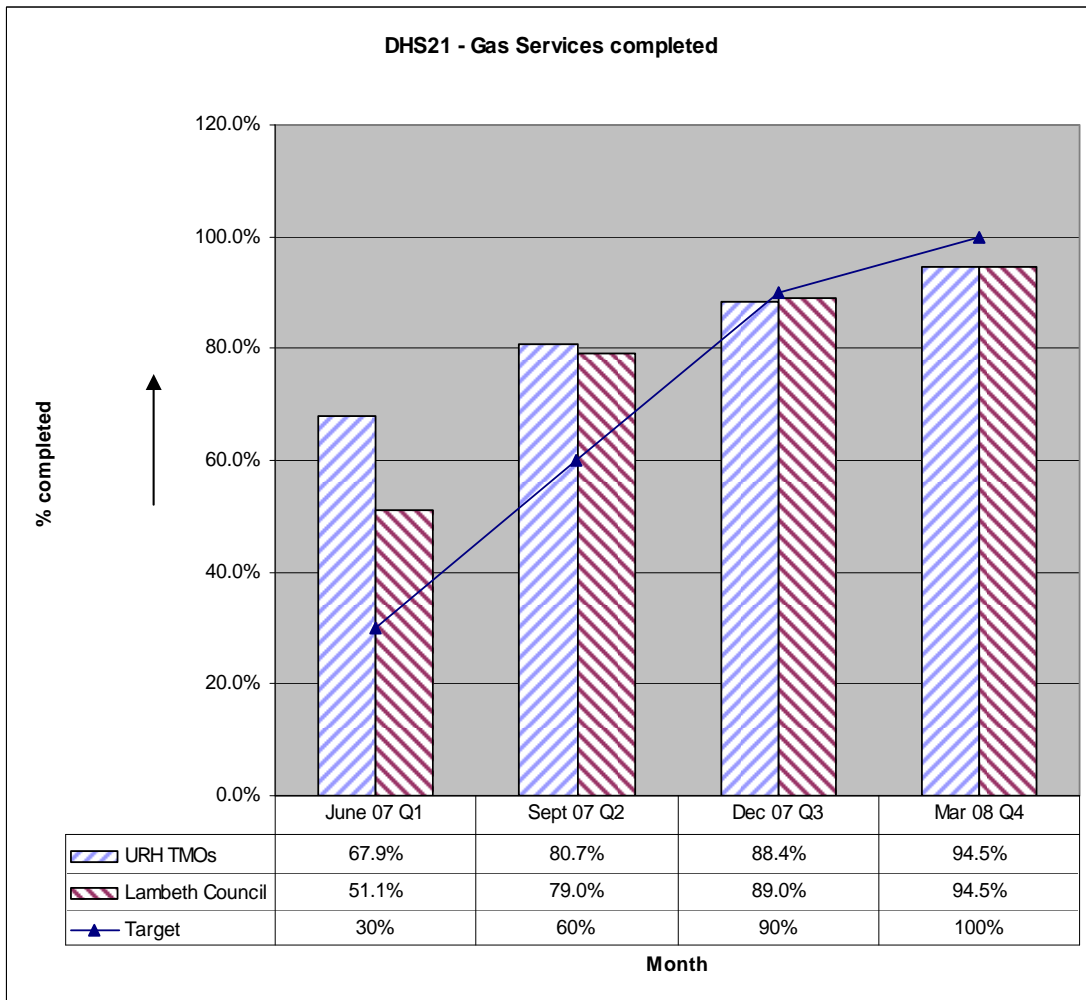
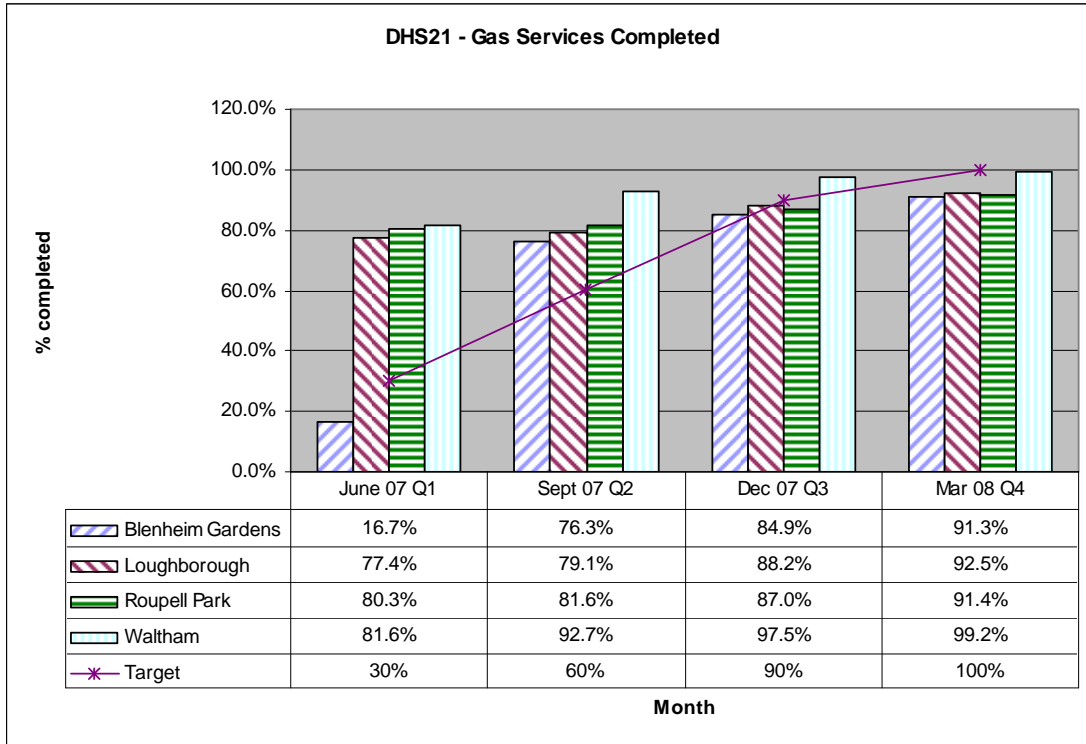


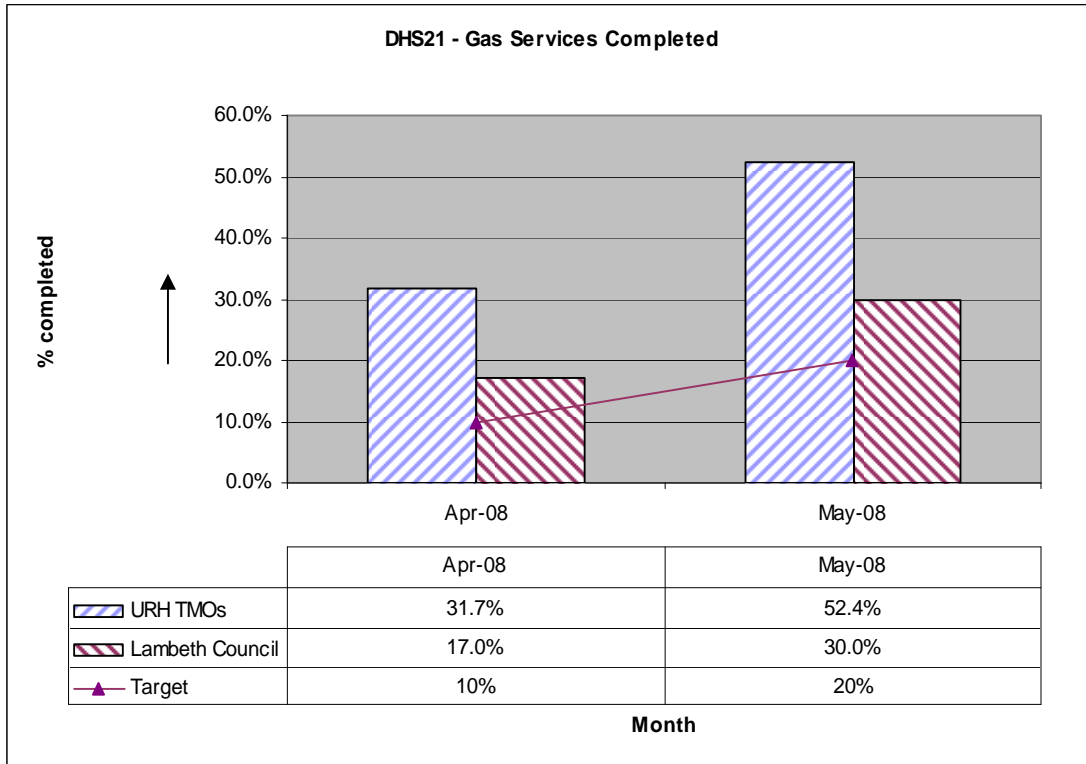
DHS 201 - Average time for non urgent repairs (days)



Estate Directors Comments:

Our performance in relation to “right to repair” orders raised and completed on time (BPSAE5) has been greatly hindered this year by Lambeth’s out of hours’ service (1ST Call) not updating the repairs system during the evening and at weekends while the estate office is closed. If we extract the 1ST Call service performance figures from the data, BGRMO would have achieved a 98% end of year performance rate, again placing us in top quartile. We are working with our partner organisations to resolve this issue and will shortly be undertaking a complete review of the repairs service offered.

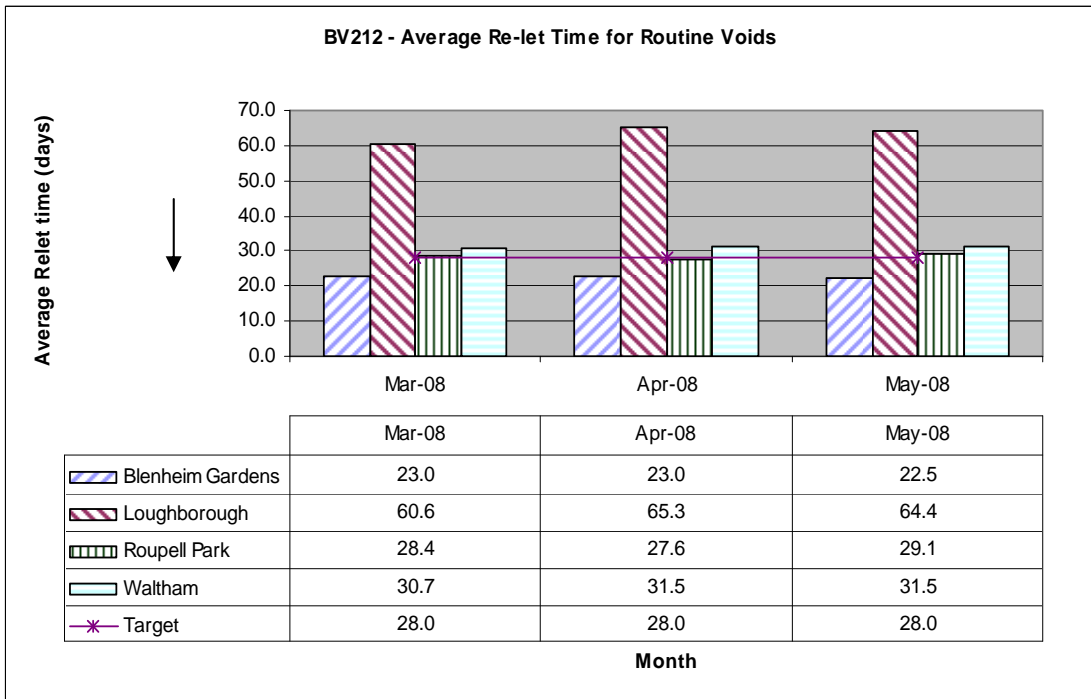
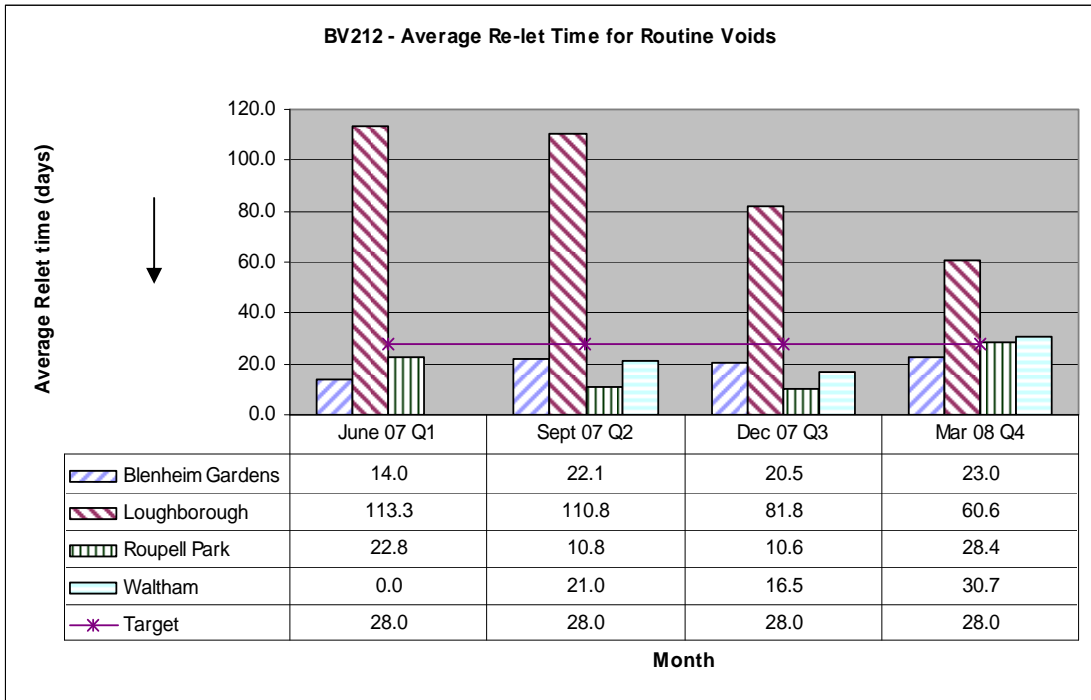


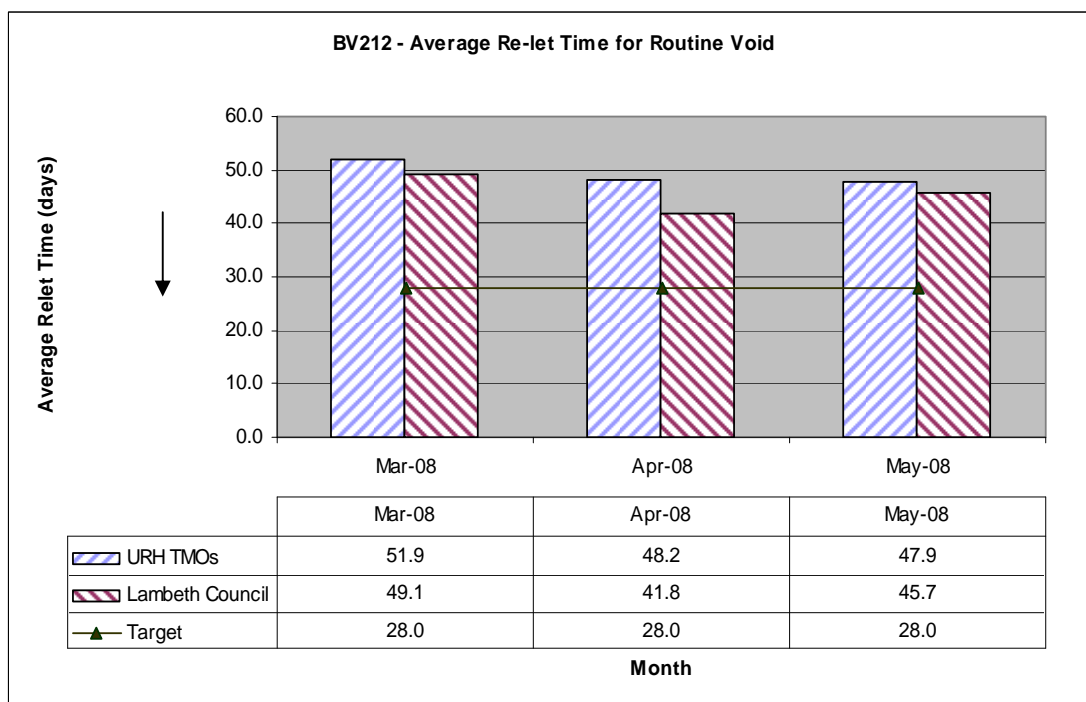
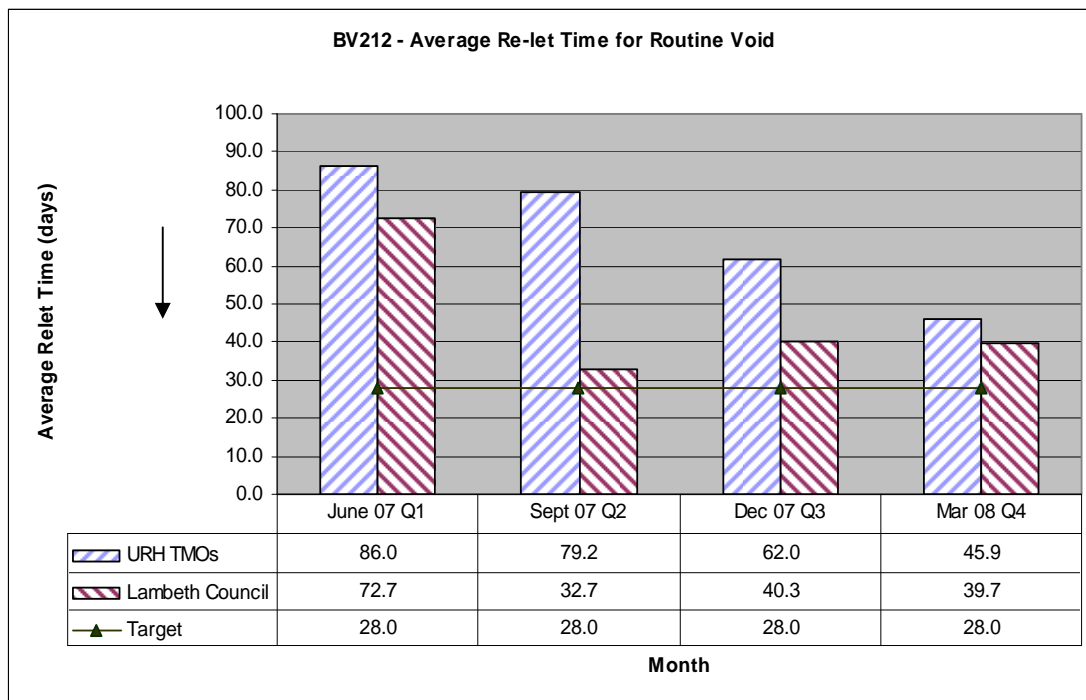


Estate Directors Comments:

BGRMO handed back the Gas Servicing function to Lambeth Council in January 08 following the allowance dispute and we will not be taking back this function until the dispute is concluded in our favour. Consequently this is the first year the target in this area has not been achieved.

Section 3 – Empty Homes





Estate Directors comments:

Blenheim Gardens RMO has achieved top quartile in this area for the second year in succession. This is a significant improvement from 2006 when our void turn around times was 35 days. What is particularly pleasing is our turn around times have not only decreased, but the relet standard is in line with the Governments 'decent home' standard. We now also provide new residents with more choice over the colour and design of their kitchen and a shower unit is installed in all family sized de-wellings as standard.

Section 4 – Customer Care

Complaints answered in 15 days							
	Blenheim Gardens	Loughborough	RouPELL Park	Waltham	Lambeth Council	URH (Current Month)	URH (Year to Date)
Jan-08	100.0%	100.0%	-	-	100.0%	100.0%	67.7%
Feb-08	100.0%	0.0%	100.0%	-	97.4%	66.7%	67.6%
Mar-08	-	100.0%	-	-	90.0%	100.0%	69.4%
Apr-08	-	0.0%	-	-	88.2%	0.0%	0.0%

Members Enquiries answered in 10 days							
	Blenheim Gardens	Loughborough	RouPELL Park	Waltham	Lambeth Council	URH (Current Month)	URH (Year to Date)
Jan-08	-	-	0.0%	-	89.3%	0.0%	70.6%
Feb-08	100.0%	83.3%	100.0%	100.0%	97.6%	88.9%	74.4%
Mar-08	-	0.0%	50.0%	100.0%	90.8%	50.0%	71.4%
Apr-08	100.0%	0.0%	0.0%	100.0%	95.4%	50.0%	50.0%

Estate Directors comments:

Blenheim Gardens RMO received some 64 letters during 2007/2008 that required a written response (these figures include complaints made directly to Lambeth Council, Councilors/MP's etc). All letters received were responded to within 10 working days.