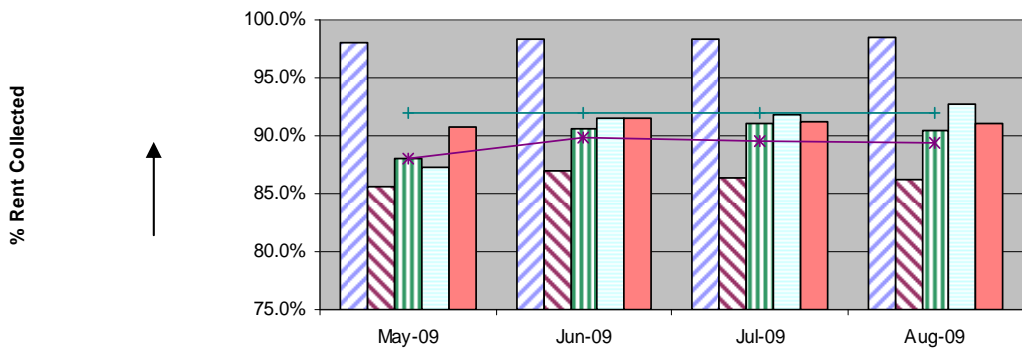


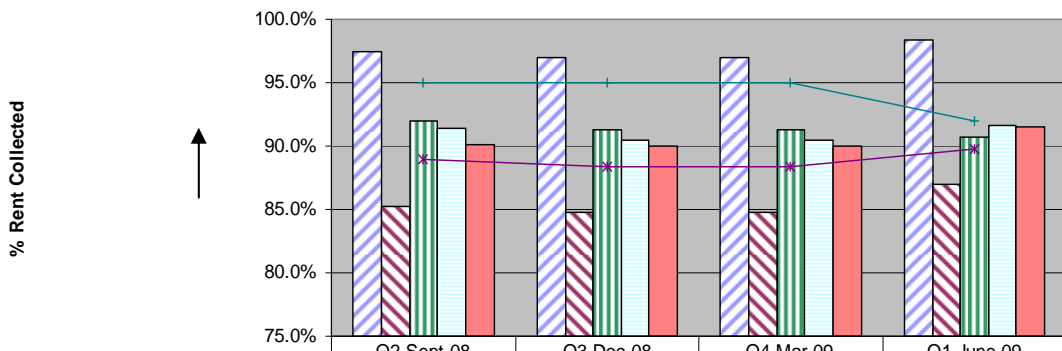
BV66a - Rent Collected as % of all rent owed



	May-09	Jun-09	Jul-09	Aug-09
BLenheim GARDENS RMO	98.0%	98.3%	98.4%	98.6%
LOUGHBOROUGH EMB	85.6%	87.0%	86.3%	86.2%
ROUPELL PARK RMC	88.0%	90.7%	91.1%	90.5%
WALTHAM RMO	87.2%	91.6%	91.8%	92.8%
LAMBETH LIVING	90.8%	91.5%	91.2%	91.1%
URH TMOs	88.0%	89.8%	89.5%	89.5%
TARGET	92.0%	92.0%	92.0%	92.0%

Month

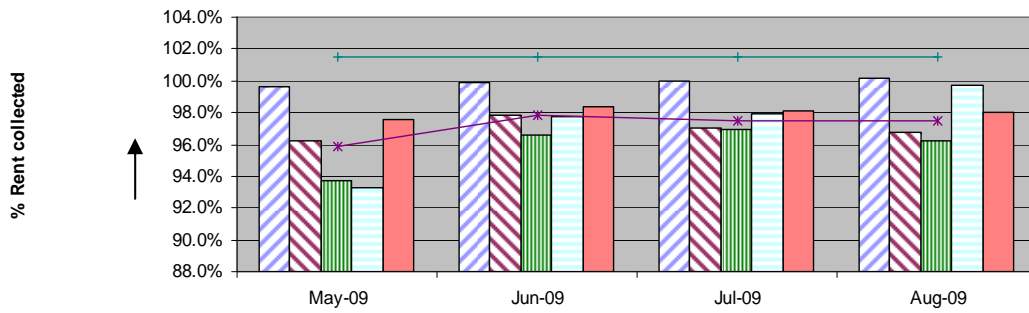
BV66a - Rent Collected as % of all rent owed



	Q2 Sept 08	Q3 Dec 08	Q4 Mar 09	Q1 June 09
BLenheim GARDENS RMO	97.5%	97.0%	97.0%	98.3%
LOUGHBOROUGH EMB	85.2%	84.8%	84.8%	87.0%
ROUPELL PARK RMC	92.0%	91.3%	91.3%	90.7%
WALTHAM RMO	91.4%	90.5%	90.5%	91.6%
LAMBETH LIVING	90.1%	90.0%	90.0%	91.5%
URH TMOs	89.0%	88.4%	88.4%	89.8%
TARGET	95.0%	95.0%	95.0%	92.0%

Month

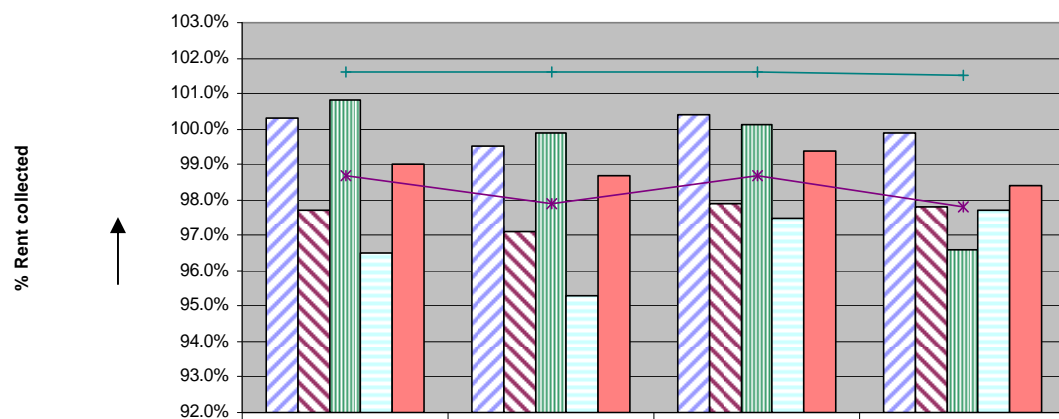
DHS16 % Current Year's Debit collected



	May-09	Jun-09	Jul-09	Aug-09
Blenheim Gardens	99.6%	99.9%	100.0%	100.2%
Loughborough	96.2%	97.8%	97.0%	96.8%
Roupell Park	93.7%	96.6%	96.9%	96.2%
Waltham	93.3%	97.7%	97.9%	99.7%
Lambeth Living	97.6%	98.4%	98.1%	98.0%
URH TMOs	95.9%	97.8%	97.5%	97.5%
Target	101.5%	101.5%	101.5%	101.5%

Month

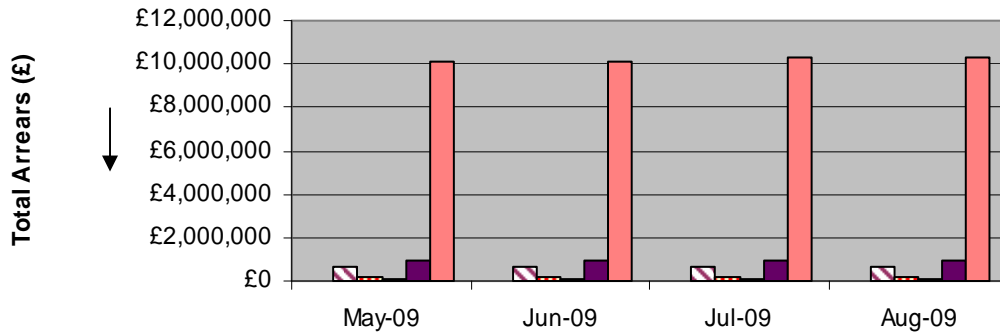
DHS16 % Current Year's Debit collected



	Q2 Sept 08	Q3 Dec 08	Q4 Mar 09	Q1 June 09
Blenheim Gardens	100.3%	99.5%	100.4%	99.9%
Loughborough	97.7%	97.1%	97.9%	97.8%
Roupell Park	100.8%	99.9%	100.1%	96.6%
Waltham	96.5%	95.3%	97.5%	97.7%
Lambeth Living	99.0%	98.7%	99.4%	98.4%
URH TMOs	98.7%	97.9%	98.7%	97.8%
Target	101.6%	101.6%	101.6%	101.5%

Month

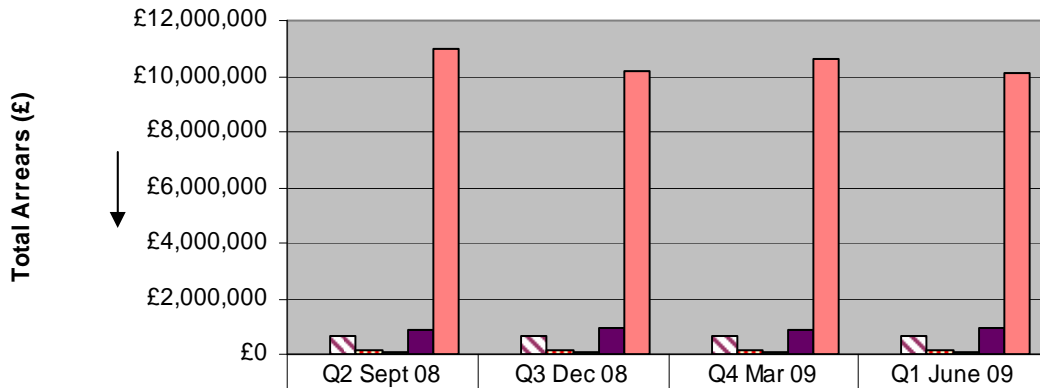
Total Current Arrears



	May-09	Jun-09	Jul-09	Aug-09
■ Blenheim Gardens	£19,937	£17,523	£18,675	£17,146
■ Loughborough	£689,705	£687,908	£700,158	£704,604
■ Roupell Park	£169,241	£155,897	£155,897	£164,723
■ Waltham	£70,200	£68,322	£69,619	£71,356
■ URH TMOs	£949,083	£929,649	£944,349	£957,829
■ Lambeth Living	£10,079,713	£10,102,996	£10,262,408	£10,328,383

Month

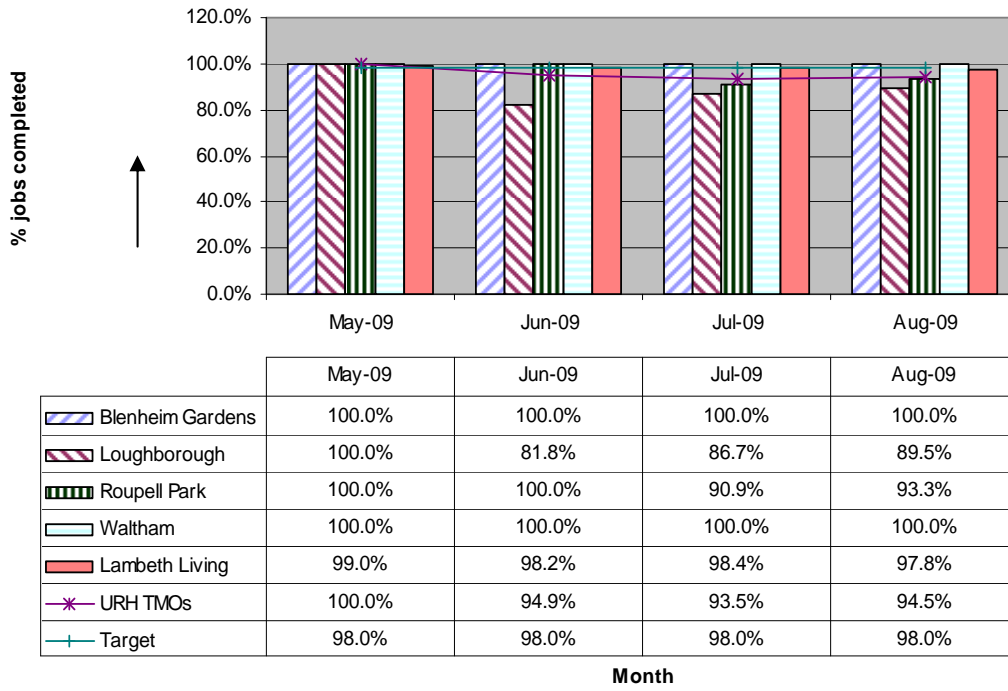
Total Current Arrears



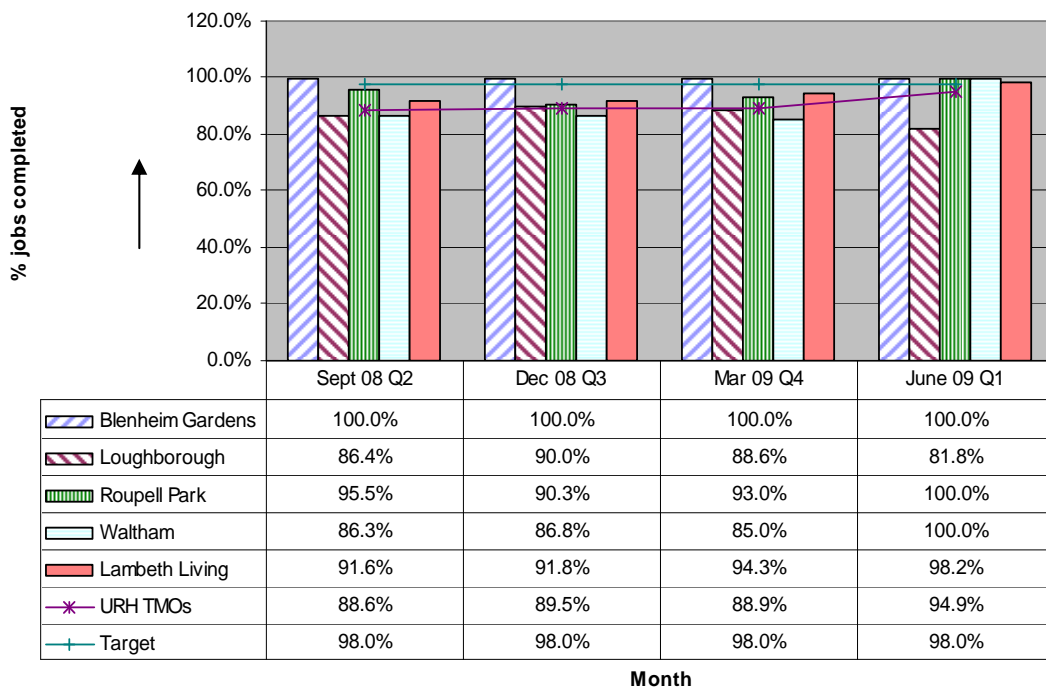
	Q2 Sept 08	Q3 Dec 08	Q4 Mar 09	Q1 June 09
■ Blenheim Gardens	£31,783	£34,215	£22,913	£17,523
■ Loughborough	£659,366	£682,201	£666,419	£687,908
■ Roupell Park	£154,488	£149,017	£144,471	£155,897
■ Waltham	£59,041	£64,639	£60,232	£68,322
■ URH TMOs	£904,678	£930,073	£893,036	£929,649
■ Lambeth Living	£10,956,443	£10,197,355	£10,592,145	£10,102,996

Month

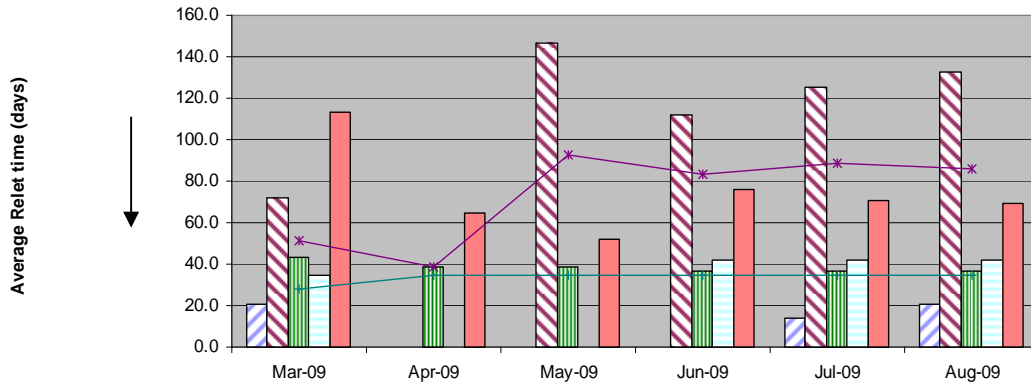
BPSA E5 - % Right to Repair jobs completed on time



BPSA E5 - % Right to Repair jobs completed on time



Short Cycle Voids (SGV) Turnaround Time



	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
Blenheim Gardens	21.0	0.0	0.0	0.0	14.0	21.0
Loughborough	71.7	0.0	147.0	112.0	125.2	133.0
Roupell Park	43.2	38.5	38.5	36.8	36.8	36.8
Waltham	35.0	0.0	0.0	42.0	42.0	42.0
Lambeth Living	113.2	64.4	51.9	76.1	70.7	69.5
URH TMOs	51.1	38.5	92.8	83.5	88.7	86.3
Target	28.0	35.0	35.0	35.0	35.0	35.0

Month

Members Enquiries answered in 10 days

	Blenheim Gardens	Loughborough	Roupell Park	Waltham	Central URH	Lambeth Living	All URH Offices
May-09	-	80.0%	-	100.0%		88.1%	85.7%
Jun-09	-	84.6%	50.0%	100.0%	100.0%	87.3%	84.2%
Jul-09	100.0%	87.5%	66.7%	80.0%	100.0%	84.2%	84.6%
Aug-09	100.0%	90.5%	66.7%	71.4%	100.0%	83.9%	84.8%

Complaints answered in 15 days

May-09	-	62.5%	100.0%	-		91.1%	66.7%
Jun-09	-	60.0%	100.0%	50.0%	-	86.1%	61.5%
Jul-09	-	66.7%	100.0%	66.7%	-	81.4%	68.8%
Aug-09	-	69.2%	100.0%	50.0%	-	79.4%	72.2%