

Key Housemark data for all ALMOs - comparison 2005/06, 2006/07, 2007/08 outturn, 2008/09 budget

	2005/06	2006/07						2007/08				
	NCH £	Sample Size	U/quarterile £	Median £	L/quarterile £	NCH £	Rank	Sample Size	U/quarterile £	Median £	L/quarterile £	£
Management Cost per property by Service Area												
Rent Arrears	76	52	55	65	77	65	27	51	55	69	87	
Tenancy and Estates	125	52	105	123	174	111	18	51	106	142	163	
Empty Properties	75	52	27	43	59	92	51	51	31	42	59	
Responsive Repairs	63	52	71	96	114	127	43	51	75	92	116	
Major and Cyclical repairs	102	52	70	99	135	192	49	51	85	104	150	
Lettings	50	52	17	24	36	46	47	51	19	25	35	
Rent Collection and Accounting	59	52	19	29	37	62	50	51	20	29	35	
Total Core	550	52	441	503	568	695	50	51	445	515	614	
Waiting List/Housing Register	50	52	3	20	35	45	48	51	4	18	29	
Leasehold Management	0	34	138	250	338	626	34	51	0	153	256	
Cost per property by cost category												
Housing Management	313	52	260	291	331	399	47	51	261	303	351	
Premises	33	52	21	31	44	49	44	51	24	32	42	
IT	34	52	26	36	46	52	45	51	28	38	50	
Legal	14	52	6	12	19	19	39	51	6	12	18	
Finance	35	52	31	35	44	41	36	51	30	38	53	
Central/Other	121	52	62	78	106	135	47	51	69	82	111	
Total	550	52	441	503	568	695	50	51	445	515	614	
Responsive Repairs Cost per Property	337	46	314	377	478	350	21	51	260	359	433	
Void Repair cost per relet	2,028	44	1,247	1,766	2,452	2,327	31	51	1,160	1,540	2,267	2
Major/cyclical cost per property	1,007	46	1,224	2,182	2,840	1,221	12	51	1,158	1,747	2,721	1
Number of Properties	30,891					29,997	2					29

Notes -

2007/08 data is based on the draft Housemark report

2008/09 is provisional and subject to final Housemark QA

** Based on 2,750 voids

The number of properties used in the Housemark benchmarking is the average number for the year in question.