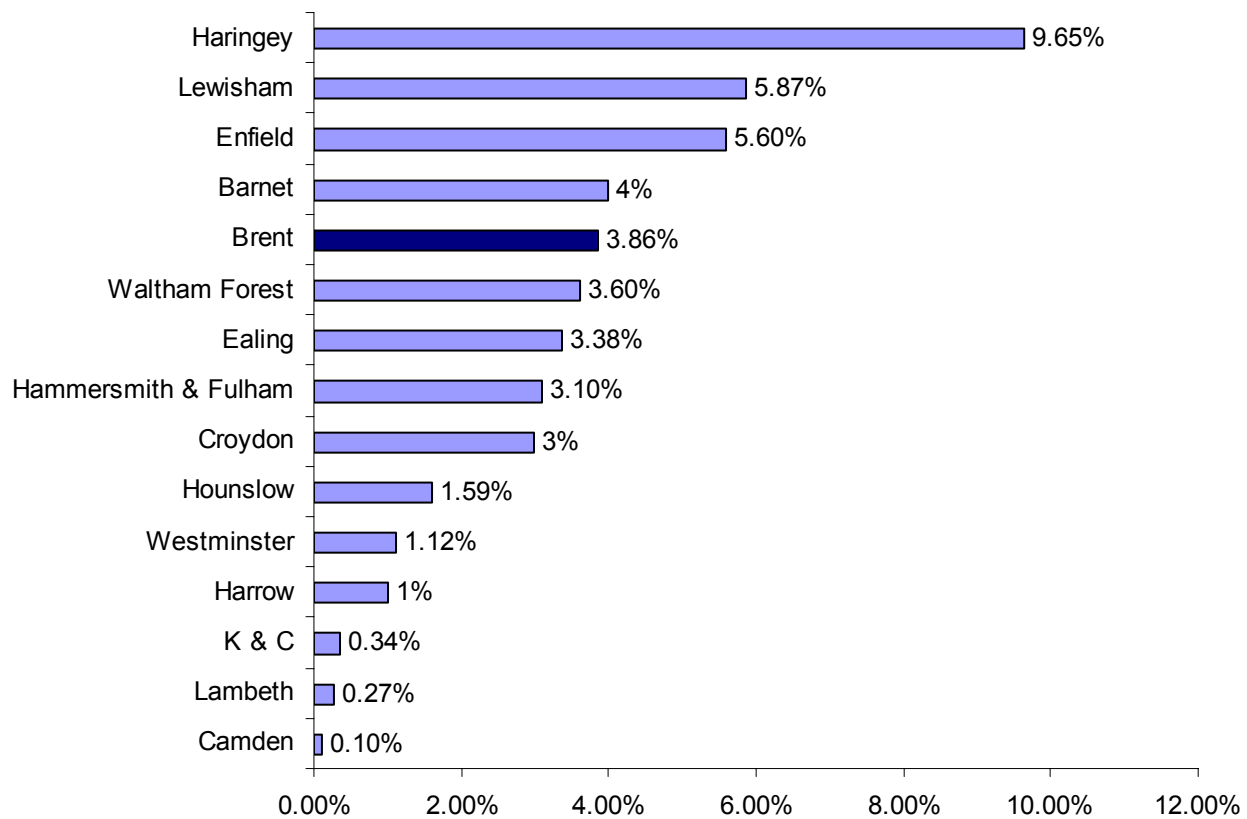


# HOUSING SERVICE



BV 62 Percentage of unfit private sector dwellings made fit or demolished as a result of LA action



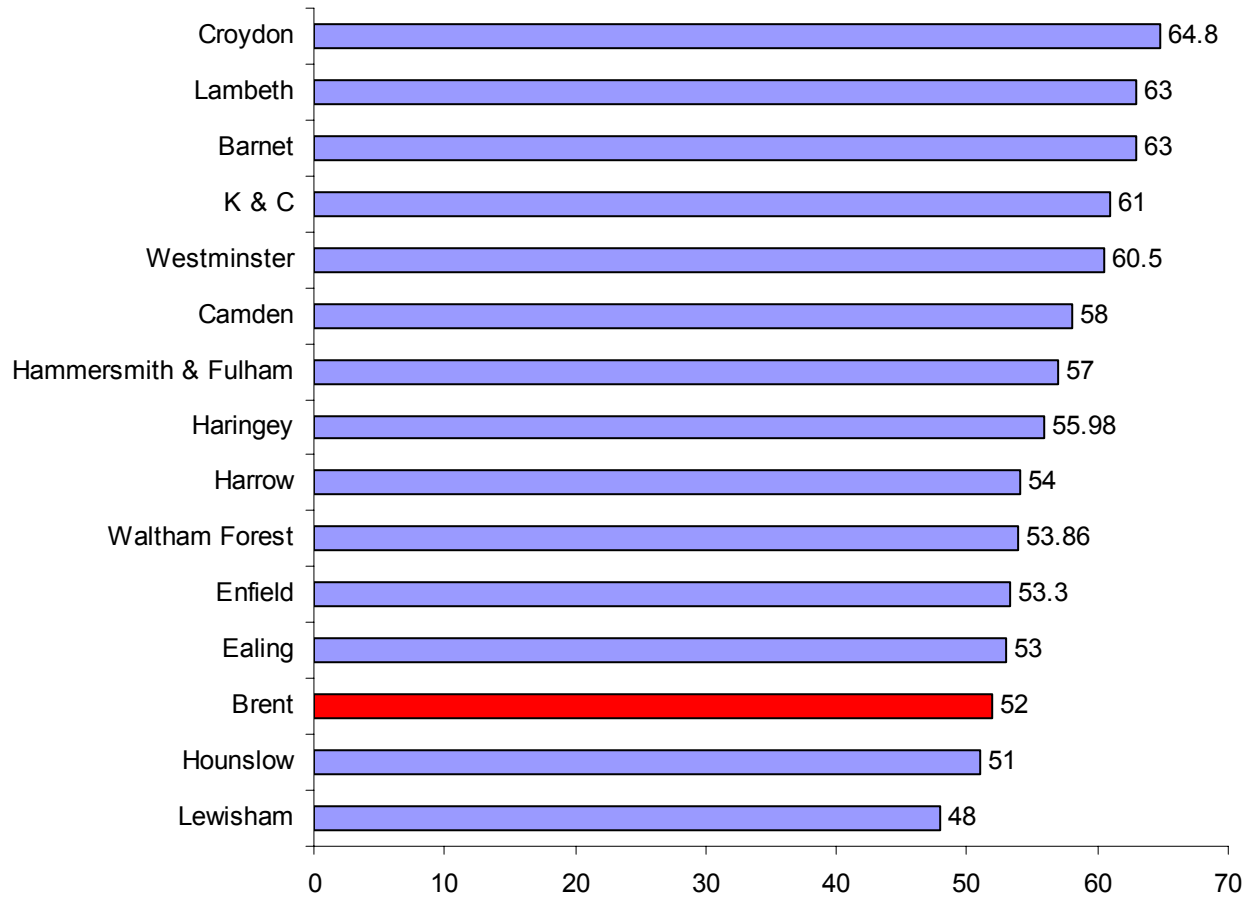
**2002/03 QUARTILE SUMMARY**

**HISTORIC DATA**

Upper quartile <b>4.2%</b>	<b>Median</b> <b>3.1%</b>	Lower quartile <b>1.4%</b>
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Performance 2001/02 <b>3.95%</b>	Performance 2000/01 <b>1.37%</b>
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BV 63 Energy efficiency - average SAP rating of authority dwellings



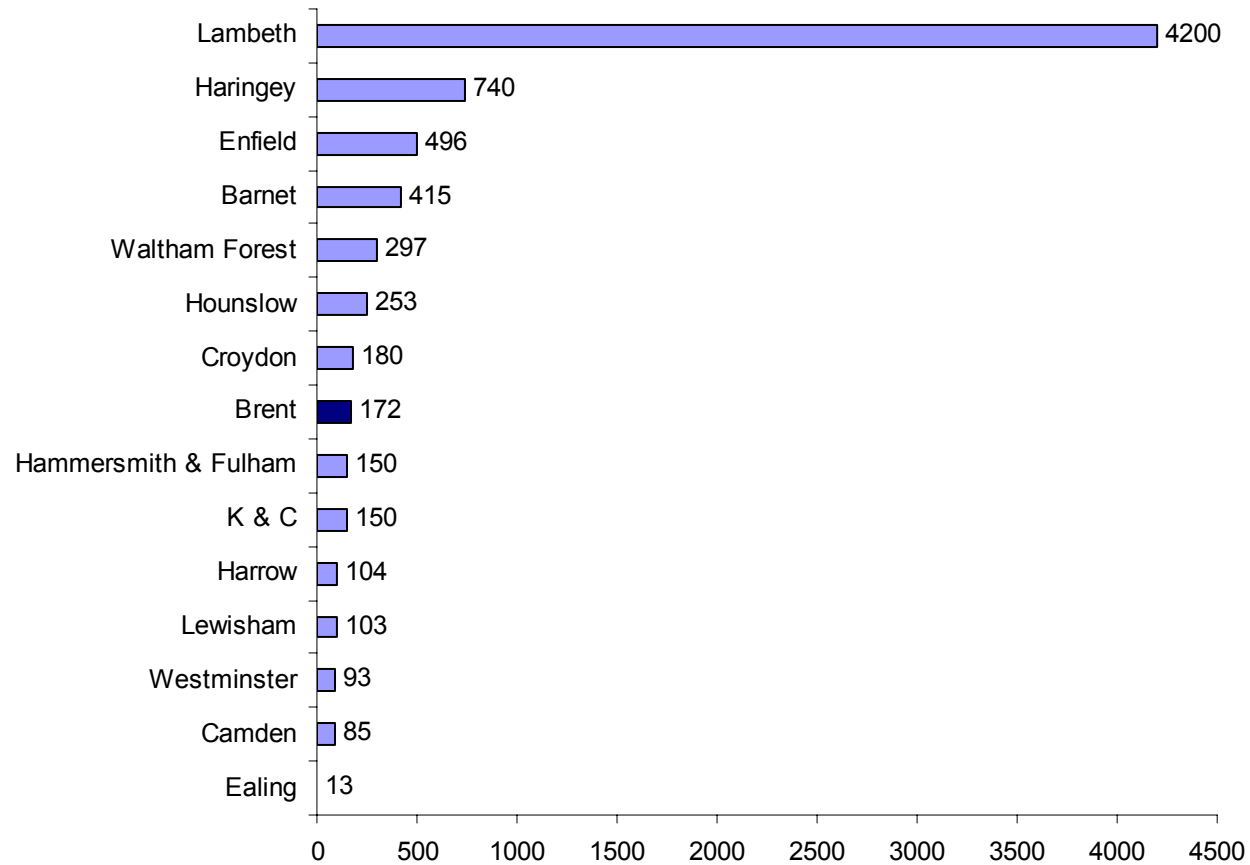
**2002/03 QUARTILE SUMMARY**

**HISTORIC DATA**

Upper quartile <b>60</b>	Median <b>56</b>	Lower quartile <b>53</b>
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Performance 2001/02 <b>49</b>	Performance 2000/01 <b>43</b>
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BV 64 Number of vacant private sector dwellings occupied in 2000/01 as a result of LA action



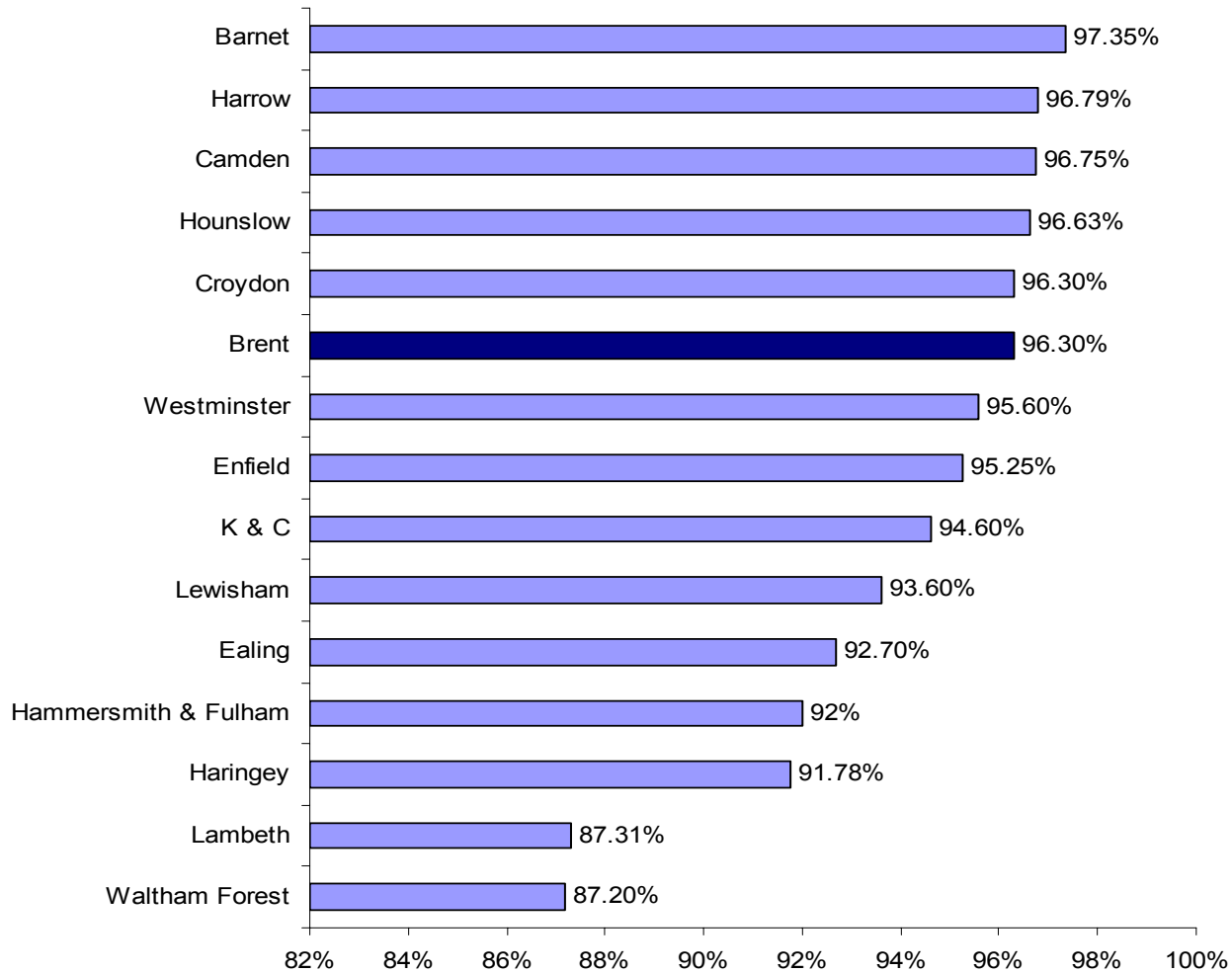
**2002/03 QUARTILE SUMMARY**

**HISTORIC DATA**

Upper quartile <b>Not scaled</b>	Median <b>Not scaled</b>	Lower quartile <b>Not scaled</b>
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Performance 2001/02 <b>Changed reporting</b>	Performance 2000/01 <b>Changed reporting</b>
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BV 66a Rent collection and arrears: % of rent collected



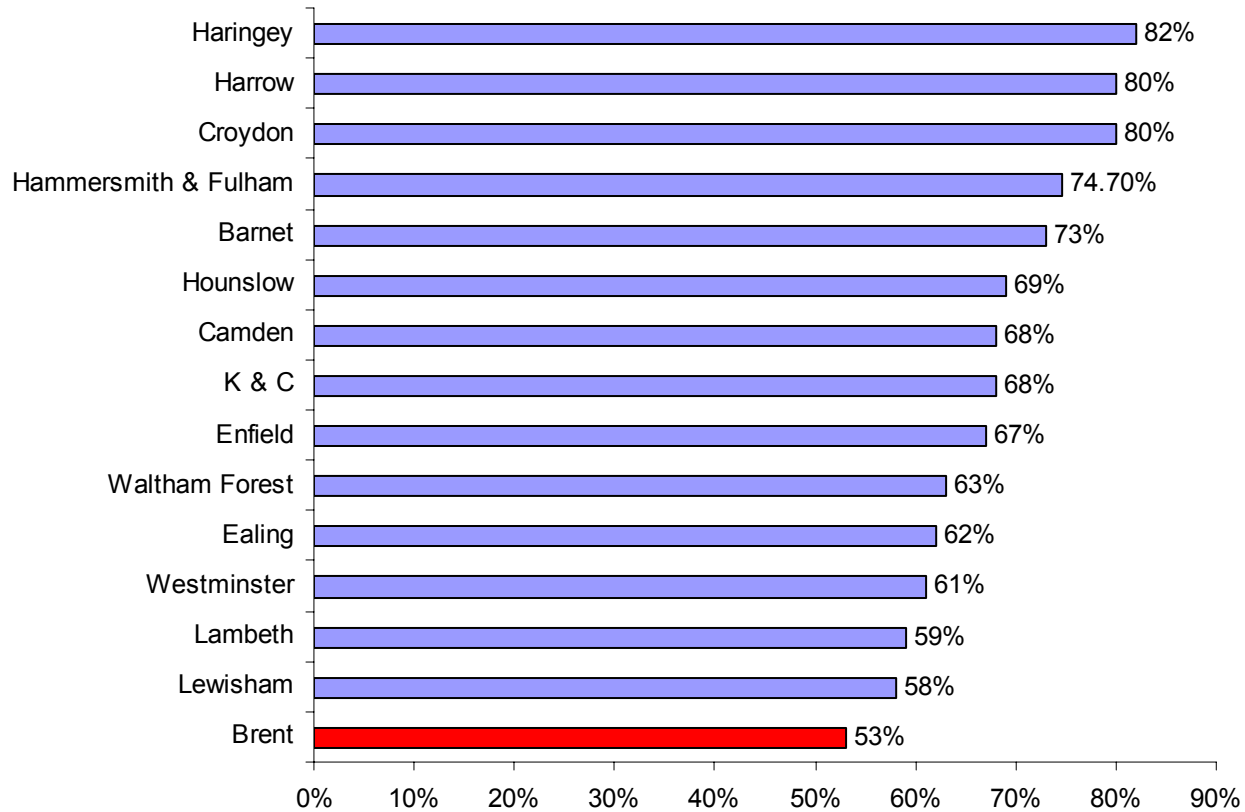
**2002/03 QUARTILE SUMMARY**

**HISTORIC DATA**

Upper quartile <b>96.6%</b>	<b>Median</b> <b>95%</b>	Lower quartile <b>93.1%</b>
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Performance 2001/02 <b>94%</b>	Performance 2000/01 <b>97.64%</b>
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BV 74a Council tenant satisfaction with the overall service from their landlords



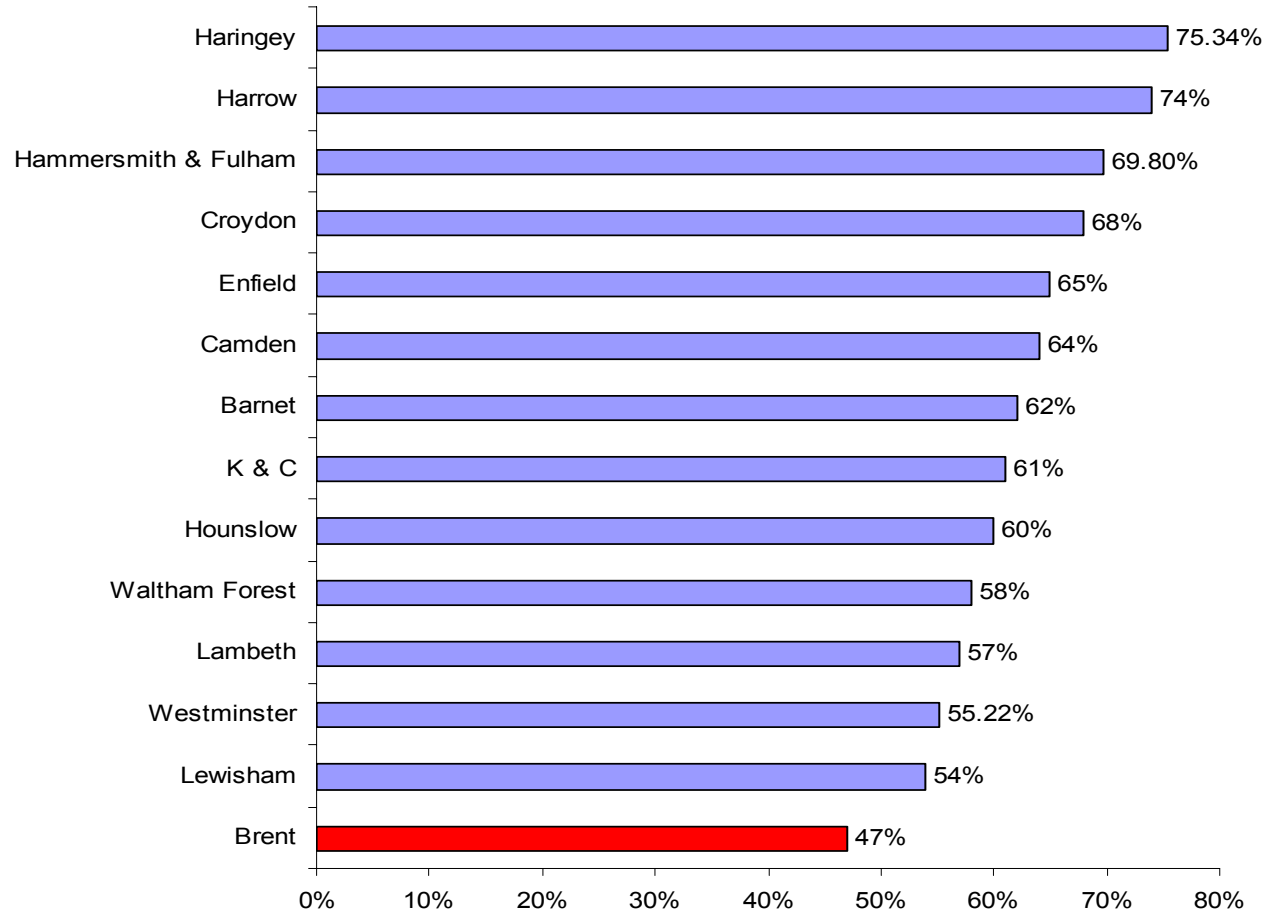
**2002/03 QUARTILE SUMMARY**

Upper quartile <b>74%</b>	Median <b>68%</b>	Lower quartile <b>60%</b>
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**HISTORIC DATA**

Performance 2001/02 <b>49%</b>	Performance 2000/01 <b>46%</b>
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BV 74b Council tenant satisfaction with the overall service from their landlords black & minority ethnic tenants



**2002/03 QUARTILE SUMMARY**

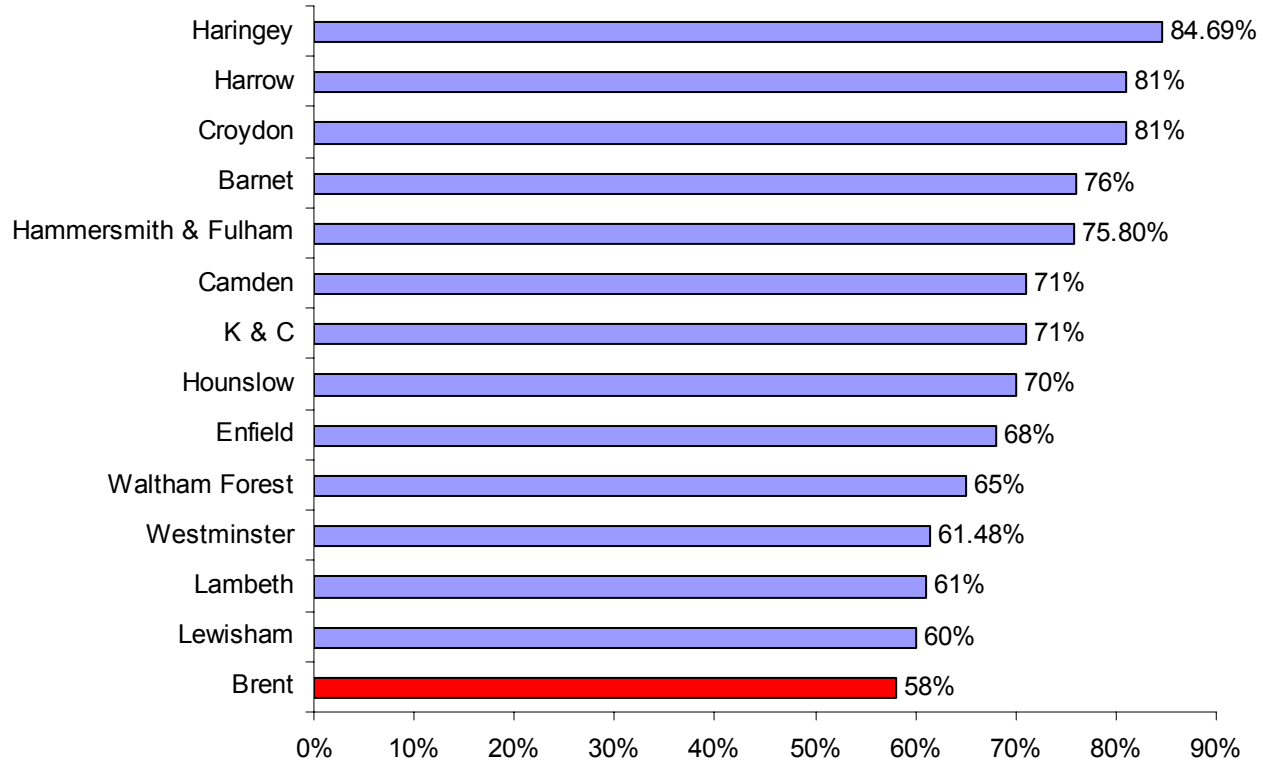
**HISTORIC DATA**

Upper quartile <b>70%</b>	Median <b>62%</b>	Lower quartile <b>57%</b>
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Performance 2001/02 <b>New PI</b>	Performance 2000/01 <b>Changed reporting</b>
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BV 74c Council tenant satisfaction with the overall service from their landlords non black & minority ethnic tenants



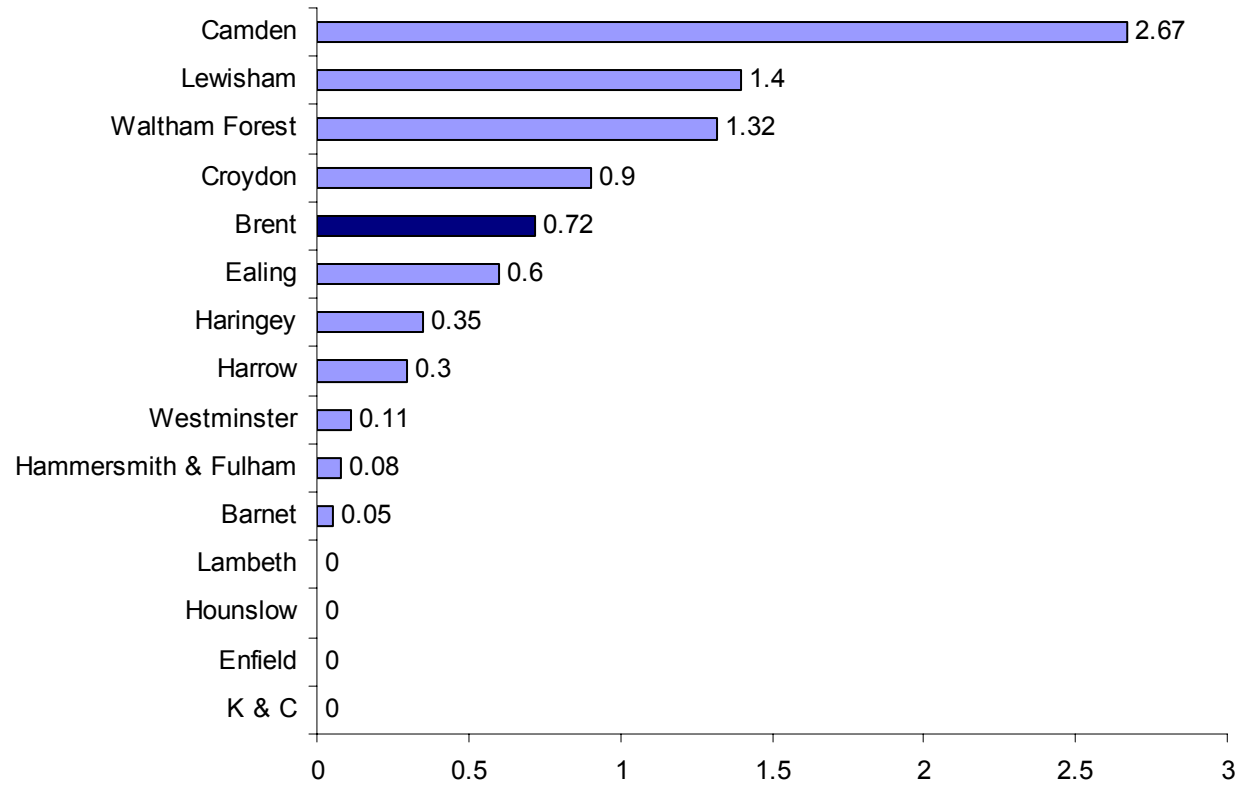
**2002/03 QUARTILE SUMMARY**

Upper quartile <b>76%</b>	Median <b>70%</b>	Lower quartile <b>61%</b>
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**HISTORIC DATA**

Performance 2001/02 <b>New PI</b>	Performance 2000/01 <b>Changed reporting</b>
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BV 176 Number of domestic violence refuge places per 100,000 population provided/supported by authority



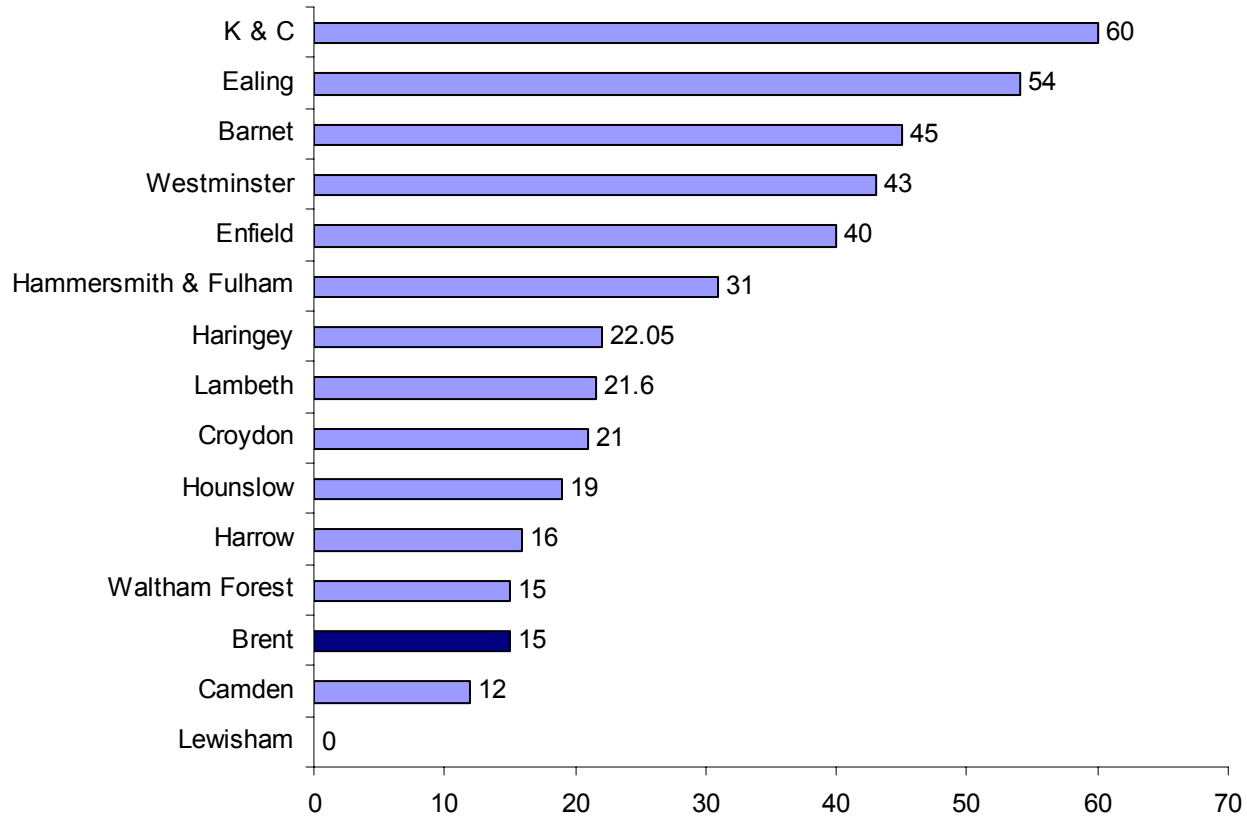
**2002/03 QUARTILE SUMMARY**

**HISTORIC DATA**

Upper quartile <b>0.75</b>	<b>Median</b> <b>0.35</b>	Lower quartile <b>0.05</b>
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Performance 2001/02 <b>2.83</b>	Performance 2000/01 <b>New PI</b>
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BV 183a The average length of stay in bed & breakfast in weeks



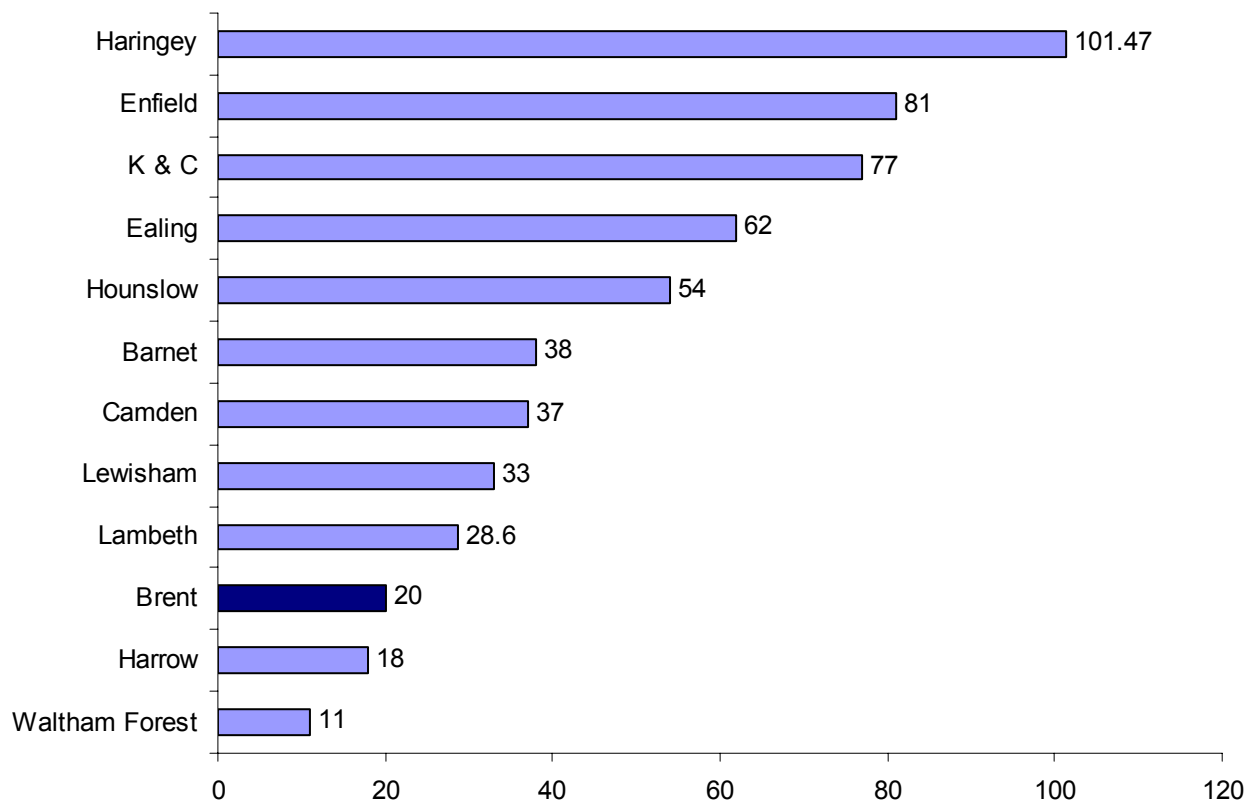
**2002/03 QUARTILE SUMMARY**

Upper quartile <b>31</b>	<b>Median</b> <b>20</b>	Lower quartile <b>12</b>
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**HISTORIC DATA**

Performance 2001/02 <b>Changed reporting</b>	Performance 2000/01 <b>Changed reporting</b>
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BV 183b The average length of stay in hostels in weeks



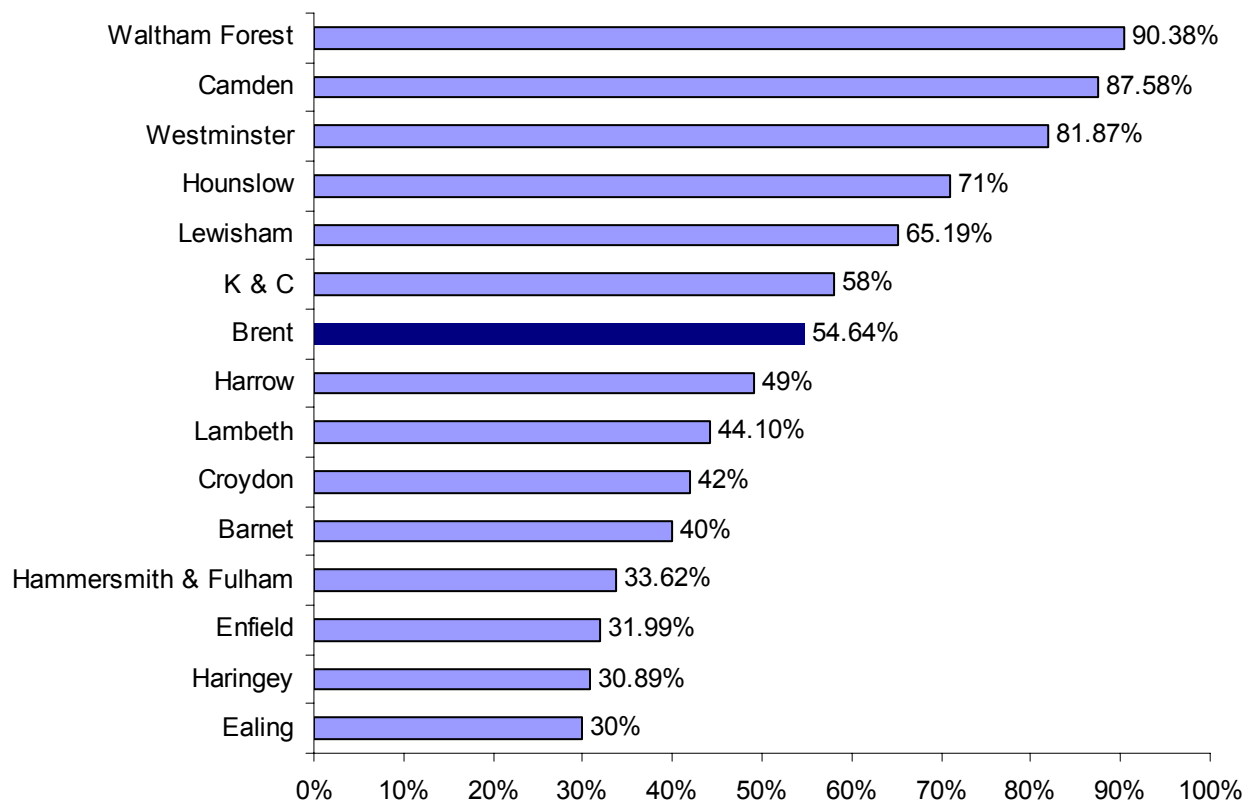
**2002/03 QUARTILE SUMMARY**

**HISTORIC DATA**

Upper quartile <b>50</b>	<b>Median</b> <b>29</b>	Lower quartile <b>11</b>
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Performance 2001/02 <b>Changed reporting</b>	Performance 2000/01 <b>Changed reporting</b>
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BV 184a LA homes which were non-decent at start of year



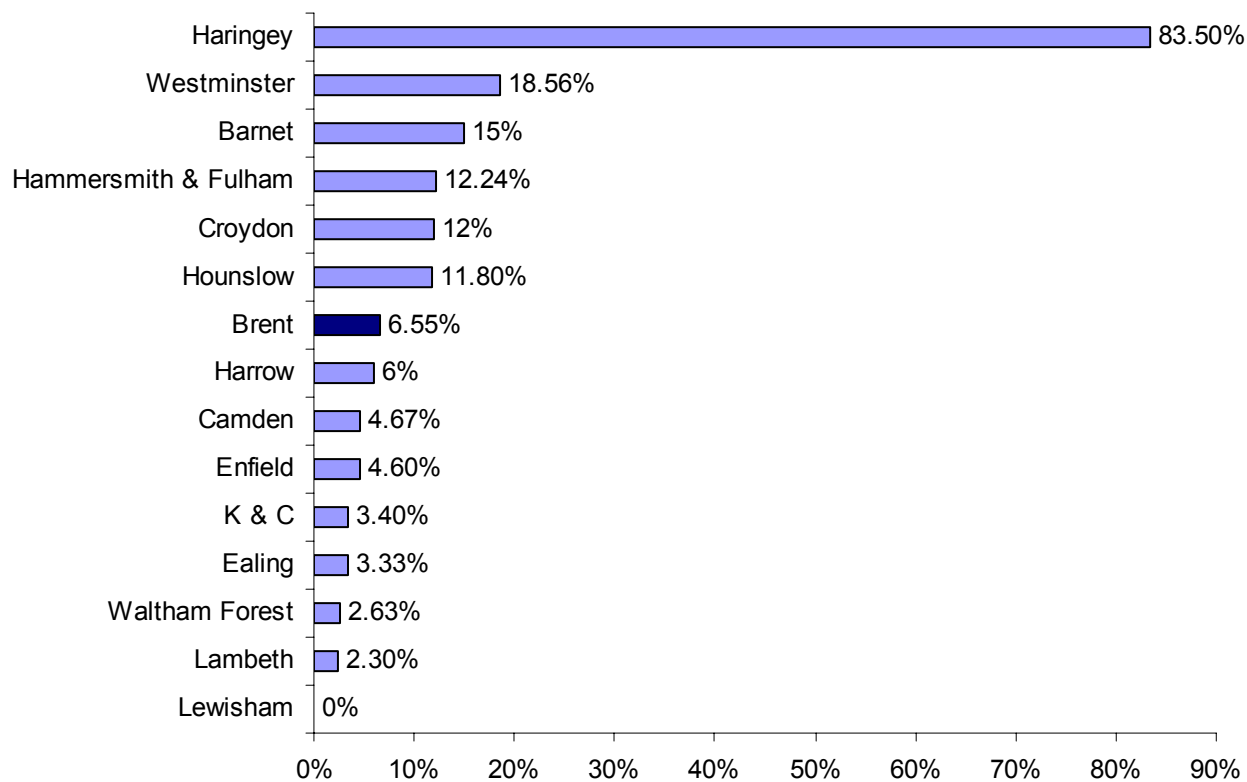
**2002/03 QUARTILE SUMMARY**

**HISTORIC DATA**

Upper quartile <b>67%</b>	<b>Median</b> <b>49%</b>	Lower quartile <b>38%</b>
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Performance 2001/02 <b>Changed reporting</b>	Performance 2000/01 <b>Changed reporting</b>
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BV 184b Percentage change in proportion of non-decent LA homes in the year



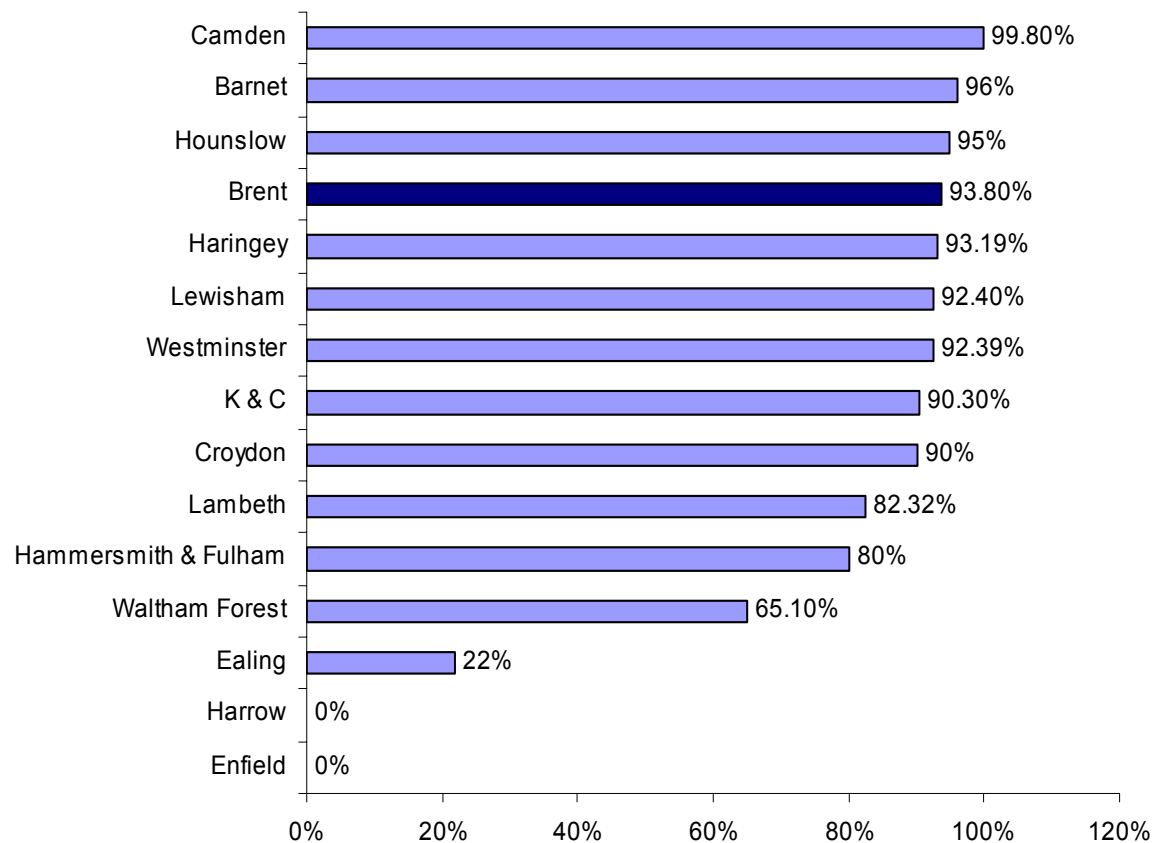
**2002/03 QUARTILE SUMMARY**

Upper quartile <b>12%</b>	Median <b>5%</b>	Lower quartile <b>2%</b>
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**HISTORIC DATA**

Performance 2001/02 <b>Changed reporting</b>	Performance 2000/01 <b>N/A</b>
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BV 185 Percentage of responsive repairs (non-emergency) appointments made & kept



**2002/03 QUARTILE SUMMARY**

**HISTORIC DATA**

Upper quartile <b>92%</b>	Median <b>86%</b>	Lower quartile <b>56%</b>
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Performance 2001/02 <b>New PI</b>	Performance 2000/01 <b>N/A</b>
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