

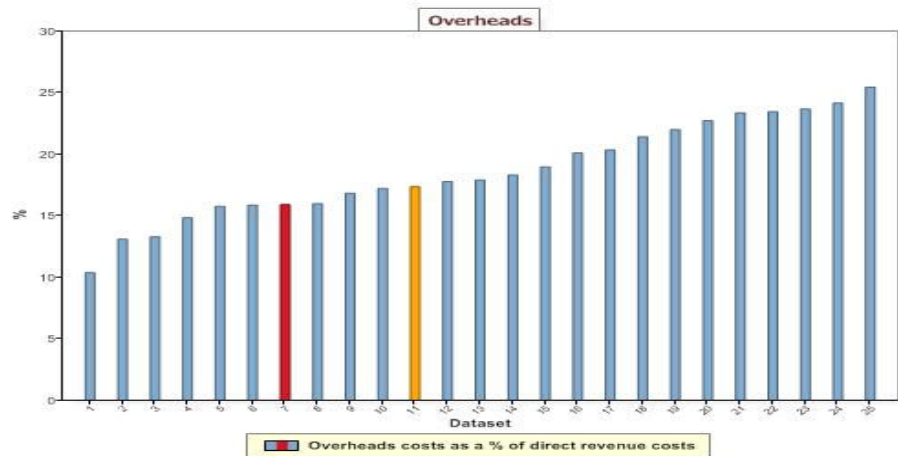
Appendix 1 – London boroughs & London ALMOs

Key: Upper Quartile, Middle Upper Quartile, Middle Lower Quartile, Lower Quartile

Value for money summary

Efficiency Summary for Brent Housing Partnership						
Business Activity	Cost KPI	Cost KPI Quartile		Quality KPI	Quality KPI Quartile	
		Brent Housing Partnership (2011/2012)	Brent Housing Partnership (2010/2011)		Brent Housing Partnership (2011/2012)	Brent Housing Partnership (2010/2011)
Overheads	Overhead costs as % adjusted turnover			Overhead costs as % direct revenue costs		
Major Works & Cyclical Maintenance	Total CPP of Major Works & Cyclical Maintenance			Percentage of tenants satisfied with overall quality of home (GN & HfOP)		
				Percentage of dwellings failing to meet the Decent Homes Standard		
Responsive Repairs & Void Works	Total CPP of Responsive Repairs & Void Works			Percentage of tenants satisfied with the repairs and maintenance service (GN & HfOP)		
				Percentage of all repairs completed on time		
				Average time in days to re-let empty properties		
Housing Management	Total CPP of Housing Management			Percentage of tenants satisfied with overall services provided (GN & HfOP)		
				Percentage of tenants satisfied that views are being taken into account (GN & HfOP)		
				Current tenant rent arrears net of unpaid HB as % of rent due		
Development	Staff involved in standard units developed per 100 units			Percentage of residents satisfied with quality of new home, surveyed within 3 years of completion		
				Standard units developed as % of current stock		
Estate Services	Total CPP of Estate Services			Percentage of tenants satisfied with their neighbourhood as a place to live (GN & HfOP)		

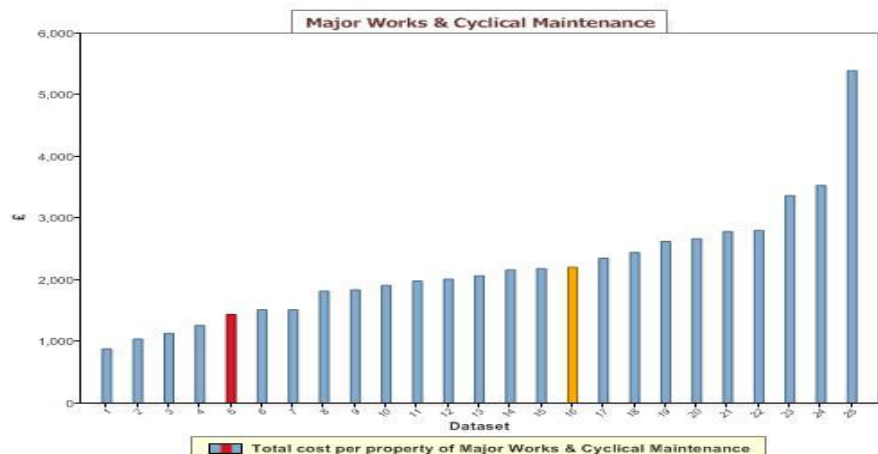
Overheads



1	LB of Southwark	10	Ascham Homes	19	Sutton Housing Partnership
2	LB of Newham	11	Brent Housing Partnership (2010/2011)	20	Barnet Homes
3	LB of Barking and Dagenham	12	Redbridge Homes	21	Homes in Havering
4	LB of Wandsworth	13	Kensington and Chelsea TMO	22	Homes for Haringey
5	City of London	14	LB of Croydon	23	LB of Ealing
6	CityWest Homes	15	Hackney Homes	24	Lewisham Homes
7	Brent Housing Partnership (2011/2012)	16	Tower Hamlets Homes	25	LB of Hillingdon
8	Enfield Homes	17	Hounslow Homes		
9	Homes for Islington	18	LB of Harrow		

Overheads costs as a % of direct revenue costs				
Comparator Group Quartiles		Upper	Median	Lower
		15.93	18.31	22.36
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
7	Brent Housing Partnership (2011/2012)	15.90	7	●
11	Brent Housing Partnership (2010/2011)	17.36	11	●

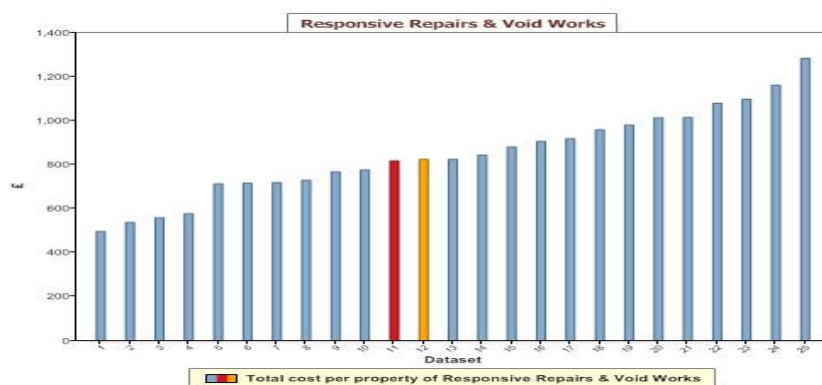
Major works & cyclical maintenance



1	City of London	10	Barnet Homes	19	Homes for Haringey
2	LB of Barking and Dagenham	11	Homes in Havering	20	Sutton Housing Partnership
3	LB of Croydon	12	Hounslow Homes	21	Redbridge Homes
4	LB of Hillingdon	13	Lewisham Homes	22	LB of Ealing
5	Brent Housing Partnership (2011/2012)	14	LB of Wandsworth	23	LB of Newham
6	LB of Southwark	15	Hackney Homes	24	Ascham Homes
7	LB of Harrow	16	Brent Housing Partnership (2010/2011)	25	Homes for Islington
8	Tower Hamlets Homes	17	CityWest Homes		
9	Kensington and Chelsea TMO	18	Enfield Homes		



Total cost per property of Major Works & Cyclical Maintenance				
Comparator Group Quartiles		Upper	Median	Lower
		1,666.35	2,067.73	2,643.75
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
5	Brent Housing Partnership (2011/2012)	1,437.52	5	🟢
16	Brent Housing Partnership (2010/2011)	2,205.75	16	🟡🔴

Responsive Repairs & Void works



1	LB of Ealing	10	Hackney Homes	19	Tower Hamlets Homes
2	Sutton Housing Partnership	11	Brent Housing Partnership (2011/2012)	20	Redbridge Homes
3	LB of Newham	12	Brent Housing Partnership (2010/2011)	21	LB of Harrow
4	Ascham Homes	13	Kensington and Chelsea TMO	22	CityWest Homes
5	Barnet Homes	14	City of London	23	LB of Southwark
6	LB of Barking and Dagenham	15	LB of Croydon	24	Homes for Haringey
7	Homes in Havering	16	LB of Wandsworth	25	Homes for Islington



8	Hounslow Homes	17	Enfield Homes		
9	LB of Hillingdon	18	Lewisham Homes		

Total cost per property of Responsive Repairs & Void Works				
Comparator Group Quartiles		Upper	Median	Lower
		717.35	843.81	996.69
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
11	Brent Housing Partnership (2011/2012)	817.40	11	
12	Brent Housing Partnership (2010/2011)	824.49	12	

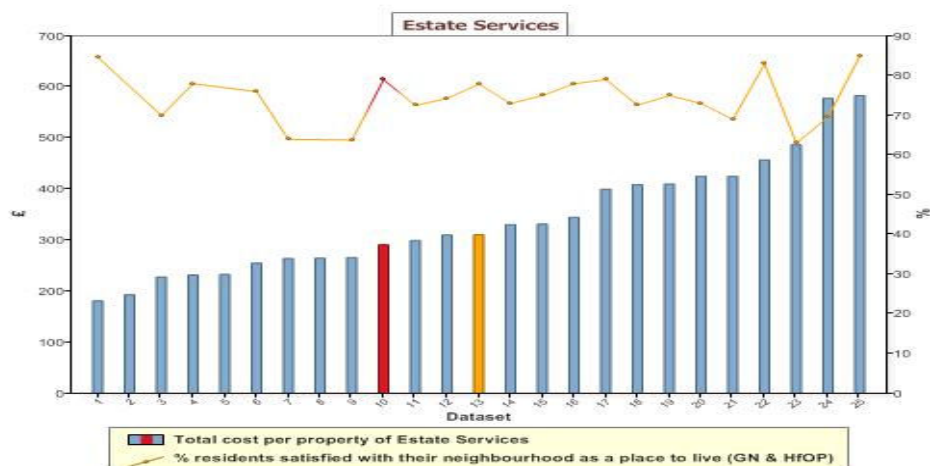
Housing Management



1	Ascham Homes	10	Brent Housing Partnership (2011/2012)	19	Homes for Islington
2	Hounslow Homes	11	LB of Ealing	20	Tower Hamlets Homes
3	Enfield Homes	12	Hackney Homes	21	LB of Croydon
4	Lewisham Homes	13	LB of Wandsworth	22	Homes for Haringey
5	LB of Barking and Dagenham	14	Redbridge Homes	23	Kensington and Chelsea TMO
6	Homes in Havering	15	Brent Housing Partnership (2010/2011)	24	City of London
7	LB of Harrow	16	LB of Hillingdon	25	CityWest Homes
8	LB of Newham	17	LB of Southwark		
9	Sutton Housing Partnership	18	Barnet Homes		

Total cost per property of Housing Management				
Comparator Group Quartiles		Upper	Median	Lower
		348.97	416.86	460.99
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
10	Brent Housing Partnership (2011/2012)	381.26	10	
15	Brent Housing Partnership (2010/2011)	436.12	15	

Estate Services



1	CityWest Homes	10	Brent Housing Partnership (2011/2012)	19	Homes for Islington
2	LB of Hillingdon	11	LB of Ealing	20	Homes in Havering
3	Barnet Homes	12	LB of Croydon	21	Tower Hamlets Homes
4	LB of Harrow	13	Brent Housing Partnership (2010/2011)	22	Kensington and Chelsea TMO
5	Sutton Housing Partnership	14	Redbridge Homes	23	LB of Newham
6	Ascham Homes	15	Lewisham Homes	24	LB of Barking and Dagenham
7	Enfield Homes	16	Hounslow Homes	25	City of London
8	LB of Southwark	17	LB of Wandsworth		
9	Homes for Haringey	18	Hackney Homes		

Total cost per property of Estate Services				
Comparator Group Quartiles		Upper	Median	Lower
		259.84	330.70	417.72
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
10	Brent Housing Partnership (2011/2012)	290.88	10	
13	Brent Housing Partnership (2010/2011)	310.87	13	

% residents satisfied with their neighbourhood as a place to live (GN & HFOP)				
Comparator Group Quartiles		Upper	Median	Lower
		78.00	73.65	69.90
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
10	Brent Housing Partnership (2011/2012)	79.00	4	
13	Brent Housing Partnership (2010/2011)	77.90	8	