

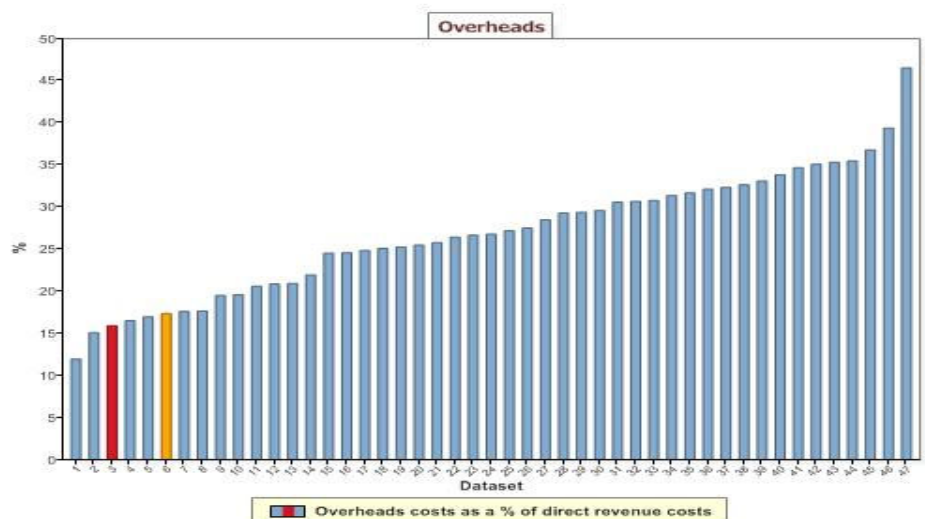
Appendix 2 – London Traditional Housing Associations & LSVT

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)		

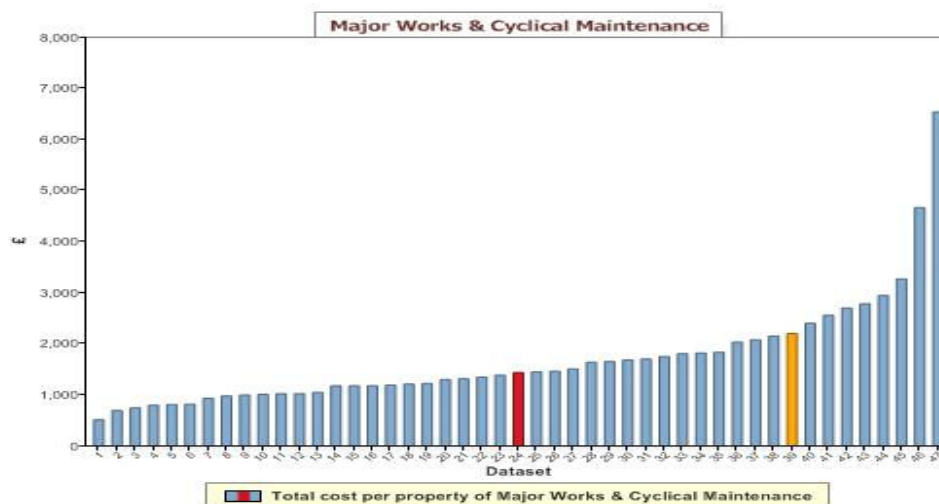
Overheads



1	Circle 33 Housing Trust	17	Richmond upon Thames Churches HT	33	Salvation Army Housing Association
2	Merton Priory Homes	18	Notting Hill Housing Group	34	Catalyst Communities Housing Association
3	Brent Housing Partnership (2011/2012)	19	Croydon Churches Housing Association	35	East Thames Group
4	Old Ford Housing Association	20	A2Dominion	36	Clapham Park Homes
5	Poplar HARCA	21	Womens Pioneer Housing	37	Shepherds Bush Housing Group
6	Brent Housing Partnership (2010/2011)	22	Thames Valley Housing Group	38	CBHA
7	Circle	23	Islington & Shoreditch HA	39	Fortunegate Community Housing
8	Kensington Housing Trust	24	AffinitySutton	40	Network Housing Group
9	Newlon Housing Trust	25	Hexagon Housing Association	41	Places for People Homes
10	Viridian Housing	26	Christian Action Housing	42	Wandle Housing Association
11	Industrial Dwellings Society (The)	27	Gallions Housing Association	43	Inquilab Housing Association
12	Family Mosaic	28	Tower Hamlets Community Housing	44	Arhag Housing Association
13	London and Quadrant Group	29	Peabody	45	Hyde Group (The)
14	Southern Housing Group	30	Peabody Group	46	Origin Housing Group
15	Octavia Housing	31	Phoenix Community Housing	47	Richmond Housing Partnership
16	One Housing Group	32	Gateway Housing Association		



Overheads costs as a % of direct revenue costs				
Comparator Group Quartiles		Upper	Median	Lower
		21.95	27.21	32.15
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
3	Brent Housing Partnership (2011/2012)	15.90	3	●
6	Brent Housing Partnership (2010/2011)	17.36	6	●

Major Works & Cyclical Maintenance

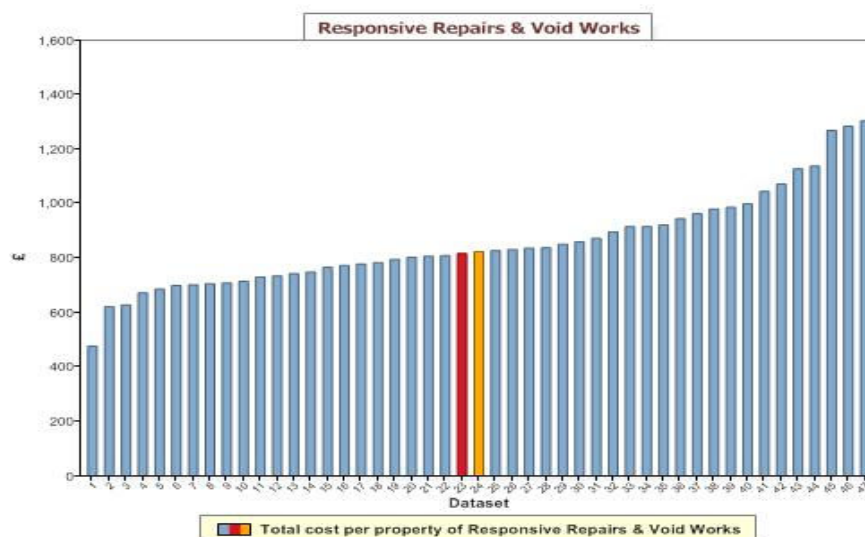


1	Fortunegate Community Housing	17	Richmond upon Thames Churches HT	33	Notting Hill Housing Group
2	Inquilab Housing Association	18	Octavia Housing	34	Richmond Housing Partnership
3	Thames Valley Housing Group	19	Salvation Army Housing Association	35	Tower Hamlets Community Housing
4	CBHA	20	Hyde Group (The)	36	Origin Housing Group
5	One Housing Group	21	Newlon Housing Trust	37	Womens Pioneer Housing
6	Wandle Housing Association	22	Network Housing Group	38	Circle
7	Islington & Shoreditch HA	23	Viridian Housing	39	Brent Housing Partnership (2010/2011)
8	Industrial Dwellings Society (The)	24	Brent Housing Partnership (2011/2012)	40	Peabody Group
9	Hexagon Housing Association	25	Places for People Homes	41	Peabody

10	Shepherds Bush Housing Group	26	London and Quadrant Group	42	Poplar HARCA
11	East Thames Group	27	AffinitySutton	43	Old Ford Housing Association
12	Southern Housing Group	28	Gateway Housing Association	44	Kensington Housing Trust
13	Croydon Churches Housing Association	29	Arhag Housing Association	45	Phoenix Community Housing
14	Christian Action Housing	30	Catalyst Communities Housing Association	46	Clapham Park Homes
15	A2Dominion	31	Gallions Housing Association	47	Merton Priory Homes
16	Family Mosaic	32	Circle 33 Housing Trust		



Total cost per property of Major Works & Cyclical Maintenance				
Comparator Group Quartiles		Upper	Median	Lower
		1,026.31	1,390.73	1,837.36
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
24	Brent Housing Partnership (2011/2012)	1,437.52	24	
39	Brent Housing Partnership (2010/2011)	2,205.75	39	

Responsive repairs & void works

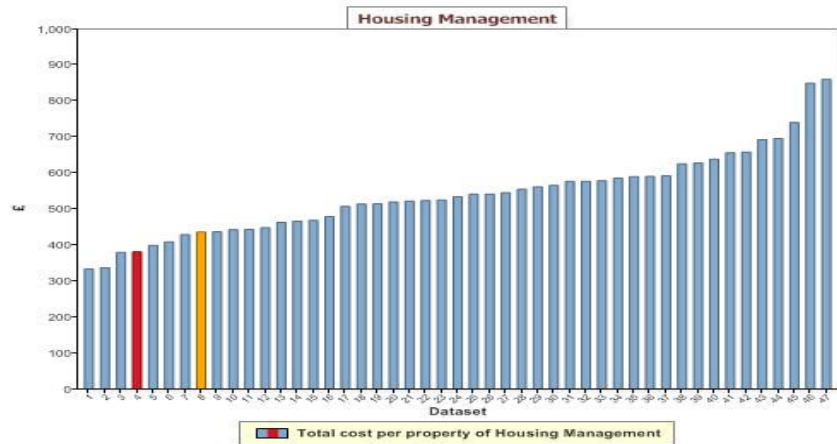


1	Family Mosaic	17	Arhag Housing Association	33	Salvation Army Housing Association
2	Richmond Housing Partnership	18	Network Housing Group	34	Origin Housing Group
3	Womens Pioneer Housing	19	Southern Housing Group	35	Christian Action Housing
4	Gallions Housing Association	20	Notting Hill Housing Group	36	Old Ford Housing Association
5	Richmond upon Thames Churches HT	21	AffinitySutton	37	Catalyst Communities Housing Association
6	Peabody	22	A2Dominion	38	Gateway Housing Association
7	Wandle Housing Association	23	Brent Housing Partnership (2011/2012)	39	Phoenix Community Housing
8	Peabody Group	24	Brent Housing Partnership (2010/2011)	40	Merton Priory Homes
9	Newlon Housing Trust	25	Poplar HARCA	41	Tower Hamlets Community Housing
10	Inquilab Housing Association	26	Clapham Park Homes	42	Thames Valley Housing Group
11	Islington & Shoreditch HA	27	Fortunegate Community Housing	43	Octavia Housing
12	Circle	28	East Thames Group	44	Croydon Churches Housing Association
13	One Housing Group	29	CBHA	45	Kensington Housing Trust
14	Shepherds Bush Housing Group	30	Circle 33 Housing Trust	46	Industrial Dwellings Society (The)
15	Hyde Group (The)	31	London and Quadrant Group	47	Places for People Homes
16	Viridian Housing	32	Hexagon Housing Association		



Total cost per property of Responsive Repairs & Void Works				
Comparator Group Quartiles		Upper	Median	Lower

		735.16	827.99	945.34
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
23	Brent Housing Partnership (2011/2012)	817.40	23	
24	Brent Housing Partnership (2010/2011)	824.49	24	

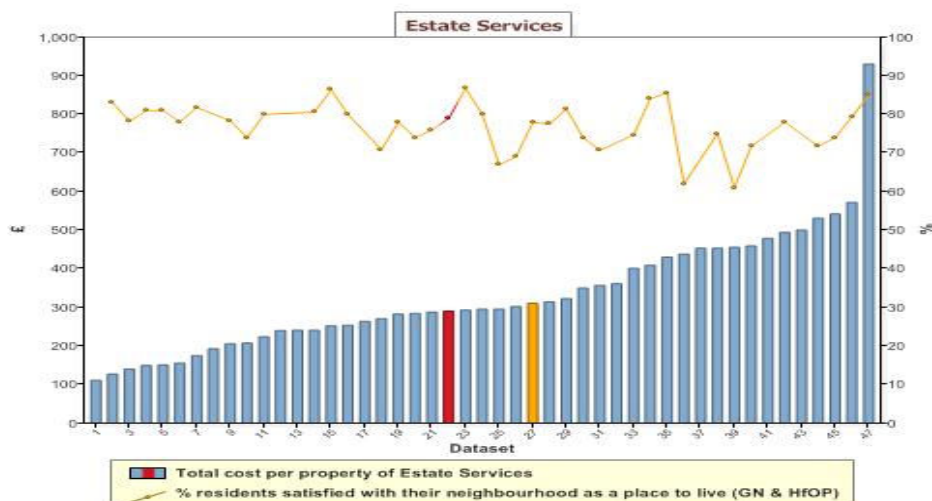
Housing Management



1	Family Mosaic	17	AffinitySutton	33	Viridian Housing
2	Hexagon Housing Association	18	Peabody	34	Phoenix Community Housing
3	London and Quadrant Group	19	Octavia Housing	35	Catalyst Communities Housing Association
4	Brent Housing Partnership (2011/2012)	20	Peabody Group	36	Hyde Group (The)
5	Circle	21	Fortunegate Community Housing	37	Circle 33 Housing Trust
6	Old Ford Housing Association	22	Places for People Homes	38	Wandle Housing Association
7	Richmond Housing Partnership	23	Richmond upon Thames Churches HT	39	Shepherds Bush Housing Group
8	Brent Housing Partnership (2010/2011)	24	One Housing Group	40	Origin Housing Group
9	Gallions Housing Association	25	Network Housing Group	41	Kensington Housing Trust
10	Notting Hill Housing Group	26	Christian Action Housing	42	CBHA
11	Inquilab Housing Association	27	Industrial Dwellings Society (The)	43	Tower Hamlets Community Housing
12	Poplar HARCA	28	Gateway Housing Association	44	Thames Valley Housing Group
13	East Thames Group	29	A2Dominion	45	Clapham Park Homes
14	Newlon Housing Trust	30	Womens Pioneer Housing	46	Arhag Housing Association
15	Southern Housing Group	31	Islington & Shoreditch HA	47	Croydon Churches Housing Association
16	Merton Priory Homes	32	Salvation Army Housing Association		

Total cost per property of Housing Management				
Comparator Group Quartiles		Upper	Median	Lower
		466.64	541.45	590.62
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
4	Brent Housing Partnership (2011/2012)	381.26	4	
8	Brent Housing Partnership (2010/2011)	436.12	8	

Estate Services



1	Hexagon Housing Association	17	Circle	33	Industrial Dwellings Society (The)
2	Family Mosaic	18	East Thames Group	34	Peabody Group
3	London and Quadrant Group	19	Wandle Housing Association	35	Peabody
4	Shepherds Bush Housing Group	20	Arhag Housing Association	36	Fortunegate Community Housing
5	CBHA	21	Gateway Housing Association	37	Richmond Housing Partnership
6	Salvation Army Housing Association	22	Brent Housing Partnership (2011/2012)	38	Kensington Housing Trust
7	Hyde Group (The)	23	Network Housing Group	39	Poplar HARCA
8	Thames Valley Housing Group	24	Octavia Housing	40	Clapham Park Homes
9	Circle 33 Housing Trust	25	Inquilab Housing Association	41	Womens Pioneer Housing
10	AffinitySutton	26	Phoenix Community Housing	42	Croydon Churches Housing Association
11	Southern Housing Group	27	Brent Housing Partnership (2010/2011)	43	Merton Priory Homes
12	Places for People Homes	28	Viridian Housing	44	Tower Hamlets Community Housing
13	Catalyst Communities Housing Association	29	Islington & Shoreditch HA	45	Gallions Housing Association
14	Origin Housing Group	30	Newlon Housing Trust	46	Christian Action Housing
15	Richmond upon Thames Churches HT	31	One Housing Group	47	Old Ford Housing Association
16	Notting Hill Housing Group	32	A2Dominion		

Total cost per property of Estate Services				
Comparator Group Quartiles		Upper	Median	Lower
		240.39	295.35	438.11
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
22	Brent Housing Partnership (2011/2012)	290.88	22	
27	Brent Housing Partnership (2010/2011)	310.87	27	

% residents satisfied with their neighbourhood as a place to live (GN & HFOP)				
Comparator Group Quartiles		Upper	Median	Lower
		81.00	78.05	74.00
Id	Results for Brent Housing Partnership	Result	Rank	Quartile
22	Brent Housing Partnership (2011/2012)	79.00	16	
27	Brent Housing Partnership (2010/2011)	77.90	22	