



# COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE

## *Committee Report*

**Public**

**Date of Meeting:** 16 FEBRUARY 2006

**Title:** PERFORMANCE INFORMATION – CARLISLE HOUSING  
ASSOCIATION

**Report of:** DIRECTOR OF DEVELOPMENT SERVICES

**Report reference:** DS. 03/06

### **Summary:**

This report is to update Members of the Community Overview and Scrutiny Committee with performance information regarding Carlisle Housing Association.

### **Recommendations:**

It is recommended the report be considered.

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Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

## **1.0 Background**

- 1.1 Following the transfer of housing stock to Carlisle Housing Association (CHA) in December 2002 the City Council has monitored the performance of CHA. Following a review in 2005 the basis for reporting performance became the main indicators used by the Housing Corporation. By reporting performance against agreed standard indicators comparison between CHA and other similar organisations could be made.
- 1.2 Taking into account the annual reporting and availability of Housing Corporation performance data, for regular reporting to the Community Overview and Scrutiny committee additional information is required.
- 1.3 Performance information relating to CHA comes from the following sources;
  - Housing Corporation standard indicators
  - CHA Board data and narrative
  - Comparative data (using Housing Corporation indicators)
  - Homelessness data
  - Operational information – stock investment programme
  - Self Assessment form
- 1.4 Further to the Community Overview and Scrutiny meeting held on 1/9/06 a meeting was held between the Overview and Scrutiny Manager and the Housing Services and Health Partnerships Manager to clarify the monitoring process. From the meeting the following approach was suggested;
  - Six monthly reporting of information (August and February meetings)
  - A senior manager from CHA would be present at each of these meetings
  - Some data was only required to be reported on annually
  - Housing Corporation data would also include comparative data
  - Performance data presented to the CHA Board and narrative would be reported
  - Context and narrative explanation would be provided with data
  - The 'Self Assessment' report in relation to the LSVT promises would be completed by CHA
  - Relevant homelessness data would be included with each report
  - Notes of the quarterly officer liaison meetings are to continue to be attached to the report to Committee

## **2.0 CHA Board Data**

- 2.1 The following performance data went to a recent meeting of the CHA Board reporting on information as at 30/11/05. The narrative from CHA has been placed under the data within each of the reported 'Key Results Area'. The three repairs performance indicators are the Housing Corporation ones GNPI 18, 19 and 20.

## 2.2 Customer Focus –

MEASURE	BASELINE (performance at 31/3/05)	CURRENT 30/11/05	TARGET (performance at 31/3/06)
Overall satisfaction with repairs service	88%	87%	Min 90%
%age emergency repairs completed within target	99%	90%	Min 95%
%age urgent repairs completed within target	89%	82%	Min 90%
%age routine repairs completed within target	84%	80%	Min 90%

Table One – CHA Performance Data for Customer Service

It is worthy to note that overall satisfaction with our repairs service based upon an independent survey carried out on CHA's behalf by the Riverside Group shows a fairly consistent 87% level of satisfaction (it was 88% at 31/3/05). We have switched to using Academy (IT system) as the sole basis for repairs completion information and the data used as the basis for the calculations is only for the period July 05 – Oct 05, in accordance with Group definitions. During this period there were systems problems with the dates of job completions not being recorded on Academy. Thus, it will take at least another quarter's worth of results to enable us to have sufficient data to ignore opening errors and to create an understandable trend.

Current performance is below the target set for each indicator.

## 2.3 Finance –

MEASURE	BASELINE (performance at 31/3/05)	CURRENT 30/11/05	TARGET (performance at 31/3/06)
Total tenancy arrears as a %age of gross rent roll	6.9%	8.2%	Max 6.1%

Table Two – CHA Performance Data for Financial

Staff and system changes have resulted in diversion of resources from recovery action together with a backlog of work. Action is being taken to write off balances on a more regular basis, improved monitoring and redirection of staff to pursue recovery following bedding down of systems.

Current performance is below the target set for this indicator. The Housing Corporation also collect this performance data.

## 2.4 Asset Management –

MEASURE	BASELINE (performance at 31/3/05)	CURRENT 30/11/05	TARGET (performance at 31/3/06)
Total voids (all empty houses)	368	351	Max 200
Relet times (weeks)	19.7	13.0	Max 15.0
No of properties without a valid gas safety certificate	410	201	Max 322
Right to Buy sales	254	90 YTD (150 annualised)	240

Table Three – CHA Performance Data for Asset Management

Total voids – As previously reported the repairs programme has been accelerated to reduce numbers together with a partnership initiative with Carlisle City Council to bring void properties back into use to house a nominated sector of the community. At the time of writing of the 351 void properties 213 were undergoing some form of repair, 75 were ready for letting, 17 were not available for letting and 46 were awaiting demolition.

Current performance is below target on two indicators. The Housing Corporation collect the data on relet times as GNPI 11.

## 3.0 HOMELESSNESS DATA

4.-1 Information relating to homelessness nominations and lettings made by CHA are provided in the following table;

Date	Number of Homelessness Nominations	Number of those Nominated Housed	Total Number of CHA Lettings
¼/05 – 31/1/06	247	167	491

Table Four – Homelessness nominations and CHA Lettings Data

During the first 10 months of the financial year 05/06 a total of 247 homelessness nominations were made to CHA by the Council. Those nominated had had a duty accepted to them by the Council under the terms of the Homelessness legislation to provide re-housing. In total 67% of those nominated to CHA by the Council have been re-housed. Of the 33% nominated and not re-housed, a variety of factors meant that re-housing was either no longer needed, not applicable or not taken. These factors include;

- Applicant ceases to be eligible
- Offer of accommodation is refused (and duty discharged)
- Offer of accommodation is not responded to

- Applicant re-housed by another provider
- Applicant no longer in the area
- Other arrangements made / accommodation found

- 3.2 Of the total number of lettings made by CHA during the ten months 34% were to nominated homeless clients. Other lettings made by CHA include people from their waiting, transfer applicants and management transfers within their own stock.
- 3.3 Empty Property Initiative – Started in August 2005 to date 15 empty CHA properties have been brought back into use and provided for nominated homeless clients from the Council. Funding has been provided by the Council for these properties at an average cost to date of £2,500 per property. This scheme has contributed to the quicker re-housing of accepted homeless clients enabling the reduction in the use of B&B accommodation. Currently we have 1 person in B&B accommodation from a high point 35 during the summer 2005. Ongoing cost savings on the use of B&B are significant together with the benefits of enabling homeless households to access housing in a shorter timescale.

#### **4.0 COMPARABLE DATA**

- 4.1 The Housing Corporation collect data on an annual basis from Housing Associations registered with it. This information is made available in printed form and on their website. It is possible to look at the information provided for an individual organisation and to gauge the performance of that organisation in relation to similar type organisations operating within the same geographical region as well as looking at the national averages. Under this section of the report information for comparison is provided based on the annual returns in 2005.
- 4.2 The comparison group of organisations that the Housing Corporation provide against whom CHA are compared include the following organisations that operate within the North West region;
- Arena Housing Association
  - Cobalt Housing
  - Irwell valley Housing Association
  - Liverpool Housing trust
  - Manchester and District Housing Association
  - New charter Housing (North)
  - New Charter Housing (South)
  - Trafford Housing Trust
  - Twin Valley Homes

Information is compared on a mean (average) basis for the family group and national comparison. Also included is the quartile position that CHA is in compared to the national performance figure with 1 being the top quartile and four the bottom.

4.3 Below is the performance information for 5 Housing Corporation indicators;

Performance Indicator	31/3/04	31/3/05	Comparison Group Mean	National Quartile Position	National Mean Average
Average weekly gross rent (GNPI01)	£46.98	£51.40	£55.23	1	£63.46
Dwellings vacant & available to let (GNPI09)		3.0%	1.5%	4	1.0%
Dwellings vacant & not available to let (GNPI10)		2.5%	1.9%	4	1.3%
Lettings to BME tenants (GNPI13)		0.6%	6.4%		14.7%
Re-let time (wk.) – (GNPI11)	15.71	19.71	10.85	4	6.14

Table Five – CHA Performance Data

Average weekly gross rent (GNPI01) - Compared to their family group CHA charge a lower average weekly rent of £51.40 compared to £55.23, which is £3.83 difference. On a national comparison CHA average rents are £12.06 cheaper. CHA are within the top quartile for this indicator.

Dwellings vacant & available to let (GNPI09) – This indicator represents the percentage of stock on 31/1/05 which was vacant and available for letting (including those to be let after minor repairs). Compared to their family group at 31/3/05 CHA had double the percentage of their stock vacant and available to let. As stated in section 2.4 an update as of 30/11/05 identifies the current position and work being done in this area. On a national comparison on 31/3/05 CHA had three times the percentage of their stock vacant and available to let. CHA are within the bottom quartile for this indicator.

Dwellings vacant & not available to let (GNPI10) – This indicator is for stock vacant but not available for letting, such as those undergoing works. Compared to their family group CHA had a higher percentage of their stock vacant and not available to let. On a national comparison CHA had just under double the percentage of their stock vacant and not available to let. CHA are within the bottom quartile for this indicator.

Lettings to BME tenants (GNPI13) – The percentage of lettings to black and minority ethnic households is calculated from data based upon the ethnic origin of the household as defined by the tenant. It shows the percentage of the total number of lettings (where an ethnicity was declared) made to households who were classified as White: Irish, Mixed, Asian or Asian British, Black British, Chinese or other ethnic group. CHA are significantly below the family group and national percentage for this indicator.

Re-let time (wk.) – (GNPI11) – Average re-let times are based upon the total number of lettings made during the year and divides the total number of calendar days that dwellings were vacant with that number. Compared to their family group at 31/3/05 CHA took significantly longer to re-let a property. As stated in section 2.4 an update as of 30/11/05 identifies the current position and work being done in this area. On a national comparison on 31/3/05 CHA took three times longer to re-let a property. CHA are within the bottom quartile for this indicator.

#### 4.4 Below is the performance information for 6 Housing Corporation indicators;

Performance Indicator	31/3/04	31/3/05	Comparison Group Mean	National Quartile Position	National Mean Average
Average SAP* rating (GNPI14)		67	65	2	66
Failing Decent Homes standard (GNPI17)	59.9%	56.9%	26.3%	4	18.7%
Emergency repairs completed in target (GNPI18)	94.2%	99.0%	94.9%	1	95.2%
Urgent repairs completed in target (GNPI19)	89.4%	89.4%	94.6%	4	91.6%
Routine repairs completed in target (GNPI20)	94.0%	83.6%	90.3%	4	92.0%

Table Six – CHA Performance Data

\* Standard Assessment procedure

Average SAP rating (GNPI14) – The Standard Assessment procedure (SAP) is an index of the annual cost of heating a dwelling to achieve a standard heating regime and is normally described as running from 1 (highly inefficient) to 120 (highly efficient). SAP is a measure of a dwellings overall energy efficiency. CHA are above both their family group and national average. They are in the second quartile for this indicator.

Failing Decent Homes standard (GNPI17) – The Governments target is to ensure that all social housing meets the Decent Homes standard by 2010 – this defines a minimum standard for social housing. CHA have over twice the amount of stock failing the standards, as they're family group and nearly three times that of the national average. CHA are in the bottom quartile for this indicator.

Emergency repairs completed in target (GNPI18) – Repairs indicator data is based on the repairs to the general needs and supported housing dwellings that an association manages. On 31/3/05 CHA were above their family group and the national average for this indicator. They are also in the top quartile for this indicator. In section 2.2 their current performance as of 30/11/05 is given.

Urgent repairs completed in target (GNPI19) - On 31/3/05 CHA were below their family group and the national average for this indicator. They are also in the bottom quartile for this indicator. In section 2.2 their current performance as of 30/11/05 is given.

Routine repairs completed in target (GNPI20) - On 31/3/05 CHA were below their family group and the national average for this indicator. They are also in the bottom quartile for this indicator. In section 2.2 their current performance as of 30/11/05 is given.

#### 4.5 Below is the performance information for 5 Housing Corporation indicators;

Performance Indicator	31/3/04	31/3/05	Comparison Group Mean	National Quartile Position	National Mean Average
Tenant satisfaction overall (GNPI22)	75%	80%	83%	2	91.6%
Tenant satisfaction with participation (GNPI23)	74%	72%	66%	1	62%
Tenant rent arrears (GNPI06)		3.6%	6.6%		5.4%
Rent collected					



(GNPI05)	107.2%	98.8%	100.1%		99.1%
Rent lost due to voids (GNPI08)	6.0%	5.7%	4.1%		1.9%

Table Seven – CHA Performance Data

Tenant satisfaction overall (GNPI22) – To report on tenant satisfaction Housing Associations must survey their tenants at least every three years using a methodology consistent with the National Housing Federation's STATUS survey. In years when the survey is not conducted, the most recent results are reported. CHA are below both their family group and national average. They are in the second quartile for this indicator.

Tenant satisfaction with participation (GNPI23) – This indicator considers opportunities provided by the tenants landlord to take part in management and decision-making in relation to housing services. CHA are above both their family group and national average. They are in the top quartile for this indicator.

Tenant rent arrears (GNPI06) – As of 31/3/05 CHA were below both their family group and national average. An update on current performance as of 30/11/05 is given in section 2.3.

Rent collected (GNPI05) - CHA were below both their family group and national average.

Rent lost due to voids (GNPI08) - CHA are above both their family group and national average.

## **5.0 LIAISON MEETINGS**

- 5.1 Attached at Appendix one are the notes from the liaison meetings held in the autumn 2005 including an operational update on the stock investment programme.

**Carlisle City Council (CCC) / Carlisle Housing Association (CHA)**  
**Liaison Meeting**  
**2.00 pm, 5/9/05, CHA Offices, Englishgate Plaza, Carlisle**

Present; Mike Battersby, Simon Taylor, Susan Kellock

1. Minutes of the last meeting – These were agreed
2. Future meetings – These were set as 2.00 pm on 7/11/05 at the Civic Centre and 2.00 pm on 16/1/06 at CHA offices
3. Updates on Disabled Adaptations and Affordable Housing Project -
  - Disabled Adaptations - the timescale for visits to be made by the Occupational Therapists to applicants had logjammed the system previously as stated at the last meeting and had been up to 30 weeks, this backlog had been cleared with the timescale being improved to between 4-6 weeks. This improvement has been sustained to date. CHA are currently working with Anchor Housing Association who run the Home Improvement Agency (HIA) regarding their minor works to properties and CCC have funded the HIA for a two year period matching the financial input by the Supporting People team.
  - Affordable Housing Project – Unfortunately the anticipated second round of funding for affordable housing provision across for 06/07 has not been approved by Govt and as such will not be available. Future discussions on affordable housing projects and developments will be held within the 'Affordability & Balanced Housing Market' themed group that has its first meeting to be held towards the end of Sept. Representatives from RSL's, the Council, developers and other organisations will be present at the meeting.
4. Contract Change – this is currently being progressed
5. Performance Indicators – Further to the presentation of performance data to the Council's Community overview & Scrutiny Committee on 1/9/05 the following was agreed;
  - That CHA would provide to the CCC the narrative that goes with the data that was presented on the 1/9/05, this would subsequently be forwarded to the Members of Community Overview & Scrutiny.
  - That data relating to the 20 agreed Housing Corporation performance indicators would be produced and presented to Committee when available, this would most likely be on a cyclical basis.
  - Comparable data is now available on the Housing Corporations website and where possible comparable data will be provided.
  - Information regarding homeless nominations made by CCC to CHA and how many lettings are made to them would be provided by CHA

- Information regarding the stock investment programme would be provided by CHA and used to update Members of the Community Overview and Scrutiny Committee accordingly.
6. Empty Property Pilot – The scheme to bring empty CHA properties classed in A & B levels would be released using monies from the Council's Housing Strategy Capital Programme. The programme started on 1/8/05 and the meeting saw details relating to the fortnightly meetings held between Officers from both organisations. Nine properties are currently being worked on to be brought back into use and have been allocated against names of homeless people held by CCC. The meeting was pleased with progress with the scheme and felt that at the next meeting it would aim to take stock of the scheme with a view to looking at its future.
  7. Invoice – The invoice for void repairs to some of the properties that have displaced persons that had previously been sent to the Council had been dealt with by CHA.
  8. Housing Strategy – Names against CHA actions had now been changed within the updated Action Plan that had gone to executive earlier this summer.
  9. Operational issues – These include;
    - Grasscutting – This is currently being market tested by CHA. It was felt that while going through this process the opportunity for CHA to state what type of service they wanted was there.
    - Area based street cleaning – CHA are to specify any areas that require attention
    - Community Wardens - Possibility of joint working on taking this project forward. MB to talk to Denise Raper from CHA.
    - CCTV – Five cameras are currently being monitored by CCC for CHA who will write to CCC to cancel the arrangement.
    - Leasing of Electric central – Some electrical heating units did not transfer in 2002 and the bill still has CCC on it – CHAS to liase with David Steele at CCC about this.

## **Appendix One**

### **Carlisle City Council (CCC) / Carlisle Housing Association (CHA)**

#### **Liaison Meeting**

**2.00 pm, 7/11/05, Civic Centre, Carlisle**

Present; Simon Taylor, Susan Kellock

Apologies: Mike Battersby

1. Minutes of the last meeting – These were agreed
2. Future meetings – These were set as  
2.00 pm on 16/1/06 at CHA Offices  
2.00 pm on 24/4/06 at the Civic Centre  
2.00 pm on 17/7/06 at CHA Offices
3. The Community Overview and Scrutiny Meeting held on the 1/9/05 was discussed. Susan Kellock from CHA attended to talk to the report regarding performance monitoring. It was agreed that Susan Kellock or a CHA representative would attend on a 6 monthly basis the Community Overview and Scrutiny Committee (COS) when the performance monitoring information is produced. The next meeting of COS was penciled in as 16/2/06.
4. Performance Monitoring – Further to the recent COS meeting and discussions held regarding performance information it was agreed that there would be a performance report made available each 6 months which would be accompanied by a contextual report. Information relating to the Housing Corporation Performance Indicators would also be produced with data available from the Housing Corporation website, comparable information can also be obtained from this website. ST was to meet separately with Brian Durham relating to the improvement programme and works done to date.
5. Updates on Disabled Adaptations and Affordable Housing Project -
  - Disabled Adaptations – earlier this year the timescale for visits to be made by the Occupational Therapists to applicants had logjammed the system as previously stated at liaison meetings and the timescale for referrals had been up to 30 weeks. This backlog had been cleared with the timescale being improved to between 4-6 weeks by summer. This improvement has been sustained to date mainly through the employment of locum Occupational Therapists to cover the shortfall. There are potential concerns that social services will not be keeping the locum staff on and this could again have a negative affect on referral timescales. Currently CHA are currently working with Anchor Housing Association who run the Home Improvement Agency (HIA) regarding their minor works to properties and CCC have funded the HIA for a two year period matching the financial input by the Supporting People team.
  - Affordable Housing Project across Cumbria – As stated at the last liaison meeting the second round of funding for affordable housing provision across for 06/07 has not been approved by Govt and as such will not be available. Discussions on affordable housing projects and developments have been held within the 'Affordability & Balanced Housing Market' themed group that had its first meeting

held towards in Sept. Representatives from RSL's, the Council, developers and other organisations were present at the meeting.

6. Contract Change – this is currently being progressed with the Head of Legal at the Council writing to Mike Thompson at CHA
7. Empty Property Pilot – The scheme to bring empty CHA properties classed in A & B levels back into use using monies from the Council's Housing Strategy Capital Programme started on 1/8/05. Fortnightly meetings have been held between Officers from both organisations. Twelve properties have been brought back into use and have been allocated to homeless people nominated by CCC. The meeting was pleased with progress with the scheme and felt that it could be recommended for the scheme to continue.
8. Corporate complaints discussed.
9. Information sharring protocol discussed.
10. Operational issues – These include;
  - Grasscutting – This is currently being market tested by CHA. There had been 17 expressions of interest made and CHA were working their way through these.
  - CHA expressed their thanks to the Council for help during the flooding at Longtown in October and work done by CTS
  - CHA leaseholders are holding a meeting to discuss issues

#### **Operational Meeting – 15/12/05 – CHA Offices**

Further to the meeting held on 7/11/05 and point 4, a meeting was held between S Taylor and B Durham (CHA) to discuss the stock investment programme to date. Using the attached monthly update report the following were discussed;

- Neighbourhood works
- Stock in the programme
- Planned programme
- Actual progress
- Revised progress
- Contractors planned work programme
- Completions

## SUMMARY OF PLANNED &amp; ACTUAL PROGRESS PER NEIGHBOURHOOD

REPORT: #006; 14 November 2005		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
YEAR 3 WORK PROGRAMME (includes Year 2 works programme)		OVERALL All Neighbourhoods - YEAR 2 & 3	OLD HARRABY & PETTERIL BANK	DENTON HOLME & LONGSOWERBY	CENTRAL EAST	UPPERBY	BELAH	BRAMPTON	CENTRAL WEST	CURROCK	MORTON	RAFFLES	HARRABY	BOTCHERBY	LONGTOWN	WIGTON ROAD
Neighbourhood start date		Mar-05	Mar-05	Apr-05	Jun-05	May-05	TBC	Nov-05	Dec-05	Mar-05	May-05	Jun-05	Mar-05	Jun-05	Mar-05	Jul-05
Neighbourhood works duration (in months)		13	13	9	7	11	2	5	4	13	11	10	13	10	13	9
Neighbourhood works duration (in weeks)		55	53	36	28	44	8	20	15	55	46	42	55	42	55	37
Contractor		NA	GRA	GRA	GRA	GRA	GRA	GRA	GRA	TA	TA	TA	TN	TN	RSDU	RSDU
Consultant		NA	CHA	CHA	CHA	CHA	CHA	CHA	CHA	J	J	J	THA	THA	THA	THA
Stock Available																
No of CHA properties		2645	211	105	62	201	13	76	31	409	418	159	454	166	219	121
Less	Sold properties	50	3	0	1	2	0	1	0	13	1	4	18	0	7	0
	Right-to-Buys	112	3	0	2	10	1	5	0	16	10	9	38	3	7	8
	Omitted from programme	443	33	18	13	36	3	12	31	41	70	39	64	40	22	21
	On hold	28	20	0	0	0	0	0	0	8	0	0	0	0	0	0
	ILM programme	3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3	n/a	n/a	n/a	n/a	n/a	n/a
	Sub-total	636	59	18	16	48	4	18	31	81	81	52	120	43	36	29
Total no of CHA properties available		2009	152	87	46	153	9	58	0	328	337	107	334	123	183	92
Planned progress																
No of available properties		2009	152	87	46	153	9	58	0	328	337	107	334	123	183	92
Year 2 & 3 programme duration (in weeks)		55	53	36	28	44	8	20	15	55	46	42	55	42	55	37
Planned completions required per week		37	3	2	2	3	1	3	0	6	7	3	6	3	3	2
Actual progress																
No of planned weeks completed to date		27	33	28	20	24	0	0	0	35	26	22	35	22	35	17
No of properties planned to be completed to date		1170	95	68	33	83	0	0	0	209	190	56	213	64	116	42
No of properties actually completed		1122	111	61	42	93	0	0	0	284	90	47	193	68	115	18
No of properties actually completed per week		42	3	2	2	4	#DIV/0!	#DIV/0!	0	8	3	2	6	3	3	1
Current total actual progress (+/-) NOS		-48	16	-7	9	10	0	0	0	75	-100	-9	-20	4	-1	-24
Current total actual progress (+/-) WEEKS		-1	6	-3	6	3	0	0	0	13	-14	-4	-3	1	0	-10
Revised progress																
Remaining No of available properties		887	41	26	4	60	9	58	0	44	247	60	141	55	68	74
No of planned weeks remaining		28	20	8	8	20	8	20	15	20	20	20	20	20	20	20
Planned (revised) completions required per week		32	2	3	1	3	1	3	0	2	12	3	7	3	3	4
Contractors Planned Work Programmes																
Contractors (revised) planned completions per week			8	5	0.66	12	0	0	0	4.75	12.5	4	8	5	4	4
Forecasted revised planned progress (+/-) WEEKS			5	5	6	5	#DIV/0!	#DIV/0!	0	9	20	15	18	11	17	18.5
Forecasted revised planned progress vs planned duration		+/- prog	15	3	2	15	#DIV/0!	#DIV/0!	0	11	0	5	2	9	3	1.5
Expected completion date		week ending	w/e 2 DEC	w/e 2 DEC	w/e 8 DEC	w/e 2 DEC	w/e 16 DEC	w/e 3 MAR	0	w/e 13 JAN	w/e 31 MAR	w/e 24 FEB	w/e 17 MAR	w/e 3 FEB	w/e 10 MAR	w/e 17 MAR
Element completions & Open properties																
Kitchens completed		773	73	39	30	64	0	0	0	194	77	40	129	53	65	9
Bathrooms completed		424	36	21	2	23	0	0	0	134	35	18	75	39	33	8
Rewires completed		18	6	0	0	2	0	0	0	1	0	0	2	5	2	0
Open properties		158	3	2	0	5	0	0	0	21	67	31	11	4	10	4

## NOTES

1 Figures rounded to nearest whole number.

2 Column '0': 'Planned completions required per week' &amp; 'Planned (revised) completions required per week' - based upon average duration over entire Year 2/3 timescale, i.e. 55 weeks. Refer to specific neighbourhoods for determine progress status of any particular neighbourhood

3 Data supplied as to: 31 October 2005

4 Longtown Year 4 - brought forward to Year 3.