

PERFORMANCE 2008

Last year we teamed up with nine other members of the g320, which represents London's smaller housing associations, to form a benchmarking group. This gives us a valid basis for comparing the cost and efficiency of our respective services.



'Ducane's staff always dealt with my requests very quickly and efficiently. Nothing was too much trouble' **Konstantina Chavele, postgraduate studies in human reproductive biology and adrenal medicine**

- In 2008 we signed up **65 new tenants** representing **22 nationalities**

Tenant satisfaction

In 2007/08	with services
Ducane HA	94.5%
Keniston HA	87%
Bexley Churches HA	84.4%
Lee HA	74.6%
Arneway HCoop	80%
Barnsbury HA	78%
Teachers HA	75.3%
Crown HA	94.5%
Kingston Churches HA	73%

Speed of repairs

We aim to do emergency repairs within two hours and routine repairs on the day they are reported to us. In **2008/09 100%** of routine and emergency repairs were attended to on target.

In 2007/08	emergency	urgent	routine
Ducane HA	100%	97.6%	98.4%
Keniston HA	98.2%	96.7%	89.6%
Bexley Churches HA	100%	92.8%	88.6%
Lee HA	100%	95%	92%
Arneway HCoop	90%	90%	98.1%
Barnsbury HA	100%	100%	100%
Teachers HA	98%	91%	90%
Crown HA	99.6%	90.8%	94.8%
Kingston Churches HA	100%	98.7%	98.3%

Average weekly cost of each home

In **2008/09** we cut costs a little to **£9.26** for management, **£32.35** on reported repairs and **£2.92** on planned repairs. Managing and repairing properties took up 70% of our income.

In 2007/08	management	reported repairs	planned repairs
Ducane HA	£10.43	£39.72	£6.39
Keniston HA	£17.48	£12.97	£39.72
Bexley Churches HA	£25.23	£13.56	£20.46
Lee HA	£15.30	£2.56	£13.20
Arneway HCoop	£24.65	£9.02	£39.89
Barnsbury HA	£16.91	£3.28	£52.13
Teachers HA	£25.74	£16.96	£7.34
Crown HA	£21.36	£11.68	£6.98
Kingston Churches HA	£18.37	£4.92	£25.61



Reletting empty homes

Our lettings tend to follow the academic year, with most new tenants signed up in September and April. They are therefore the months we are most likely to lose rent because a property is empty. Single study rooms in shared houses have a high turnover so we have therefore sold four of our 11 shared houses.

Our turnaround times for empty properties in **2008/09** were:

three-bedroom flats	14 days
one-bedroom flats	9 days
single rooms in shared houses	2 days

In 2007/08

	new tenant signed up in
Ducane HA	10 days
Keniston HA	20 days
Bexley Churches HA	41 days
Lee HA	3.98 days
Arneway HCoop	60 days
Barnsbury HA	16 days
Teachers HA	46 days
Crown HA	34 days
Kingston Churches HA	25 days

Our rents

for students:

three-bedroom flat for a family	£582.59
one-bedroom flat for a couple	£468.48
single person's study room with en suite	£383.36
single room in a shared house	£368-£541

for key workers:

one bedroom flat for a couple	£693.40
studio flat for one person	£589.40

Collecting the rent

We collected **99.09%** of the rent we were owed in **2008/09**. Just 18 of our 297 tenants fell behind with their payments.

In 2007/08	percentage collected (including rent arrears)	percentage of turnover spent on operations
Ducane HA	102.4%	79.3%
Keniston HA	98.26%	95.7%
Bexley Churches HA	98.89%	80.7%
Lee HA	92.9%	94.3%
Arneway HCoop	97.6%	40.3%
Barnsbury HA	98.19%	35.2%
Teachers HA	98.84%	100%
Crown HA	97.4%	96.2%
Kingston Churches HA	93.5%	80.3%



'We had lots of face to face contact with the staff and they were all very helpful and friendly.' Mrs Mohlala, whose husband was studying for a PhD in epidemiology

Departing tenants said:

- ‘I love the staff, they are very helpful always.’
- ‘I have been very happy in this flat so if I come back I will choose Ducane. I will miss you all.’
- ‘I am very happy with the helpfulness of the Ducane staff and speed of repairs. Thank you for your help and support. I am honoured by the thought that I was always welcomed to Ducane.’
- ‘It was my pleasure to be here for five years. Thanks to all the staff at Ducane.’