

Quarter 3 October - December 2016

<p>(Page 38)</p>	<p>8% reason for not made secure is due to the intro being extended by 6 months due to ASB or rent arrears.</p> <p>Estate Assessments (No Target)</p> <p>We carry out twice per year, April and September with residents based on 8 questions. Examples, litter, graffiti, vandalism, hard and soft landscapes etc.</p> <p>Erdington scored 30.9 out of a possible 40, which equates to achieving an excellent score. Compared to the 10 constituencies Erdington scored the 3rd highest score.</p>
<p>Rent Collection</p> <p>Green</p> <p>(Page 15 – 16)</p>	<p>Erdington rent collected as a % = 101.72%. Target is 98.30% therefore collected 3.42% above target for Quarter 3.</p> <p>Erdington arrears as a snapshot = £1,390,511 reduced by £137,059 on Quarter 2. Overall on Quarter 3 as a city perspective arrears under target by £865,474.</p>

Of the Business Area's with a target, Erdington was in **Green** on all 4 counts for Quarter 3.

NARRATIVE RESPONSES TO PERFORMANCE ARE PROVIDED TOWARDS FRONT OF REPORT ON VOIDS & LETTINGS, REPAIRS SERVICE AND HOUSING CUSTOMER SERVICE HUB.