

# OUR PERFORMANCE REPORT FROM THE SECOND QUARTER 2011/12

These are our performance reports for the second quarter of the year 2011/12. They include important information about how we performed in the last quarter in terms of key housing management and maintenance services. They tell you what our targets were, and whether we met those targets.

Every edition of our newsletter will feature up to date performance reports.

We are publishing this report because we are committed to improving our services, and because we believe that we can do this better if we consult and involve tenants.

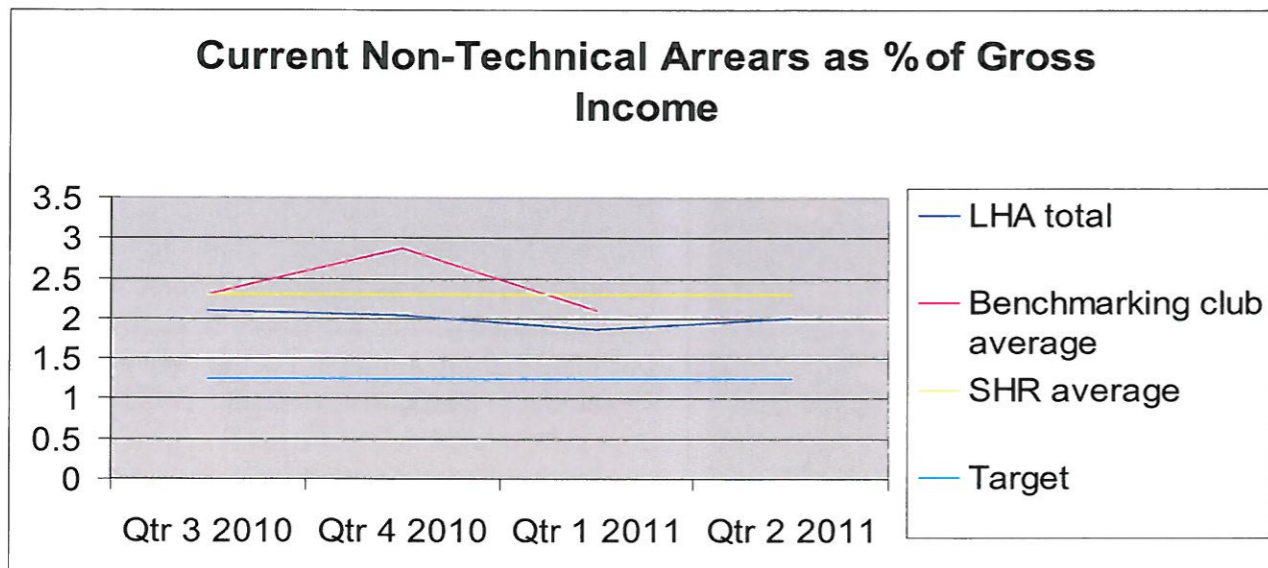
The Association had 11 void properties during this quarter with all properties allocated to applicants on the Highland Housing Register.

To be considered for a LHA rented property you must apply to the Highland Housing Register.  
Contact us to request an application form.  
The Allocations Policy is available to download on our website.  
[www.lochaberhousing.org.uk](http://www.lochaberhousing.org.uk)

**Did you know?**  
You can set up a Direct Debit to pay your rent.  
Contact your Housing Officer on 01397 702530 for more details

## How quickly do we let our houses?

Overall Average let time (days)	5 days
Target Average let time (days)	14 days



We set response categories for repairs that are reported to us according to how quickly they need to be completed.

The table to the right shows how well we met our targets for reactive repairs in the second quarter of 2011/12

Category	Response	Target 2011/12	Second Quarter-Performance
Emergency	24 hours	100%	100%
Urgent	3 working days	98%	100%
Routine	7 working days	98%	99%
Standard	20 working days	96%	100%

Legal Action	Number
Notices Served	12
Decree Awarded	1
Evictions Carried Out	0

The table to the left shows the number of legal actions the Association has carried out over the last quarter.

A notice is a legal document which tells you that we are considering taking action against you because you have broken your tenancy agreement.

Remember; if you are having a problem paying your rent, contact your Housing Officer. If we know there is a problem we can often help.

If you have any comments to make about our performance, our targets or any part of our service, you can;

- Write to us - at the usual address
- Phone us - 01397 702530
- Send us an email: [info@lochaberhousing.co.uk](mailto:info@lochaberhousing.co.uk)



**Remember! An appointment guarantees that you see your Housing Officer.**