

EFFICIENCY AND PRODUCTIVITY MEASURE DETAIL

SERVICE AREA	Regeneration
MEASURE	RG 3: Average supervision and management expenditure per house per year
SUMMARY DEFINITION	This measures the costs of housing management including policy and management, managing tenancies and rent collection and accounting
RATIONALE FOR MEASURE	High spend area
DETAILED DEFINITION (with inclusions and exclusions)	<p>Data on costs should be as reported in the annual Scottish Executive Local Financing Return.</p> <p>All central support costs (recharges) are excluded.</p> <p>All supervision and management costs should be included as per the CIPFA Scotland BVACOP guidance as detailed below.</p> <p>Policy and management, which includes expenditure relating to:</p> <ul style="list-style-type: none"> ● HRA share of strategic housing management costs ● Keeping registers and records of dwellings and property, tenants, and repairs work undertaken ● Voids management and reduction ● Receipt and transmission of requests for repairs ● Management of improvements and modernisations ● Management of planned/programmed maintenance ● The administration of council house sales (where not capitalised) ● Consultation with tenants <p>Managing tenancies, which includes expenditure relating to:</p> <ul style="list-style-type: none"> ● Giving information and advice on tenancy matters ● Statutory consultation with tenants about a LSVT ● Receiving tenancy applications/assessing eligibility ● Waiting list management ● Allocation/letting of dwellings and other property ● Transfers and exchanges ● Tenancy regulations and agreements ● Advising tenant groups ● Facilitation of tenant participation ● Support to tenant management organisations formed under Right to Manage provisions of LRHUDA 1993 ● Producing/distributing the tenants' reports required under s153 of LRHUDA 1993

	<p>Rent collection and accounting includes expenditure relating to:</p> <ul style="list-style-type: none"> ● Reviewing and setting rent levels ● Preparation of the rent roll ● Rent collection ● Recovery of arrears ● Advising tenants on benefit entitlement to minimise risk of arrears ● Rent accounting, including internal audit activity 		
FORMULA	<p>A/B where A = total cost of housing management (policy and management + managing tenancies + rent collection and accounting) B = number of housing units as at mid year</p>		
UNIT OF MEASURE	£	DECIMAL PLACES	None
MEASUREMENT PERIOD	Full year	DATA SOURCE	Local Financing Return
DATA AVAILABILITY AND QUALITY	<p>Cost data available from annual Local Financing Return as sent to Scottish Executive</p>		
QUALITY CHECK MEASURES	<ol style="list-style-type: none"> 1. SPI HS 1: Response repairs <ol style="list-style-type: none"> a) The target response time for each priority category set by the council b) The number of repairs carried out in each category c) The percentage of repairs completed within the target response time for each priority category d) The percentage of all repairs due to be completed within 24 hours that were completed within target. 2. SPI HS 2: Managing tenancy changes <p>The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year.</p> 3. SPI HS 4: Rent management <ol style="list-style-type: none"> a) Current tenant arrears as a percentage of the net amount of rent due in the year b) The percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250 c) The proportion of those tenants giving up their tenancy during the year that were in rent arrears d) The average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent e) The proportion of arrears owed by former tenants that was either written off or collected during the year. 4. Number of voids 		

	5. Rent loss			
	6. Tenant satisfaction			
DRILL DOWN MEASURES	1. Cost of policy and management 2. Cost of managing tenancies 3. Cost of rent collection and accounting 4. Number and cost of staff employed 5. Cost of rent collection 6. Staff absence levels			
REPORTING YEAR	06/07	Yes	07/08	Yes
PROPOSED FUTURE MEASURE (where applicable)	None			