

TSA Performance Indicators – National PI Quartile Information

Indicator	1st Quartile	Median	3rd Quartile	LFHA Outturn 2007/08	LFHA National Quartile Position 2007/08	LFHA Outturn 2008/09	LFHA Outturn 2009/10 qtr 1
% Social Housing Stock Failing Decent Homes	1.8%	4.9%	11.5%	1.8%	1st	1.1%	16.7%
Average SAP Rating	72	67.5	64	64.7	3rd	67.7	67.7
% Social Housing Rental Dwellings Vacant at 31st March	1.2	1.9	2.9	1.6	2nd	1.9%	1.6%
Average relet all managed social housing dwellings	26 days	35.5 days	47.3 days	35.3 days	2nd	28 days	46 days
% Tenant Satisfaction with overall service	85%	80.8%	75%	72.7%	4th	73%	73%
% Tenant satisfaction with opportunities for participation	67%	60%	53.2%	66.9%	2nd	66.9%	66.9%
% Tenant satisfaction with repairs and maintenance	82.4%	76.8%	69.4%	65.7%	4th	65.7%	65.7%
Current Tenant Arrears	3.2%	4.4%	6.1%	4.7%	3rd	4.2%	4.7%

Notes

- The following is an extract from the Housing Corporation (now TSA) website in relation to Average SAP rating: "The national average result for SAP rating has fallen slightly from 68.6 in 2007 to 68 in 2008. A similar marginal fall is seen across all the other measures - the quartiles, median and upper and lower deciles. However this can be explained by the change in the calculation method to be used, which was partially introduced as a late amendment to the 2007 Regulatory and Statistical Return. There is evidence there remains a mix of SAP measures - based on 2001 and 2005 methodology - and therefore it is not possible to draw reliable conclusions from the national results."