

Landlord	Molendinar Park Housing Association
Registration Number	274
Peer Group	Urban 500 - 1,000 units
Year	1 April 2012 to 31 March 2013

	Landlord	Peer Group Performance	National Performance	
			Median	
Stock				
total self contained units owned at year end	503	n/a	n/a	n/a
reactive repairs				
total number of reactive repairs completed	1,429	n/a	n/a	n/a
average length of time taken to complete non-emergency repairs (working days)	2	4	5	7
emergency repairs				
target time for completion (hours)	2	9	4	9
total number of repairs completed	45	n/a	n/a	n/a
proportion of repairs completed on time (%)	100	97.2	98.7	93.8
average weekly rents				
Secure rents (set by the landlord) (£)	57.75	65.45	n/a	67.68
Fair rents (set by the Rent Registration Service) (£)		61.35	n/a	61.72
all rents (£)	57.75	65.39	n/a	67.60
average rent increase				
percentage approved by committee for next year (%)	3.2	n/a	3.8	3.7
arrears as a proportion of gross rental income*				
all rent arrears (%)	4.5	4.3	4.1	4.4
excluding technical (administrative) rent arrears (%)	3.7	3.7	3.2	3.7
tenants leaving in arrears				
as a proportion of all tenants who left in the year (%)	46.9	n/a	42.3	n/a
number of weeks' rent they owed (weeks)	7.4	8.6	8.8	9.1
value of arrears owed by all former tenants				
proportion written off (%)	56.3	n/a	35.9	n/a
proportion collected during the year (%)	4.9	n/a	10.4	n/a
total recovery (%)	61.2	n/a	50.6	n/a

n/a - not available.

We no longer provide the national medians for some of the data presented in this report as we do not hold the base data to allow accurate calculation.

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	Landlord	Peer Group Performance	National Median Performance	National Performance
average re-let time				
for all re-let properties (days)	12	16	18	29
rent lost from vacant properties				
as a proportion of total rental income (%)	0.4	0.4	0.5	1.0

	Landlord	Performance Peer Group	Performance National
re-lets of properties			
total number	39	n/a	n/a
proportion re-let that took up to 16 weeks (%)	100	100	96
proportion re-let that took more than 16 weeks (%)	0	0	4

RSL Performance Profile for 2012-13

This information is based on the key performance indicators (KPIs), which are:

Repairs: how many emergency repairs completed on time and average time taken to complete non-emergency repairs

Arrears: how much rental income is not collected

Lettings: how quickly properties are let to new tenants

Void loss: how much rental income is lost due to empty properties

More detailed [performance information](#) is available to download from our website.

Notes

Peer Group Performance: the performance of other similar landlords.

Median: the middle of a list of values arranged from lowest to highest

*gross rental income = total possible rental income from all properties

**net rent = weekly rent less weekly entitlement to housing benefit

Please note : Due to rounding, the figures above may differ from other published figures.