

Landlord	Molendinar Park Housing Association Ltd
Registration Number	274
Peer Group	Urban 500 - 1,000 units
Year	1 April 2009 to 31 March 2010

	Landlord	Peer Group Performance	Median	National Performance
Stock				
total self contained units owned at year end	503	n/a	n/a	n/a
emergency repairs				
target time for completion (hrs)	2	10	4	9
total number of repairs completed	56	n/a	n/a	n/a
proportion of repairs completed on time (%)	100	96.2	99.4	92.8
urgent repairs				
target time for completion (days)	1	3	3	3
total number of repairs completed	2,754	n/a	n/a	n/a
proportion of repairs completed on time (%)	97.9	97.7	97.1	94.9
routine repairs				
target time for completion (days)	1	8	10	11
total number of repairs completed		n/a	n/a	n/a
proportion of repairs completed on time (%)		96.8	96.5	94.2
average weekly rents				
Secure rents (set by the landlord) (£)	51.20	58.18	n/a	59.83
Fair rents (set by the Rent Registration Service) (£)		53.77	n/a	54.19
all rents (£)	51.20	58.00	n/a	59.73
average rent increase				
percentage approved by committee (%)	3.8	n/a	4.0	3.8
arrears as a proportion of gross rental income*				
all rent arrears (%)	6.3	4.6	4.0	4.6
excluding technical (administrative) rent arrears (%)	5.0	3.9	3.3	4.0
current tenants' arrears as a proportion of net rental income**				
excluding technical (administrative) rent arrears (%)	10.2	6.7	5.1	6.1
current tenants				
proportion owing more than 13 weeks' rent (%)	4.4	5.2	3.3	4.6
tenants leaving in arrears				
as a proportion of all tenants who left in the year (%)	89.7	n/a	41.7	n/a
number of weeks' rent they owed (weeks)	6.9	9.6	8.8	8.7
value of arrears owed by all former tenants				
proportion written off (%)	63.1	n/a	34.4	n/a
proportion collected during the year (%)	0.0	n/a	8.7	n/a
total recovery (%)	63.1	n/a	53.1	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	Median	National Performance
average re-let time				
for all re-let properties (days)	18	19	18	33
for properties in low demand (days)	0	42	47	65
for properties not in low demand (days)	18	18	18	29
rent lost from vacant properties as a proportion of total rental income (%)	2.2	0.5	0.5	1.2

	Landlord	Peer Group Performance	National
re-lets of properties in low demand			
total number	0	n/a	n/a
proportion re-let in less than 2 weeks (%)	0.0	37.0	23.0
proportion re-let in 2 - 4 weeks (%)	0.0	19.2	21.3
proportion re-let in 5 - 8 weeks (%)	0.0	17.8	22.0
proportion re-let in 9 - 16 weeks (%)	0.0	16.4	16.9
proportion re-let in 17 - 32 weeks (%)	0.0	9.6	11.2
proportion re-let in 33 - 52 weeks (%)	0.0	0.0	3.3
proportion re-let in more than 52 weeks (%)	0.0	0.0	2.2
re-lets of properties not in low demand			
total number	39	n/a	n/a
proportion re-let in less than 2 weeks (%)	48.7	54.1	36.3
proportion re-let in 2 - 4 weeks (%)	38.5	27.1	32.1
proportion re-let in 5 - 8 weeks (%)	10.3	14.5	20.9
proportion re-let in 9 - 16 weeks (%)	2.6	3.8	7.8
proportion re-let in more than 16 weeks (%)	0.0	0.5	2.9

RSL Performance Profile for 2009-10

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

- Repairs: how many repairs are completed on time
- 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 rental income = gross rent, less Housing Benefit received, less rent loss due to empty properties

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