

**Performance indicators for the year ending 31 March 2009**

<b>PI</b>	<b>Short title</b>	<b>Stock minima</b>	<b>Notes</b>
Percentage of social housing rental dwellings vacant at 31 March	Vacant dwelling	250 GN/SH/HOP owned	Continuation of current performance indicator
Average days to re-let a (managed) social housing rental dwelling	Re-let time (for all managed stock)	250 GN/SH/HOP managed	Continuation of current performance indicator
Average SAP rating (energy efficiency) of self-contained general needs dwellings	Average SAP rating	250 GN owned	Continuation of current performance indicator. We will no longer move to a new PI for all social housing rental stock in 2009 as originally proposed.
Percentage of social housing rental stock failing to meet the Decent Home Standard	Stock failing Decent Home Standard	250 GN/SH/HOP owned	Continuation of current performance indicator
Rent arrears of current social housing tenants at the financial year end as a percentage of rent debit	Current rent arrears at FYE	250 GN/SH/HOP managed	Continuation of current performance indicator
Percentage of social housing tenants very satisfied or satisfied with the way their landlord deals with repairs and maintenance	Tenants satisfied with repairs and maintenance	250 GN/SH/HOP managed*	Continuation of current performance indicator
Percentage of social housing tenants very satisfied or satisfied with the services provided by their housing association	Tenant satisfaction with services	250 GN/SH/HOP managed*	Adjusted wording. In January 2008, the National Housing Federation issued new STATUS questionnaires and guidance that enabled the survey of all tenants and the collection of revised performance indicators. If your survey predates the new STATUS forms and guidance include your results for the question 'percentage of tenants that stated that they were very satisfied or satisfied with the overall service provided by your RSL' in the Regulatory Statistical Return.

Percentage of social housing tenants very satisfied or satisfied that their views are being taken into account by the housing association	Tenant satisfaction that their views	250 GN/SH/HOP managed*	Adjusted wording. In January 2008, the National Housing Federation issued new STATUS questionnaires and guidance that enabled the survey of all tenants and the collection of revised performance indicators. If your survey predates the new STATUS forms and guidance include your results for the question 'percentage of tenants that stated they were very satisfied or satisfied with the opportunities for participation in management and decision making' in the Regulatory Statistical Return.
<i>Percentage of social housing tenants satisfied with the quality of their newly built homes (based on lettings in the last three years)</i>	<i>Tenant satisfaction with new homes</i>	<i>250 GN/SH/HOP owned*</i>	<b><i>This PI will remain voluntary.</i></b> <i>The National Housing Federation's STATUS methodology is unlikely to be appropriate for the collection of this information. This PI is in respect of tenants that have been allocated new build homes in the last three years. We do not intend to prescribe a detailed methodology in respect of this question but recommend that tenants are surveyed within 3 months of their tenancy start date and that the question asked is consistent with the wording of this PI.</i>
Satisfaction of shared owners with the overall service provided by the association	Shared owner satisfaction overall	100 SO owned	Continuation of current performance indicator
<i>Percentage of shared ownership purchasers satisfied with sales process</i>	<i>Shared owner satisfaction with sales</i>	<b><i>100 SO owned</i></b>	<b><i>This PI will remain voluntary.</i></b> <i>For some associations the National Housing Federation's Home Owners survey may not be appropriate for the collection of this information, particularly where there are difficulties in gathering sufficient responses. This PI is in respect of residents who have bought their home in the last three years. We do not intend to prescribe a detailed methodology in respect of this question but recommend that shared owners are surveyed within 3 months of their purchase date and that the question asked is consistent with the wording of this PI.</i>

\* In January 2008, the National Housing Federation issued new STATUS questionnaires and guidance that enabled the survey of all tenants and the collection of revised performance indicators. If your survey predates the new STATUS forms and guidance, include survey results which relate to general needs tenants only.