

OPERATIONAL PERFORMANCE REPORT
1 April 2008 – 31 March 2009



Arrears

True rent arrears (Non-Technical) actually owed by CHA tenants and not including Housing Benefit (Technical) as a % and monetary value of collectable income.

	Q1	Q2	Q3	Q4
Target %	2.25%	2.25%		
Actual Achieved %	2.20%	2.16%		

	Q1	Q2	Q3	Q4
Target (Monetary Value)	£125,000	£125,000		
Actual Achieved (Monetary Value)	£121,813	£121,426		

	Q1	Q2	Q3	Q4
Did We Meet Our Target?	N	N		
By What %?	0.05%	0.09%		
By What Monetary Value?	£3,187	£3,574		