

# Cotman Housing Association Performance Review 2005



Cotman Housing Association aims to provide affordable homes of the highest quality. In order to ensure that we continue to work effectively and efficiently, it is important that we monitor our performance annually.

This Performance Review covers the period 1<sup>st</sup> January to 31<sup>st</sup> December 2005.

Where appropriate comparative figures are given for 2004.

PERFORMANCE IN MANAGEMENT AT END OF YEAR	2005	2004
<b>BY TENURE</b>		
General needs rented	1030	1023
Sheltered rented	101	101
Supported rented	26	6
Shared ownership	37	36
Leasehold for the elderly	62	62
Managed on behalf of others	41	41
<b>Total in management</b>	<b>1297</b>	<b>1269</b>



## Property maintenance repairs satisfaction survey

3446 Total repairs undertaken

97.5%

"The job completed to the tenant's satisfaction"

98%

"Urgent repairs completed within target"

100%  
Emergency  
repairs  
completed  
within target

### TENANTED ACCOMMODATION (general needs, sheltered and supported)

#### Rents

Average weekly rent	£58.86	£54.63
Average increase in rent	7.7%	5.71%
Rent collection	99%	100.2%
Rent arrears	5.12%	5.73%
Rent written off	1.42%	1.94%
Rent loss to vacant dwellings	0.74%	0.68%

#### Lettings

Lettings	170	173
Re-let time (weeks)	2.7	3.1
Tenancy turnover (excluding mutual exchanges)	11.2%	11.3%
Letting to BME households	1.8%	3.6%

#### Management costs

Management costs per property	£591	£550
Maintenance cost per property	£270	£246

# Property list

Housing stock as at 1st June 2006

Number of bedrooms and property type

KEY BS - Bedsit, BF - Flat, BM - Maisonette, BH - House, BB - Bungalow

Location	BS	1 BF	1 BM	1 BH	2 BF	2 BM	2 BH	2 BB	3 BB	3 BM	3 BF	3 BH	4 BH	5 BH	SERVICE	TOTAL
Acle							5					4				9
Ashby Street, Norwich					2											2
Briston							2									2
Burston								5								5
Cameron Court												7				7
Cotman Fields, Norwich	1	35	14	14	37	13	28								1 x 2 BF	143
Cow Hill, Norwich	3	12		7	3	10	3			1						39
Duke's Palace Wharf					15											15
Gt Yarmouth							2					7	2			11
Horsford St, Norwich							8									8
Murrells Ct, Norwich		45			6											51
Little Bethel St, Norwich	2	16														18
Mile Cross, Norwich		18		6	24		10	3	1			11	3	2		78
Norwich, various							3					1				4
Parmentergate Ct, Norwich		25			58						3				1 x 2 BF	87
Hellesdon, Norwich					28			1								29
New Costessey, Norwich		42			67		73					42	5		1 x 3 BH	231
Lowestoft					30		21		1			42	12		1 x 2BH	107
Narborough							4	4				11				19
North Walsham		6			10		15	5				10				46
Old Buckenham							4					4				8
Pulham St Mary		2					9					4				15
Swaffham		10			20		15		2			15			1 x 3 BH	63
Terrington St Clement		4		4			14									22
Wells-next-the-Sea							6									6
Wymondham					24											24
<b>TOTAL</b>	<b>6</b>	<b>215</b>	<b>14</b>	<b>31</b>	<b>324</b>	<b>23</b>	<b>222</b>	<b>18</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>158</b>	<b>22</b>	<b>2</b>	<b>6</b>	<b>1049</b>
Sheltered Scheme Locations		1 BF			2 BF										SERVICE	TOTAL
Ashby Court, Norwich		24			7											31
Bullace Road, New Costessey		32			2										1 x 2 BF	35
Ashwell Court, Bowthorpe		34			2										1 x 3 BH	37
<b>TOTAL</b>		<b>90</b>			<b>11</b>										<b>2</b>	<b>103</b>
<b>Total Number of Homes in Management</b>																<b>1,152</b>

**'Very pleased with everything so thank you' - Peterson Road**

**'Housing Officer extremely helpful' - Blake Court**



Supported  
Housing now at 127  
with addition of 20 flats at  
Devonshire Place

General needs rented  
accommodation now 1045  
including Cameron Court  
and Duke's Palace Wharf