



**January – December 2015: North & East Housing Association**

		<b>HAPM Results</b>	<b>North &amp; East Housing Association Results</b>	<b>North &amp; East Housing Association Quartile Placing</b>
<b>CAS Rent</b>	Average	€74	€92.26	
	Maximum	€163.50	€138.46	
	Minimum	€10	€54.52	
<b>CLSS Rent</b>	Average	€48.12	€61.48	
	Maximum	€183.40	€142.60	
	Minimum	€10	€26	
<b>Utility Service Charge</b>	CAS Average	€14.46	€11.17	
	CAS Maximum	€56.24	€15	
	CAS Minimum	€1.50	€6.20	

	CLSS Average	€7.18	€7.24	
	CLSS Maximum	€31	€8.83	
	CLSS Minimum	€0.76	€6.35	
<b>Rent Collected as a % of Rent Receivable</b>		100.2%	99.56%	
<b>Rent Arrears as a % of Annualised Rent Receivable</b>		9.3%	3.6%	
<b>Average Time Taken to Re-let Unit</b>		7.5 weeks	4.6 weeks	
<b>Re-Lets as a % of Total Housing Stock</b>		3.2%	5.4%	
<b>Average Length of a Void</b>		12 weeks	5.5 weeks	
<b>Voids as a % of Total Housing Stock</b>		4.3%	4%	
<b>% of Emergency Repairs Responded to or Completed in Target Timescale</b>		94.3%	100%	
<b>% of Urgent Repairs Responded to or Completed in Target Timescale</b>		90.3%	96.7%	
<b>% of Routine Repairs Responded to or Completed in Target Timescale</b>		92.6%	96.8%	