

CHISEL ANNUAL PERFORMANCE REPORT 1998-9

"By their deeds shall ye know them"

"There are lies, there are damn lies and there are statistics"

"Didn't they do well?"

SUMMARY OF PROPERTIES OWNED OR MANAGED BY CHISEL AT 31.3.99

Chisel owned or had management responsibilities for a total of 264 properties at 31.3.99

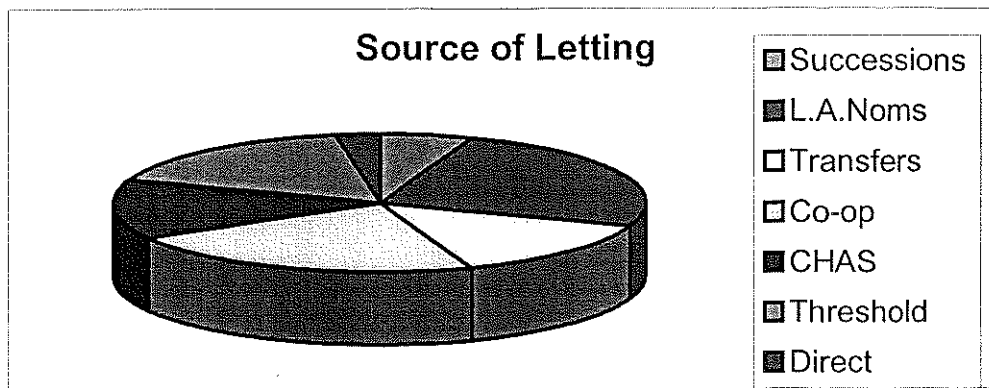
CHISEL owned properties	150
Properties owned by Shaftsbury HA and managed by CHISEL	5
Properties owned by London & Quadrant HA and managed by CHISEL	12
Properties owned by South London Family HA and managed by CHISEL	74
Properties owned by Beaver HA and managed by CHISEL	5
Blackheath Rd properties on lease	10
Fine short life property head lease with CHISEL	1
The Hill Housing Co-op short life head lease with CHISEL	4
Simba short life head lease with CHISEL	1
Three Boroughs short life head lease with CHISEL	2
TOTAL PORTFOLIO	264

CHISEL LETTINGS 1998/99

There were a total of 36 lettings for 1998/99

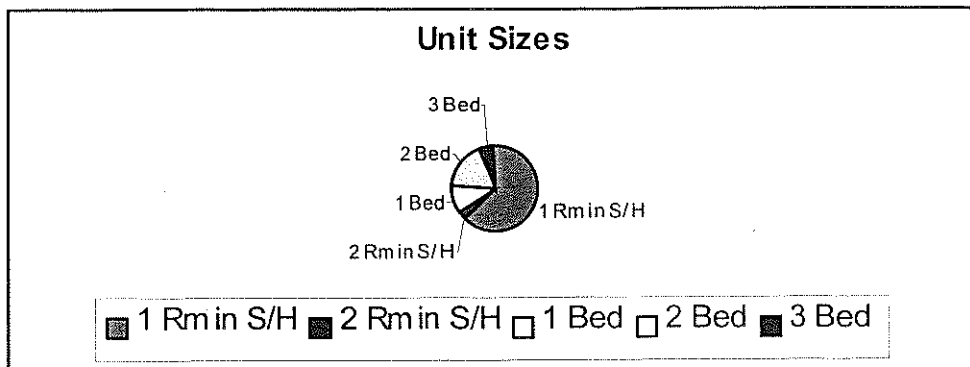
Source of Letting

Successions	2
Local Authority Noms	9
Transfers	5
Co-op	8
CHAS Referral Agency	5
Threshold Referral Agency	6
Direct	1



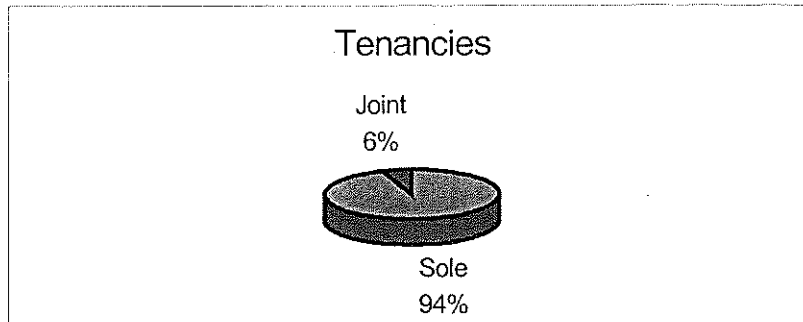
Unit Sizes

1 Room in Shared House	22
2 Room in Shared House	1
1 Bed room	4
2 Bed rooms	7
3 Bed rooms	2

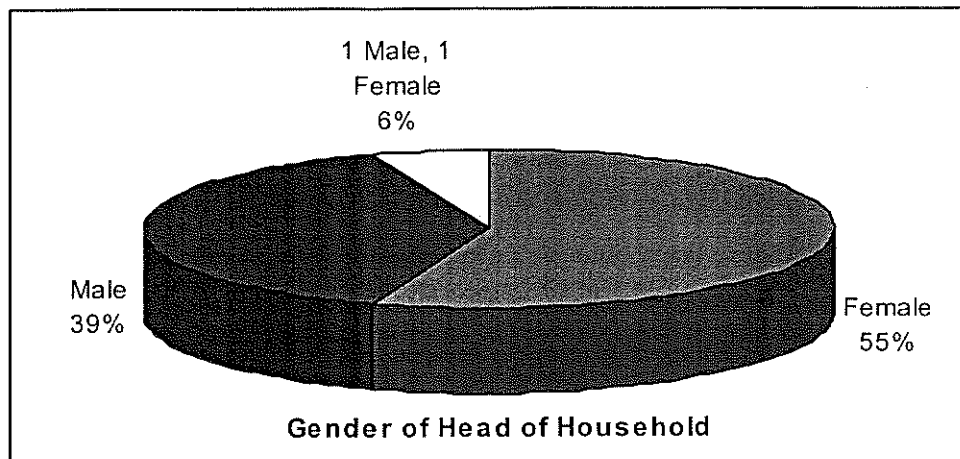


CHISEL LETTINGS 1998/99

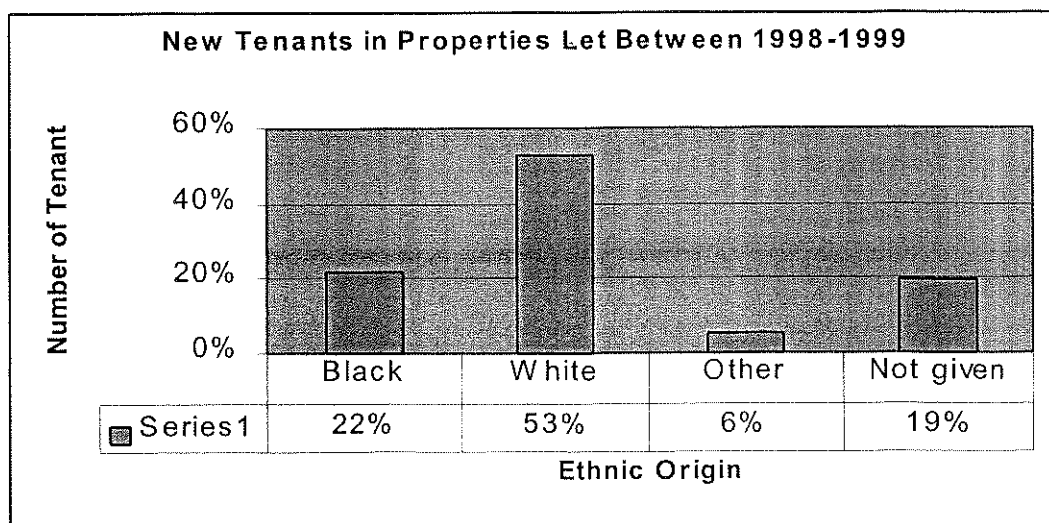
Out of the total of 36 lettings for 1998/99.
 34 to Sole tenants
 2 to Joint tenants



The Gender of the head of the 36 new households can be broken down as follows:

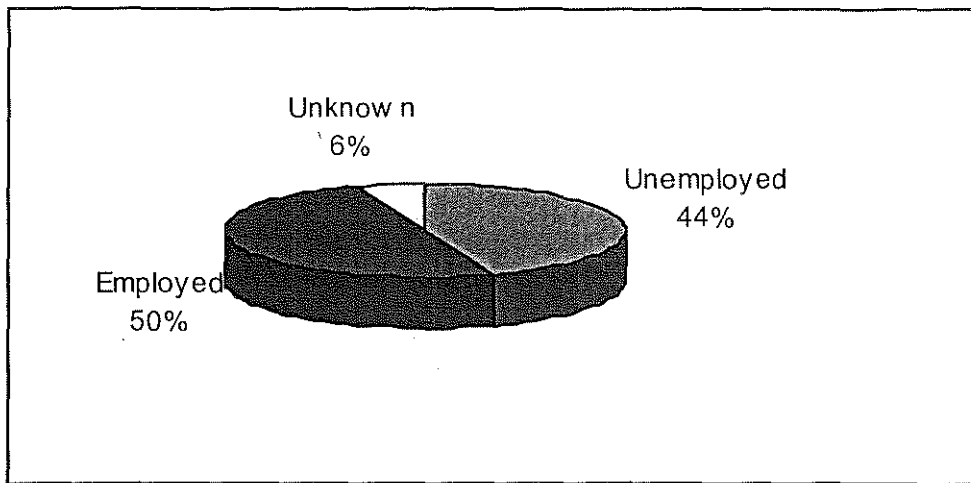


The ethnic origin of the 36 new households is shown as a % in the graph below.

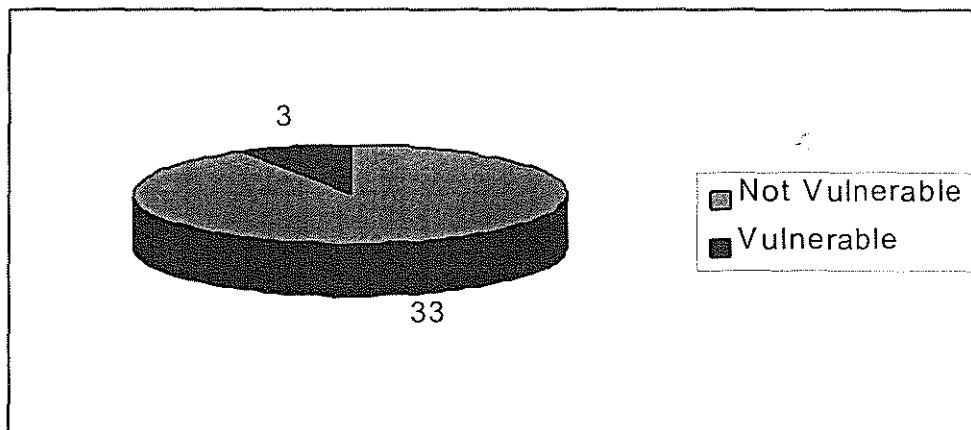


CHISEL LETTINGS 1998/99

The employment status of the 36 new households is shown in the chart below



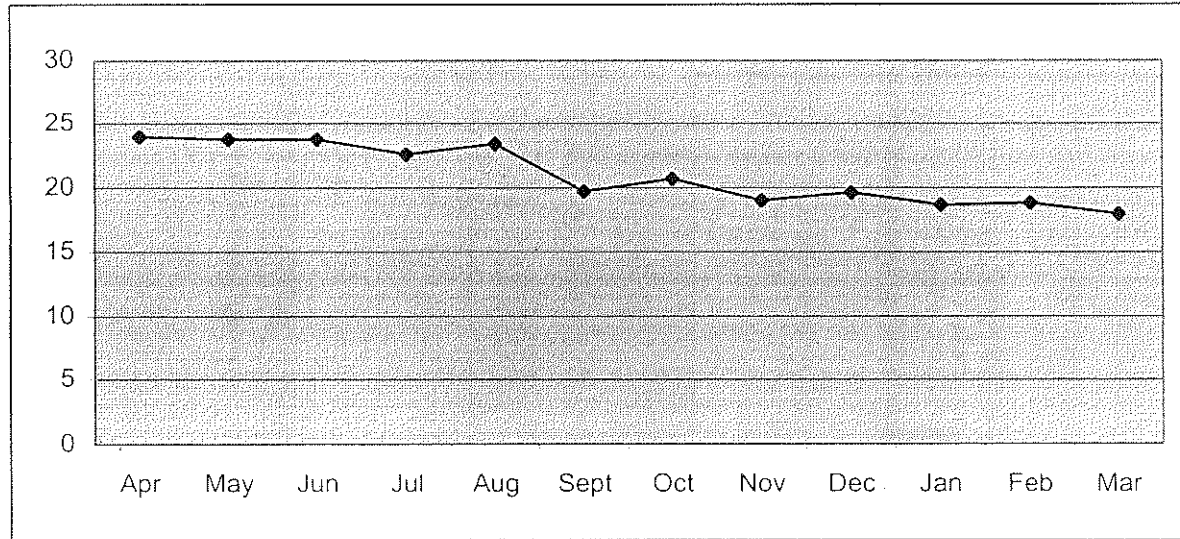
Vulnerable tenants are those with additional support needs from agencies such as Social Service.



CHISEL Performance on Voids Arrears 1998/99

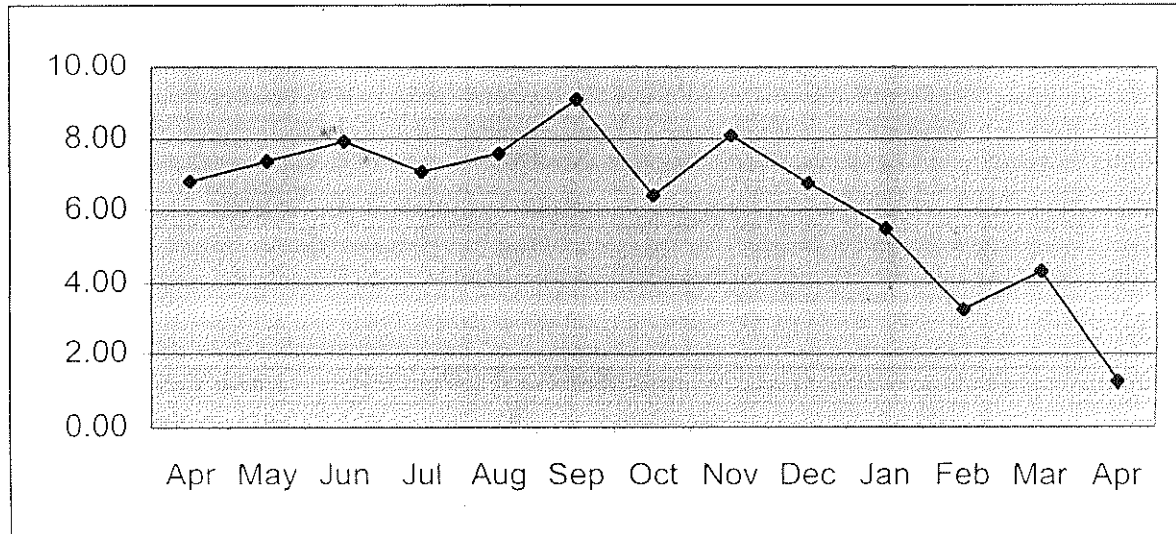
At beginning of year debt outstanding is £136,145.81 and at the end of year debt outstanding is £101,051.37.

Month	Arrears £	Arrears%
Apr	£136,145.81	23.94
May	£135,049.00	23.74
Jun	£135,159.93	23.76
Jul	£128,971.12	22.59
Aug	£133,180.51	23.39
Sept	£111,943.28	19.72
Oct	£116,194.28	20.72
Nov	£106,751.40	19.04
Dec	£110,142.93	19.64
Jan	£104,674.28	18.67
Feb	£105,810.35	18.83
Mar	£101,051.37	17.97



Voids at beginning of year is 6.81%, at the end of year is 1.25%.

Month	Void £	Void %
Apr	£744.78	6.81
May	£807.60	7.38
Jun	£867.01	7.93
Jul	£778.71	7.09
Aug	£831.64	7.59
Sep	£991.04	9.08
Oct	£690.05	6.4
Nov	£872.80	8.09
Dec	£728.42	6.76
Jan	£592.32	5.49
Feb	£348.21	3.22
Mar	£467.16	4.32
Apr	£109.50	1.25



CHISEL LTD

% CASH COLLECTED AGAINST RENT DUE FOR 1998/1999

Cash Collection 1997/8 84.74%

<u>Quarter</u>	<u>1998/99 Rent Due</u>	<u>1998/99 Cash</u>	<u>Cash % Collected</u>
Qtr 1	131,288.55	120,467.51	91.76
Qtr 2	129,263.34	158,336.59	122.49
Qtr 3	131,444.60	123,320.72	93.82
Qtr 4	134,844.29	134,889.22	100.03
Total	<u>526,840.78</u>	<u>537,014.04</u>	<u>101.93</u>

CHISEL HOUSING ASSOCIATION

SUMMARY OF EVICTIONS CARRIED OUT 1998/9

Committee were asked to consider the eviction of 18 tenants during the year 1998/9.

Of those 18 requests 8 were agreed and 10 were rejected/resolved or withdrawn.

There were a total of 7 evictions carried out in the year 1998/9 a breakdown on those cases follows:

End of tenancy date	Property size	Family make up	Further action
22.4.98	2 bed	1 male 1 female	Agreement in place
21.9.98	1 room	Single male	Debt referred to collection agency
5.10.98	1 room	Single male	Debt referred to collection agency
9.11.98	3 bed	Single female 2 children	Agreement in place
30.11.98	1 bed	1 male 1 female 1 child	Debt referred to collection agency
25.1.99	1 room	Single male	Debt referred to collection agency
22.3.99	1 room	Single male	Debt referred to collection agency

CHISEL MAINTENANCE STATISTICS 1998/99

A total of 182 Job tickets were issued in the year 1998/99

The trades these jobs were issued to can be broadly broken down as follows

Plumbing/Heating	78
General Building	90
Roof Works	9
Electrical Goods	5
TOTAL	182

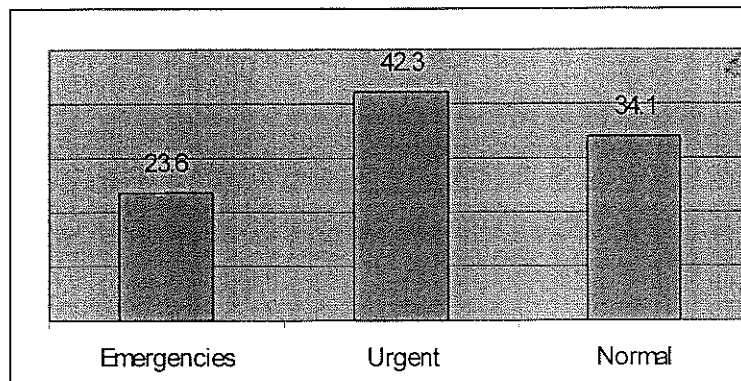
Maintenance jobs are placed in 3 response categories

Emergency Works – to be completed in 24 hours

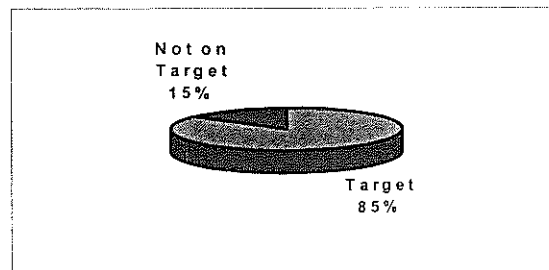
Urgent Works – to be completed in 7 days

Normal Works – to be completed in 28 days

The percentage of job tickets issued in the various categories can be seen in the graph below.



Of all job tickets issued for 1998/99, 155 were completed on target and 27 were not.



Chisel will be striving over the coming year to improve its performance on maintenance as part of its ongoing commitment to improving the quality of service delivered to tenants.

CHISEL FINANCIAL STATEMENTS

The highlights of the draft Financial Statements are:-

Income & Expenditure Account	£'000	Balance sheet	£'000
Turnover	741	Cost of housing	11,710
Operating costs	(531)	Less: grants	<u>(9,517)</u>
Net interest payable	<u>(163)</u>		2,193
Surplus before tax	47	Other fixed assets	132
Tax net of grant	<u>(7)</u>	Net current assets	211
Surplus after tax	40	Total assets	<u><u>2,536</u></u>
Transfer for future repairs	<u>(1)</u>	Housing loans	2,152
Revenue surplus for year	39	Self build premium fund	68
Revenue surplus at start of year	260	Future repairs reserve	17
		Revenue surplus	299
Revenue surplus at year end	<u><u>299</u></u>		<u><u>2,536</u></u>

Though the association continued to generate a surplus for the year, this was reduced by the commencement of the programme of external painting and repair of properties. Interest costs on housing loans were reduced and have continued to reduce as interest rates have fall. However the association has subsequently increased its staff in order to improve its services to tenants and member co-ops.

AVERAGE WEEKLY RENTS FOR CHISEL OWNED PROPERTIES 1998/9

ROOM IN HOUSE	1 BED	2 BED	3 BED	4 BED +
39.14	57.81	67.72	68.21	87.40

Please note these figures do not include service charges