ONCHAN DISTRICT COMMISSIONERS

Hawthorn Villa,
79 Main Road, Onchan.

ORDINARY MEETING

29th October 2026

Sir/Madam

You are hereby summoned to attend an **ORDINARY Meeting of the Authority** to be held in the Boardroom at **HAWTHORN VILLA, 79 MAIN ROAD, ONCHAN** to transact the undernoted business on:

Monday 2nd November 2026

7:00 pm - Board Meeting

which will be followed by a meeting of the Board sitting **IN COMMITTEE**. Items on this agenda marked **(P)** will be considered in private, and correspondence is circulated separately.

Please note that the minutes referred to in the agenda have yet to be confirmed by the Authority as a true and correct record of proceedings at the various meetings, and will be published after ratification.

Yours faithfully

R PHILLIPS
CHIEF EXECUTIVE/CLERK

AGENDA

The order of business at every meeting of the Authority shall be in accordance with that laid down in Standing Order No. 17 or by a resolution duly moved and seconded and passed on a motion which shall be moved and put without discussion.

Chief Executive/Clerk to provide emergency evacuation procedure for Hawthorn Villa at the commencement of the Meeting.

1. To choose a person to preside if the Chairman and Vice-Chairman be absent:

None.

2. Declarations of Interest of Members and Officers (in accordance with Standing Order 18):

3. To deal with any business required by statute to be done before any other business:

None.

4. To approve as a correct record and sign the Minutes of the:

4.1	Minutes of the Extra Ordinary Meeting held on Friday 16th October 2026	*(Appendix 4.1)*
4.2	Minutes of the Ordinary Meeting held on Monday 19th October 2026	*(Appendix 4.2)*

5. To dispose of any relevant business arising from such minutes if not referred to in the Minutes of any Special Committee:

None.

6. To dispose of any relevant business adjourned from a previous meeting:

6.1	**(P)** Rent Arrears for Social Housing Tenants	*(Appendix 6.1)*
6.2	**(P)** Rent Arrears for Garage Tenants	*(Appendix 6.2)*
6.3	**(P)** Commercial Rent Arrears	*(Appendix 6.3)*
6.4	**(P)** 35 Main Road – Commercial Tenancy Renewal	*(Appendix 6.4)*
6.5	**(P)** Section 14 – Formal Notice	*(Appendix 6.5)*

7. To deal with any business expressly required by statute to be done:

None.

8. To consider any planning decisions/communications from the Department of Infrastructure Planning Committee:

None.

9. Finance and General Purposes:

None.

10. Consideration of any Reports from the Clerk or other Officer:

10.1 Royal British Legion – Adoption of Memorial Bench *(Appendix 10.1)*

11. Consideration of any relevant correspondence (already circulated unless indicated):

None.

12. To answer any questions asked under Standing Order 25:

None.

13. To answer any Motions in the order in which notice has been received:

13.1 **(P)** Motion 85 – Submitted by Commissioner Andrew Gibson *(Appendix 13.1)*

That, pursuant to Standing Order 23.1, the Board rescinds its resolutions recorded at the Ordinary Board Meetings held on the 24th August 2026 and the 5th October 2026 in relation to the proposed social housing mutual exchange concerning the tenants of the Authority's social housing properties as referred to in the Housing Manager's report dated 24th August 2026 and the 5th October 2026, and that the matter be reconsidered by the Board.
This motion to rescind has been duly notified in accordance with Standing Order 19 and is signed by four Members of the Board, as required by Standing Order 23.1.

14. Environmental and Technical Services:

14.1 Quarter 2 – Lead Member Report *(Appendix 14.1)*

15. Housing Matters:

15.1 Housing Allocations Undertaken *(Appendix 15.1)*
15.2 Quarter 2 – Quarterely Standards of Performance Data *(Appendix 15.2)*

16. Chairman's Announcements:

Dates for Diary:

Date	Organisation	Event	Time
31st October 2026	Onchan Silver Band	Remembrance Concert – St Peter's Church	2:30 pm
2nd November 2026	Onchan District Commissioners	Board Meeting	7:00 pm
3rd November 2026	Onchan District Commissioners	Commissioners Surgery – Springfield Court	2:00 pm to 3:00 pm
7th November 2026	Royal British Legion Onchan Branch	Children's Poppies Service – Memorial – St Peter's Church Yard	10:00 am
8th November 2026	Onchan District Commissioners in association with the Royal British Legion Onchan Branch	Remembrance Sunday – War Memorial	10:45 am
11th November 2026	Royal British Legion	Armistice Day – War Memorial	10:45 am to 11:15 am
16th November 2026	Onchan District Commissioners	Board Meeting	7:00 pm
25th November 2026	Onchan District Commissioners	Night of Light – Onchan Pleasure Park	6:00 pm to 9:00 pm
30th November 2026	Onchan District Commissioners	Board Meeting	7:00 pm

17. Any other URGENT business as authorised by the Chair for consideration

REPORT

Report to:	Board of Onchan District Commissioners
Reporting Officer:	Chief Executive/Clerk
Date of the Meeting:	2nd November 2026
Subject:	Royal British Legion (Onchan Branch) – Adoption of Bench
Public or Private Document:	Public

Introduction:

A representative of the Royal British Legion (Onchan Branch) has approached the Authority's officers to request that consideration be given to the Authority assuming ownership and future maintenance responsibility for the commemorative bench located adjacent to the War Memorial on Main Road, adjacent to Elm Tree House and Beech House.

This report invites the Board to consider the request and determine whether it wishes to accept ownership of the bench and assume responsibility for its future maintenance and replacement.

Previously Considered by the Board:

Not applicable.

Recommendation/s or Action/s Taken:

Option 1 (Recommended)

That the Board resolves to adopt ownership of, and assume responsibility for the future maintenance and replacement of, the bench located adjacent to the Onchan War Memorial on Main Road, between Elm Tree House and Beech House, following the request received from the Royal British Legion (Onchan Branch).

Option 2

That the Board resolves to decline the request from the Royal British Legion (Onchan Branch) for the Authority to adopt ownership of, and assume responsibility for the future maintenance and replacement of, the bench located adjacent to the Onchan War Memorial on Main Road, between Elm Tree House and Beech House.

Supporting Rationale:

The Royal British Legion (Onchan Branch) has advised that, due to a decline in Branch membership, it has concerns regarding its ability to maintain responsibility for the bench in future years.

The Branch's preference is that responsibility for the bench is transferred to the Authority, as it considers the Authority to be best placed to ensure the bench's long term maintenance and eventual replacement.

Alternatives Considered but not Recommended:

Option 3

That the Board declines to consider the request from the Royal British Legion (Onchan Branch) for the Authority to adopt ownership and future maintenance responsibility for the bench located adjacent to the Onchan War Memorial on Main Road, between Elm Tree House and Beech House.

Standing Orders:

Not applicable.

Resource Impact:

Should the Board agree to adopt ownership of the bench, it would be subject to routine inspections and any maintenance works required as part of the Authority's normal operational activities.

The additional resource requirement is not anticipated to be significant and is expected to be accommodated within existing officer and operational resources. However, any substantial repairs or future replacement would require the allocation of officer time to procure, and administer the necessary works.

Financial Impact:

Should the Board agree to adopt ownership of the bench, the Authority would assume responsibility for all future inspection, maintenance, and replacement costs.

Given the bench's current condition, ongoing maintenance costs are anticipated to be minimal in the short to medium term. However, should replacement become necessary in the future, the Authority may incur higher costs due to the specialist nature of the bench and the likelihood that a replacement would need to be sourced from, or to a specification comparable with, that supplied by David Ogilvie Engineering Limited, who is based in Scotland.

Any future expenditure would need to be met from the Authority's District Rate and budget.

Legal and/or Insurance Impact:

The Authority's Memorial Benches Policy provides a framework under which memorial benches situated on Authority land may be adopted and maintained by the Authority, subject to Board approval.

Equality Impact:
Not Applicable.
Climate Change Impact:
Not applicable.
Consultation with Others:
Royal British Legion (Onchan Branch).
General Data Protection Regulations and/or Confidentiality Impact:
Not applicable.
Appendices:
See enclosed photograph of the bench proposed for adoption by the Authority. The bench in question is outlined in yellow.

For Members Consideration

ROSS PHILLIPS
CHIEF EXECUTIVE/CLERK

APPENDIX 10.1.



APPENDIX 14.1.

Environmental and Technical Services

Quarter 2 Update – 2026/27

Reporting period: 1st July – 30th September 2026 \ **Report author:** Lead Member for Environmental and Technical Services \ **Date:** 2nd November 2026

Overview

This report provides a summary of key Environmental and Technical Services activities during Quarter 2 of the 2026/27 financial year. It highlights progress on major projects, essential maintenance works, and service performance across the Surveyors Department.

Major Projects and Improvements

Onchan Park

It is proposed that fees are obtained from a suitable architect to compile planning drawings for alterations to car park 1 and 2 including alterations to the tennis courts access.

If the fees are approved it would be the intention to obtain planning permission for this phase and start to obtain a schedule of works and estimated costings.

Street Lighting Improvements

Phase 1:

Manor Park:
Officers are progressing arrangements to complete the Manor Park element of the scheme. Engagement with affected residents is ongoing to clarify land ownership responsibilities and lighting standards.

Phase 2:

Contractors have already completed the installation of 68 new columns and reinstated 676m2 of footpaths, the contractor is currently working on finalising all the reinstatement to this area before continuing any further. The areas included are Highfield Crescent, Willow Close, Sunnybank Avenue, Ivydene Avenue, Hazel Close, Seafield Crescent and Seafield Close. It is estimated that the scheme is currently on budget.

As of 28/10/2026 the expenditure was £332,716.40 which represents 37.08% of the projects budget this expenditure also includes the bulk of the materials required.

Phase 3&4:

Emergency repair works have started in the following locations and we are currently leasing with the DOI and MUA to provide new connections and allow highway opening to take place:

Strathallan Road – x2 replacement lights complete and energised to provide light, remaining columns starting week commencing 2nd November
Eskdale Road – x3 replacement lighting installed awaiting MUA supply and new lamps, remaining columns to be started on completion of Strathallan Road

It is expected that the supply works to Howstrake Drive, Greeba Drive and Mountfield Road will begin shortly.

Kenyon's

Plans for the proposed extension to Kenyon's have been submitted to planning for review and subsequently approved. The plans are now being prepared for Building Regulations and tenders issued to interested contractors.

Parks, Environmental Services and Open Spaces

Centenary Park

Following refusal of a Certificate of Lawful Use, a full planning application was submitted and approved. Officers are now seeking quotations to deliver the approved landscaping and material bay layout.

Recycling Bring Banks

Two alternative sites are being reviewed following the removal of the recycling facility at Port Jack. Options and costs will be presented to the Board when appropriate, taking account of the Island's emerging 10-year Waste Strategy.

Weed Spraying

The annual weed-spraying program is ongoing. An online interactive map is available on the Authority's website, allowing residents to view spray dates for individual roads. This year's spraying program has been completed and the team are continuing to manually remove.

Probation Service Partnership

Partnership working with the Isle of Man Probation Service continues to provide valuable additional support within parks and open spaces. During the quarter, the

Authority benefited from **698 hours** of unpaid work across five placements, which is approximately 18.61 weeks equivalent to a full time position.

Play Parks

Officers are currently seeking prices for consideration at Budget setting for replacement play equipment at Onchan Park and the Rec. A paper is also being prepared for the consideration of the replacement equipment in Onchan Park, but will be considered in line with the wider options.

The PIPA play audit has been completed and the results presented to Members, it is expected officers will begin to prioritise reducing the red actions as soon as possible and provide a paper for members consideration.

Service Performance Summary

- **Report a Problem:** 105 issues reported online; 100 resolved within the reporting period.
- **Dog Fouling:** No reports received.
- **Overgrown Vegetation (Section 51):** 13 notices issued; 4 resolved.
- **Open Land Maintenance (Section 14):** 1 notices issued; 0 resolved.
- **Street Lighting Faults:** 14 reported; 10 repaired to date.
- **Building Regulations:** 27 applications received (including regularisations); 24 approvals issued. Associated fee income received or pending totals over **£10,670.00**
- **Search Requests:** 48 searches processed in conjunction with Finance.
- **Refuse and Parks Teams Works Orders:** 86 works orders issued outside routine duties; 72 completed.

This report is intended to provide a concise public overview of services and works delivered during the quarter.

For members information

Andrew Gibson

REPORT

Report to:	Board of Onchan District Commissioners
Reporting Officer:	Housing Manager
Date of the Meeting:	2nd November 2026
Subject:	Housing Allocations Undertaken
Public or Private Document:	Public

Introduction:

Summary of allocations undertaken for the second quarter period 29th June to 27th September 2026.

Previously Considered by the Board:

C21/08/02/18(1) – Housing Allocations - reporting format.
Summary of allocations considered on a rolling quarterly basis.

Recommendation/s or Action/s Taken:

8 allocations have been undertaken (4 Sheltered and 4 General Housing).

Handover Date	Address	Type	HA Reference
General Housing			
02/07/26	10/16	1 Bed Bungalow	HA 5038
16/07/26	15/65	2 Bed House	HA 5030
16/07/26	13/22	2 Bed Bungalow	HA 5066
13/08/26	03/06	2 Bed Bungalow	TG 479
Sheltered Housing			
09/07/26	E2/54	2 Person, 1 Bed EPC Gr Fl	SHA 574
16/07/26	E1/02	2 Person, 1 Bed EPC Gr Fl	SHA 552 TS
23/07/26	E1/06	1 Bed, EPC 1st Fl	SHA 590
20/08/26	E2/52	1 Bed, EPC 1st Fl	SHA 591

Supporting Rationale:
Report submitted in line with the request of the Board.
Alternatives Considered but not Recommended:
Not applicable.
Standing Orders:
Schedule B – Housing
Resource Impact:
In line with current operational policies and procedures.
Financial Impact:
None of the properties listed required further approval in line with Board's Void Policy.
Legal and/or Insurance Impact:
Not applicable.
Equality Impact:
Allocations approved in line with uniform criteria set through Tynwald approved Policies: • Public Sector Housing (General Needs) (Allocation) Policy 2019 • Public Sector Housing (General Needs) (Allocation) (Amendment) Policy 2019 • Public Sector Housing (Older Persons) (Allocation) Policy 2019
Climate Change Impact:
Not applicable.
Consultation with Others:
Consultation with: • Lead Member for Housing • Chief Executive/Clerk • Property Maintenance Manager • Housing Applicant and • Supporting health/welfare professionals where appropriate.
General Data Protection Regulations and/or Confidentiality Impact:
The report is anonymised to prevent an individual being identifiable under GDPR.
Appendices:
None.

For Members Attention.

A.S Gale

A.S. Gale (Mrs) CIH(5), CIHCM, *CMgr MCMI*
Housing Manager

MEMORANDUM

Memorandum to:	Board of Onchan District Commissioners
Reporting Officer:	Housing Manager
Date of the Meeting:	2nd November 2026
Subject:	Quarterly Standards of Performance Data – Quarter 2
Public or Private Document:	Public

Introduction:

The standards of performance provide an overview of the Authority's housing service performance against a range of Key Performance Indicators (KPI) used across the public housing sector.

These indicators highlight opportunities for improvement, identifies areas which require corrective action or wider reform.

The quarterly performance data is submitted to the Department, which reviews the data and engages with housing providers individually as needed.

Previously Considered by the Board:

The report is considered on a rolling quarterly basis.

Supporting Information:

This report supports compliance with Part 1 Section 4A of the Local Government Act 1985 (sub-sections 1,2, and 3) which requires Local Authorities to achieve the minimum standards of performance as specified by the Department of Infrastructure.

The statistics below cover Quarter 2, for the period 28th June 2026 to 27th September 2026 and are compared against Quarter 2 figures from the previous three financial years.

Quarter 2	Trend from Prev year	2026/27	2025/26	2024/25	2023/24
ARREARS					
Rent Arrears	↑	£100,079.00	£78,284.67	£76,779.43	£113,409.68
Number of accounts in arrears	↑	171	162	190	285
REPAIRS					
Responsive repairs raised	↓	82	142	135	93
Responsive Repairs	↓	£69,153.00	£93,462.52	£81,959.74	£65,188.98
VOIDS					
Number	↓	8	9	10	6
Void repairs	↓	£71,119.00	£74,711.79	£95,149.86	£60,322.43
Number weeks void	↓	4.5	4.7	9.3	9
Cyclical and Planned Maintenance					
Cyclical Maintenance	↑	£20,755.00	£20,148.98	£23,654.07	£12,547.70
Planned Maintenance	↓	£19,375.00	£57,086.60	£243.00	0
TOTAL MAINTENANCE COSTS					
Total Maintenance Costs	↓	£180,402.00	£245,409.89	£201,006.67	£130,059.11

1. **Rent Arrears. -** At the end of Quarter 2, total rent arears stood at £100,079 with 171 accounts in arrears. Although the overall arrears value has increased compared with the previous two years, the number of accounts in arrears has reduced by approximately 40% since 2023/24, reflecting the continued proactive management of rent accounts through early intervention, support referrals and repayment arrangements.

   The Authority continues to see financial pressures on tenants arising from the cost of living and health and wellbeing issues, which remain contributing factors in some arrears cases. The current arrears figure is also influenced by the timing of Direct Debit collections at the quarter end.

2. **Responsive Repairs.** - At the end of Quarter 2, 82 responsive repairs were completed. This does show a reduction in both repair volumes and expenditure compared with the previous two financial years.

3. **Voids** - During the reporting period 8 void properties were allocated, with an average of 4.5 weeks turnaround. The average re-let period continues to show improvement when compared with previous years.

4. **Planned Maintenance Expenditure** - the comparative figure for 2025/26 was higher due to the delivery of a project to install heating thermostats within general needs housing stock.
Standing Orders:
Schedule B – Housing
Resource Impact:
None – for information only.
Financial Impact:
None.
Legal and/or Insurance Impact:
The report assists the Authority in demonstrating compliance with statutory performance monitoring requirements.
Equality Impact:
Not applicable.
Climate Change Impact:
Not applicable.
Consultation with Others:
Consultation with: • Chief Finance Officer • Housing Manager • Property Maintenance Manager • Housing Officer
General Data Protection Regulations and/or Confidentiality Impact:
Not applicable.
Appendices:
Appendix 1 – KPI Summary Report Appendix 2 – Quarterly standards of performance Data 2026/27

For Members Information.

A.S. Gale (Mrs) CIH(S), CIHCM, CMgr MCMI
Housing Manager

Appendix 1

28/10/2026

QUARTERLY PERFORMANCE FIGURES 2026-27

Onchan District Commissioners

INDICATOR	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
Anticipated rental income collected (Target >95%)	100.0%	93.2%			
Overdue rental payments "arrears" (Target <2.5%)	3.1%	3.4%			0.0%
Rental loss from empty properties (Target <2%)	1.1%	0.9%		0.9%	##### ##
Proportion of stock vacant (Target <2%)	1.4%	0.6%			
Proportion of emergency repairs completed within target time of 24 hours (Target >100%)	100.0%	100.0%			
Proportion of urgent repairs completed within target time of 7 working days (Target > 95%)	100.0%	100.0%			
Proportion of routine repairs completed within target time within 28 days (Target >90%)	100.0%	98.4%			
Proportion of standard voids completed within 5 weeks (Target >90%)	100.0%	100.0%			
Proportion of major voids completed within 12 weeks (Target >90%)	100.0%	100.0%			
Proportion of anticipated maintenance spend in quarter (Trend data only)	89.28%	75.94%			
Total number of new housing allocations transferees and off waiting list (Trend data only)	6	7			
Average time for relet from maintenance sign-off (Trend data only)	0	0			
Total on housing waiting list (Trend data only for those providers not within shared list environment)	98	88		4	
Proportion of surveyed tenants who were satisfied with their management service (Target 100%)					
Proportion of surveyed tenants who were satisfied with their repairs service (Target 100%)					

Quarterly Standards of Performance Data 2026-27

Housing Authority: **Onchan District Commissioners**

Contact **Andrea Gale, Housing Manager** **675564**

Guidance Notes

Performance Area: Finance

Area sub-category	Ref	Standard of Performance	Total Quarter 1	Reason for adjustment	Total Quarter 2	Reason for adjustment	Total Quarter 3	Reason for adjustment	Total Quarter 4	Reason for adjustment	Running Totals
Rental Income	F1	**Total gross income of rent collected**	£730,900.82		£681,495.18						£1,412,396.00
	F2	Value of rental adjustments in last quarter other than lodgers or FTT	£728.13		£0.00						£728.13
	F3	Value of increased rental from FTT reviews	£19,973.93		£21,649.99						£41,623.92
	F4	Total gross income of increased rent collected	£20,702.06		£21,649.99		£0.00		£0.00		£42,352.05
Arrears	F5	Total number of accounts in arrears	170		171						
	F6	**Total value of accounts in arrears**	£92,073.00		£100,079.00						
				Action in place		Action in place		Action in place		Action in place	
	F7	**5 highest values of accounts in arrears** 1	£8,193.69	Court Action	£7,296.50	Court Action					
		2	£6,508.03	Court Action	£5,836.02	Court Action					
		3	£5,462.05	Court Action	£5,462.05	Court Action					
		4	£5,137.12	Court Action	£4,837.12	Court Action					
		5	£3,963.80	NTQ	£4,331.46	NTQ					
	F8	**Total value of five highest accounts in arrears**	£29,264.69		£27,763.15		£0.00		£0.00		
Reactive Void rent loss	F9	Total reactive void rental loss - IMMEDIATE	£0.00		£0.00						
	F10	Total reactive void rental loss - STANDARD	£4,436.03		£2,914.45						
	F11	Total reactive void rental loss - MAJOR	£3,444.57		£3,959.84						
	F12	Total reactive void rental loss - REFURBISHMENT	£0.00		£0.00						
	F13	**Total reactive void rent loss**	£7,880.60		£6,874.29		£0.00		£0.00		£14,754.89
Planned Void rent loss	F14	Total void rental loss - redevelopment/refurbishment	£0.00		£0.00						
Should be prearranged between the Department and the provider.	F15	Total void rental loss - pending demolition	£0.00		£0.00						
	F16	Total void rental loss - stock management	£0.00		£0.00						
	F17	**Total planned void rent loss**	£0.00		£0.00		£0.00		£0.00		

Performance Area: Maintenance and Repairs

Area sub-category	Ref	Standard of Performance	Total Quarter 1	Total Quarter 2	Total Quarter 3	Total Quarter 4	
Responsive Repairs	M1	No. of emergency repairs raised	4	8			
	M2	No. of emergency repairs completed on time (within 24 hours)	4	8			
	M3	No. of urgent repairs raised	16	13			
	M4	No of urgent repairs completed on time (within 7 days)	16	13			
	M5	No. of routine repairs raised	54	61			
	M6	No of routine repairs completed on time (within 28 days)	54	60			
Void Repairs	M10	No. of **STANDARD** (5 week) voids	3	4			
	M11	No of standard void repairs completed on time (within 5 weeks)	3	4			
	M12	Average weeks void	4.7	4.5			
	M13	No. of **MAJOR** (12 week) voids	4	4			
	M14	No of major void repairs completed on time (within 12 weeks)	4	4			
	M15	Average weeks void	9.5	9.15			
Should be notified to the Division	M16	No. of **REFURBISHMENT** (>12 week) void repairs	0	0			
	M17	Cost of refurbishment void repairs	£0.00	£0.00			
	M18	Average weeks void	0	0			
Maintenance Expenditure	M19	Total cost of **COMPLETED** cyclical maintenance (per quarter)	£21,735.88	£20,755.00			
	M20	Total cost of **COMPLETED** planned maintenance (per quarter)	£19,375.49	£19,375.00			
	M21	Total cost of **COMPLETED** responsive repairs (per quarter)	£66,018.20	£69,153.00			
	M22	Total cost of **COMPLETED** void maintenance (per quarter)	£104,943.20	£71,119.00			
	M23	**Total cost of all completed maintenance activity**	£212,072.77	£180,402.00	£0.00	£0.00	£392,474.77
Void property repairs	M24	Number of property voids completed (at quarter end)	7	8			
Void properties	M25	Number of empty properties (at quarter end)	7	3			
Adaptations	M26	Number of requests for adaptations in quarter	2	3			
	M27	Number of adaptations undertaken quarter	2	3			

Performance Area: Estate and Tenancy Management

Area sub-category	Ref	Standard of Performance	Total Quarter 1	Total Quarter 2	Total Quarter 3	Total Quarter 4	
Relets	T1	Number of allocations from Housing Waiting List	4	6			10
	T2	Number of transfers through mutual arrangements	0	0			
	T3	Number of transfers for upsize	1	0			
	T4	Number of transfers for downsize	0	1			
	T5	Number of transfers for health/welfare reasons	1	0			
	T6	**Total number of new allocations from transfers**	2	1	0	0	3
	T7	Average time for relet from maintenance sign-off (calendar days)	0	0			
	T8	Number of internal to authority appeals against new tenancy decisions	0	0			
	T9	Number of internal to authority appeals against reviewed (FTT) tenancy decisions	0	0			
Reason for appeal(s):							
HWL Applications		**HWL by property type required**					
	T10	4+ Bedrooms	0	0			
	T11	3 Bedrooms	2	1			
	T12	2 Bedrooms	28	30			
	T13	1 Bedrooms	34	35			
	T14	Sheltered Housing unit	28	34			
	T15	Disable or specialist housing type	1	1			
	T16	**Total number on housing waiting list**	65	59	0	4	
	T17	Total number on waiting list single no children	43	39			
	T18	Total number on waiting list single with children	13	15			
	T19	Total number on waiting list couple no children	5	0		4	
	T20	Total number on waiting list couple with children	4	5			
Tenancy Issues	T21	Number of NTQ issued for breach of rent arrears	2	1			
	T22	number of NTQ issued due to review of FTT	0	0			
	T23	Number of NTQ issued for anti social behaviours	0	0			
	T24	Number of Possession Orders obtained for breach of rent arrears	1	1			
	T25	Number of Possession Orders obtained due to review of FTT	0	0			
	T26	Number of Possession Orders obtained due to anti social behaviours	0	0			
	T27	Number of Evictions carried out for breach of rent arrears	0	1			
	T28	Number of Evictions carried out for reason other than breach of arrears	0	0			

Performance Area: Tenant Satisfaction

Area sub-category	Ref	Standard of Performance	Total Quarter 1	Total Quarter 2	Total Quarter 3	Total Quarter 4
Tenant Satisfaction	S1	Number of new tenants visited	0	0		
	S2	Number of tenant surveys issued in period	0	0		
	S3	Number of tenant surveys returned in period	0	0		
	S4	Number of tenants satisfied with housing management activity	0	0		
Responsive Repairs	S5	Number of repair surveys issued in period	0	0		

Appendix 2

	S6	Number of repair surveys returned in period	0	0		
	S7	Number of tenants satisfied with maintenance activity	0	0		
Complaints	S8	Number of new complaints received in period	0	0		
	S9	Number of complaints resolved in period	0	0		

Performance Area: Older Persons Provision						
Area sub-category	Ref	Standard of Performance	Total Quarter 1	Total Quarter 2	Total Quarter 3	Total Quarter 4
Relets	O1	Number of allocations from private home owners	0	0		
	O2	Number of allocations from private rental	0	2		
	O3	Number of allocations from public sector rental	1	2		
HWL Applications		HWL by age group & household status	33	29	0	0
	O4	Total of Single - Age < 70	3	5		
	O5	Total of Single - Age 70 - 85	13	13		
	O6	Total of Single - Age > 85	7	7		
	O7	Total of Couples - Age < 70	4	2		
	O8	Total of Couples - Age 70 - 85	4	2		
	O9	Total of Couples - Age > 85	2	0		

Performance Area: Fixed Term Tenancies						
Area sub-category		Rent on different terms	Total Quarter 1	Total Quarter 2	Total Quarter 3	Total Quarter 4
FTT Renewals	Ref	Number of tenancies by rent uplift type				
	P1	10% rent uplift	8	9		
	P2	20% rent uplift	11	10		
	P3	30% rent uplift	1	5		
	P4	40% rent uplift	6	5		
	P5	50% rent uplift	4	4		
	P6	60% rent uplift	0	0		
	P7	70% rent uplift	2	2		
	P8	80% rent uplift	0	1		
	P9	90% rent uplift	0	0		
	P10	100% rent uplift	3	4		
	P11	Market Rent uplift	0	0		
	P12	Total number of tenancies with a rent uplift	35	40	0	0
Total FTT	P13	Total number of fixed term tenancies	277	283		
Total ended FTTs	P14	Total number of tenancies that were not renewed	0	0		