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Nota di contenuto	Title page; Contents; Introduction; Assessing the social and financial performance of housing associations; Investment and portfolio goals; Measuring and steering liveability in neighbourhoods; Securing performance of building components; Healthy housing; Tenant-empowerment through choice of tenure; Securing high performance maintenance service delivery; Discussion
Sommario/riassunto	Addresses the societal and practical needs of housing associations, in order to develop better instruments for performance measurement. This book features a range of examples that are related to the public tasks of Dutch housing association. It ascertains a general guideline for performance management by housing associations.