

30.48 days T = 20 days  

Average no. days to re-let a property (exc. properties where major repairs undertaken)

2,012 days to let
66 properties



2.05% T = 1.5%  

Percentage of void rent loss

£88,145 lost



1.19% Percentage of houses vacant and available to let

T = 0.4%  

0.92% Percentage of houses vacant and unavailable to let

T = 1.1%  

93 Major Works void properties
142 Normal void properties



60.9% T = 96% 

Fly-tips removed in 2 working days on NBC housing land

156 reported
95 removed in 2 days



99.96% T = 100% 

Percentage of homes with valid gas certificate

13 outstanding
11,120 properties



T = Target    

Quartile =    

Repairs

January 2015

88.64%

T = 83.0%



Appointments made as a % of appointable repairs

2,518 appointable repairs
2,230 appointments

100%

T = 99.5%



Urgent repairs completed in 3 and 7 days

514 urgent repairs
514 in target



99.82%

T = 99.4%



Responsive repairs where appointment made and kept

2,232 made
2,228 kept



99.65%

T = 98.9%



Routine repairs completed in target times

2,003 routine repairs
1,996 in target



99.87% T = 99.85%  

Emergency repairs completed in 24 hours



770 emergencies
669 in target

99.76% T = 99.4%  

Total repairs completed in target times



3,287 repairs
3,279 in target

97.26% T = 97%  

Repairs completed in first visit



3,287 repairs
3,197 'right first time'

91.67% T = 96% 

Tenants satisfied with most recent repair



12 surveyed
11 satisfied

T = Target    

Quartile =    

Rent accounting

January 2015

90.93%

T = 99.7%



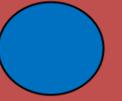
Rent collected as proportion of rent owed (exc. Arrears b/f)

£4,305,782 rent due
£3,915,139 collected



2.60%

T = 2.7%



Rent arrears as % of annual debit

£51,683,644 annual debit
£1,341,654 arrears

1.19%

T = 1.04%



Former tenant arrears as a % of the annual debit

£613,846 arrears



0.54%

T = 0.60%



Rent written off as a % of annual rent roll

£52,821,216 rent roll
£284,103 written off



92.31%

T = 92%



Closed ASB cases resolved

26 closed
24 resolved



65.97%

T = 60%



Tenants for whom the landlord has diversity information

13,926 tenants
9,187 with information

