

Performance

October—December 2013



Communities

- Notices served for breach of tenancy **11**
- Eviction notices served **0**
- Walkabouts—issues raised **65**
- Walkabouts—issues resolved **41**



Repairs

- Number of repairs appointments made **7,248**
- Number of repairs appointments kept **7,245**
- Number of urgent repairs done on time **2,458**
- Number of gas services outstanding **2**



Rents

- Amount of rent paid **£5,179,531**
- % rent collected **98.42%**
- Tenants taken to Court for non-payment **64**
- New front doors that could be provided if all arrears were paid **573**



Empty Homes

- Average days to relet empty properties **19**
- Empty properties having major works **3**
- Empty properties ready to let **12**



Lettings

- Average bids per property **18**
- % satisfied with property standard at relet **89%**



Customer Promise

- Number of complaints received **18**
- Number of complaints resolved first time **4**

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

本文件可以翻译为另一语言版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.



(Polish)

(Mandarin)

(Portuguese)



Signing

The Big Word Translation Services

AudioTape

Our Vision is
“to deliver excellent
Housing Services”

NEWARK AND SHERWOOD HOMES
0845 258 5550
www.nshomes.co.uk