

Performance

April – June 2015



Communities

- Notices served for breach of tenancy
- Eviction notices served
- Walkabouts—issues raised
- Walkabouts—issues resolved

Outturn	Target
46	N/A
0	N/A
150	N/A
106	N/A



Repairs

- Number of repairs appointments made
- Number of repairs appointments kept
- Number of urgent repairs done on time
- Number of gas services outstanding

5,302	N/A
5,296	N/A
879	N/A
2	3



Rents

- Amount of rent paid
- % rent collected
- Tenants taken to Court for non-payment
- New front doors that could be provided if all arrears were paid

£5,413,147	N/A
92.85%	96.25%
8	N/A
578	N/A



Empty Homes

- Average days to relet empty properties
- Empty properties having major works
- Empty properties ready to let

17.35	18.5
2	N/A
8	N/A



Lettings

- Average bids per property
- % satisfied with property standard at relet

25	N/A
100%	100%



Customer Promise

- Number of complaints received
- Number of complaints resolved first time

19	N/A
7	N/A

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)



Our Vision is
“to deliver excellent
Housing Services”

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