

Performance

January—March 2017



Communities

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



Repairs

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



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



Empty Homes

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



Lettings

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



Customer Promise

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

	Outturn	Target
Notices served for breach of tenancy	11	N/A
Eviction notices served	0	N/A
Walkabouts—issues raised	123	N/A
Walkabouts—issues resolved	30	N/A
Number of repairs appointments made	6,544	N/A
Number of repairs appointments kept	6,494	N/A
Number of urgent repairs done on time	687	N/A
Number of gas services outstanding	8	9
Amount of rent paid	£5,602,986	£4,983,012
% rent collected	98.87%	96.25%
Tenants taken to Court for non-payment	21	45
New front doors that could be provided if all arrears were paid	501	N/A
Average days to relet empty properties	17.37	18
Empty properties having major works	7	N/A
Empty properties ready to let	9	N/A
Average bids per property	24	N/A
% satisfied with property standard at relet	90%	100%
Number of complaints received	17	N/A
Number of complaints resolved first time	10	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