

How Are We Doing?

April - September 2017/18



Here is how we are performing in some of our key areas compared to the same period 2016/17

The background colour tells us if we are on, close to, or some way below target.
The arrow indicates if our performance has improved, decreased or is unchanged since the same period last year.

- ⬆ performance improved
- ↔ performance unchanged
- ⬇ performance decreased
- we are on target
- we are close to target
- we are some way below target

	PREVIOUS PERFORMANCE	CURRENT PERFORMANCE	TARGET	POSITION
CUSTOMER SATISFACTION				
Satisfaction with overall service provided by ndh*	93.9%	92.1%	88.1%	⬇
Complaints received	12	15	No Target	n/a
Complaints upheld	6	6	No Target	n/a
Compliments received	46	32	No Target	n/a
RESPONSIVE REPAIRS				
Customer satisfaction with the repairs service - overall	98.0%	98.2%	95.5%	⬆
Emergency repairs completed within 24 hours	99.4%	98.9%	99.0%	⬇
Urgent repairs completed within 7 calendar days	98.7%	96.8%	97.3%	⬇
Routine repairs completed within 28 calendar days	97.4%	94.0%	95.0%	⬇
CUSTOMER CARE TEAM				
Call Quality Overall % Score	82.0%	88.1%	70.0%	⬆
Neighbour disputes handled	110	143	No Target	n/a
PLANNED MAINTENANCE				
% Planned Maintenance Programme Delivery	57.6%	57.6%	46.7%	⬆
Customer satisfaction with Planned Maintenance service received	94.1%	95.7%	96%	⬆
GAS SAFETY				
Properties with a gas safety certificate	100%	99.96%	100%	⬇
ANTISOCIAL BEHAVIOUR				
Number of new antisocial behaviour cases	31	39	No Target	n/a
Number of closed antisocial behaviour cases	31	42	No Target	n/a
RE-LET PROPERTIES				
Number of properties re-let	98	101	No Target	n/a
Average time to re-let properties (in calendar days)	40.1	37.2	31.0	⬆
Rent loss due to empty properties (as a % of rental due)	0.57%	0.57%	0.55%	⬆
Number of mutual exchanges completed	20	24	No Target	n/a
RENT COLLECTION				
Outstanding rent (current customers)	1.02%	0.86%	1.60%	⬆
Outstanding rent (former customers)	0.50%	0.55%	0.59%	⬆
INDEPENDENT LIVING SERVICES				
Customers likely to recommend the Devon Homelink alarm service	94%	95%	95%	⬆

If you have any thoughts on how we could make this easier to understand or more useful, please call us on 01271 312500 and ask to speak to Iain Springate or Louise Hunter. Alternatively, email your suggestions to feedback@ndh-ltd.co.uk. We are keen to hear your ideas.