

How Are We Doing?

1st April - 31st December 2018



Here is how we are performing in some of our key areas compared to the same period in the previous financial year.

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*	92.1%	88.4%	87.0%	↓
Compliments received	36	21	No Target	n/a
Complaints received	20	26	No Target	n/a
Complaints upheld	9	9	No Target	n/a
RESPONSIVE REPAIRS				
Customer satisfaction with the repairs service - overall	98.2%	97.4%	95.5%	↓
Emergency repairs completed within 24 hours	98.6%	99.3%	99.0%	↑
Urgent repairs completed within 7 calendar days	97.3%	97.4%	97.3%	↑
Routine repairs completed within 28 calendar days	95.5%	91.5%	95.0%	↓
CUSTOMER CARE TEAM				
Call Quality Overall % Score	88.5%	91.3%	80.0%	↑
Neighbour disputes handled	177	119	No Target	n/a
PLANNED MAINTENANCE				
% Planned Maintenance Programme Delivery		52.0%	73.9%	↓
Customer satisfaction with Planned Maintenance service received	95.6%	90.4%	96.0%	↓
GAS SAFETY				
Properties with a gas safety certificate	100%	100%	100%	↔
ANTISOCIAL BEHAVIOUR				
Number of new antisocial behaviour cases	58	38	No Target	n/a
Number of closed antisocial behaviour cases	50	25	No Target	n/a
RE-LET PROPERTIES				
Number of properties re-let	136	166	No Target	n/a
Rent loss due to empty properties (as a % of rental due)	0.54%	0.83%	0.55%	↓
Average time to complete void works and re-let properties (in c/days)	37.5	52.4	31.0	↓
Number of mutual exchanges completed	36	29	No Target	n/a
RENT COLLECTION				
Outstanding rent (current customers)	1.14%	1.29%	1.80%	↓
Outstanding rent (former customers)	0.52%	0.57%	0.59%	↓
INDEPENDENT LIVING SERVICES				
Customers likely to recommend the Devon Homelink alarm service	93%	100%	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.