

# How Are We Doing?

## Year End 2019-2020



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
<b>CUSTOMER SATISFACTION</b>				
Satisfaction with overall service provided by ndh*	92.1%	88.4%	87.0%	↓
Compliments received	27	70	No Target	n/a
Complaints received	36	43	No Target	n/a
Complaints upheld	16	23	No Target	n/a
<b>RESPONSIVE REPAIRS</b>				
Customer satisfaction with the repairs service - overall	97.4%	96.8%	95.5%	↓
Emergency repairs completed <b>within 24 hours</b>	99.6%	99.2%	99.0%	↓
Urgent repairs completed <b>within 7 calendar days</b>	97.4%	97.6%	97.3%	↑
Routine repairs completed <b>within 28 calendar days</b>	89.8%	89.2%	95.0%	↓
<b>CUSTOMER CARE TEAM</b>				
Call Quality Overall % Score	91.4%	90.7%	80.0%	↓
Neighbour disputes handled	155	179	No Target	n/a
<b>PLANNED MAINTENANCE</b>				
% Planned Maintenance Programme Delivery	No Data**	96.0%	100.0%	
Customer satisfaction with Planned Maintenance service received	No Data**	98.3%	96.0%	
<b>GAS SAFETY</b>				
Properties with a gas safety certificate	100%	100%	100%	↔
<b>RE-LET PROPERTIES</b>				
Number of properties re-let	218	228	No Target	n/a
Rent loss due to empty properties (as a % of rental due)	0.83%	0.41%	0.55%	↑
Average time to complete void works and re-let properties (in c/days)	54.7	32.8	38.3	↑
Number of mutual exchanges completed	38	42	No Target	n/a
<b>RENT COLLECTION</b>				
Outstanding rent (current customers)	0.60%	0.65%	1.76%	↓
Outstanding rent (former customers)	0.70%	0.70%	0.70%	↔
<b>INDEPENDENT LIVING SERVICES</b>				
Customers likely to recommend the Devon Homelink alarm service	100%	100%	95%	↔
Customers satisfied with the Devon Homelink home support service	99%	95%	90%	↓

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](mailto:feedback@ndh-ltd.co.uk). We are keen to hear your ideas.

\*Previous Performance = STAR 2015. Current Performance = STAR 2018. Target = Peer Group (Housing Associations (Traditional); London; South East/West). Upper Quartile Position 2017/18.  
 \*\*No Data indicates that either the measure is new for the current year or that the way we measure performance has changed, meaning that results are non-comparable.