



How Are We Doing?

April to December 2020/21

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.
Our ability to collect some data has been impacted by Covid-19; 'No Data' is recorded against these measures.

- ↑ 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%	86.8%	↓
Compliments received	43	77	No Target	n/a
Complaints received	29	20	No Target	n/a
Complaints upheld	16	14	No Target	n/a
RESPONSIVE REPAIRS				
Customer satisfaction with the repairs service - overall	96.7%	100.0%	95.5%	↑
Emergency repairs completed within 24 hours	99.5%	98.3%	99.0%	↓
Urgent repairs completed within 7 calendar days	97.5%	94.0%	97.3%	↓
Routine repairs completed within 28 calendar days	88.3%	81.5%	95.0%	↓
CUSTOMER CARE TEAM				
Call Quality Overall % Score	90.9%	No Data	80.0%	n/a
Neighbour disputes handled	144	155	No Target	n/a
PLANNED MAINTENANCE				
% Planned Maintenance Programme Delivery	81.9%	46.4%	73.3%	
Customer satisfaction with Planned Maintenance service received	99.1%	No Data	96.0%	n/a
GAS SAFETY				
Properties with a gas safety certificate	100.00%	99.96%	100%	↓
RE-LET PROPERTIES				
Number of properties re-let	180	106	No Target	n/a
Rent loss due to empty properties (as a % of rental due)	0.39%	0.77%	0.55%	↓
Average time to complete void works and re-let properties (in c/days)	33.2	49.7	38.3	↓
Number of mutual exchanges completed	40	23	No Target	n/a
RENT COLLECTION				
Outstanding rent (current customers)	1.48%	1.61%	2.15%	↓
Outstanding rent (former customers)	0.71%	0.53%	0.70%	↑
INDEPENDENT LIVING SERVICES				
Customers likely to recommend the Devon Homelink alarm service	100.0%	100.0%	95%	↔
Customers satisfied with the Devon Homelink home support service	94.4%	87.5%	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. We are keen to hear your ideas.

*Previous Performance = STAR 2015. Current Performance = STAR 2018.