

How Are We Doing?

Year End 2021-2022



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

	CURRENT PERFORMANCE	PREVIOUS PERFORMANCE	TARGET	POSITION
Customer Feedback				
Compliments received	157	123	No Target	n/a
Stage 1 complaints received	37	30	No Target	n/a
Stage 1 complaints upheld	12	20	No Target	n/a
Stage 2 complaints received	9	3	No Target	n/a
Responsive Repairs				
Customers overall satisfied with service received	88%	*NoData	85%	
Home Improvements				
Home Improvements Delivered	535	352	No Target	n/a
Customers overall satisfied with service and work received	99%	*NoData	96%	
Gas Safety				
Properties with a valid Landlord Gas Safety Record (LGSR) month end	100.00%	100.00%	100.00%	↔
Re-let Properties				
Number of properties re-let	165	162	No Target	n/a
Average time to complete void works and re-let properties (in c/days)	32.9	45.0	38.3	↑
Income Collection				
Outstanding rent (current customers)	0.88%	0.80%	2.10%	↓
Outstanding rent (former customers)	0.47%	0.56%	0.70%	↑
Rent loss due to empty properties (as a % of rental due)	0.59%	0.82%	0.75%	↑

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.

*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.