

# How Are We Doing?

## April - June 2022/23



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

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

improved   
 unchanged   
 decreased  
 on target   
  close to target   
  below target   
  no target

	Current Performance	Previous Performance	Target	Position
<b>Customer Feedback</b>				
Compliments received	37	32		No Target
Stage 1 complaints received	21	4		No Target
Stage 1 complaints upheld	12	1		No Target
Stage 2 complaints received	4	0		No Target
<b>Responsive Repairs</b>				
Customers overall satisfied with service received	89%	86%	85%	
<b>Home Improvements</b>				
Home Improvements Delivered	127	83		No Target
Customers overall satisfied with service and work received	100%	100%	96%	
<b>Gas Safety</b>				
Properties with a valid Landlord Gas Safety Record (LGSR) month end	100.00%	100.00%	100.00%	
<b>Re-let Properties</b>				
Number of properties re-let	40	43		No Target
Average time to complete void works and re-let properties (in c/days)	40.8	37.4	38.3	
<b>Income Collection</b>				
Outstanding rent (current customers)	1.10%	0.94%	1.43%	
Outstanding rent (former customers)	0.50%	0.51%	0.70%	
Rent loss due to empty properties (as a % of rental due)	0.59%	0.41%	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](mailto: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.