

How Are We Doing?

April - December 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
Customer Feedback				
Compliments received	77	115		No Target
Stage 1 complaints received	70	24		No Target
Stage 1 complaints upheld	38	6		No Target
Stage 2 complaints received	12	3		No Target
Responsive Repairs				
Customers overall satisfied with service received	88%	89%	85%	
Home Improvements				
Home Improvements Delivered	494	393		No Target
Customers satisfied with the works done to their home	96%	No Data	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	143	125		No Target
Average time to complete void works and re-let properties (in c/days)	40.5	32.9	38.3	
Income Collection				
Outstanding rent (current customers)	1.75%	1.74%	2.15%	
Outstanding rent (former customers)	0.67%	0.46%	0.70%	
Rent loss due to empty properties (as a % of rental due)	0.63%	0.70%	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.