

















## Area report - Dunkirk/Lenton, Arboretum & Radford/Park

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### AC4-1 Anti-social behaviour

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved by first intervention – Central region  <i>Note: This PI monitors the ability of the HPM to select the correct first intervention.</i>	84%	100%			86.67%	84.78%	Good performance in first quarter in relation to this indicator. Quite a few overgrown garden cases resolved by first intervention
% of ASB cases resolved – Central region  <i>Note: This PI measures the proportion of ASB cases NCH has successfully resolved. Data for this PI is not available by ward and is reported by Housing Office.</i>	97.8%	100%			100%	100%	Strong performance in this quarter for this PI.
Number of new ASB cases – Central region  <i>Note: Data for this PI is only available by Housing Office.</i>		31			121	144	Quite a lot of new cases this month (Jan) including a number of drug warrants executed by Police.
Tenant satisfaction with the ASB service - Central region  <i>Note: Data for this PI is only available by Housing Office.</i>	8					7.8	trend is improving but more work to be done to reach target; customer care is paramount issue and is constantly reinforced through one to ones







## AC4-2 Repairs



Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Dunkirk/Lenton, Arboretum & Radford/Park  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.48%			98.09%	97.39%	
% of repairs completed in target – Arboretum ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.72%			98.08%	96.62%	
% of repairs completed in target – Dunkirk & Lenton Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	97.49%			98.18%	97.91%	
% of repairs completed in target – Radford & Park Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.63%			98.07%	97.55%	
Tenant satisfaction with the repairs service  <i>Note: Data for this PI is only available citywide</i>	9	9.01			8.9	8.78	WS June-2015 Whilst slightly short of the Corporate Plan target of 9, performance of 8.94 in 2014/15 is higher than all previous annual outturn's. We are changing how we survey this satisfaction going forward which may have a positive or negative affect on this KPI.

### AC4-3 Rent Collection









Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of rent collected</p> <p><i>Note: This PI measures the amount of rent collected (including tenant arrears) as a percentage of rent due for the current year. Data for this indicator is not available by ward and is reported city wide.</i></p> <p><i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>	100%	98.78%			100.56%	100.02%	<p>Although performance is behind target, and slightly behind the position at this point last year, this is a year-end target and we are on track to achieve 100% by the end of quarter two. We have a range of initiatives planned to improve collection rate. We are focusing on the Responsible Tenant Reward recipients from last year. All those who received the reward last year but who have failed to reduce their debt will be targeted by the team. In addition we have a cash collection competition running in August and a data capture competition. The latter will have the added benefit of increased contact which should improve the collection rate.</p>
<p>% of tenancies ending due to eviction</p> <p><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>	0.45%	0.47%			0.56%	0.74%	<p>We continue to work hard to sustain tenancies and only evict when all other avenues have been exhausted. We have evicted only half the number of tenants for rent arrears compared to the same point last year.</p>

#### AC4-4a Empty properties - Average relet time









Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Dunkirk/Lenton, Arboretum &amp; Radford/Park</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	12.65			25.72	23.07	<p>Void performance summary: There are currently 15 empty properties in the Area Committee 4 area. The average time to relet properties in the Area Committee 4 area is 29 days. There have been 126 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 18 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
<p>Average void re-let time (calendar days) – Arboretum ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy.</i></p>	25	30			27.58	49.24	<p>Void performance summary: There are currently 7 empty properties in the Arboretum ward area. The average time to relet properties in the Arboretum ward area is 33 days. There have been 33 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 17 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
<p>Average void re-let time (calendar days) – Dunkirk &amp; Lenton Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	0			6.57	4.63	<p>Void performance summary: There are currently 1 empty properties in the Dunkirk &amp; Lenton ward area. The average time to relet properties in the Dunkirk &amp; Lenton ward area is 12 days. There have been 8 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 12 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>

<p>Average void re-let time (calendar days) – Radford &amp; Park Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy.</i></p>	25	12.09			27.92	18.96	<p>Void performance summary: There are currently 8 empty properties in the Radford &amp; Park ward area. The average time to relet properties in the Radford &amp; Park ward area is 28 days. There have been 88 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 18 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
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#### AC4-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Dunkirk/Lenton, Arbotetum & Radford/Park  <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		22			16	15	
Number of lettable voids – Arboretum ward  <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		3			7	7	
Number of lettable voids – Dunkirk & Lenton Ward  <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		4			1	0	
Number of lettable voids – Radford & Park Ward  <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		15			8	8	

### AC4-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Dunkirk/Lenton, Arbotetum & Radford/Park  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		46			139	325	
Number of empty properties awaiting decommission – Arboretum ward  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			0	52	
Number of empty properties awaiting decommission – Dunkirk & Lenton Ward  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		46			139	0	
Number of empty properties awaiting decommission – Radford & Park ward  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			0	0	

#### AC4-5 Tenancy sustainment

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Dunkirk/Lenton, Arbotetum & Radford/Park  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.42%			94.77%	92%	above target for Area overall- 1x refused after commenced; 1x NTQ other local authority; 1x abandoned; 2x NTQ lodging; 1x eviction for rent
Percentage of new tenancies sustained - Arboretum Ward (2003)  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.29%			94.29%	95.56%	Above target; failures were 1x abandoned; 1x NTQ lodging
Percentage of new tenancies sustained - Dunkirk & Lenton Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	100%			95%	81.25%	Decom is now almost complete. 100% off low sample size.
Percentage of new tenancies sustained - Radford & Park Ward (2003)  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.06%			94.87%	92.14%	Above target; failures were 1x NTQ other local authority; 1x refused after commenced; 1x NTQ lodging; 1 x eviction rent