

















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%	95.19%			86.67%	84.78%	Performance above target- second interventions required on garden case and complex asb case
% 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%	98.08%			100%	100%	Performance measure is for whole region- one mediation case where complainant disengaged affected figure this month
Number of new ASB cases – Central region <i>Note: Data for this PI is only available by Housing Office.</i>	4	101			121	144	Figure is around the average number for the office
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%	97.45%			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%	97.58%			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%	97.86%			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%	97.24%			98.07%	97.55%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9	9.05			8.9	8.78	WS Dec- 2015 Performance is currently in target for the month and for the year. We continue to monitor customer satisfaction data to highlight and inform service improvements.

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%	100.84%			100.56%	100.02%	<p>The current collection rate of 99.56% against a target of 100% is slightly ahead of the same point last year (99.55%). We are concentrating on the Responsible Tenant Reward Scheme as our major incentive for tenants to make payments to reduce their arrears. HB receipts are significantly down and therefore we are having to chase greater numbers of rent payers and often these tenants are in low paid, unpredictable employment which makes payment difficult.</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%	0.48%			0.56%	0.74%	<p>There is an improving trend with this indicator and we are now within 0.05% of achieving the target of 0.50%. Evictions carried out so far this year = 80 and at the same point last year the number was 99.</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 & 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	12.62			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	28.46			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 & 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	0.71			6.57	4.63	<p>Void performance summary: There are currently 1 empty properties in the Dunkirk & Lenton ward area. The average time to relet properties in the Dunkirk & 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 & 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	16.72			27.92	18.96	<p>Void performance summary: There are currently 8 empty properties in the Radford & Park ward area. The average time to relet properties in the Radford & 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>		20			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>		5			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>		2			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>		13			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, Arboretum & 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>		96			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>		96			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, Arboretum & Radford/Park <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	96.18%			94.77%	92%	Sustainability level remains on target
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>	96%	100%			94.29%	95.56%	Sustainability level remains on target
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>	96%	100%			95%	81.25%	Sustainability level remains on target
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>	96%	94.51%			94.87%	92.14%	Slightly under target - 1x eviction for rent in last month