

**AREA 6 COMMITTEE****13/09/2016**

Title of paper:	Nottingham City Homes Update and Approvals	
Director(s)/ Corporate Director(s):	Nick Murphy, Chief Executive of Nottingham City Homes	Wards affected: Dales, Mapperley and St Anns
Report author(s) and contact details:	Garry Nelms, Tenancy & Estates Manager, St Anns Housing Office.	
Other colleagues who have provided input:	N/A	
Date of consultation with Portfolio Holder(s) (if relevant)	N/A	
Relevant Council Plan Strategic Priority:		
Cutting unemployment by a quarter		<input type="checkbox"/>
Cut crime and anti-social behaviour		<input checked="" type="checkbox"/>
Ensure more school leavers get a job, training or further education than any other City		<input type="checkbox"/>
Your neighbourhood as clean as the City Centre		<input checked="" type="checkbox"/>
Help keep your energy bills down		<input type="checkbox"/>
Good access to public transport		<input type="checkbox"/>
Nottingham has a good mix of housing		<input type="checkbox"/>
Nottingham is a good place to do business, invest and create jobs		<input type="checkbox"/>
Nottingham offers a wide range of leisure activities, parks and sporting events		<input type="checkbox"/>
Support early intervention activities		<input type="checkbox"/>
Deliver effective, value for money services to our citizens		<input checked="" type="checkbox"/>
Summary of issues (including benefits to customers/service users):		
The report provides updates on key issues and themes which link back to local priorities and the strategic themes for Nottingham City Homes.		
The reports provide summary updates on the following key themes:		
<ul style="list-style-type: none"> • Capital Programme and major work; • Area regeneration and environmental issues; • key messages from the Tenant and Leasehold Congress; • Tenant and Residents Associations updates; • Area performance; • Good news stories and positive publicity. 		
Recommendation(s):		
1	To note and comment on the update and performance information in Appendices 1 and 2.	
2	To note the allocation of funds for 2016/17, detailed in Appendix 3.	
3	To approve the Area Capital Programme funding request set out in Appendix 3.	

1. REASONS FOR RECOMMENDATIONS (INCLUDING OUTCOMES OF CONSULTATION)

- 1.1 The Nottingham City Homes Update provides a descriptive and statistical picture of what is happening at an area level and invite community representatives to comment, debate, and challenge and identify how they can add value to improve their neighbourhoods.
- 1.2 The update also monitors progress in the wards and acts as a catalyst for debate about the key performance issues impacting upon the ward on a quarterly basis.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 Nottingham City Homes previously reported on performance at local Area Panels that sat below the respective Area Committees. These panels were attended by local residents, local Councillors and partner agencies.
- 2.2 Nottingham City Homes has a goal to 'create homes and places where people want to live' and to give tenants and leaseholders an input in shaping what happens in their area. The Nottingham City Homes Update and Performance Report is one of a number of initiatives that increases the transparency and accountability of the Company's performance.
- 2.3 Following the decision for Nottingham City Homes reps to attend Area Committee, it was decided to provide the Nottingham City Homes Update Report to Area Committee. Appendices 1 and 2 provide the latest performance position for the committee to note and comment on.
- 2.4 Appendix 3 outlines the remaining capital budget for this area for noting and provides detail of the schemes that require approval by the Committee.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

None

4 FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)

Budgets are allocated on a yearly basis for each ward and there is an obligation on Nottingham City Homes to ensure that funds are allocated to projects within these budget requirements

5 RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS AND CRIME AND DISORDER ACT IMPLICATIONS)

None

6 EQUALITY IMPACT ASSESSMENT (only include if required by NCH)

- 6.1 Has the equality impact been assessed?

No

7. **LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION**

None

8. **PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

None




NCH update report – Appendix 1

Date: September 2016

Presented by: Garry Nelms

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><u>Remo Urban</u></p> <p>External wall insulation works have been completed by Sustainable Business Services. NCH are organising a customer journey event with some local residents during September to assess the impact of the project on customers and identify areas for improvement which can be used in future projects.</p> <p>An offer for owner occupiers is being provided by Nottingham Energy Partnership. An information event is being hosted by them during August and work will commence soon after.</p> <p><u>Bentinck, Manvers, Kingston Court</u></p> <p>Passenger lift replacements have been completed. LED lighting is to be installed on all floors in all</p>	Information

	<p>blocks commencing Autumn 2016.</p> <p><u>Victoria Centre</u></p> <p>The current intercom will be removed and replaced over a twenty week period starting in September 2016.</p> <p><u>District heating</u></p> <p>There are a number of no accesses for annual checks to the system. Asset Management will work closely with the Housing Office to help gain access to ensure the heating system is working to its full potential.</p> <p><u>Ogden Court</u></p> <p>The Grander Designs project is complete and was officially opened by a long term resident. Another resident commented, "Everyone is very happy with it and it has all come together beautifully. I for one will be using the communal facilities as often as I can".</p> <p>Passenger lifts in the complex are being updated with work commencing mid-August.</p> <p><u>Highwood House</u></p> <p>Subject to funding two flats in the complex will be receiving equalities act work to make them more accessible. Corridor walls will be have anti-graffiti paint applied. We hope to commence the work this autumn.</p>	
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	<p><u>Colwick Woods - new build of eight two bed roomed houses</u></p> <p>The build is being undertaken by Nottingham City Homes DLO team – completion is due this year. See photo below:</p>  <p><u>Morley School site</u></p> <p>A meet the builder event held in June was well attended. Contractors Robert Woodhead are onsite, the 39 properties are due for completion in 2017.</p>	
2	<p><u>Dales</u></p> <p>External improvements to Shelford Rise have been completed and this has had a positive impact on the area. We are now working with residents in the rear flats to determine the best height of fence for them and we will schedule in these works across the summer/Autumn of 2016/17.</p> <p>Findern Green parking scheme has been passed to NCC Highways team to look at the feasibility of this as an improvement to this area. NCH are awaiting the feedback of NCC and will feed further updates to future area committees.</p>	<p>Information</p>

BMK – NCH are currently carrying out external improvements to all 3 tower blocks following the huge success of the external wall and balcony project delivered last winter. We will be complete with the external areas before winter.

Mapperley

We are currently costing options to improve the major wall on Doodland Drive as it is significantly damaged and decaying.

We are also looking to secure some funding towards the improvements to Kingsthorpe Court within the Dooland Drive area. We recognised that there is a block of 5 houses within this area that look tired in light of the new build project that has been delivered nearby.

NCH are also looking at the cost to install a safety barrier to the Woodlane Gardens flats to assist NCC in maintaining the landscaped area without being at risk of falling. Costs to be presented to Area Committee when they are ready.

St Ann's

NCH are currently carrying out a boundary improvement project to Massey Gardens within the ward and this will complement the huge investment work already undertaken to the Stonebridge area of the ward.

At this area committee, we are asking for funding from the St Ann's environmental budget to complete a number of minor improvement schemes within the ward, that will help maximise security and enhance the visual improvement of the ward.

NCH have asked NCC to look at ideas to improve the parking within the Beverley Square area and we will report back to subsequent committee's with their comments and ideas.

Victoria Centre Roof Garden project is now in the detailed design stages and we have undertaken consultation with residents and there is a good sense of positivity around this project. We are awaiting costs from our contractor and then we will move into construction planning phase of this

3	Key messages from the Tenant and Leasehold Congress	<p>project. Once delivered, we will hold an official opening event, inviting all key people to attend.</p> <p>The secret of Nottingham City Homes' success over recent years has been genuine tenant and leaseholder involvement – seeking out our customers' views, and putting their interests at the heart of what we do.</p> <p>In the build-up to this year's NCH Tenant Fun Day on 17th September at Bulwell Academy, we will be working with teams across the business to deliver our first ever NCH Involvement Week running from the 12th September.</p> <p>We want to use this week to celebrate our success and increase awareness amongst staff, tenants, leaseholders, and partners about the many opportunities available and ways people can get involved in helping to 'make their neighbourhood an even better place to live'.</p>	X
4	Tenant and Residents Associations updates	<p><u>Sneinton Tenants Outreach Programme STOP TRA</u></p> <p>Bi monthly public meetings held at King Edwards Park Pavilion.</p> <p>King Edwards Park Community Allotment Open Day held on 14th May. There were lots of green and fun activities for families including information stalls. The event was attended by over 100 residents.</p> <p>St Ann's in Bloom Open Garden Tour on 17th July – The Community Allotment was included on the tour along with other green spaces in the area including Best Garden entries.</p> <p>Royal Horticultural Society visit on 29th July – Fruit and vegetable experts from the Royal Horticultural Society visited the Community Allotment and gave their expert advice. It is hoped a lasting partnership will be formed.</p> <p><u>St Ann's North Tenants and Residents Association (STANNRA)</u></p> <p>Monthly meetings public meetings held second Monday every month 6.30pm at the Wells Road</p>	X









		<p>Community Centre.</p> <p>Community Planting Day held on 21st May.</p> <p>The Queen's Birthday Party event for children at Wells Road Community Centre on 11th June.</p> <p>STANNRA Meet the Builder event on 13th June. This was an opportunity for residents to meet Robert Woodhead Ltd regarding the delivery of new 39 homes on the site of the former Morley School.</p>	
5	Area Performance Figures	Please see attached report	
6	Good news stories & positive publicity	<p>Dales Week of Action Family Fun Event held on 10th June at Tricketts Park. This was the finale of successful week of action which included lots of multi-agency activities including enforcement and education.</p> <p>The Victoria Centre Flats Resource Coffee event on 7th July, was an opportunity for residents to get together and discuss future use of the newly refurbished Resource Room.</p> <p>The new Stonebridge Park residents group are planning their Inaugural public meeting for mid-September, date to be confirmed.</p> <p>The Involvement Week is planned from 12th – 17th September, lots of activities and events will be taking place across the city to get customers involved with the finale being the NCH Annual Fun Day on Saturday 17th September.</p> <p><u>Just Grow/King Edward Park Project</u></p> <p>There was a plot of land that was identified by a tenants and residents group called STOP TRA. The land was unused and is situated in King Edwards Park. This site was constantly overgrown, attracting rubbish and generally seen as an eye sore for many people in the local community.</p>	X

	<p>However, it was seen as an area of land that could be potentially developed into a community garden, a garden where the land could be used to grow food for the use of the TRA, a local school and the wider community in Sneinton and St Ann's.</p> <p>The project is very much community led other agencies being involved h such as, the St Stephen's primary school, a community organisation called Epic, STOP TRA, NCH, gardening contractors and local councillors etc.</p> <p>Funding was achieved to fund things such as, fencing to secure the site, special machinery e.g. diggers to be on site to help with the re development and reshaping of the area of land to make it more user friendly so use of the land could start as soon as it possibly could. The Project is now up and running and has food produce growing by Epic, local schools and the community group.</p> <p>The benefits of the project will be for the tenants and residents in the Sneinton and St Ann's areas; as well as children attending St Stephen's primary school and their families.</p>	
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Area 6 report - St Ann's, Dales & Mapperley – Appendix 2

Generated on: 25 July 2016





AC6-1 Anti-social behaviour

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of ASB cases resolved by first intervention – St Ann's</p> <p><i>Note: This PI monitors how many ASB cases NCH resolved on the first intervention e.g. written warning. Data for this indicator is not available by ward and is reported by Housing Office.</i></p>	85%	84.28%			78.95%	82.22%	The team is performing well but we are still just under target. However the current trend is a positive one showing an improvement of over 2% up on this same period 2 months ago.
<p>% of ASB cases resolved – Stanns</p> <p><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></p>	97.8%	98.74%			100%	100%	The trend has fallen however we are still performing within the target set. We have at our disposal a number of tools and powers the team at St Anns has used to ensure we deal effectively and efficiently with all complaints of ASB.
<p>Number of new ASB cases – St Ann's</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		156			158	233	No actual target for this PI
<p>Tenant satisfaction with the ASB service</p> <p><i>Note: . Overall tenant satisfaction with the ASB service - The average score (out of 10) for each survey question. Data for this indicator is not available by ward..</i></p>	8.5	7.1			7.51	7.3	The satisfaction with the ASB service is still surprisingly below target given that we is being closely monitored to see what the underlying issues are as to why we are below target with this PI. The management team discusses this PI with staff on an ongoing basis to ensure they are fully aware of the need to adhere policy and procedures and to ensure the victims of ASB are kept up to date on a regular basis.





AC6-2 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 - St ann's, Dales & Mapperley <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%						
% of repairs completed in target – Dales Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.4%			97.81%	96.86%	WS-July-2016 Performance is under target at 95.4%.Continued monitoring of resources is taking place to help bring further improvements. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance.
% of repairs completed in target – Mapperley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.59%			97.91%	97.28%	WS-July-2016 Performance is under target at 95.59%.Continued monitoring of resources is taking place to help bring further improvements. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance.
% of repairs completed in target – St ann's Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.28%			97.58%	96.96%	WS-July-2016 Performance is under target at 95.28%.Continued monitoring of resources is taking place to help bring further improvements. We are in the process of modernising the Repairs and Maintenance service to gain further Value for Money and improvements in performance.
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9.1	9.1			8.9	8.78	WS June- 2016 Performance is in target for the month at 9.1%. We continue to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these service improvements.

AC6-3 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%	100.25%			100.56%	100.02%	<p>Although we had an exceptionally good start to the year last year, with a collection rate above 100%, typically the pattern of income collection is that there is a dip at the beginning of the financial year. This is due in part to benefit uprates which do take some time to co-ordinate with Housing Benefit. Measures are in place to ensure that income collection is maximised this year. The RAMs have been moved into new teams from the very beginning of the financial year and are being made aware of their new targets through 1-2-1s. There is new reporting in place for RAM activity and this is reported weekly to the RAMs and the management team. We continue to be affected by bedroom tax cases, and we now have 62 UC cases with a total debt of £32,682. These cases are being robustly managed and we hope to have 3 new members of the team starting in June.</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%	0.43%			0.56%	0.74%	<p>This indicator will be on target by the end of the financial year. WE are currently only 0.02% behind target and as we are not carrying out any further evictions during March we will be on target. We have done 101 evictions so far this year and at this point last year we had done 129.</p>

AC6-4a 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 - St ann's, Dales & Mapperley</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>	35	24.15			25.28	29.73	<p>Void performance summary: There are currently 33 empty properties in the Area Committee 6 area. The average time to relet properties in the Area Committee 6 area is 24.15 days. There have been 91 new lettings this year. The city wide time to let empty properties is 35. 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 23 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) – Dales 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>	35	27.28			31.72	23.14	<p>Void performance summary: There are currently 9 empty properties in the Dales ward area. The average time to relet properties in the Dales ward area is 27.28 days. There have been 35 new lettings this year. The city wide time to let empty properties is 25. 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 23 weeks. Our</p>

							lettings teams are working hard to find appropriate tenants for this property and others in the area
<p>Average void re-let time (calendar days) – Mapperley 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>	35	17.83			14.16	32.71	<p>Void performance summary: There are currently 4 empty properties in the Mapperley ward area. The average time to relet properties in the Mapperley ward area is 17.83 days. There have been 5 new lettings this year. The city wide time to let empty properties is 35. 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 8 weeks. The lettings service houses around 200 families each month around the city.</p>
<p>Average void re-let time (calendar days) – St Anns 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>	35	23.84			24.19	31.77	<p>Void performance summary: There are currently 20 empty properties in the St Anns ward area. The average time to relet properties in the St Anns ward area is 23.84 days. There have been 61 new lettings this year. The city wide time to let empty properties is 35. 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 16 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>







AC6-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of lettable voids – AC - St ann's, Dales & Mapperley</p> <p><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></p>		33			24	45	<p>Void performance summary: There are currently 33 empty properties in the Area Committee 6 area. The average time to relet properties in the Area Committee 6 area is 24.15 days. There have been 91 new lettings this year. The city wide time to let empty properties is 35. 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 has had an adverse effect on performance. The longest a property has been empty in this area is 23 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
<p>Number of lettable voids – Dales Ward</p> <p><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></p>		9			6	15	<p>Void performance summary: There are currently 9 empty properties in the Dales ward area. The average time to relet properties in the Dales ward area is 27.28 days. There have been 35 new lettings this year. The city wide time to let empty properties is 25. 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 has had an adverse effect on performance. The longest a property has been empty in this area is 23 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
<p>Number of lettable voids – Mapperley Ward</p> <p><i>Note: Lettable voids are empty</i></p>		4			2	3	<p>Void performance summary: There are currently 4 empty properties in the Mapperley ward area. The average time to relet properties in the Mapperley ward area is 17.83 days. There have been 5 new lettings this year. The city wide time to let empty</p>









Report to Area Committee - Area 6 - Dales, Mapperley & St Anns

<p><i>properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i></p>							<p>properties is 35. 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 has had an adverse effect on performance. The longest a property has been empty in this area is 8 weeks. The lettings service houses around 200 families each month around the city.</p>
<p>Number of lettable voids – St Anns Ward</p> <p><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></p>		<p>20</p>			<p>16</p>	<p>27</p>	<p>Void performance summary: There are currently 20 empty properties in the St Anns ward area. The average time to relet properties in the St Anns ward area is 23.84 days. There have been 61 new lettings this year. The city wide time to let empty properties is 35. 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 has had an adverse effect on performance. The longest a property has been empty in this area is 16 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>

AC6-4c 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 – Dales 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	2	There are no properties awaiting decommissioning in the Dales Ward
Number of empty properties awaiting decommission – Mapperley 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	5	There are no properties awaiting decommissioning in the Mapperley Ward
Number of empty properties awaiting decommission – St Anns 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			5	0	There are no properties awaiting decommissioning in the St Anns Ward

AC6-5 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 - St ann's, Dales & Mapperley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	95.39%			96.54%	93.83%	Still below target however it is pleasing to see the current trend going up. We are just outside of the target 96%. We are continually working with all partner agencies to ensure we deal effectively with all tenancy issues which could adversely affect how our tenancies are sustained etc, i.e. ASB issues, domestic violence.
Percentage of new tenancies sustained - Dales Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	93.81%			94.12%	92.93%	Staff is continually working hard to sustain tenancies that are at risk of failure. Indeed we are now working closely with the rents income team on a joint eviction prevention process. This new way of working has not long been in operation and hopefully this can only lead to more sustainable tenancies in the future.
Percentage of new tenancies sustained - Mapperley Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	95.46%			94.87%	100%	See above.
Percentage of new tenancies sustained - St Anns Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	95.9%			97.61%	93.68%	Again we see an upward trend but we are just below our PI of 96.5%. The management team are ensuring our team are undertaking the NTV's, ITR's and RTV's to identify at an early stage some of the issues that may affect tenancy sustainment and ensure these are dealt with as efficiently as possible throughout the whole Area 6 ward.

