

**AREA 8 COMMITTEE**  
**14 SEPTEMBER 2016**



|  |   |                        |                                     |
|--|---|------------------------|-------------------------------------|
| <b>Title of paper:</b>   | Nottingham City Homes Update  |                        |                                     |
| <b>Director(s)/<br/>Corporate Director(s):</b>   | Nick Murphy, Chief Executive of<br>Nottingham City Homes  | <b>Wards affected:</b> | Clifton<br>North, South & Bridge    |
| <b>Report author(s) and<br/>contact details:</b>   | Garry Nelms, Tenancy & Estates Manager, Clifton Area Housing Office,<br>contact on 0115 8786287 |                        |                                     |
| <b>Other colleagues who<br/>have provided input:</b>   | N/A   |                        |                                     |
| <b>Date of consultation with Portfolio Holder(s)<br/>(if relevant)</b>   | N/A   |                        |                                     |
| <b>Relevant Council Plan Key Theme:</b>  |   |                        |                                     |
| Strategic Regeneration and Development   |   |                        | <input type="checkbox"/>            |
| Schools  |   |                        | <input type="checkbox"/>            |
| Planning and Housing   |   |                        | <input checked="" type="checkbox"/> |
| Community Services   |   |                        | <input type="checkbox"/>            |
| Energy, Sustainability and Customer  |   |                        | <input type="checkbox"/>            |
| Jobs, Growth and Transport   |   |                        | <input type="checkbox"/>            |
| Adults, Health and Community Sector  |   |                        | <input type="checkbox"/>            |
| Children, Early Intervention and Early Years   |   |                        | <input type="checkbox"/>            |
| Leisure and Culture  |   |                        | <input type="checkbox"/>            |
| Resources and Neighbourhood Regeneration   |   |                        | <input type="checkbox"/>            |
| <b>Summary of issues (including benefits to customers/service users):</b>  |   |                        |                                     |
| 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"> <li>• Capital Programme and major work;</li> <li>• Area regeneration and environmental issues;</li> <li>• Key messages from the Tenant and Leasehold Congress;</li> <li>• Tenant and Residents Associations updates;</li> <li>• Area performance;</li> <li>• Good news stories and positive publicity.</li> </ul> |   |                        |                                     |
| <b>Recommendation(s):</b>  |   |                        |                                     |
| <b>1</b>   | To note and comment on the update and performance information in Appendices 1 and 2.            |                        |                                     |
| <b>2</b>   | To note the allocation of funds for 2016/17, detailed in Appendix 3.                            |                        |                                     |

## **1. REASONS FOR RECOMMENDATIONS**

- 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 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 representatives 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 details of current schemes that require approval by the Committee.

## **3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS**

- 3.1 None

## **4 FINANCE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)**

- 4.1 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 LEGAL AND PROCUREMENT COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)**

- 5.1 None

## **6 STRATEGIC ASSETS & PROPERTY COMMENTS (FOR DECISION RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE)**

- 6.1 None

## **7 EQUALITY IMPACT ASSESSMENT**

- 7.1 Has the equality impact of the proposals in this report been assessed?

No



An EIA is not required because: the decision does not relate to changing policies or function

Yes

☐

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

None

**9 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

None

**NCH update report – Appendix 1**

**Date: 14 September 2016**

**Presented by: Mr Garry Nelms**

|   | Item                            | Executive Summary / Key Points  | For information or decision |
|---|---------------------------------|---|-----------------------------|
| 1 | Capital Programme & major works | <p><u>Door entry replacement for Holbrook Court</u><br/>This has now been approved for works to commence this year.</p> <p><u>Willowbrook Court</u><br/>Grander design work to Willowbrook Court will be completed this year.</p> | Information                 |

|   |  |  |                    |
|---|--|--|--------------------|
| 2 | Area Regeneration and Environmental Issues | <p><b>Demolition:</b><br/>Phase four Q blocks Meadows – due to be completed at the end of summer.</p> <p><b>New build:</b><br/>54 new homes due in the Meadows January 2017. See photo below:</p>  <p><u>Clifton North</u><br/>Fencing schemes around the Glapton Lane low rise blocks have been delivered and these have improved the appearance and security of these areas. We are now looking to schedule in the areas that haven't received the works and these have now been quoted and we aim to approve and deliver these in November 2016.</p> <p><u>Bridge</u><br/>Funding was agreed at September 2015 area committee to upgrade the fascia's and lighting to the Bridgeway Shopping Centre. This project is being delivered by NCC and funding from the Bridge Environmental budget has been agreed. We are awaiting the project to commence to enable us to transfer the funding agreed.</p> | <b>Information</b> |
|---|--|--|--------------------|

|   |                              |   |   |
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|   |                              | <p><u>Ridgeway Carpark</u><br/>Further support is being provided through NCC Highway Metrics, Orientation and destination survey has been arranged to establish the demand and usage of three car parks. This will take place early September after the school holidays have ended.</p> <p><u>Balcony upgrades</u><br/>NCH have delivered a successful scheme to the Queens Walk flats to upgrade the balconies from timber to a bespoke metal finish. This has been well received and we are looking at getting quotes for the remaining balconies across the ward.</p> <p><u>New Build/Exiting Stock collaboration</u><br/>The Decent Neighbourhoods Team, New Build Team and Tenancy and Estate Management have formed a working group to ensure that investment work is considered to the stock surrounding the new build areas to ensure maximum regeneration benefits are delivered in the ward.</p> <p><u>Meadows Open Spaces</u><br/>Work is underway between NCH and AMCG to deliver some projects within the ward, including the creation of a small community garden at Eugene Close which has improved the area greatly and enabled local residents to get involved with the project. AMCG have also upgraded the planters at Colliery Close and these are much improved. Discussions are being held between AMCG and NCH about the suitability of the pop up garden due to the demolition site not being prepared to the required standard to accommodate the pop up bags. Consideration is being given to use the funding that was committed last year to carry out a variety of landscaping works across the ward and these delivered by AMCG as it is deemed better use of the funding. This will be discussed with Elected Members and key partners prior to a decision being made.</p> <p><u>Clifton South</u><br/>Fencing schemes have been identified similar to those in Clifton North and they will be presented at the November Area Committee for consideration and approval.</p> |   |
| 3 | Key messages from the Tenant | 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   | X |

|   |   |  |   |
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|   | and Leasehold Congress                    | <p>of what we do.</p> <p>In the build-up to this year's <b>NCH Tenant Fun Day on 17<sup>th</sup> September</b> at Bulwell Academy, we will be working with teams across the business to deliver our first ever <b>NCH Involvement Week running from the 12<sup>th</sup> September</b>.</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>   |   |
| 4 | Tenant and Residents Associations updates | <p><u>NEMTRA</u><br/>Fun Day on St George's Day at the Queens Walk park pavilion which was a real success.</p> <p>Adult and children's wood carving workshops as part of the Nottingham City Homes Ten Year Anniversary Funding. NCH wood carving developed as part of project, which was presented to NCH at an event during MP, Lilian Greenwoods recent visit.</p> <p>Love parks and picnic event hosted by NEMTRA at Queens Walk Park on Saturday 16<sup>th</sup> July.</p> <p>Bi monthly public meetings held at Queens Walk Community Centre.</p> <p><u>Friends of Nobel Road TRA</u><br/>Inaugural Public Meeting held on 11<sup>th</sup> May with excellent attendance from the community.</p> <p>Launch event held on 3<sup>rd</sup> June at Park Gate Community Centre.</p> <p>The TRA have organised their first Fun Day for the community this was on Friday 19<sup>th</sup> August.</p> <p>The TRA plan to have their next public meeting in September and also going to work with NCH, NCC and Meadows Partnership Trust to organise a Community Action Day during NCH Involvement Week which is the week beginning the 12<sup>th</sup> September.</p> | X |

|   |  |   |   |
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|   |  | <p><u>Southchurch Court TRA</u><br/>The group now meets bi monthly with the next meeting taking place on 7<sup>th</sup> September. The group continue to work on issues that affect the quality of life in their block.</p> <p>They are currently working with NCH and NCC on project called Fit in the Community to help people get active in their neighbourhoods.</p> <p><u>Rivergreen Area Community Group</u><br/>The group are due to have a committee meeting shortly following which they will arrange their next Public Meeting and event.</p>   |   |
| 5 | Area Performance Figures               | Please see attached report – Appendix 2   |   |
| 6 | Good news stories & positive publicity | <p><u>Community Mediation Service Update</u><br/>Since being launched in November 2015 26 cases have been referred via the DHOs and of those that have been concluded so far 50% have resulted in successful face to face meetings between residents.</p> <p><u>Property on Todd Close</u><br/>A three bedroom house, this was originally identified as untidy garden issue. After numerous attempts to gain access and upon further investigation we found out the tenant was actually on the east coast with her family. The tenancy has now been terminated and the property is now going through the voids process ready to be re let to a family that needs it. Welfare benefits are also investigating and clawing back all monies that is owed, a 'win win' result for NCH.</p> <p><u>Parklands Community Centre/Noble Road</u><br/>300 plus people attended this event w/e 19<sup>th</sup> August regarding getting the community together. The group managed to recruit 6 new members to the Noble Road T&amp;R Group. Lots of family members turned up and the day turned to be successful.</p> | X |










## Appendix 2

### Area report - Clifton North, Clifton South & Bridge

Generated on: 24 August 2016



#### AC8-1 Anti-social behaviour

| Performance indicator and definition   | Target | 2016/17 |  |   | 2015/16 | 2014/15 | Latest Note  |
|--|--------|---------|--|---|---------|---------|--|
|  |        | Value   | Status   | Long Trend  | Value   | Value   |  |
| % of ASB cases resolved by first intervention – Clifton<br><br><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> | 85%    | 85.71%  |    |    | 90.86%  | 91.23%  | The team is performing well and are on target. However the current trend even though is showing downward is a positive one as the target has been achieved. TEM just to ensure they work hard to sustain performance.                          |
| % of ASB cases resolved – Clifton<br><br><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%    | Clifton has maintained performance for July 2016 by following the processes available to them.   |
| Number of new ASB cases – Clifton<br><br><i>Note: Data for this PI is only available by Housing Office.</i>  |        | 46      |  |  | 175     | 118     | n/a  |
| Tenant satisfaction with the ASB service<br><br><i>Note: . Overall tenant satisfaction with the ASB service - The average score (out of 10) for each survey question. Data for this</i>  | 8.5    |         |  |  | 7.1     | 7.51    | 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 |





|                                      |  |  |  |  |  |  |   |
|--------------------------------------|--|--|--|--|--|--|---|
| indicator is not available by ward.. |  |  |  |  |  |  | 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. |
|--------------------------------------|--|--|--|--|--|--|---|

## AC8-2 Repairs









| Performance indicator and definition   | Target | 2016/17 |        |            | 2015/16 | 2014/15 | Latest Note  |
|--|--------|---------|--------|------------|---------|---------|--|
|  |        | Value   | Status | Long Trend | Value   | Value   |  |
| % of repairs completed in target – AC - Clifton North, Clifton South & Bridge<br><br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i> | 96%    |         |        |            | 95.5%   | 97.74%  | WS-Aug-2016 Performance is under target at 95.5%.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 this performance.  |
| % of repairs completed in target – Bridge Ward<br><br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>                                | 96%    |         |        |            | 95.97%  | 97.92%  | WS-Aug-2016 Performance is under target at 95.97%.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 this performance. |
| % of repairs completed in target – Clifton North Ward<br><br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>                         | 96%    |         |        |            | 95.14%  | 97.36%  | WS-Aug-2016 Performance is under target at 95.14%.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 this performance. |
| % of repairs completed in target – Clifton South Ward<br><br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>                         | 96%    |         |        |            | 95.36%  | 97.82%  | WS-Aug-2016 Performance is under target at 95.36%.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 this performance. |

|  |     |      |  |   |     |     |   |
|--|-----|------|--|---|-----|-----|---|
| Tenant satisfaction with the repairs service<br><br><i>Note: Data for this PI is only available citywide</i> | 9.1 | 9.02 |  |  | 9.1 | 8.9 | WS –Aug- 2016 Performance is in target for the month at. We continue to look at introducing service improvements through the repairs modernisation and monitor of customer satisfaction data. |
|--|-----|------|--|---|-----|-----|---|

### AC8-3 Rent Collection









| Performance indicator and definition   | Target | 2016/17 |  |   | 2015/16 | 2014/15 | Latest Note  |
|--|--------|---------|--|---|---------|---------|--|
|  |        | Value   | Status   | Long Trend  | Value   | Value   |  |
| % of rent collected<br><br><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><br><br><i>Trend shows as improving if value is over 100% as arrears are decreasing.</i> | 100%   | 98.88%  |    |    | 100.25% | 100.56% | 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. |
| % of tenancies ending due to eviction<br><br><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i>   | 0.45%  | 0.52%   |  |  | 0.43%   | 0.56%   | 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.  |

### AC8-4a Empty properties - Average relet time









| Performance indicator and definition   | Target | 2016/17 |   |   | 2015/16 | 2014/15 | Latest Note  |
|--|--------|---------|---|---|---------|---------|--|
|  |        | Value   | Status  | Long Trend  | Value   | Value   |  |
| <p>Average void re-let time (calendar days) – AC - Clifton North, Clifton South &amp; Bridge</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> |        | 24.01   |    |    | 27.37   | 22.64   | The target was not achieved during this period due to the letting of long term voids within Independent Living accommodation where at times demand can be limited. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty. With effect from April 2016 both teams became part of Housing and Customer Services which should lead to improved performance going forward |
| <p>Average void re-let time (calendar days) – Bridge 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>                                    |        | 33.56   |    |    | 27.33   | 7.64    | The target was not achieved during this period due to the letting of long term voids within Independent Living accommodation where at times demand can be limited. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty. With effect from April 2016 both teams became part of Housing and Customer Services which should lead to improved performance going forward |
| <p>Average void re-let time (calendar days) – Clifton North 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>                             |        | 16.12   |  |  | 24.79   | 19.14   | The target was achieved during this period. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty. With effect from April 2016 both teams became part of Housing and Customer Services which should lead to improved performance going forward  |
| <p>Average void re-let time (calendar days) – Clifton South 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</i></p>   |        | 20.53   |  |  | 29.18   | 38.27   | The target was not achieved during this period due to the letting of long term voids within Independent Living accommodation where at times demand can be limited. The Housing Services and Property Services teams continue to work closely to minimise the time properties remain empty. With effect from April 2016 both teams became part of   |

|             |  |  |  |  |  |  |   |
|-------------|--|--|--|--|--|--|---|
| new tenancy |  |  |  |  |  |  | Housing and Customer Services which should lead to improved performance going forward |
|-------------|--|--|--|--|--|--|---|

### AC8-4b Empty properties - Lettable voids

| Performance indicator and definition  | Target | 2016/17 |  |   | 2015/16 | 2014/15 | Latest Note  |
|---|--------|---------|--|---|---------|---------|--|
|   |        | Value   | Status   | Long Trend  | Value   | Value   |  |
| Number of lettable voids – AC - Clifton North, Clifton South & Bridge<br><br><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> |        | 21      |    |    | 19      | 37      | The number of empty properties reduced from 37 to 21 |
| Number of lettable voids – Bridge Ward<br><br><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>                                |        | 8       |    |    | 6       | 16      | The number of empty properties reduced from 16 to 8  |
| Number of lettable voids – Clifton North Ward<br><br><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       |  |  | 4       | 9       | The number of empty properties reduced from 9 to 4   |
| Number of lettable voids – Clifton South Ward<br><br><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>                         |        | 9       |  |  | 9       | 12      | The number of empty properties reduced from 12 to 9  |

### AC8-4c Empty properties - Decommissioning

| Performance indicator and definition   | Target | 2016/17 |  |   | 2015/16 | 2014/15 | Latest Note  |
|--|--------|---------|--|---|---------|---------|--|
|  |        | Value   | Status   | Long Trend  | Value   | Value   |  |
| Number of empty properties awaiting decommission – AC - Clifton North, Clifton South & Bridge<br><br><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> |        | 79      |    |    | 89      | 139     | These are the properties in the Meadows where demolition is underway |
| Number of empty properties awaiting decommission – Bridge Ward<br><br><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>                                |        | 79      |    |    | 89      | 139     | These are the properties in the Meadows where demolition is underway |
| Number of empty properties awaiting decommission – Clifton North Ward<br><br><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       | n/a  |
| Number of empty properties awaiting decommission – Clifton South Ward<br><br><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       | n/a  |

### AC8-5 Tenancy sustainment

| Performance indicator and definition  | Target | 2016/17 |        |            | 2015/16 | 2014/15 | Latest Note  |
|---|--------|---------|--------|------------|---------|---------|--|
|   |        | Value   | Status | Long Trend | Value   | Value   |  |
| Percentage of new tenancies sustained - AC - Clifton North, Clifton South & Bridge<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i> | 96%    | 95.79%  | ?      | ↑          | 96.46%  | 94.6%   | 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 - Bridge Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>                                | 96.5%  | 95.92%  | ?      | ↑          | 95.05%  | 95.05%  | Staff members are 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 - Clifton North Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>                         | 96.5%  | 95.31%  | ?      | ↑          | 97.1%   | 88.89%  | See above commentary   |
| Percentage of new tenancies sustained - Clifton South Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>                         | 96.5%  | 95.93%  | ?      | ↓          | 97.16%  | 97.89%  | 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 is efficiently as possible throughout the whole Area 6 ward. |
|--|--|--|--|--|--|--|--|