



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

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**AC4-1 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 – Central region  <i>Note: This PI monitors the ability of the HPM to select the correct first intervention.</i>	85%	95.92%			94.21%	86.67%	Above target although there have been a few more complex cases recently that have necessitated multiple interventions
% 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>	99%	97.96%			97.89%	100%	Figure is lower this year due to a couple of cases where customers have for personal reasons disengaged and therefore were classed as unresolved for the current time.
Number of new ASB cases – Central region  <i>Note: Data for this PI is only</i>		129			129	121	Figure is for whole city

available by Housing Office.							
<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	8.57			7.1	7.51	<p>Tenant satisfaction with the ASB service has improved. We received the highest scores for the support provided, ease of reporting, and willingness to report ASB in the future. CommUNITY mediation service will be launched in the summer to support early intervention and is expected to positively impact on customer satisfaction To further drive performance improvement we will continue to undertake regular case supervision and regular case quality checks.</p>





## AC4-2 Repairs

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of repairs completed in target – AC - Dunkirk/Lenton, Arbotetum &amp; Radford/Park</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	96.07%			97.29%	98.09%	
<p>% of repairs completed in target – Arboretum ward</p> <p><i>Note: This PI monitors</i></p>	96%	95.44%			97.67%	98.08%	



<i>the proportion of repairs being completed within agreed timescales.</i>							
% of repairs completed in target – Dunkirk & Lenton Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.79%			96.67%	98.18%	
% of repairs completed in target – Radford & Park Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.75%			97.27%	98.07%	
Tenant satisfaction with the repairs service  <i>Note: Data for this PI is only available citywide</i>	9.1	9.08			9.1	8.9	WS -Oct - 2016 Performance is in target for the month at 9.2% .With performance at 9.08 for the year we continue to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these service improvements. These improvements have been added to an action plan that covers the whole of R&M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.







### AC4-3 Rent Collection

Performance indicator and definition	Target	2016/17			2015/16	2014/15	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%	100.29%			100.25%	100.56%	<p>We are above target at 101.22% and showing an improvement on this point last year when we were 100.84%. We have a "Rent First" campaign planned for January in order to raise awareness amongst customers and staff of the importance of paying rent. This is intended to ensure our performance continues to hit target leading to our of year end push.</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>	0.3%	0.36%			0.43%	0.56%	<p>We are below target and have carried out less evictions that at this point last year. We have evicted 76 tenants for rent arrears so far this financial year. At the same point last year we had evicted 83. We continue to focus on tenancy sustainment and supporting our tenants who find themselves in financial difficulty.</p>

#### AC4-4a 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 - Dunkirk/Lenton, Arbotetum &amp; Radford/Park</p> <p><i>Note: This PI measures how long it</i></p>	25	19.36			18.56	25.72	See below









<i>takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i>							
<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>		14.66			25.78	27.58	<p>The target was hit during the period</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</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	12.2			13.91	6.57	<p>The target was hit during the period</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</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>		24.81			19.18	27.92	<p>The target was hit during the period</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.</p>

#### AC4-4b 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 - 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>		9			16	16	See below
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>		4			3	7	The number increased by one during the period
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>		1			2	1	The number decreased by one during the period
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>		4			11	8	The number decreased by seven during the period

#### AC4-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long	Value	Value	

				Trend			
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>		10			100	139	See below
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	0	None at present
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>		10			100	139	This relates to properties at Church Square and they will be removed from the next report now they are demolished
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	None at present

### AC4-5 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 - 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>	96.5%	93.25%			97.56%	94.77%	PI slightly under target- analysis to be carried out on current terminations to analyse any trends; 2x NTQ lodging, 1x refused after commenced; 1 x rent eviction
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>	96.5%	100%			100%	94.29%	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>	96.5%	100%			100%	95%	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>	96.5%	85.9%			96.51%	94.87%	Addresses to be analysed to look for any patterns to underperformance- 2x NTQ lodging; 1 x Eviction rent; 1xrefused after commenced; 1x NTQ private rented



