

NOTTINGHAM CITY HOMES

WOLLATON AND LENTON ABBEY
AREA COMMITTEE

14 MAY 2009

REPORT OF PERFORMANCE REVIEW MANAGER

COMPANY PERFORMANCE REPORT
1 OCTOBER 2008 TO 31 MARCH 2009

1.0 SUMMARY

1.1 The purpose of this report is to advise Area 7 Committee of selected Company performance information from 1 October 2008 to 31 March 2009. A full report giving complete all performance information from 1 October 2008 to 31 March 2009 is available to members of the Area 7 Committee

2.0 RECOMMENDATIONS

2.1 It is recommended that Area 7 Committee members note and comment upon the information provided in this report.

3.0 BACKGROUND

3.1 Members have requested details on NCH performance in the following specific performance areas; complaints, repairs response times, rent (and rent arrears), void properties and estate condition.

3.2 Members have indicated that in future NCH performance will be discussed at the Area 7 Committee via feedback sessions from the NCH Area 7 Panel.

4.0 SELECTED PERFORMANCE OUTCOMES TO 31 MARCH 2009

4.1 CUSTOMER COMPLAINTS

4.1.1 The number of complaints received – In Month

| Office | 2007/08 | Oct | Nov | Dec | Jan | Feb | Mar |
|-----------------------------------|---------|-----|-----|-----|-----|-----|-----|
| Lenton | 81 | 1 | 1 | 1 | 0 | 0 | 1 |
| Southglade | 75 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bilborough | 192 | 4 | 1 | 5 | 5 | 3 | 3 |
| Clifton | 107 | 2 | 2 | 1 | 2 | 1 | 4 |
| St Anns | 160 | 7 | 4 | 4 | 3 | 5 | 1 |
| Radford & Hyson Green | 112 | 7 | 3 | 1 | 4 | 4 | 4 |
| Bulwell | 117 | 3 | 1 | 1 | 1 | 1 | 2 |
| Aspley | 157 | 4 | 8 | 4 | 5 | 2 | 3 |
| Bestwood | 174 | 5 | 7 | 2 | 5 | 8 | 7 |
| Other – Excluding Housing Offices | 1500 | 520 | 423 | 346 | 233 | 343 | 365 |
| City Wide | 2,675 | 553 | 450 | 365 | 258 | 367 | 390 |

4.1.2 The percentage of complaints responded to within 5 working days – In Month

| Office | 2007/08 | Oct | Nov | Dec | Jan | Feb | Mar |
|-----------------------|---------|-------|-------|-------|-------|-------|-------|
| Lenton | 68% | 100% | - | 100% | - | - | 100% |
| Southglade | 69% | - | - | - | - | - | - |
| Radford & Hyson Green | 59% | 100% | 100% | 100% | 100% | 100% | 100% |
| Clifton | 59% | 100% | 50% | 100% | 100% | 100% | 50% |
| Bulwell | 58% | 100% | 100% | 100% | 100% | 100% | 100% |
| Bestwood | 55% | 100% | 100% | 100% | 100% | 88% | 100% |
| Aspley | 41% | 50% | 100% | 100% | 60% | 100% | 100% |
| St Anns | 63% | 100% | 100% | 100% | 100% | 80% | 100% |
| Bilborough | 57% | 100% | 100% | 100% | 80% | 100% | 100% |
| City Wide | 74.1% | 97.5% | 98.9% | 98.9% | 98.1% | 94.8% | 97.7% |
| 08/09 Target | 97% | 97% | 97% | 97% | 97% | 97% | 97% |

4.2 RESPONSIVE REPAIRS

4.2.1 The percentage of responsive repairs (excluding emergencies) for which an appointment was both made and kept

| Office | 2007/08 | Oct | Nov | Dec | Jan | Feb | Mar |
|-----------------------|---------|--------|--------|--------|--------|--------|--------|
| Clifton | 96.56% | 95.44% | 94.86% | 94.56% | 93.99% | 93.47% | 93.68% |
| Bulwell | 95.78% | 96.15% | 95.73% | 95.62% | 94.77% | 94.38% | 94.15% |
| Lenton | 96.67% | 95.28% | 95.12% | 94.44% | 93.79% | 93.20% | 93.29% |
| St Anns | 95.11% | 94.50% | 94.00% | 93.48% | 93.18% | 92.68% | 92.96% |
| Bestwood | 96.49% | 96.26% | 95.91% | 95.71% | 95.12% | 94.79% | 94.68% |
| Aspley | 96.32% | 94.55% | 94.74% | 94.95% | 94.97% | 95.11% | 95.23% |
| Bilborough | 95.83% | 94.55% | 94.71% | 94.97% | 94.91% | 94.94% | 95.11% |
| Southglade | 95.75% | 95.13% | 94.71% | 94.73% | 94.27% | 93.70% | 93.85% |
| Radford & Hyson Green | 95.42% | 93.50% | 93.97% | 94.35% | 94.65% | 94.70% | 94.93% |
| City Wide | 95.99% | 95.63% | 95.73% | 95.71% | 95.40% | 95.08% | 95.19% |
| 08/09 Target | 97% | 97% | 97% | 97% | 97% | 97% | 97% |

4.2.2 The percentage of all responsive repairs completed on target

| Office | 2007/08 | Oct | Nov | Dec | Jan | Feb | Mar |
|------------------------------|---------|--------|--------|--------|--------|--------|--------|
| Bulwell | 96.65% | 95.94% | 95.83% | 95.31% | 94.82% | 94.56% | 94.50% |
| Bilborough | 96.15% | 95.58% | 95.50% | 95.07% | 94.79% | 94.52% | 94.37% |
| St Anns | 96.36% | 94.12% | 94.02% | 93.28% | 92.71% | 92.08% | 92.09% |
| Bestwood | 96.79% | 95.77% | 95.66% | 95.19% | 94.85% | 94.70% | 94.64% |
| Lenton | 96.62% | 94.97% | 94.88% | 94.00% | 93.53% | 93.12% | 93.02% |
| Southglade | 96.33% | 95.11% | 95.00% | 94.64% | 94.26% | 94.00% | 93.67% |
| Clifton | 96.88% | 94.72% | 94.58% | 93.97% | 93.48% | 92.96% | 92.83% |
| Aspley | 97.09% | 95.37% | 95.12% | 94.70% | 94.31% | 93.95% | 94.04% |
| Radford & Hyson Green | 96.12% | 95.42% | 95.44% | 94.90% | 94.36% | 93.99% | 93.90% |
| City Wide | 96.59% | 95.26% | 95.15% | 94.61% | 94.18% | 93.83% | 93.76% |
| 08/09 Target | 97.75% | 97.75% | 97.75% | 97.75% | 97.75% | 97.75% | 97.75% |
| Wollaton East & Lenton Abbey | 96.66% | 95.24% | 95.19% | 94.90% | 94.83% | 94.78% | 94.20% |
| Wollaton West | 96.45% | 94.37% | 94.59% | 93.61% | 93.61% | 93.61% | 95.08% |
| Area Cttee 7 Area | 96.63% | 95.08% | 95.08% | 94.64% | 95.06% | 94.56% | 94.52% |

| 4.2.3 | <u>The percentage of emergency repairs (urgent) completed on target</u> | | | | | | | |
|---|---|---------|---------|---------|--------|--------|--------|--|
| Office | 2007/08 | Oct | Nov | Dec | Jan | Feb | Mar | |
| Southglade | 97.15% | 99.70% | 99.75% | 99.72% | 99.32% | 99.25% | 99.27% | |
| Bulwell | 96.78% | 99.87% | 99.82% | 99.71% | 99.28% | 99.17% | 99.20% | |
| Lenton | 97.28% | 99.47% | 99.45% | 99.32% | 99.30% | 99.38% | 99.31% | |
| St Anns | 96.46% | 99.24% | 99.32% | 99.18% | 99.20% | 99.27% | 99.17% | |
| Bestwood | 97.17% | 99.46% | 99.42% | 99.39% | 99.12% | 99.11% | 99.15% | |
| Bilborough | 96.91% | 99.48% | 99.50% | 99.32% | 99.21% | 99.15% | 99.13% | |
| Aspley | 97.38% | 99.64% | 99.61% | 99.49% | 99.37% | 99.36% | 99.40% | |
| Clifton | 97.64% | 99.28% | 99.36% | 99.31% | 99.29% | 99.25% | 99.28% | |
| Radford & Hyson Green | 96.72% | 99.52% | 99.60% | 99.57% | 99.32% | 99.32% | 99.34% | |
| City Wide | 97.04% | 99.50% | 99.52% | 99.42% | 99.26% | 99.25% | 99.24% | |
| Target | 98.0% | 97% | 97% | 97% | 97% | 97% | 97% | |
| Wollaton East & Lenton Abbey | 96.53% | 100.00% | 100.00% | 100.00% | 99.84% | 99.72% | 99.62% | |
| Wollaton West | 95.70% | 100.00% | 100.00% | 99.31% | 98.91% | 98.49% | 98.17% | |
| Area Committee 7 Area | 96.38% | 100.00% | 100.00% | 99.86% | 99.64% | 99.45% | 99.30% | |

| 4.2.4 | <u>The percentage of routine repairs (non-urgent) completed on target</u> | | | | | | | |
|---|---|--------|--------|--------|--------|--------|--------|--|
| Office | 2007/08 | Oct | Nov | Dec | Jan | Feb | Mar | |
| Bulwell | 96.60% | 94.47% | 94.28% | 93.59% | 93.00% | 92.67% | 92.58% | |
| Bilborough | 95.80% | 94.27% | 94.09% | 93.52% | 93.09% | 92.73% | 92.53% | |
| Bestwood | 96.60% | 94.49% | 94.27% | 93.60% | 93.15% | 92.91% | 92.82% | |
| St Anns | 96.31% | 91.67% | 91.41% | 90.37% | 89.42% | 88.46% | 88.57% | |
| Clifton | 96.50% | 92.74% | 92.39% | 91.46% | 90.60% | 89.84% | 89.70% | |
| Lenton | 96.25% | 92.58% | 92.42% | 91.07% | 90.26% | 89.53% | 89.47% | |
| Southglade | 95.92% | 93.18% | 92.92% | 92.39% | 91.88% | 91.54% | 91.09% | |
| Aspley | 96.97% | 93.89% | 93.49% | 92.91% | 92.32% | 91.84% | 91.97% | |
| Radford & Hyson Green | 95.78% | 93.40% | 93.31% | 92.42% | 91.61% | 91.03% | 90.92% | |
| City Wide | 96.38% | 93.56% | 93.32% | 92.56% | 91.91% | 91.40% | 91.33% | |
| Target | 97% | 97% | 97% | 97% | 97% | 97% | 97% | |
| Wollaton East & Lenton Abbey | 96.73% | 93.63% | 93.44% | 92.99% | 93.44% | 92.12% | 91.46% | |
| Wollaton West | 96.83% | 92.58% | 92.71% | 91.49% | 92.71% | 91.19% | 91.35% | |
| Area Committee 7 Area | 96.74% | 93.43% | 93.29% | 92.69% | 93.29% | 91.93% | 91.44% | |

4.3 HOUSING INCOME MANAGEMENT (INCLUDING RENT ARREARS)

Housing Income Management

This indicator measures the total rent collected from current tenants for the current and past years. It is made up of rent available to be collected on all occupied properties plus the rent arrears from current tenants at the start of the year.

4.3.1 Total amount of rent & brought forward arrears owed on Housing Revenue Properties (£'s)

| Office | 2007/08 | Oct | Nov | Dec | Jan | Feb | Mar |
|-----------------------|------------|------------|------------|------------|------------|------------|------------|
| Clifton | 7,800,495 | 4,697,970 | 5,346,801 | 5,838,364 | 6,643,200 | 7,448,655 | 8,090,756 |
| St Anns | 13,298,145 | 7,865,657 | 8,944,860 | 9,763,660 | 11,109,930 | 12,449,597 | 13,518,785 |
| Bulwell | 9,725,637 | 5,810,354 | 6,605,156 | 7,209,775 | 8,206,311 | 9,201,125 | 9,992,148 |
| Bilborough | 10,868,227 | 6,542,137 | 7,441,204 | 8,123,031 | 9,241,789 | 10,358,967 | 11,248,072 |
| Lenton | 6,484,348 | 3,889,089 | 4,421,195 | 4,826,505 | 5,492,071 | 6,156,259 | 6,687,073 |
| Bestwood | 13,022,610 | 7,778,518 | 8,849,294 | 9,660,672 | 10,992,677 | 12,323,678 | 13,390,018 |
| Southglade | 4,991,169 | 2,974,979 | 3,380,851 | 3,690,213 | 4,192,501 | 4,695,391 | 5,095,669 |
| Aspley | 11,562,448 | 6,908,604 | 7,851,610 | 8,574,119 | 9,756,192 | 10,940,207 | 11,882,629 |
| Radford & Hyson Green | 6,325,413 | 3,736,958 | 4,247,155 | 4,635,622 | 5,267,913 | 5,902,275 | 6,405,981 |
| City Wide | 84,078,492 | 50,204,266 | 57,088,130 | 62,321,965 | 70,902,584 | 79,476,154 | 86,311,135 |

4.3.2 The percentage of rent and brought forward arrears owed on Housing Revenue Properties:

| Office | 2007/08 | Oct | Nov | Dec | Jan | Feb | Mar |
|------------------------------|---------|--------|---------|---------|---------|---------|---------|
| Clifton | 97.16% | 97.48% | 97.37% | 97.60% | 97.48% | 97.53% | 97.75% |
| St Anns | 96.67% | 97.36% | 97.21% | 97.47% | 97.26% | 97.32% | 97.41% |
| Bulwell | 95.85% | 96.55% | 96.46% | 96.65% | 96.55% | 96.59% | 96.65% |
| Bilborough | 96.85% | 97.28% | 97.39% | 97.56% | 97.50% | 97.62% | 97.70% |
| Lenton | 96.44% | 97.18% | 97.13% | 97.17% | 96.96% | 97.13% | 97.31% |
| Bestwood | 96.22% | 96.40% | 96.43% | 96.72% | 96.58% | 96.55% | 96.65% |
| Southglade | 95.98% | 97.00% | 96.88% | 96.92% | 96.80% | 96.83% | 96.91% |
| Aspley | 94.94% | 95.41% | 95.48% | 95.62% | 95.74% | 95.68% | 95.83% |
| Radford & Hyson Green | 94.18% | 94.53% | 94.82% | 94.85% | 95.11% | 95.23% | 95.43% |
| City Wide | 96.23% | 96.60% | 96.60% | 96.78% | 96.70% | 96.75% | 96.87% |
| Profiled Target | 97.35% | 96.40% | 96.50% | 96.80% | 96.6% | 96.75% | 97% |
| 08/09 Year End Target | 97% | 97% | 97% | 97% | 97% | 97% | 97% |
| Wollaton East & Lenton Abbey | 96.22% | 95.65% | 96.02% | 96.26% | 96.63% | 97.10% | 97.23% |
| Wollaton West | 97.66% | 98.90% | 100.24% | 100.40% | 100.41% | 100.04% | 100.21% |

4.4 VACANT PROPERTY MANAGEMENT

4.4.1 The average time in days taken to re-let our properties – cumulative performance

| Office | 2007/08 | Oct | Nov | Dec | Jan | Feb | Mar |
|-----------------------|---------|------|------|------|------|------|------|
| Bulwell | 57.5 | 58.7 | 54.1 | 52.1 | 51.6 | 50.9 | 49.7 |
| Aspley | 45.2 | 39.8 | 40.0 | 40.4 | 40.5 | 41.3 | 41.5 |
| Bestwood | 64.5 | 45.4 | 44.1 | 42.9 | 45.0 | 44.4 | 44.5 |
| Bilborough | 53.6 | 40.0 | 39.3 | 37.7 | 38.0 | 38.3 | 47.0 |
| Southglade | 73.7 | 51.4 | 50.2 | 51.1 | 52.2 | 51.6 | 49.6 |
| Radford & Hyson Green | 52.2 | 46.7 | 45.3 | 45.2 | 45.3 | 45.7 | 44.0 |
| St Anns | 70.3 | 59.5 | 56.5 | 54.8 | 53.9 | 53.3 | 51.5 |
| Clifton | 49.5 | 52.0 | 53.5 | 51.8 | 50.8 | 59.2 | 57.2 |
| Lenton | 112.1 | 58.3 | 58.1 | 55.0 | 57.8 | 62.7 | 62.5 |
| City Wide | 63.7 | 50.5 | 49.0 | 47.8 | 48.2 | 49.0 | 49.0 |
| 08/09 Target | 45 | 30 | 30 | 30 | 30 | 30 | 30 |
| Area Committee 7 Area | 28.0 | 20.8 | 18.4 | 27.4 | 39.0 | 26.8 | 22.0 |

4.4.2 Rent loss against vacant properties – cumulative performance

| Office | 2007/08 | Oct | Nov | Dec | Jan | Feb | Mar |
|------------------------------|---------|-------|-------|-------|-------|-------|-------|
| Aspley | 1.32% | 1.5% | 1.5% | 1.5% | 1.5% | 1.4% | 1.4% |
| Clifton | 1.63% | 1.3% | 1.3% | 1.2% | 1.2% | 1.3% | 1.3% |
| Bestwood | 1.96% | 2.0% | 2.0% | 2.0% | 2.0% | 2.0% | 2.0% |
| Lenton | 2.3% | 2.1% | 2.1% | 2.2% | 2.2% | 2.2% | 2.3% |
| Bilborough | 2.25% | 1.4% | 1.3% | 1.3% | 1.4% | 1.3% | 1.3% |
| Radford & Hyson Green | 2.09% | 2.6% | 2.7% | 2.8% | 2.9% | 3.0% | 3.1% |
| Southglade | 2.27% | 2.6% | 2.7% | 2.8% | 2.9% | 3.1% | 3.2% |
| Bulwell | 3.56% | 2.8% | 2.8% | 2.8% | 2.8% | 2.9% | 2.9% |
| St Anns | 3.29% | 4.2% | 4.2% | 4.2% | 4.3% | 4.3% | 4.4% |
| City Wide | 2.33% | 2.3% | 2.3% | 2.3% | 2.4% | 2.4% | 2.4% |
| 08/09 Target | 3.1% | 1.9% | 1.9% | 1.9% | 1.9% | 1.9% | 1.9% |
| Wollaton East & Lenton Abbey | 2.1% | 0.81% | 0.86% | 0.91% | 0.93% | 0.90% | 0.91% |
| Wollaton West | 1.44% | 1.25% | 1.17% | 1.12% | 1.09% | 1.10% | 1.10% |

4.5 ESTATE CONDITION RATINGS

4.5.1 Central Operational Unit

| Estate | June 2007 | Sep 2007 | Dec 2007 | Mar 2008 | July 2008 | Sept 2008 | Dec 2008 | Mar 2009 |
|---------------|-----------|----------|----------|----------|-----------|-----------|----------|----------|
| Broxtowe | No stars | No stars | No stars | No Stars | < | << | < | < |
| Bilborough | < | < | < | < | << | <<< | <<< | <<< |
| Beechdale | <<< | <<< | <<< | <<< | <<< | <<< | <<< | <<< |
| Lenton Abbey | < | < | < | < | << | << | << | << |
| Wollaton | << | << | << | <<< | <<< | <<< | <<< | <<< |
| Strelley | < | < | < | << | <<< | <<< | <<< | <<< |
| Bells Lane | No stars | No stars | No stars | No stars | < | << | << | << |
| Aspley | No stars | No stars | < | < | < | << | << | <<< |
| Radford | < | < | < | < | << | << | <<< | <<< |
| Basford | << | << | << | << | <<< | <<< | <<< | <<< |
| Southwold | < | < | << | << | << | << | <<< | <<< |
| Hyson Green | < | < | < | < | << | << | <<< | <<< |
| Forest Fields | << | << | << | << | << | << | <<< | <<< |
| Arboretum | << | << | << | << | << | << | <<< | <<< |
| | | | | | | | | |
| | | | | | | | | |

4.5.2 City Wide Results

| | June 2007 | Sep 2007 | Dec 2007 | Mar 2008 | July 2008 | Sept 2008 | Dec 2008 | Mar 2009 |
|---------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 0 Star | 9 | 9 | 4 | 2 | 0 | 0 | 0 | 0 |
| 1 Star | 13 | 12 | 18 | 13 | 4 | 0 | 1 | 2 |
| 2 Star | 10 | 14 | 13 | 19 | 26 | 28 | 16 | 13 |
| 3 Star | 4 | 4 | 4 | 5 | 9 | 11 | 22 | 24 |

4.5.3 Summary

- 24(62%) out of 39 estates are now deemed to be of a three star standard compared to 22 (56%) December 2008
- 2(5%) estates are now deemed to be of a 1 star standard compared to 1(3%) in December 2008
- No estates are now deemed to be of a no star standard compared to 11(28%) in June 2007

4.5.4 Estate Condition Definitions

No star estate

- Estate very untidy
- Large amount of evidence of highway issues
- Large amount of evidence of litter and/or graffiti and/or abandoned vehicles
- Grounds maintenance poor
- Large amount of communal/external repairs required
- Large number of breaches of tenancy conditions

One star estate

- Estate fairly untidy
- Several highways issues
- Evidence of litter and/or graffiti and/or abandoned vehicles
- Grounds maintenance fair
- Several communal/external repairs required
- Evidence of several breaches of tenancy conditions

Two star estate

- Estate clean and tidy with the odd spot of litter
- Minimal evidence of highways issues
- Minimal graffiti
- Little evidence of abandoned vehicles
- Grounds maintenance generally good
- A few communal/external repairs required
- Most tenant adhering to tenancy conditions

Three star estate

- Estate clean and tidy with a good standard of grounds maintenance
- No evidence of highways issues
- No evidence of abandoned vehicles or litter
- No communal/external repairs required
- Tenancy conditions being adhered to

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