

NOTTINGHAM CITY HOMES

REPORT OF THE PERFORMANCE REVIEW
MANAGER

WOLLATON AND LENTON ABBEY
AREA COMMITTEE
14 MAY 2009

COMPANY PERFORMANCE REPORT 1st APRIL 2008 to 31st March 2009

1 SUMMARY

- 1.1 The purpose of this report is to advise Area Committee 7 of the Company's performance to 31st March 2009.
- 1.2 A further, more specific, report will be made available for circulation to members and community representatives in advance of the meeting in May 2009.

2 RECOMMENDATIONS

- 2.1 It is recommended that Area Panels note and comment upon the Company's performance to 31st March 2009.

3 BACKGROUND

- 3.1 During September and October 2007 a member of the Performance & Best Value Team visited each Area Panel to discuss what performance information and in what format each Panel would like reports presenting to them at future meetings.
- 3.2 The general consensus was that at each meeting all key performance information should be provided in 'league table' format by area but a specific service area may form the focus of each meeting. Where services are chosen for specific focus additional performance information on that service would be provided as required to enable the Panel to consider performance in more detail.
- 3.3 Respective Area Housing Managers will be present at each meeting to answer queries in respect of performance information contained within this report.

4 KEY PERFORMANCE OUTCOMES TO 31st March 2009

- 4.1 Appendix 1 - Comparisons with National Metropolitan ALMOs for Quarter 2 2008/2009 where available are provided in section 4.1.

Overview of Performance to 31st March 2009

The table below provides an overview of performance to 31st March 2009.

Performance indicator	2007/2008 Actual	Target 2008/2009	Current Position	Are we getting better?	NCH Service Standard
The % of calls answered within the Repairs Call Centre	94.3	96	92.2	↓	Yes
The % of calls answered within the Repairs Call Centre within 18 seconds (6 rings)	78.7	80	71.9	↓	Yes
The % of calls answered within the Rents Call Centre	91.9	95	95.9	↑	Yes
The % of calls answered within the Rents Call Centre within 18 seconds (6 rings)	70.5	80	75.9	↑	Yes
The % of complaints responded to within 5 working days*	74.13	97	97.4	↑	Yes
The % of enquiries responded to within 5 working days*	77	97	91.6	↑	Yes
The % of enquiries received from City Council Members responded to in 5 working days	58.3	97	97.2	↑	Yes
The percentage of rent and brought forward arrears owed on Housing Revenue Properties	96.23	97	96.87	↑	No
The number (%) of LA tenants with more than seven weeks of rent arrears	9.09	8	7.15	↑	No
The % of LA tenants in arrears who had NSP's served	27.93	26	27.89	↑	No
The % of LA tenants evicted as a result of rent arrears	1.07	0.85	0.79	↑	No
Local Authority rent collection and rent arrears : In-year collection figure (%)	99.36	100.6	100.29	↑	No
The average time in days taken to re-let our properties	63.7	30	49	↑	Yes
Rent Loss against properties vacant (%)	2.3	1.9	2.4	↓	No
The number of lettable vacant properties	425	300	382	↑	Yes
The number of long term lettable vacant properties	82	50	46	↑	Yes
New tenants satisfied with the overall service**	6.71	7.45	7.26	↑	Yes
The average length of time taken to register an application on to the Housing Register	15	5	8.2	↑	Yes
The average number of offers taken to let each property	1.9	1.2	1.9	↔	No
The % of properties let that were accepted on their first offer	56	75	56	↔	No
The % of repairs for which an appointment is made and kept	95.99	97	95.19	↓	Yes
The % of all responsive repairs completed on target	96.59	97.75	93.76	↓	Yes
The % of emergency repairs (urgent) completed on target	97.04	97	99.24	↑	Yes
The % of routine repairs (non-urgent) completed on target	96.38	97	91.33	↓	Yes
Customers satisfied with the responsive repairs service***	7.52	8	7.94	↑	Yes

Key Are we getting better



Performance has improved since 31st March 2008



Performance has remained the same since 31st March 2008



Performance has deteriorated since 31st March 2008

* Target Time in 07/08 was 10 days

** VMS Nov Data

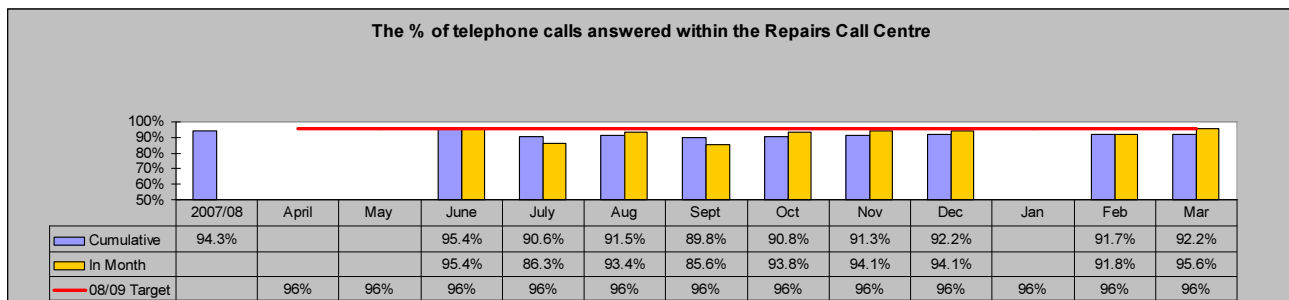
*** VMS Dec Data

3.4 Access and Customer Care - Telephone Call Handling

The percentage of calls answered within the Repairs Call Centre

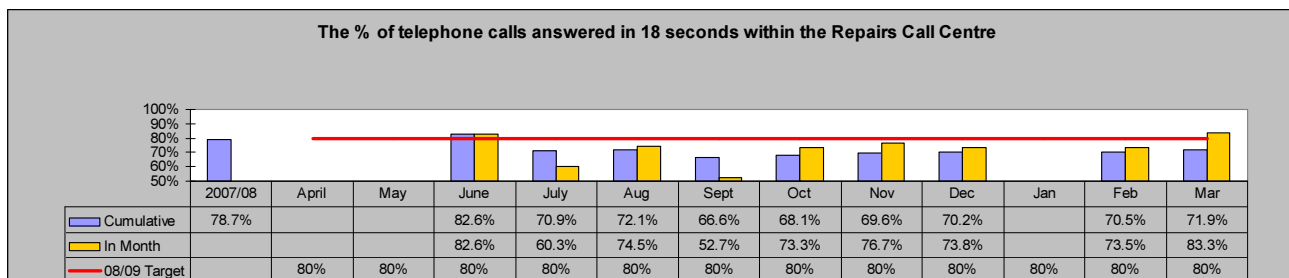
Unfortunately performance information is not available for April and May 2008 due to a system error at the Repairs Call Centre. This has been rectified and data has been available from June onwards.

	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative Performance %	94.3%	90.8%	91.3%	91.7%	No Data	91.7%	92.2%
In Month Performance %		93.8%	94.1%	94.1%	No Data	91.8%	95.6%
08/09 Target %		96%	96%	96%	No Data	96%	96%
Total No of Calls answered		26567	24293	22977	No Data	15602	23214
Volume		28326	25822	24407	No Data	16996	24281
Cumulative Volumes	198,929	123682	149504	173911	No Data	190907	215188



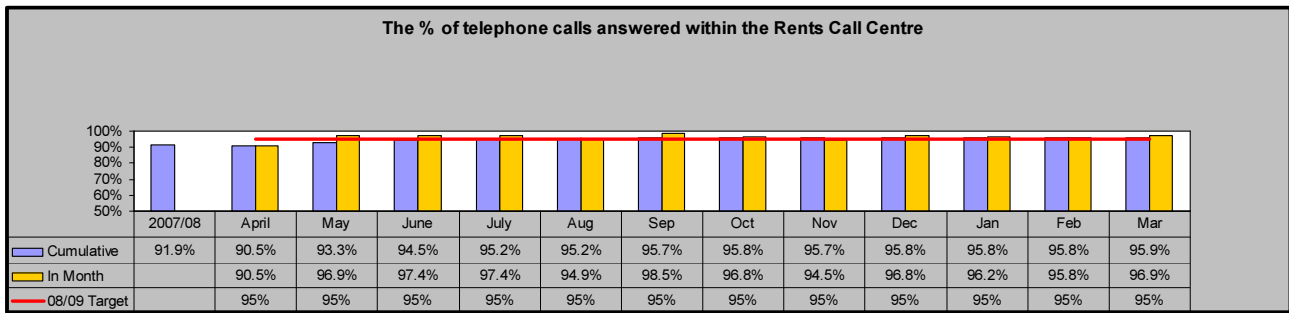
3.5 The percentage of calls answered within 18 seconds in the Repairs Call Centre

	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative Performance %	78.7%	68.1%	69.6%	70.2%	No Data	70.5%	71.9%
In Month Performance %		73.3%	76.7%	73.8%	No Data	73.5%	83.3%
08/09 Target %		80%	80%	80%	No Data	80%	80%
Total No of Calls answered		20754	19816	18012	No Data	12493	20219
Volumes		28326	25822	24407	No Data	16996	24281
Cumulative Volumes	198,929	123682	149504	173911	No Data	190907	215188



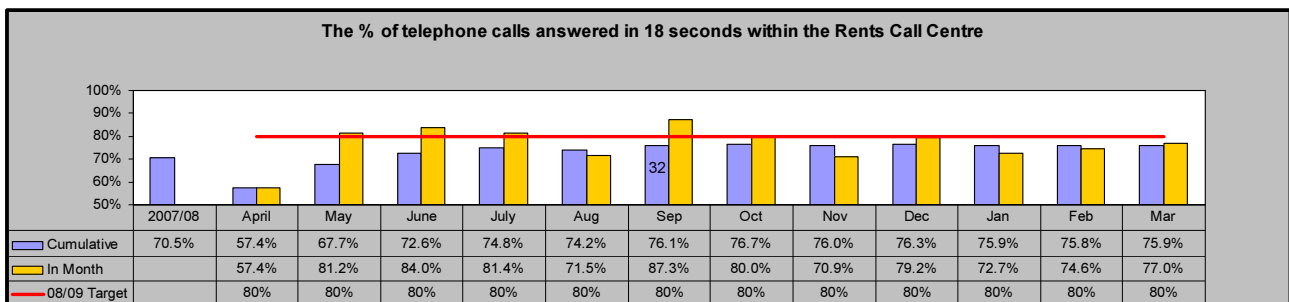
3.6 The percentage of calls answered within the Rents Call Centre

	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative Performance %	91.9%	95.8%	95.7%	95.8%	95.8%	95.8%	95.9%
In Month Performance %		96.8%	94.5%	96.8%	96.2%	95.8%	96.9%
08/09 Target %		95%	95%	95%	95%	95%	95%
Total No of Calls answered		5215	4758	3983	5414	4718	5220
Volumes		5389	5035	4113	5627	4923	5388
Cumulative Volumes	50,046	36613	41648	45761	51388	56311	61699

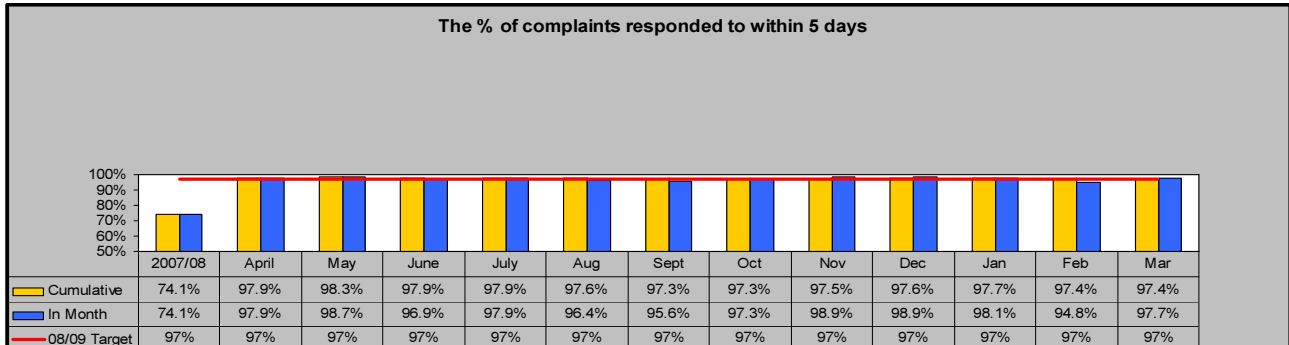


3.7 The percentage of calls answered within 18 seconds in the Rents Call Centre

	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Cumulative Performance %	70.5%	76.7%	76.0%	76.3%	75.9%	75.8%	75.9%
In Month Performance %		80.0%	70.9%	79.2%	72.7%	74.6%	77.0%
08/09 Target %		80%	80%	80%	80%	80%	80%
Total No of Calls answered		4312	3571	3259	4090	3673	4151
Volumes		5389	5035	4113	5627	4923	5388
Cumulative Volumes	50,046	36613	41648	45761	51388	56311	61699



3.8 Access and Customer Care - Customer Complaints



3.9 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

3.10 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%

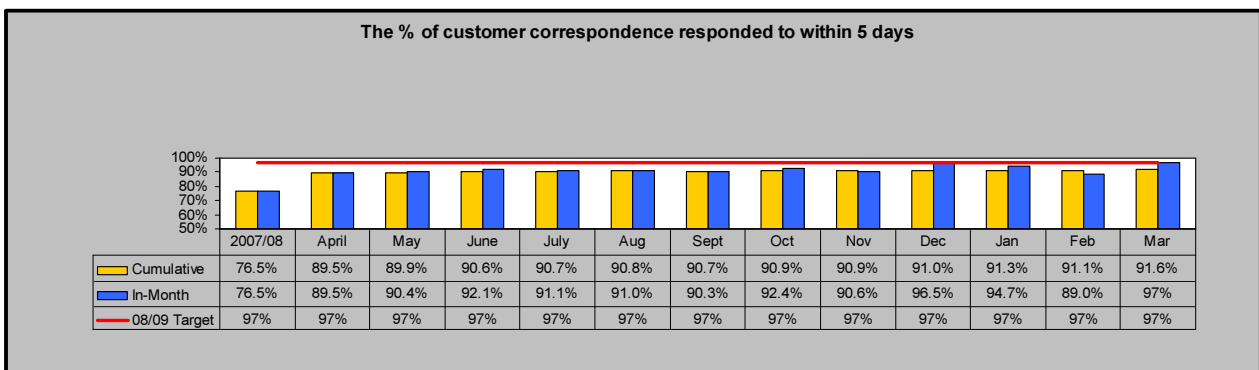
3.11 The number of complaints received - Rolling Total

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Lenton	81	4	5	6	6	6	7
Southglade	75	4	4	4	4	4	4
Bilborough	192	21	22	27	32	35	38
Clifton	107	22	24	25	27	28	32
St Anns	160	36	41	45	48	53	54
Radford & Hyson Green	112	41	44	45	49	53	57
Bulwell	117	28	29	30	31	32	34
Aspley	157	37	45	49	54	56	59
Bestwood	174	46	53	55	60	68	75
Other – Excluding Housing Offices		2579	3001	3347	3580	3923	4315
City Wide	2,675	2818	3268	3633	3891	4258	4648

3.12 The percentage of complaints responded to within 5 working days – Rolling Average

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Lenton	68%	50%	60%	67%	67%	67%	71%
Southglade	69%	100%	100%	100%	100%	100%	100%
Radford & Hyson Green	59%	95%	95%	96%	96%	96%	96%
Clifton	59%	95%	92%	92%	93%	93%	88%
Bulwell	58%	89%	90%	90%	90%	91%	91%
Bestwood	55%	100%	100%	100%	100%	99%	99%
Aspley	41%	73%	78%	80%	78%	79%	80%
St Anns	63%	100%	100%	100%	100%	100%	98%
Bilborough	57%	76%	77%	81%	81%	83%	84%
City Wide	74.1%	97.3%	97.5%	97.6%	97.7%	97.4%	97.4%
08/09 Target	97%	97%	97%	97%	97%	97%	97%

3.13 Access and Customer Care - Customer Correspondence



3.14 The number of customer correspondence received – In Month

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Radford & Hyson Green	498	36	41	45	29	39	24
Clifton	295	47	37	45	24	17	33
Bestwood	330	31	30	22	13	19	28
Bulwell	402	23	26	14	24	27	21
St Anns	270	23	23	10	16	32	35
Bilborough	227	5	6	6	-	5	3
Aspley	93	29	17	11	14	7	16
Lenton	117	2	6	5	1	2	-
Southglade	38	-	-	-	-	-	-
Other – Ex House Office		54	90	154	88	143	144
City Wide	2,895	250	276	312	209	291	304

3.15 The percentage of customer correspondence responded to within 5 working days – In Month

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Southglade	73.7%	-	-	-	-	-	-
Clifton	81.7%	97.9%	97.3%	97.8%	100.0%	100.0%	97.0%
Radford & Hyson Green	85.3%	88.9%	97.6%	100.0%	100.0%	100.0%	87.5%
St Anns	58.1%	91.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Bestwood	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bulwell	87.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Lenton	96.6%	50.0%	50.0%	60.0%	100.0%	100.0%	-
Aspley	71.0%	82.8%	94.1%	100.0%	100.0%	100.0%	100.0%
Bilborough	69.2%	80.0%	100.0%	100.0%	-	100.0%	100.0%
City Wide	76.5%	92.4%	90.6%	96.5%	94.7%	89.0%	97.0%

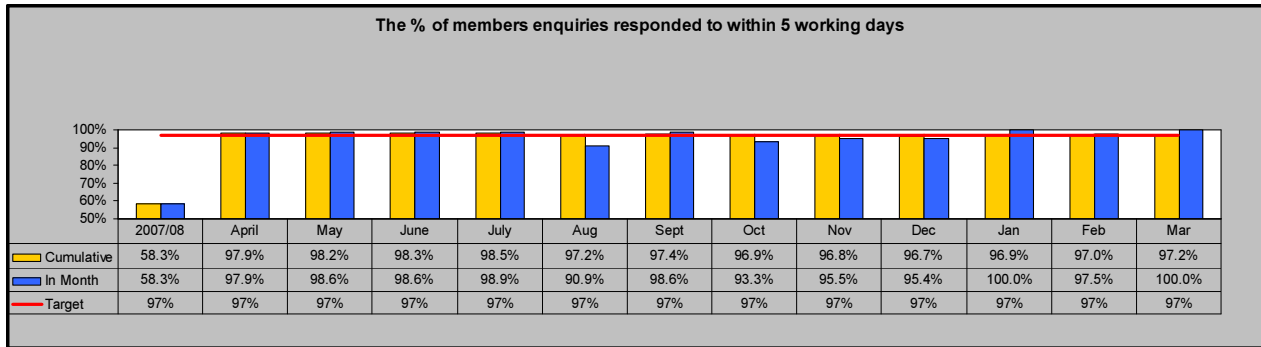
3.16 The number of customer correspondence received – Rolling Total

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Radford & Hyson Green	498	366	407	452	481	520	544
Clifton	295	357	394	439	463	480	513
Bestwood	330	256	286	308	321	340	368
Bulwell	402	212	238	252	276	303	324
St Anns	270	181	204	214	230	262	297
Bilborough	227	83	89	95	95	100	103
Aspley	93	148	165	176	190	197	213
Lenton	117	23	29	34	35	37	37
Southglade	38	2	2	2	2	2	2
Other – Ex House Office		492	582	736	824	967	1111
City Wide	2,895	2120	2396	2708	2917	3208	3512

3.17 The percentage of customer correspondence responded to within 5 working days – Rolling Average

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Southglade	73.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Clifton	81.7%	97.2%	97.2%	97.0%	97.2%	97.3%	97.3%
Radford & Hyson Green	85.3%	93.4%	93.9%	94.2%	94.6%	95.0%	94.7%
St Anns	58.1%	95.0%	95.6%	95.8%	96.1%	96.6%	97.0%
Bestwood	83.3%	98.4%	98.6%	98.1%	98.1%	98.2%	98.4%
Bulwell	87.8%	96.7%	97.1%	97.2%	97.5%	97.7%	97.8%
Lenton	96.6%	91.3%	82.8%	79.4%	80.0%	81.1%	81.1%
Aspley	71.0%	87.8%	88.5%	88.6%	89.5%	89.8%	90.6%
Bilborough	69.2%	77.1%	78.7%	80.0%	80.0%	81.0%	81.6%
Cumulative	76.5%	90.9%	90.9%	91.0%	91.3%	91.1%	91.6%
08/09 Target	97%	97%	97%	97%	97%	97%	97%

3.18 Access and Customer Care - Members enquiries



3.19 The number of members enquiries received – In Month

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Bestwood	119	2	9	5	7	11	15
Radford & Hyson Green	77	6	4	-	1	2	1
St Anns	86	16	6	7	8	15	8
Bulwell	89	3	2	4	1	2	1
Clifton	19	3	1	3	-	2	1
Aspley	143	-	2	2	2	1	-
Bilborough	29	-	1	3	2	2	-
Lenton	29	-	3	-	-	-	1
Southglade	15	-	0	-	-	-	-
City Wide	872	60	43	65	49	80	69

3.20 The percentage of members enquiries responded to within 5 working days – In Month

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Lenton	90%	-	100%	-	-	-	100%
Southglade	33%	-	-	-	-	-	-
Radford & Hyson Green	78%	83%	100%	-	100%	100%	100%
Clifton	74%	100%	100%	100%	-	100%	100%
Bestwood	77%	100%	100%	100%	86%	100%	100%
Bulwell	54%	100%	100%	100%	100%	50%	100%
Bilborough	45%	-	100%	100%	100%	100%	-
Aspley	10%	-	50%	100%	100%	100%	-
St Anns	72%	94%	100%	100%	100%	100%	100%
City Wide	58.3%	93.3%	95.3%	95.4%	98.0%	97.5%	100.0%
08/09 Target	97%	97%	96.5%	97%	97%	97%	97%

3.21 The number of members enquiries received – Rolling Total

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Bestwood	119	54	63	68	75	86	101
Radford & Hyson Green	77	60	61	64	65	67	68
St Anns	86	66	71	79	87	102	110
Bulwell	89	41	43	47	48	50	51
Clifton	19	32	33	36	36	8	39
Aspley	143	7	6	11	13	14	14
Bilborough	29	4	5	8	10	12	12
Lenton	29	-	3	3	3	3	4
Southglade	15	-	-	-	-	-	-
City Wide	872	519	544	627	676	756	825

3.22 The percentage of members enquiries responded to within 5 working days – Rolling Total

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Lenton	90%	-	100%	100%	100%	100%	100%
Southglade	33%	-	-	-	-	-	-
Radford & Hyson Green	78%	95%	95%	95%	95%	96%	96%
Clifton	74%	100%	100%	100%	100%	100%	100%
Bestwood	77%	100%	100%	100%	99%	100%	100%
Bulwell	54%	100%	100%	100%	100%	98%	98%
Bilborough	45%	100%	100%	88%	90%	92%	92%
Aspley	10%	71%	67%	82%	85%	86%	86%
St Anns	72%	98%	99%	99%	99%	99%	99%
City Wide	58.3%	96.9%	96.8%	96.7%	96.7%	97.0%	97.2%
08/09 Target	97%	97%	97%	97%	97%	97%	97%

3.23 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.

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

The percentage of rent and brought forward arrears owed on Housing Revenue Properties: Benchmarking against Metropolitan ALMOs

Good Performance : High	Quarter 2 0809 Benchmark On Target	Mar 08/09	Mar 07/08	Comparison Mar 07/08 to Mar 08/09	Monthly Trend	Trend from year end
March 2009 Target 97%		96.87%	96.23%	↑	↑	↑

HouseMark Quarter 2 0809

Upper Quartile 97.3%

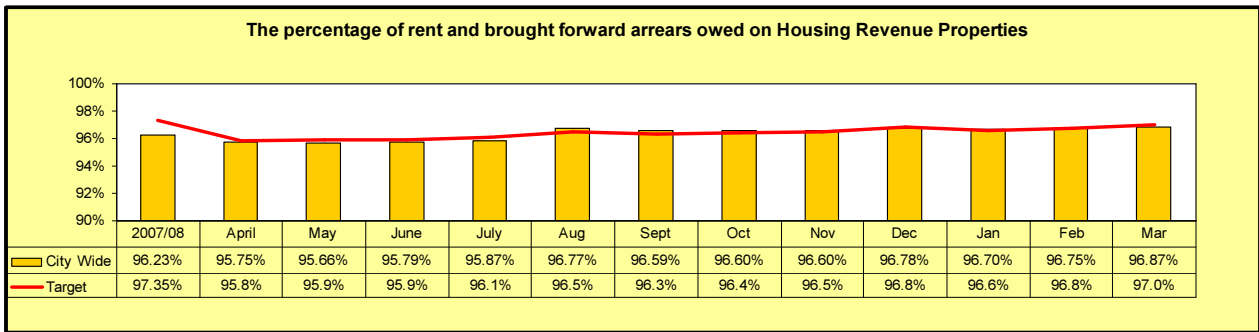
Median Quartile 96.58%

Lower Quartile 96.17%

NCH Position 8th of 17

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%

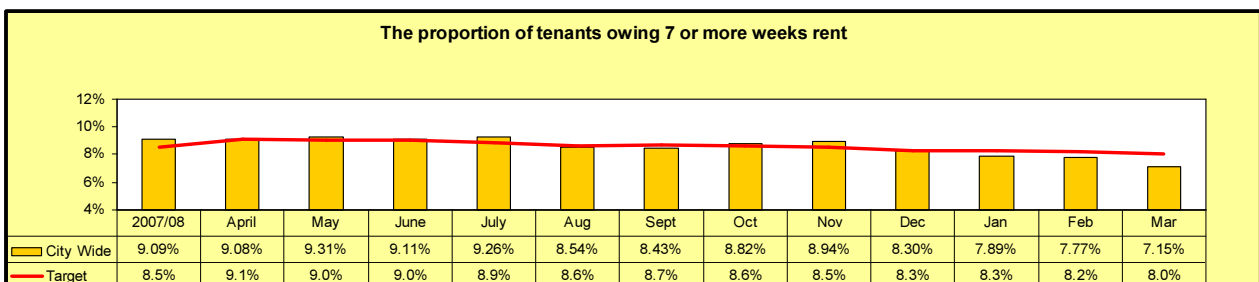


3.24 Tenants owing seven or more weeks rent: Benchmarking against Metropolitan ALMOs

Good Performance: Low	Quarter 2 0809 Benchmark On Target	Mar 08/09	Mar 07/08	Comparison Mar 07/08 to Mar 08/09	Monthly Trend	Trend from year end
March 2009 Target 8%		7.15%	9.09%	↑	↑	↑

HouseMark Quarter 2 08/09
Upper Quartile 4%
Median Quartile 6.6%
Lower Quartile 7.3%
Position 17th of 18

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Clifton	6.76%	6.61%	6.33%	6.14%	5.74%	5.72%	5.11%
Bilborough	7.30%	6.82%	6.31%	6.26%	5.87%	5.79%	5.34%
Lenton	8.41%	8.10%	11.18%	10.33%	7.12%	7.53%	7.33%
St Anns	8.20%	7.33%	7.28%	6.82%	7.05%	6.82%	6.41%
Bestwood	8.51%	9.05%	8.76%	8.25%	8.05%	8.00%	7.47%
Bulwell	9.14%	8.41%	8.59%	8.17%	7.93%	7.60%	6.70%
Southglade	9.60%	11.80%	12.35%	8.11%	8.23%	7.82%	7.22%
Aspley	12.49%	11.83%	12.12%	11.13%	10.55%	10.62%	9.89%
Radford & Hyson Green	12.49%	12.31%	12.20%	11.73%	11.35%	10.77%	9.37%
City Wide	9.09%	8.82%	8.94%	8.30%	7.89%	7.77%	7.15%
Profiled Target	8.5%	8.6%	8.5%	8.3%	8.3%	8.2%	8%
08/09 Year End Target	8%	8%	8%	8%	8%	8%	8%
Wollaton East & Lenton Abbey	10.08%	9.42%	8.10%	8.85%	8.44%	7.48%	6.81%
Wollaton West	7.23%	2.98%	2.38%	2.98%	1.76%	2.98%	2.99%

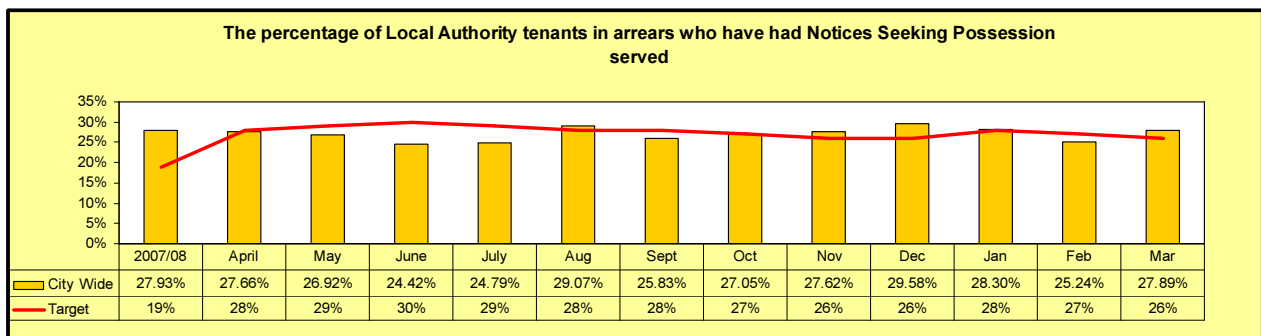


3.25 The percentage of Local Authority tenants in arrears who have had Notices Seeking Possession served: Benchmarking against Metropolitan ALMOs

Good Performance: Low	Quarter 2 0809 Benchmark On Target	Mar 08/09	Mar 07/08	Comparison Mar 07/08 to Mar 08/09	Monthly Trend	Trend from year end
March 2009 Target 26%		27.89%	27.93%	↑	↓	↑

HouseMark Quarter 2 08/09
Upper Quartile 10.7%
Median Quartile 11.5%
Lower Quartile 22.4%
Position 11 th of 13

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Bulwell	25.67%	24.10%	24.12%	25.38%	25.08%	23.64%	26.70%
Bilborough	20.99%	21.16%	21.43%	22.35%	20.42%	19.77%	21.77%
Lenton	26.34%	22.89%	25.03%	27.49%	28.09%	25.96%	29.10%
Southglade	28.43%	30.48%	30.23%	31.76%	30.63%	23.99%	26.68%
Clifton	26.74%	27.85%	27.22%	31.46%	28.13%	25.41%	27.51%
Bestwood	28.24%	30.05%	32.31%	34.03%	32.90%	28.94%	30.97%
Aspley	28.46%	26.83%	28.24%	30.18%	28.56%	24.64%	27.42%
St Anns	31.62%	28.80%	27.06%	29.08%	28.03%	24.32%	27.89%
Radford & Hyson Green	34.72%	32.38%	34.01%	36.95%	34.84%	30.78%	32.89%
City Wide	27.93%	27.05%	27.62%	29.58%	28.30%	25.24%	27.89%
Profiled Target	19%	27%	26%	26%	28%	27%	26%
08/09 Year End Target	26%	26%	26%	26%	26%	26%	26%

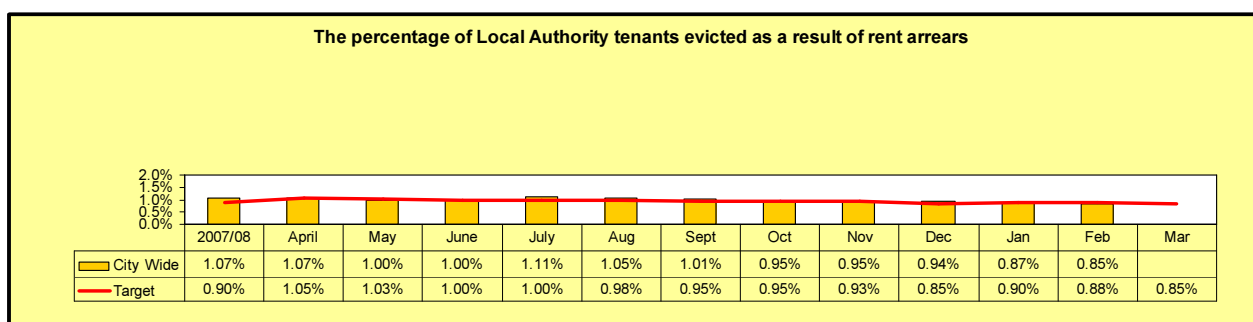


3.26 The percentage of Local Authority tenants evicted as a result of rent arrears: Benchmarking against Metropolitan ALMOs

Good Performance: Low	Quarter 2 0809 Benchmark On Target	Mar 08/09	Mar 07/08	Comparison Mar 07/08 to Mar 08/09	Monthly Trend	Trend from year end
March 2009 Target 0.85%		0.79%	1.07%	↑	↑	↑

HouseMark Quarter 2 08/09
Upper Quartile 0.14%
Median Quartile 0.2%
Lower Quartile 0.35%
Position 16 th of 16

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Bilborough	0.48%	0.37%	0.34%	0.37%	0.34%	0.40%	0.40%
Clifton	0.63%	0.52%	0.48%	0.48%	0.45%	0.60%	0.52%
Aspley	0.78%	0.90%	0.90%	0.87%	0.90%	0.79%	0.79%
Southglade	0.97%	1.64%	1.74%	1.35%	1.36%	1.24%	1.00%
Lenton	1.15%	0.71%	1.16%	1.17%	0.71%	0.80%	0.72%
Bulwell	1.21%	1.00%	0.98%	0.94%	0.85%	0.79%	0.64%
St Anns	1.21%	1.01%	1.03%	1.05%	0.93%	0.89%	0.91%
Bestwood	1.38%	1.14%	1.08%	1.08%	1.12%	1.08%	1.07%
Radford & Hyson Green	1.84%	1.79%	1.61%	1.51%	1.46%	1.38%	1.09%
City Wide	1.07%	0.95%	0.95%	0.94%	0.87%	0.85%	0.79%
Profiled Target	0.90%	0.95%	0.93%	0.85%	0.90%	0.88%	0.85%
08/09 Year End Target	0.85%	0.85%	0.85%	0.85%	0.85%	0.85%	0.85%
Wollaton East & Lenton Abbey	0.19%	0.75%	1.13%	0.75%	0.75%	1.12%	1.51%
Wollaton West	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

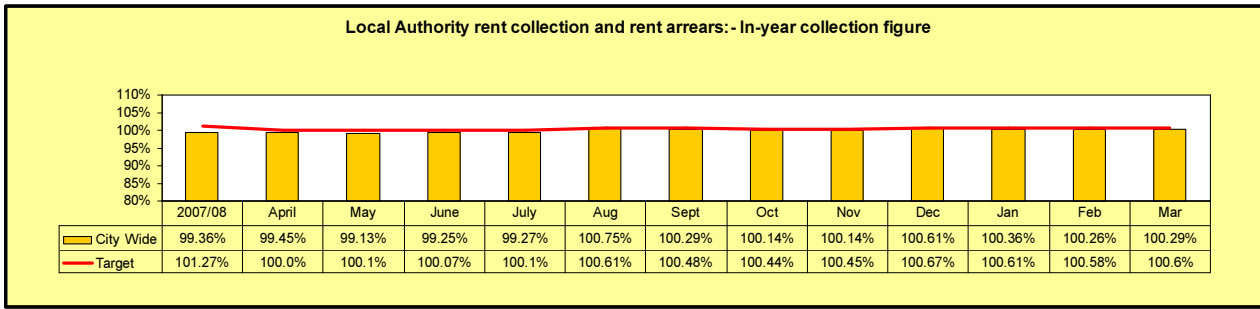


3.27 Local Authority rent collection and rent arrears:- Cumulative In-year collection figure

Good Performance: High	Quarter 2 0809 Benchmark Off Target	Mar 08/09	Mar 07/08	Comparison Mar 07/08 to Mar 08/09	Monthly Trend	Trend from year end
March 2009 Target: 100.6%		100.29%	99.36%	↑	↑	↑

HouseMark Quarter 2 08/09
Upper Quartile 99.6%
Median Quartile 99.3%
Lower Quartile 98.3%
Position 1 of 7

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Bulwell	99.26%	100.21%	100.08%	100.56%	100.30%	100.21%	100.17%
St Anns	99.37%	100.47%	100.33%	100.83%	100.48%	100.41%	100.45%
Clifton	99.85%	100.35%	100.27%	100.83%	100.48%	100.40%	100.52%
Bestwood	99.41%	99.74%	99.78%	100.31%	100.02%	99.84%	99.88%
Southglade	99.83%	100.87%	100.80%	101.34%	100.90%	100.73%	100.69%
Lenton	99.43%	100.42%	100.37%	100.77%	100.34%	100.31%	100.41%
Bilborough	99.51%	100.36%	100.43%	100.86%	100.66%	100.64%	100.60%
Aspley	99.16%	99.95%	99.99%	100.41%	100.38%	100.19%	100.25%
Radford & Hyson Green	98.47%	99.00%	99.36%	99.81%	99.79%	99.72%	99.81%
City Wide	99.36%	100.14%	100.14%	100.61%	100.36%	100.26%	100.29%
Profiled Target	101.27%	100.44%	100.45%	100.67%	100.61%	100.4%	100.6%
08/09 Year End Target	100.6%	100.6%	100.6%	100.6%	100.6%	100.6%	100.6%
Wollaton East & Lenton Abbey	100.79%	99.10%	99.41%	99.72%	100.09%	100.44%	100.34%
Wollaton West	99.78%	101.89%	102.53%	102.75%	102.72%	102.29%	102.47%



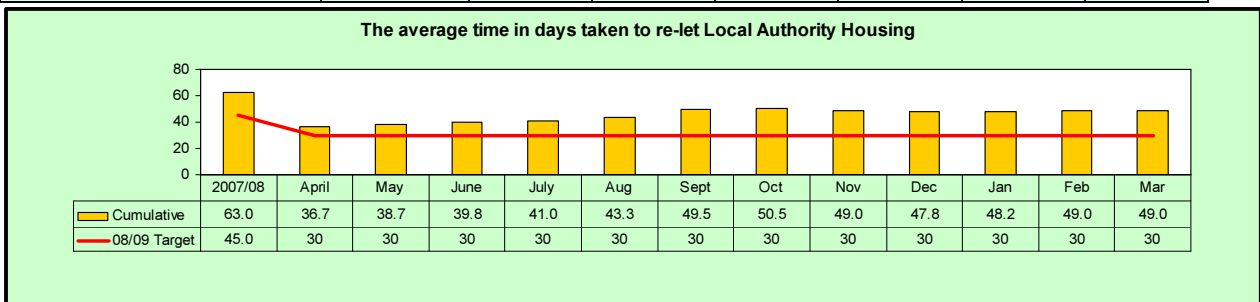
3.28 Vacant Property Management

The average time in days taken to re-let our properties – Cumulative Performance

Good Performance: Low	Quarter 2 08/09 Benchmark	Mar 08/09 Off Target	Mar 07/08	Comparison Mar 07/08 to Mar 08/09	Monthly trend	Year end trend
08/09 Target 30 days		49.0	63.7	↑	↔	↑

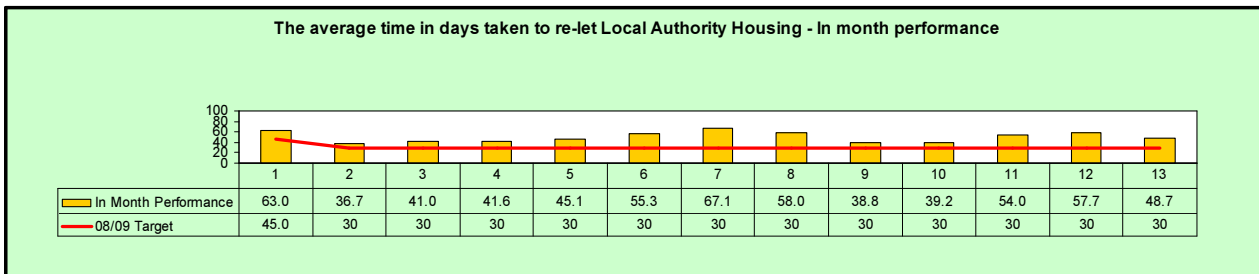
HouseMark Quarter 2 08/09	
Upper Quartile 28.1	
Median Quartile 35.8	
Lower Quartile 42.7	
Position 17 th of 18	

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	28.0	20.8	18.4	27.4	39.0	26.8	22.0%



3.29 The average time in days taken to re-let Local Authority Housing - In Month Performance

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Bulwell	57.5	45.3	29.9	40.8	51.6	50.9	49.7
Aspley	45.2	42.3	40.8	45.1	40.5	41.3	41.5
Bestwood	64.5	66.0	31.9	35.1	45.0	44.4	44.5
Bilborough	53.6	36.2	32.8	25.5	38.0	38.3	47.0
Southglade	73.7	41.0	34.6	57.4	52.2	51.6	49.6
Radford & Hyson Green	52.2	52.1	34.4	44.3	45.3	45.7	44.0
St Anns	70.3	80.1	37.6	41.6	53.9	53.3	51.5
Clifton	49.5	61.4	71.0	38.9	50.8	59.2	57.2
Lenton	112.1	44.2	44.2	32.7	85.0	62.7	62.5
City Wide	63.7	58.0	38.8	39.2	54.0	57.7	48.7
08/09 Target	45.0	30	30	30	30	30	30



3.30 Rent loss against properties vacant – Cumulative Performance

Good Performance: Low	Quarter 2 08/09 Benchmark	Mar 08/09 Off Target	Mar 07/08	Comparison Mar 07/08 to Mar 08/09	Monthly trend	Year end trend
08/09 Target: 1%		2.4%	2.3%	↓	↔	↓

HouseMark Quarter 2 08/09

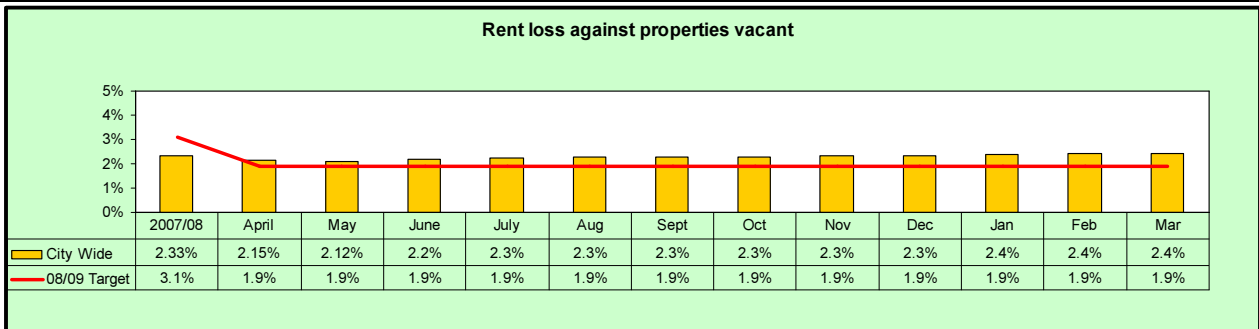
Upper Quartile 1.3%

Median Quartile 1.6%

Lower Quartile 1.8%

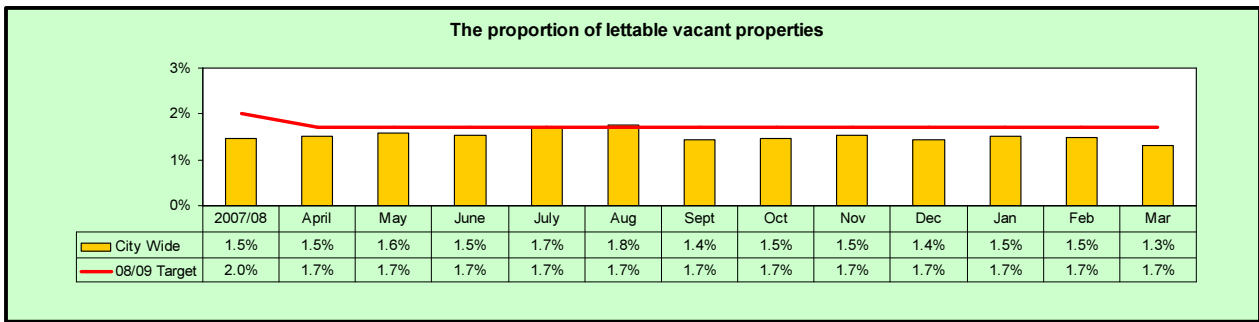
Position 12th of 14

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%



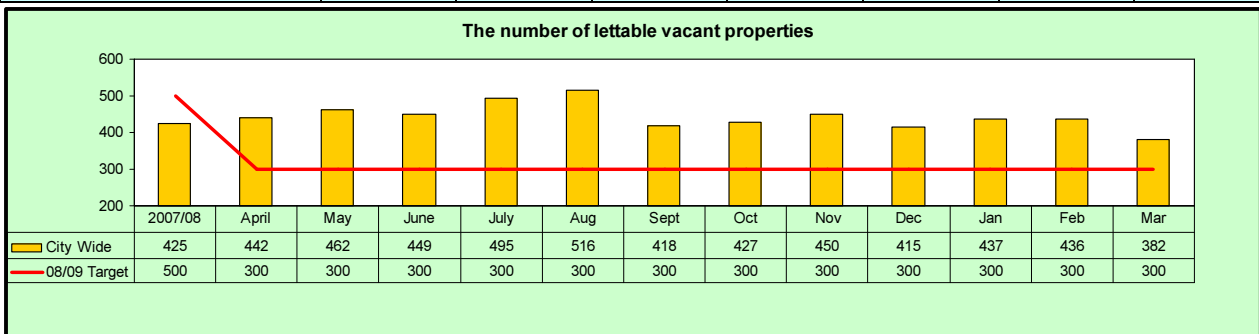
3.31 The proportion of lettable vacant properties

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Aspley	1.1%	1.7%	1.3%	1.3%	1.3%	1.4%	1.1%
Bilborough	1.1%	0.9%	1.2%	1.3%	1.4%	1.1%	1.0%
Clifton	0.9%	0.9%	1.1%	1.1%	1.2%	1.5%	1.1%
Bestwood	1.5%	1.4%	1.7%	1.7%	1.8%	1.6%	1.1%
Southglade	1.2%	0.9%	1.0%	1.1%	1.5%	1.0%	0.9%
Lenton	1.8%	2.1%	2.2%	2.0%	2.0%	2.1%	2.2%
Bulwell	2.0%	1.4%	1.8%	1.3%	1.3%	1.6%	1.6%
Radford & Hyson Green	1.9%	2.1%	2.2%	1.7%	1.8%	2.1%	2.0%
St Anns	1.6%	1.7%	1.5%	1.3%	1.4%	1.4%	1.2%
City Wide	1.5%	1.5%	1.5%	1.4%	1.5%	1.5%	1.3%
08/09 Target	2.0%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%



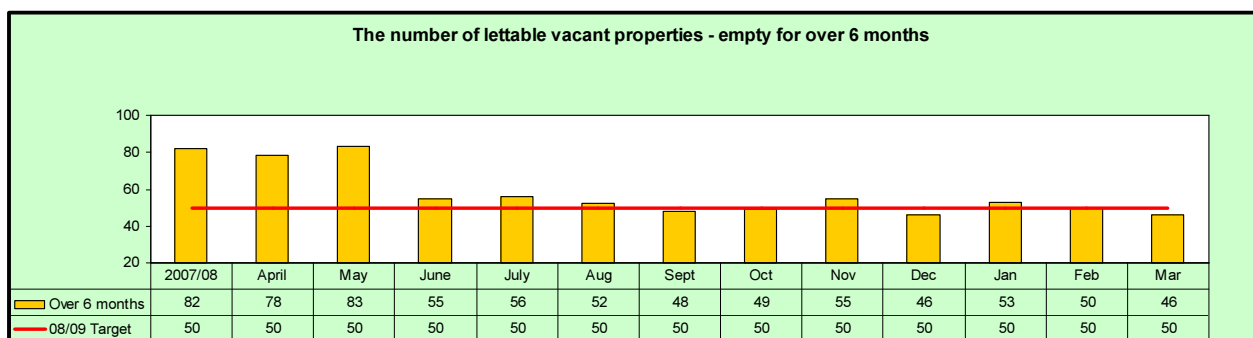
3.32 The number of lettable vacant properties

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Southglade	21	15	17	19	26	17	15
Clifton	25	24	31	31	32	40	31
Aspley	40	63	47	50	50	51	41
Bilborough	41	32	42	47	49	39	35
Lenton	42	48	51	46	45	48	51
Radford & Hyson Green	42	47	49	37	39	46	44
Bestwood	67	66	76	80	83	74	52
Bulwell	69	47	62	44	45	53	54
St Anns	78	85	75	61	68	68	59
City Wide	425	427	450	415	437	436	382
08/09 Target	500	300	300	300	300	300	300
Wollaton East & Lenton Abbey	-	6	7	6	6	4	5
Wollaton West	-	2	1	1	2	2	2
Area Committee 7	-	8	8	7	8	6	7



3.33 The number of lettable vacant properties - empty for over 6 months

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Southglade	1	-	-	-	-	-	-
Aspley	5	3	5	4	7	5	5
Radford & Hyson Green	3	2	1	1	3	5	5
Clifton	4	5	4	4	6	3	2
Lenton	8	8	10	10	9	7	5
Bestwood	6	7	5	4	4	5	4
Bilborough	12	7	6	7	7	7	4
St Anns	11	11	12	13	13	13	14
Bulwell	32	5	12	3	4	5	7
Over 6 months	82	49	55	46	53	50	46
08/09 Target	50	50	50	50	50	50	50



3.34 VMS New Tenants Survey Results – 2008/2009

The following scores out of 10 have been achieved during July, August, September, October and November 2008.

Statements		July	Aug	Sept	Oct	Nov
Number of Surveys sent out		90	123	177	98	190
Number of Replies per Month		17	23	45	31	30
Percentage returned		18.9%	18.7%	25.4%	31.6%	15.79%
1.	How informative was the advice / literature when you applied for housing and whilst on the register?	7.31	7.17	6.87	6.45	7.17
2.	How do you rate the experience of expressing your interest in a property (bidding)?	7.18	7.09	7.33	6.84	6.76
3.	Did the property you were offered match what you asked for?	8.29	7.83	7.93	7.39	8.03
4.	How do you rate the service/information provided by staff when signing up for the property?	8.41	8.26	8.09	7.43	8.14
5.	How easy was it to understand what is expected of you as a tenant from the Tenancy Agreement?	8.82	8.14	8.13	7.90	8.37
6.	How do you rate the condition of your home was in when you received the keys?	6.47	6.32	6.18	6.83	6.76
7.	How do you rate the arrangements made for carrying out any outstanding repairs to your home?	6.06	6.13	6.48	6.47	6.21
8.	How do you rate the cleanliness of the property when it was offered to you?	5.76	6.74	6.11	6.77	6.90
9.	How do you rate the external appearance of your property and any communal (shared) areas?	7.35	6.74	6.73	7.03	6.43
10.	Overall how do you rate our provision of this service?	8.13	7.39	7.18	7.43	7.83
OVERALL AVERAGE		7.38	7.18	7.10	7.05	7.26

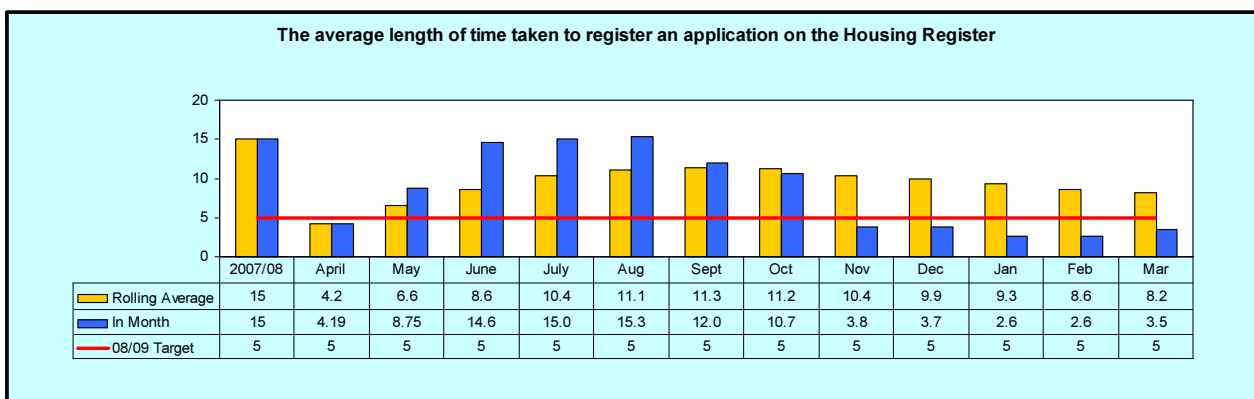
3.35 Allocations & Lettings

The average length of time taken to register an application on the Housing Register – In Month

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Southglade	10.4	1.5	1.2	2.67	2.67	1.56	1.57
Bestwood	15.7	6.13	5.17	4.96	2.96	2.72	2.65
Bilborough	12.2	6.11	2.31	2.59	2.94	2.54	2.53
Bulwell	11.8	6.06	3.45	3.33	2.94	3.33	2.58
Aspley	15.6	5.84	2.86	2.63	1.49	2.64	2.66
Lenton	19.6	10.71	4.03	3.14	3.00	1.90	2.66
Clifton	16.6	6.05	3.78	2.73	2.95	1.94	2.76
St Anns	15.1	22.10	3.57	3.84	2.24	2.45	2.13
Hyson Green	15.2	11.97	4.48	5.25	2.70	2.95	10.41
City Wide	15.0	10.65	3.76	3.7	2.58	2.60	3.48
08/09 Target	5	5	5	5	5	5	5

3.36 The average length of time taken to register an application on the Housing Register – Rolling Average

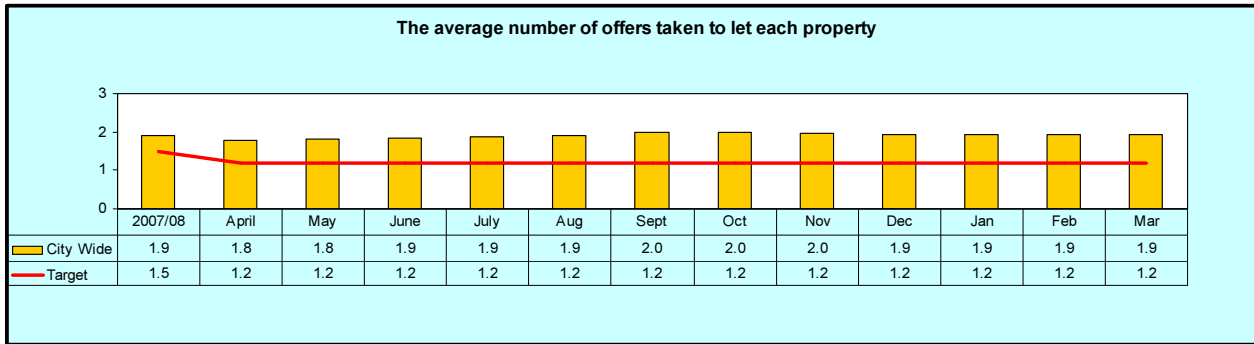
Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Southglade	10.4	9.5	8.8	8.5	7.8	6.2	5.9
Bestwood	15.7	9.3	8.9	8.5	8.2	7.6	7.1
Bilborough	12.2	8.8	8.2	7.9	7.5	7.0	6.7
Bulwell	11.8	9.2	8.5	8.1	7.8	7.4	7.1
Aspley	15.6	9.2	8.4	7.9	7.4	6.8	6.4
Lenton	19.6	17.9	16.4	15.4	14.7	13.9	12.6
Clifton	16.6	11.6	10.6	10.0	9.3	8.6	8.1
St Anns	15.1	12.2	11.2	10.6	9.9	9.2	8.6
Radford & Hyson Green	15.2	13.8	12.9	12.2	11.2	10.3	10.3
City Wide	15	11.2	10.4	9.9	9.3	8.6	8.2
08/09 Target	5	5	5	5	5	5	5



3.37 The average number of offers taken to let each property

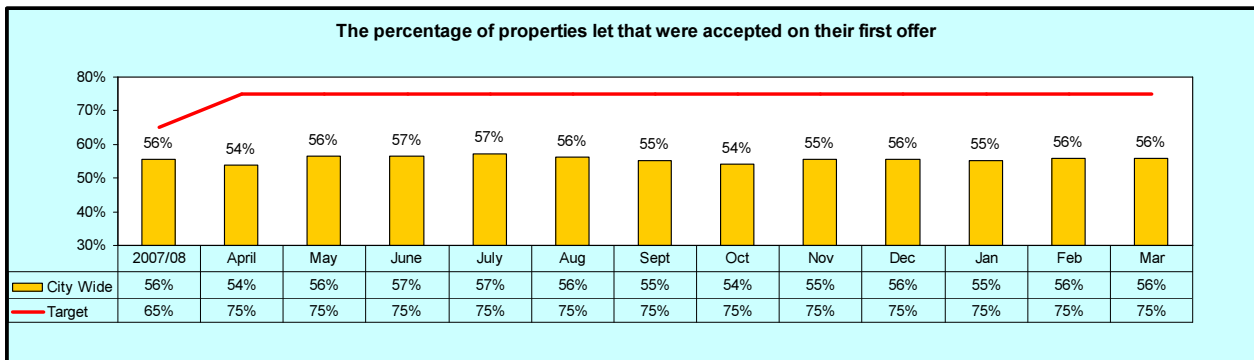
Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
Bilborough	1.9	1.8	1.7	1.7	1.7	1.8	1.8
Clifton	1.6	1.7	1.6	1.7	1.7	1.7	1.7
Aspley	2	2.0	1.9	1.9	1.9	1.9	1.9
St Anns	1.7	1.9	1.9	1.9	1.9	1.9	1.9
Bestwood	1.9	2.0	2.0	1.9	1.9	1.9	1.9
Lenton	1.9	1.8	1.8	1.7	1.7	1.7	1.7
Bulwell	2	2.3	2.2	2.1	2.2	2.2	2.2
Radford & Hyson Green	2.1	2.2	2.1	2.1	2.0	2.0	2.0
Southglade	2.5	2.4	2.4	2.4	2.5	2.4	2.5
City Wide	1.9	2.0	2.0	1.9	1.9	1.9	1.9
08/09 Target	1.5	1.2	1.2	1.2	1.2	1.2	1.2

Wollaton East & Lenton Abbey	1.6	1.3	1.2	1.3	1.4	1.4	1.4
Wollaton West	2.3	1.3	1.4	1.4	1.4	1.4	1.4
Area Committee 7	1.8	1.3	1.3	1.3	1.4	1.4	1.4



3.38 The percentage of properties let that were accepted on their first offer

Office	2007/08	Oct	Nov	Dec	Jan	Feb	Mar
St Anns	61%	57%	58%	59%	60%	60%	61%
Radford & Hyson Green	56%	50%	51%	51%	50%	50%	50%
Aspley	49%	56%	57%	56%	56%	57%	55%
Clifton	60%	62%	64%	62%	63%	63%	63%
Bulwell	50%	49%	50%	51%	51%	51%	52%
Lenton	57%	58%	60%	61%	63%	61%	62%
Bestwood	59%	52%	53%	53%	52%	54%	53%
Bilborough	55%	58%	59%	60%	58%	58%	58%
Southglade	45%	45%	44%	43%	40%	43%	42%
City Wide	56%	54%	55%	56%	55%	56%	56%
08/09 Target	65%	75%	75%	75%	75%	75%	75%
Wollaton East & Lenton Abbey	59%	71%	75%	68%	65%	67%	70%
Wollaton West	33%	71%	63%	63%	63%	63%	56%
Area Committee 7	54%	71%	71%	67%	65%	66%	67%



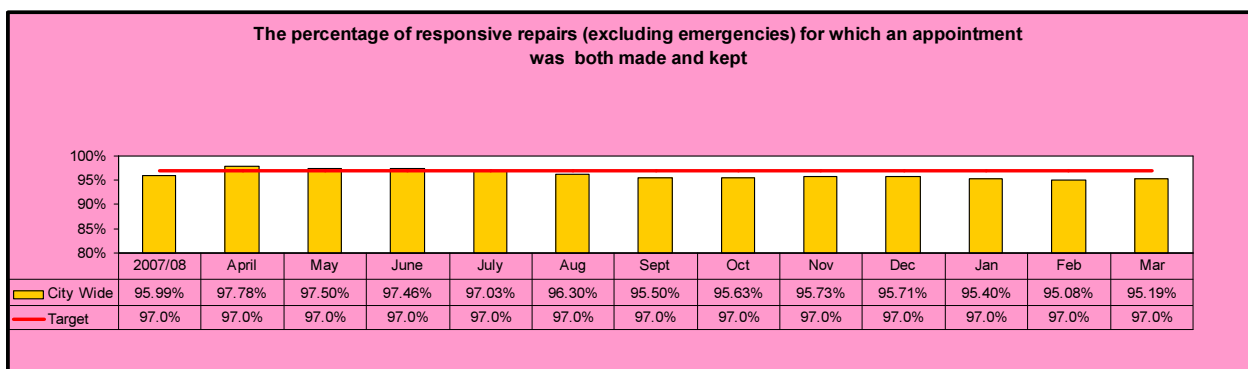
3.39 Responsive Repairs

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

Good Performance: Low	Quarter 2 08/09 Benchmark	Mar 08/09 Off Target	Mar 07/08	Comparison Mar 07/08 to Mar 08/09	Monthly trend	Year end trend
08/09 Target: 97%		95.19%	95.99%	↓	↑	↓

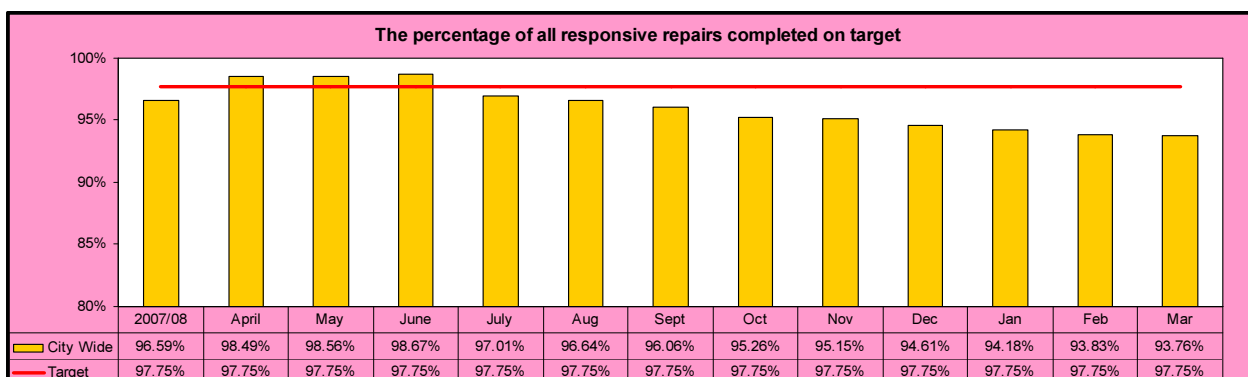
HouseMark Quarter 2 08/09
Upper Quartile 96.95%
Median Quartile 96.3%
Lower Quartile 91.9%
Position 9th of 14

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%



3.40 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 Committee 7	96.63%	95.08%	95.08%	94.64%	95.06%	94.56%	94.52%

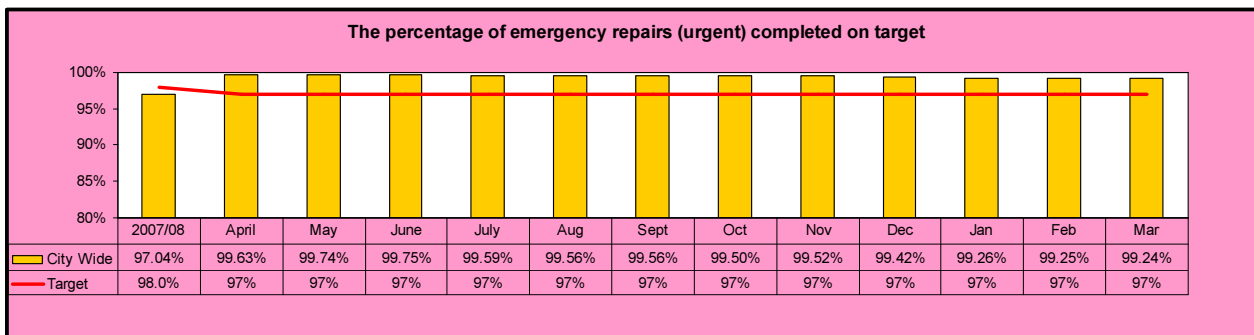


3.41 The percentage of emergency repairs (urgent) completed on target

Good Performance: High	Quarter 2 08/09 Benchmark	Mar 08/09 On Target	Mar 07/08	Comparison Mar 07/08 to Mar 08/09	Monthly trend	Year end trend
08/09 Target: 97%		99.24%	97.04%	↑	↓	↑

HouseMark Quarter 2 08/09
Upper Quartile 99.5%
Median Quartile 98.55%
Lower Quartile 96.2%
Position 4 th of 14

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	96.38%	100.00%	100.00%	99.86%	99.64%	99.45%	99.30%

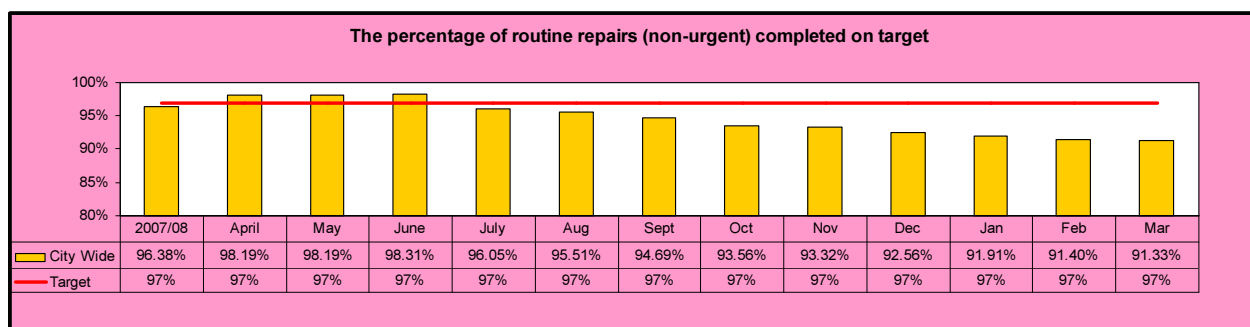


3.42 The percentage of routine repairs (non-urgent) completed on target

Good Performance: Low	Quarter 2 08/09 Benchmark	Mar 08/09 Off Target	Mar 07/08	Comparison Mar 07/08 to Mar 08/09	Monthly trend	Year end trend
08/09 Target: 97%		91.33%	96.38%	↓	↓	↓

HouseMark Quarter 2 08/09
Upper Quartile 98.36%
Median Quartile 96.34%
Lower Quartile 87.5%
Position 9 th of 14

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	96.74%	93.43%	93.29%	92.69%	93.29%	91.93%	91.44%



3.43 VMS Repairs Survey – August, September, October, November and December 2008

Statements	Aug	Sept	Oct	Nov	Dec
Number of Surveys sent out	493	500	497	491	495
Number of Replies per Month	92	109	123	92	96
Percentage returned	18.7%	21.8%	24.8%	18.7%	19.4%
1. How easy was it, to report your repair?	8.42	7.93	8.54	8.61	8.01
2. How satisfied were you with the way our staff treated you when reporting your repair?	8.47	8.14	8.45	8.53	8.34
3. How satisfied were you with the appointment arrangements for your repair?	7.60	7.76	7.90	7.79	7.23
4. How satisfied are you with the time taken to complete the repair?	7.33	7.20	7.60	8.17	7.23
5. How would you rate the conduct of the workperson, e.g. polite and respectful?	8.63	8.45	8.64	8.79	8.55
6. How well did the work person protect your property whilst repairing your home?	8.59	8.29	8.44	8.64	8.43
7. How do you rate the condition your home was left in after completion of the repairs, e.g. clean & tidy?	8.43	8.18	8.47	8.72	8.45
8. How effective was the work in resolving your repair problem?	8.00	7.54	8.15	8.01	7.63
9. How do you rate the quality of the completed work?	8.24	7.45	8.29	8.41	7.79
10. Overall how would you rate the repairs service?	7.56	7.6	7.99	8.22	7.71
OVERALL AVERAGE	8.13	7.85	8.25	8.39	7.94

3.44 Estate Assessment Results

Key

Colour	Meaning
	Improved (or 3 star)
	Stayed the same
	Declined

Bestwood

Estate	June 2007	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008
Leen Valley	<	<	<	<	<<	<<
Bestwood Park	<<<	<<<	<<<	<<<	<<<	<<<
Top Valley	<	<	<	<<	<<	<<
Bestwood	No stars	No stars	<	<	<	<<
Edwards Lane	<<	<<	<<	<<	<<	<<
Heathfield	<<	<<	<<	<<	<<	<<
Whitemoor	<<	<<	<<	<<	<<	<<
Basford	<<	<<	<<	<<	<<<	<<<
0 Star	1	1	0	0	0	0
1 Star	2	2	3	2	1	0
2 Star	3	3	3	4	5	6
3 Star	1	1	1	1	1	1

Bulwell

Estate	June 2007	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008
Bulwell Hall	<<	<<	<	<	<<	<<
Crabtree Farm	No stars	<	<	<	<<	<<
Snapewood	<	<	<	<<	<<	<<
Bulwell	<<	<<	<<	<<	<<	<<
Highbury Vale	<<	<<	<<	<<	<<	<<<
Top Valley	<	<	<	<<	<<	<<
0 Star	1	0	0	0	0	0
1 Star	2	3	4	2	0	0
2 Star	3	3	2	4	6	5
3 Star	0	0	0	0	0	1

Southglade

Estate	June 2007	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008
Sherwood	<<<	<<<	<<<	<<<	<<<	<<<
Mapperley	<<<	<<<	<<<	<<<	<<<	<<<
0 Star	0	0	0	0	0	0
1 Star	0	0	0	0	0	0
2 Star	0	0	0	0	0	0
3 Star	2	2	2	2	2	2

Aspley

Estate	June 2007	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008
Broxtowe	No stars	No stars	No stars	No Stars	<	<<
Bells Lane	No stars	No stars	No stars	No stars	<	<<
Aspley	No stars	No stars	<	<	<	<<
Southwold	<	<	<<	<<	<<	<<
0 Star	3	3	2	2	0	0
1 Star	1	1	1	1	3	0
2 Star	0	0	1	1	1	4
3 Star	0	0	0	0	0	0

Bilborough

Estate	June 2007	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008
Bilborough	<	<	<	<	<<	<<<
Beechdale	<<<	<<<	<<<	<<<	<<<	<<<
Lenton Abbey	<	<	<	<	<<	<<
Wollaton	<<	<<	<<	<<<	<<<	<<<
Strelley	<	<	<	<<	<<<	<<<
0 Star	0	0	0	0	0	0
1 Star	3	3	3	2	0	0
2 Star	2	1	1	1	2	1
3 Star	1	1	1	2	3	4

Radford

Estate	June 2007	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008
Radford	<	<	<	<	<<	<<
Hyson Green	<	<	<	<	<<	<<
Forest Fields	<<	<<	<<	<<	<<	<<
Arboretum	<<	<<	<<	<<	<<	<<
0 Star	0	0	0	0	0	0
1 Star	2	2	2	2	0	0
2 Star	2	2	2	2	4	4
3 Star	0	0	0	0	0	0

Clifton

Estate	June 2007	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008
Clifton – General	<	<<	<<	<<	<<<	<<<
Nobel Road	No Stars	<<	<<	<<	<<	<<
0 Star	1	0	0	0	0	0
1 Star	1	0	0	0	0	0
2 Star	0	2	2	2	1	1
3 Star	0	0	0	0	1	1

Lenton

Estate	June 2007	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008
Meadows	<	< <	<	< <	< <	< <
Lenton	<	< <	< <	< <	< <	< <
0 Star	0	0	0	0	0	0
1 Star	2	2	1	2	2	2
2 Star	0	0	1	0	0	0
3 Star	0	0	0	0	0	0

St Ann's

Estate	June 2007	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008
St Anns	<	<	<	<	< <	< <
Marmion Road	No stars	No stars	<	<	< <	< <
Sneinton	No stars	No stars	<	< <	< <	< <
Bakersfield	N/A	<	<	< <	< < <	< < <
Colwick	N/A	No stars	No stars	<	< <	< <
Cardale	N/A	No stars	No stars	< <	< <	< <
Kingsthorpe Close	No Stars	No stars	<	<	< <	< <
0 Star	3	5	2	0	0	0
1 Star	1	2	5	4	0	0
2 Star	0	0	0	3	6	6
3 Star	0	0	0	0	1	1

City Wide Results

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

Note: in June 2008 Bakersfield, Colwick and Cardale were not included

4 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

4.1 METROPOLITAN ALMO CLUB BENCHMARKING DATA FOR QUARTER 2 2008/09

Voids

Performance Indicator	2008/09 2 nd Quarter					
	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
1. BV212 – Average re-let times	49.5	17 th of 18	28.1	35.8	42.7	4th
2. % of rent lost due to void properties	2.3	12 th of 14	1.3	1.6	1.8	4th

Repairs

Performance Indicator	2008/09 2 nd Quarter					
	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
1.Appointments made and kept	95.3	9 th of 14	96.95	96.3	91.9	3rd
2. % Of emergency repairs completed on time	99.5	4 th of 14	99.5	98.55	96.2	1st
3. % of non-urgent repairs completed on time	94.3	9 th of 14	98.36	96.34	87.5	3rd
4. Average time taken to complete non urgent repairs	11.2	8 th of 17	8	11.3	15.1	2nd
5. Proportion of homes which are non-decent	<i>Annual Indicator</i>					

Rents

Performance Indicator	2008/09 2 nd Quarter					
	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
1. BV66a – Proportion of rent collected	96.59	8 th of 17	97.3	96.58	96.17	2nd
2. Rent collection and rent arrears: In-year collection figure	100.3	1 st of 7	99.6	99.3	98.3	1st
3.% of tenants evicted for arrears	1.01	16 th of 16	0.14	0.2	0.35	4th
4.% of tenants served with NOSP for arrears	25.83	11 th of 13	10.7	11.5	22.4	4th
5. % of tenants with > 7 weeks arrears	8.43	17 th of 18	4	6.6	7.3	4th

Sickness

Performance Indicator	2008/09 2 nd Quarter					
	NCH	NCH Rank	Up Qtr	Med	Lwr Qtr	Our Qtr
1. Sickness Absence	6.29	9 th of 15	4.5	5.3	9.5	3rd

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