

## AREA 3 COMMITTEE (Aspley, Bilborough & Leen Valley ) – November 2015

<b>Title of paper:</b>	<b>Nottingham City Homes Update Report</b>		
<b>Director(s)/ Corporate Director(s):</b>	Nick Murphy Chief Executive of Nottingham City Homes	<b>Wards affected: Aspley, Bilborough &amp; Leen Valley</b>	
<b>Report author(s) and contact details:</b>	Leanne Hoban Decent Neighbourhoods Manager – Nottingham City Homes		
<b>Other colleagues who have provided input:</b>			
<b>Date of consultation with Portfolio Holder(s) (if relevant)</b>			
<b>Relevant Council Plan Strategic Priority:</b>			
Cutting unemployment by a quarter			<input type="checkbox"/>
Cut crime and anti-social behaviour			<input checked="" type="checkbox"/>
Ensure more school leavers get a job, training or further education than any other City			<input type="checkbox"/>
Your neighbourhood as clean as the City Centre			<input checked="" type="checkbox"/>
Help keep your energy bills down			<input type="checkbox"/>
Good access to public transport			<input type="checkbox"/>
Nottingham has a good mix of housing			<input type="checkbox"/>
Nottingham is a good place to do business, invest and create jobs			<input type="checkbox"/>
Nottingham offers a wide range of leisure activities, parks and sporting events			<input type="checkbox"/>
Support early intervention activities			<input type="checkbox"/>
Deliver effective, value for money services to our citizens			<input checked="" type="checkbox"/>
<b>Summary of issues (including benefits to customers/service users):</b>			
<p>The area performance reports provide updates on key issues and themes which link back to local priorities and the strategic themes for Nottingham City Homes.</p> <p>The reports provide summary updates on the following key themes:</p> <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 Figures</li> </ul> <p>Good news stories &amp; positive publicity</p>			

<b>Recommendation(s):</b>	
	<p><b>Area Committee note the allocation of funds for 2015/16 in appendix 1</b></p> <p><b>Area Committee note and comment on paragraphs 1-6 listed below.</b></p> <p><b>That Area Committee approve the Area Capital Programme Funding for Aspley, Bilborough &amp; Leen Valley as set out in appendix 1</b></p>

## **1 REASONS FOR RECOMMENDATIONS (INCLUDING OUTCOMES OF CONSULTATION)**

- 1.1 The Nottingham City Homes Update Report 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 Nottingham City Homes Update Report 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 The Nottingham City Homes Update Report has been important for a number of years in Nottingham as a means of engaging better with tenants and leaseholders and to drive forward service improvement.
- 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 helps us to understand where we are doing well and which areas need to be improved.
- 2.3 Following the decision for Nottingham City Homes reps to attend Area Committee, it was decided to provide the Nottingham City Homes Update Report to Area Committee.

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

- 3.1 None

## **4 FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)**

- 4.1 None

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

5.1    None

**6     EQUALITY IMPACT ASSESSMENT**

Has the equality impact been assessed?

✓ Not needed (report does not contain proposals or financial decisions)

No

Yes— Equality impact Assessment attached

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

7.1    None

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

8.1    None

## Appendix 1

# NCH update report

West Area Committee – Aspley, Bilborough & Leen Valley



Time:

Date: 11<sup>th</sup> November 2015

Presented by: Nicky Jarvis & Elira Mano

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<b>Stock condition survey</b> A five year planned programme of stock condition surveys has commenced across the City. A comprehensive survey, it will gather information to help ensure our properties are maintained through planned programmes of refurbishment as well as informing the current and future active Asset Management strategy.	Information

		<p><b>Solar PV</b> Homes eligible for panels have been written to. Suitability was based on specific criteria like the roof size and the direction houses face. The installation programme is being escalated due to possible reduction in the feed in tariff in early 2016. It is aimed that where customers who have expressed an interest and where the roof is suitable panels will be installed by the end of the year.</p> <p><b>Secure Warm Modern (Maintaining decency)</b> After successfully bringing our homes up to the Nottingham Decent Homes Plus Standard in March 2015, we are now focussed on maintaining this standard with ongoing planned works programmes.</p> <p>A four year property improvement framework tender has been awarded to a constructor partner who will embark on this planned programme of property refurbishment during Autumn 2015.</p> <p>The Decent Homes Standard is set by government to ensure that homes meet certain minimum criteria. There are four criteria that we consider when planning our Secure Warm Modern Improvement works. These determine whether or not a home is considered decent.</p> <ol style="list-style-type: none"> <li>1. Is the property in a reasonable state of repair?</li> <li>2. Does it have reasonably modern facilities or services?</li> <li>3. Is there efficient heating and insulation?</li> <li>4. Does the property meet the statutory minimum standard set out by the Housing Health and Safety Rating System (HHSRS)?</li> </ol> <p><b>Stepney Court</b> Demolition is complete, site is being cleared. Designs for new accommodation and a joint service centre are in progress.</p>	
2	Area Regeneration and Environmental Issues	<p><b>Aspley</b> Works continue to improve the front boundaries on Lindfield Road and the contractor has confirmed that this latest phase of this project will be complete by Christmas. Further phases to be discussed with Ward Cllrs in the new financial year.</p>	Information

		<p><b>Bilborough</b> Fencing scheme at Oakmead Avenue was approved at September's Area Committee and NCH are currently carrying out consultation and preparing the project to be commenced. We anticipate that this project will start early November 2015 and will take approximately 4 weeks for completion.</p> <p><b>Leen Valley</b> Work underway to identify priorities to improve the Kennington Road and Ashwell Gardens estate within this ward. Costs are currently being established based on early ideas to improve these neighbourhoods and then budgets need to be considered. Subject to timescales, we aim to request for funding from the Leen Valley Environmental budget at this area committee. See appendix 2.</p>	
3	Key messages from the Tenant and Leasehold Congress	Due to recent poor attendance at CIA meetings and further consultation with group members and staff, it has been decided to close the Communities in Action Group and to explore possible new opportunities as part of the forthcoming NCH Tenant & Leaseholder Involvement Strategy review. NCH Area Committee representatives will continue to be identified and supported by the Tenant & Leaseholder Involvement team at NCH.	X
4	Tenant and Residents Association updates	Denewood and District TRA (DADTRA) The group continue to hold regular coffee mornings each Wednesday at the community house on Deanwood Crescent and also hold regular TRA open meetings. Over 60 residents went on the community outing to Scarborough in July – a great time was had by all. The group will be hosting a Christmas santa event later in the year.	X
5	Area Performance Figures	See table below	X
6	Good news stories & positive publicity	<p>Tenant Fun Day for 2015 - NCH BIRTHDAY BASH</p> <p>This year sees the 10th anniversary of Nottingham City Homes and to celebrate how much has been achieved in this last decade through working with our customer to 'create homes and places where people want to live', we wanted to hold a birthday bash for all our tenants and leaseholders.</p>	X

	<p>NCH Tenant Fun Day was held on 26.9.15. As the event was held in the North, NCH arranged for buses to support our customers get to and from the Bulwell Academy. There were 4 x 51seater buses to pick tenants up from Mary Potter, St Anns Valley Centre and Clifton Cornerstone at 11am, returning from Bulwell Academy at 2.30pm. A Member of staff attended each coach to assist transportation.</p> <p>Activities included:-</p> <ul style="list-style-type: none"><li>- Graffiti Artists</li><li>- Jolly Jingles – children entertainer</li><li>- Bouncy castles</li><li>- Playworks</li><li>- Gardening workshops and demonstrations</li><li>- Huge activity programme by the Fit in the Community project</li></ul> <p>The event also saw:</p> <ul style="list-style-type: none"><li>- Launch of the NCH Tenant Awards 2016</li><li>- NCH Garden Competition Award Ceremony</li><li>- Graduation Ceremony for Tenant Academy</li></ul> <p>The Big Birthday Bash was a great success seeing over 600 customers and their families attending.</p> <p>Customer Services Week 5th - 9th October</p> <p>As part of national Customer Service Week, NCH hosted a week of superhero themed customer service related activities from 5<sup>th</sup> - 9<sup>th</sup> October. The aim of the week was to raise awareness of the importance of customer service across the organisation, recognise the superhero talents and contributions of staff and motivate staff to improve customer service and loyalty.</p> <p>The week-long programme will include:</p> <ul style="list-style-type: none"><li>• Super simple English writing workshops</li><li>• Customer Facing Job Swap</li></ul>	
--	--	--

- |  |   |  |
|--|---|--|
|  | <ul style="list-style-type: none"><li>• Customer Service Awards</li><li>• A Day in the Life on Social Media</li></ul> |  |
|--|---|--|

Supporting the Theme of this Committee of “Health”

NCH Just Grow project is working with Melbury Primary School to encourage children and their parents to grow, cook and eat healthy food. The ‘Foodshare’ project is in partnership with Nourish Associates, Melbury Primary School, Nottingham Trent University and several other local partners. The aim is to create a growing space at Melbury Primary School to allow pupils to learn how to grow healthy food. The produce will be used for school dinners (as part of the Food for Life project), and by local partners through food donation. The school has also agreed to host cooking classes for parents to encourage healthy eating and again this will use produce from the Melbury school site.

The first clearance took place in May 2015 and included volunteers from all of the above partners. The second stage is planned for 4th November. Volunteers from partner agencies will be preparing the site for food growing during November and December. Pupils will be growing winter lettuce, garlic and onions in the first grow.

Also Supporting the theme of “Health”

NCH are supporting “Keeping you warm and well this winter”

**In Support of the Big Energy Saving Week Nottingham City Homes is holding four roadshows to raise awareness on fuel poverty and winter health advice**



	<p><b>Where and when:</b></p> <p>Monday 26 October, The Mary Potter Centre, Radford, 10am to 2pm</p> <p>Tuesday 27 October, St Ann's Valley Centre, 10am to 2pm</p> <p>Wednesday 28 October, Clifton Cornerstone, 10am to 2pm</p> <p>Thursday 29 October, Bulwell Riverside, 10am to 2pm</p> <p>At each roadshow, we'll be on hand to give you advice, including:</p> <ul style="list-style-type: none"><li>• Improving the energy efficiency of your home – helping you save money on your fuel bills!</li><li>• Tips on improving your overall health and well-being – helping to keep you well during the winter months</li><li>• How we can help if you're at risk of 'fuel poverty' because you're struggling to pay your gas and electricity bills</li></ul> <p>And lots more</p> <p>For more information contact Doreen Whitaker on 0300 333 8100 or e-mail <a href="mailto:energyteam@nottinghamcityhomes.org.uk">energyteam@nottinghamcityhomes.org.uk</a></p> <p>Little wood Gardens Planting Project has now progressed to obtaining quotations for plants. Penny Doyzer from Nourish Associates is currently obtaining costings.</p> <p>In partnership with Fit in the Community and Broxtowe Community Club (TRA) have introduced a new Family</p>	
--	---	--

		<p>Reggae Zumba class to make use of the new flooring at the Hope Centre (the flooring was funded by Councillor Chapman and was to make it possible to have sporting activities in the Centre). The first session was on 6th October and was well attended. We are looking to make the classes sustainable by training up a new Community Activator</p> <p><b>Munford Circus</b></p> <p>The project aiming to turn this flat open ground into a usable community space has begun. The fencing around the area has been renewed and two additional pedestrian gates have been included to enable easier access to the site for local residents. Planting of trees, bulbs and other flowering plants will begin in November and will be completed within a 4 week period. Residents surrounding the site will be given the opportunity to get involved in planting through the introduction of a community planting workshop day.</p>	
	6	<p>Good news stories &amp; positive publicity</p> <p><b>Munford Circus</b></p> <p>The project aiming to turn this flat open ground into a usable community space has begun. The fencing around the area has been renewed and two additional pedestrian gates have been included to enable easier access to the site for local residents. Planting of trees, bulbs and other flowering plants will begin in November and will be completed within a 4 week period. Residents surrounding the site will be given the opportunity to get involved in planting through the introduction of a community planting workshop day.</p> <p><b>Fit in the Community</b></p> <p>FitC are now providing a number of sessions for the community to access free of charge. These include;</p> <ul style="list-style-type: none"> <li>• Motivate - Held at ACTC on Mondays 5.30 to 7.00 pm this is a circuit training programme aimed at men and women of all levels to increase cardiovascular fitness</li> <li>• Family Zumba – Tuesdays between 5.00 pm and 6.00 pm at the Hope</li> </ul>	

				<p>Centre</p> <ul style="list-style-type: none"><li>• Tai Chi – held each Wednesday between 10.00 am and 11.00 am at Beechdale Community Centre</li><li>• Street Dance – Wednesdays, 6.00 pm to 7.00 pm at Leen Valley Community Centre</li><li>• Yoga – Wednesdays between 6.30 and 7.30 pm at Brockleigh Community Sports Centre</li><li>• Reggae Aerobics – Glenbrook Primary School on Thursdays between 9.30 am and 10.30 am</li></ul>		

Area	Ward	Actual Budget (including carry over from 2014/15)	Schemes Approved	Schemes Committed	Schemes De Committed	Remaining Budget
3	Aspley	£212,244	£181,665	£181,665	£0	£30,579
3	Bilborough	£311,279	£152,350.90	£152,350.90	£0	£158,928.10
3	Leen Valley	£51,841	£2,120	£2,120	£0	£49,721

Address	Request	Reason	Nottingham City Homes Officer	Cost	Approval
Kennington Road & Ashwell Gardens	External upgrades to sections of these two estates – including boundary improvements, surface upgrades inside property boundaries, fencing upgrade to drying areas and canopy installation above doorways.	Improve the external appearance on these two prominent estates within the Leen Valley Ward.	Leanne Hoban	Kennington Road Scheme = £14,046  Ashwell Gardens = £10,592.17	Commit.







## Area report - Aspley, Bilborough & Leen Valley

Generated on: 16 September 2015













### AC3-1 Anti-social behaviour





Performance indicator and definition	Target	2015/16	2014/15	2013/14	Latest Note
--------------------------------------	--------	---------	---------	---------	-------------

		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved – Aspley  <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%	98.04%	Performance commentary should include highlights and achievements, reasons for changes in performance and how underperformance will be addressed.
% of ASB cases resolved by first intervention – Aspley  <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>	84%	96.12%			85.03%	80.27%	monthly performance is positive, but the long term trend is slightly off target. It is hoped that we will reach target for year end
Number of new ASB cases – Aspley  <i>Note: Data for this PI is only available by Housing Office.</i>		153			185	156	The Aspley team recorded 20 new cases in July 2014 which represents a mix of drug related activity, untidy gardens and neighbour disputes. The ASB partnership with the Police and Community Protection continue to deliver joined up solutions to these issues
Tenant satisfaction with the ASB service - Aspley  <i>Note: Data for this PI is only available by Housing Office.</i>	8				9.25	9.6	excellent progress made against a challenging target.









## AC3-2 Repairs

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Aspley, Bilborough & Leen Valley  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.11%			97.81%	97.32%	
% of repairs completed in target – Aspley Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.09%			97.89%	97.3%	
% of repairs completed in target – Bilborough Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.04%			97.63%	97.22%	
% of repairs completed in target – Leen Valley Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	95.57%			98.26%	97.87%	
Tenant satisfaction with the repairs service  <i>Note: Data for this PI is only available citywide</i>	9	9.01			8.9	8.78	WS June-2015 Whilst slightly short of the Corporate Plan target of 9, performance of 8.94 in 2014/15 is higher than all previous annual outturn's. We are changing how we survey this satisfaction going forward which may have a positive or negative affect on this KPI.

### AC3-3 Rent Collection

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of rent collected</p> <p><i>Note: This PI measures the amount of rent collected (including tenant arrears) as a percentage of rent due for the current year. Data for this indicator is not available by ward and is reported city wide.</i></p> <p><i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>	100%	100.13%			100.56%	100.02%	<p>Although performance is behind target, and slightly behind the position at this point last year, this is a year-end target and we are on track to achieve 100% by the end of quarter two. We have a range of initiatives planned to improve collection rate. We are focusing on the Responsible Tenant Reward recipients from last year. All those who received the reward last year but who have failed to reduce their debt will be targeted by the team. In addition we have a cash collection competition running in August and a data capture competition. The latter will have the added benefit of increased contact which should improve the collection rate.</p>
<p>% of tenancies ending due to eviction</p> <p><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>	0.45%	0.5%			0.56%	0.74%	<p>We continue to work hard to sustain tenancies and only evict when all other avenues have been exhausted. We have evicted only half the number of tenants for rent arrears compared to the same point last year.</p>









### AC3-4a Empty properties - Average relet time

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Aspley, Bilborough &amp; Leen Valley</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	20.81			24.25	24	Void performance summary: There are currently 35 empty properties in the Area Committee 3 area. The average time to relet properties in the Area Committee 3 area is 24 days. There have been 398 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 15 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area
<p>Average void re-let time (calendar days) – Aspley 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	15.74			24.5	26.73	Void performance summary: There are currently 11 empty properties in the Aspley ward area. The average time to relet properties in the Aspley ward area is 24 days. There have been 194 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 15 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area
<p>Average void re-let time (calendar days) – Bilborough 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	23.76			23.21	20.8	Void performance summary: There are currently 17 empty properties in the Bilborough ward area. The average time to relet properties in the Bilborough ward area is 23 days. There have been 168 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 8 weeks. The lettings service houses around 200 families each month around the city.
Average void re-let time (calendar days) – Leen Valley Ward	25	25.44			27.78	23.18	Void performance summary: There are currently 7 empty properties in the Leen Valley ward area. The average











<p>days) – Leen Valley 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>							<p>time to relet properties in the Leen Valley ward area is 28 days. There have been 36 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 7 weeks. The lettings service houses around 200 families each month around the city.</p>
---	--	--	--	--	--	--	---









#### AC3-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Aspley, Bilborough & Leen Valley  <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>		36			35	60	
Number of lettable voids – Aspley 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>		13			11	30	
Number of lettable voids – Bilborough 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>		12			17	26	
Number of lettable voids – Leen Valley 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>		11			7	4	

### AC3-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Aspley, Bilborough & Leen Valley  <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>		28			112	45	
Number of empty properties awaiting decommission – Aspley 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>		28			28	0	
Number of empty properties awaiting decommission – Bilborough 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			84	0	
Number of empty properties awaiting decommission – Leen Valley 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	

### AC3-5 Tenancy sustainment

Performance indicator and definition	Target	2015/16			2014/15	2013/14	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Aspley, Bilborough & Leen Valley  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	78.35%			97.35%	94.53%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Aspley Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	96.84%			97.65%	94.04%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Bilborough Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	52.94%			97.24%	95.12%	performance exceeds target which is pleasing in uncertain economic times
Percentage of new tenancies sustained - Leen Valley Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	97.92%			96%	95%	performance exceeds target which is pleasing in uncertain economic times

