

















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

Generated on: 16 September 2015





### AC8-1 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 by first intervention – Clifton<br><br><i>Note: This PI monitors how many ASB cases NCH resolved on the first intervention e.g. written warning. Data for this indicator is not available by ward and is reported by Housing Office.</i> | 84%    | 94.83%  |    |    | 91.23%  | 87.5%   |  |
| % of ASB cases resolved – Clifton<br><br><i>Note: This PI measures the proportion of ASB cases NCH has successfully resolved. Data for this PI is not available by ward and is reported by Housing Office.</i>   | 97.8%  | 100%    |    |    | 100%    | 100%    | Targets have been met for ASB ReACT cases. |
| Number of new ASB cases – Clifton<br><br><i>Note: Data for this PI is only available by Housing Office.</i>  |        | 64      |  |  | 118     | 185     |  |
| Tenant satisfaction with the ASB service - Clifton<br><br><i>Note: Data for this PI is only available by Housing Office.</i>   |        |         |   |   | 5.1     | 9.45    |  |







## AC8-2 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 - Clifton North, Clifton South & Bridge<br><br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i> | 96%    | 94.13%  |    |    | 97.74%  | 97.2%   |  |
| % of repairs completed in target – Bridge Ward<br><br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>                                | 96%    | 94.15%  |    |    | 97.92%  | 97.17%  |  |
| % of repairs completed in target – Clifton North Ward<br><br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>                         | 96%    | 93.09%  |    |    | 97.36%  | 96.67%  |  |
| % of repairs completed in target – Clifton South Ward<br><br><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>                         | 96%    | 94.81%  |  |  | 97.82%  | 97.58%  |  |
| Tenant satisfaction with the repairs service<br><br><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. |

### AC8-3 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>   |

### AC8-4a 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 - Clifton North, Clifton South &amp; Bridge</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p> | 25     | 24.94   |    |    | 22.64   | 22.63   | <p>Void performance summary: There are currently 17 empty properties in the Area Committee 8 area. The average time to relet properties in the Area Committee 8 area is 8 days. There have been 107 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 21 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p> |
| <p>Average void re-let time (calendar days) – Bridge Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>                                    | 25     | 18.8    |    |    | 7.64    | 8.22    | <p>Void performance summary: There are currently 16 empty properties in the Bridge ward area. The average time to relet properties in the Bridge ward area is 8 days. There have been 99 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 21 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>            |
| <p>Average void re-let time (calendar days) – Clifton North Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new</i></p>                                     | 25     | 28.32   |  |  | 19.14   | 19.71   | <p>Void performance summary: There are currently 9 empty properties in the Clifton North ward area. The average time to relet properties in the Clifton North ward area is 19 days. There have been 71 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 4 weeks. The lettings service houses around 200 families</p>  |

|  |    |       |  |   |       |       |  |
|--|----|-------|--|---|-------|-------|--|
| <i>tenancy</i>   |    |       |  |   |       |       | each month around the city.  |
| <p>Average void re-let time (calendar days) – Clifton South Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p> | 25 | 28.83 |  |  | 38.27 | 38.29 | <p>Void performance summary: There are currently 12 empty properties in the Clifton South ward area. The average time to relet properties in the Clifton South ward area is 38 days. There have been 111 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 31 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p> |









### AC8-4b 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 - Clifton North, Clifton South & Bridge<br><br><i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i> |        | 29      |    |    | 37      | 40      |             |
| Number of lettable voids – Bridge Ward<br><br><i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>                                |        | 15      |    |    | 16      | 15      |             |
| Number of lettable voids – Clifton North Ward<br><br><i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>                         |        | 8       |   |   | 9       | 11      |             |
| Number of lettable voids – Clifton South Ward<br><br><i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>                         |        | 6       |  |  | 12      | 14      |             |

### AC8-4c 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 - Clifton North, Clifton South & Bridge<br><br><i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i> |        | 125     |    |    | 139     | 67      |             |
| Number of empty properties awaiting decommission – Bridge Ward<br><br><i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>                                |        | 125     |    |    | 139     | 0       |             |
| Number of empty properties awaiting decommission – Clifton North Ward<br><br><i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>                         |        | 0       |   |    | 0       | 0       |             |
| Number of empty properties awaiting decommission – Clifton South Ward<br><br><i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>                         |        | 0       |  |  | 0       | 0       |             |

## AC8-5 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<br>- AC - Clifton North, Clifton South & Bridge<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i> | 93.5%  | 94.08%  |    |    | 94.6%   | 93.73%  |   |
| Percentage of new tenancies sustained<br>- Bridge Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>                                | 93.5%  | 94.68%  |    |    | 95.05%  | 93.55%  |   |
| Percentage of new tenancies sustained<br>- Clifton North Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>                         | 93.5%  | 88.79%  |    |    | 88.89%  | 93.52%  | Performance in this area is the best it has been for 11 months. Ongoing work to keep this up. |
| Percentage of new tenancies sustained<br>- Clifton South Ward<br><br><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>                         | 93.5%  | 97.81%  |  |  | 97.89%  | 94.07%  |   |