



Here is how we are performing in some of our key areas compared to the same period 2015/16

The background colour tells us if we are on, close to, or some way below target.
The arrow indicates if our performance has improved, decreased or is unchanged since the same time last year.

- ⬆ performance improved
- ↔ performance unchanged
- ⬇ performance decreased
- we are on target
- we are close to target
- we are some way below target

	PREVIOUS PERFORMANCE	CURRENT PERFORMANCE	TARGET	POSITION
CUSTOMER SATISFACTION				
Satisfaction with overall service provided by ndh*	94%	92%	88%	⬇
Complaints received	26	15	No Target	n/a
Complaints upheld	15	7	No Target	n/a
Compliments received	42	59	No Target	n/a
RESPONSIVE REPAIRS				
Customer satisfaction with the repairs service - overall	96.8%	97.9%	96.3%	⬆
Emergency repairs completed within 24 hours	97.2%	99.4%	99.0%	⬆
Urgent repairs completed within 7 calendar days	97.3%	98.4%	97.3%	⬆
Routine repairs completed within 28 calendar days	94.0%	96.0%	95.0%	⬆
CUSTOMER CARE TEAM				
Call Quality Overall % Score	n/a	82.6%	60.0%	⬆
Neighbour disputes handled	n/a	144	No Target	n/a
PLANNED MAINTENANCE				
% Planned Maintenance Programme Delivery	66.4%	69.3%	75.0%	⬆
Customer satisfaction with Planned Maintenance service received	n/a	96.9%	96.0%	⬆
GAS SAFETY				
Properties with a gas safety certificate	100%	99.96%	100%	⬇
ANTISOCIAL BEHAVIOUR				
Number of new antisocial behaviour cases	67	40	No Target	n/a
Number of closed antisocial behaviour cases	67	38	No Target	n/a
RE-LET PROPERTIES				
Number of properties re-let	195	147	No Target	n/a
Average time to re-let properties (in calendar days)	48.3	39.5	26.3	⬆
Rent loss due to empty properties (as a % of rental due)	n/a	0.61%	0.41%	⬆
Number of mutual exchanges completed	24	32	No Target	n/a
RENT COLLECTION				
Outstanding rent (current customers)	1.70%	1.17%	1.80%	⬆
Outstanding rent (former customers)	0.39%	0.53%	0.51%	⬇
INDEPENDENT LIVING SERVICES				
Customers likely to recommend the Devon Homelink alarm service	n/a	96.0%	95.0%	⬆

If you have any thoughts on how we could make this easier to understand or more useful, please call us on 01271 312500 and ask to speak to Iain Springate or Louise Hunter. Alternatively, email your suggestions to feedback@ndh-ltd.co.uk. We are keen to hear your ideas.

*STAR survey question. Previous Performance = STAR 2013 result. Current Performance = STAR 2015 result. Target = Peer Group (Southern Traditional HAs) Upper Quartile Position 2014/15