

# How Are We Doing?

## Year End 2017/18



Here is how we are performing in some of our key areas compared to the same period 2016/17

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 period 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
<b>CUSTOMER SATISFACTION</b>				
Satisfaction with overall service provided by ndh*	93.9%	92.1%	88.1%	↓
Complaints received	29	25	No Target	n/a
Complaints upheld	13	11	No Target	n/a
Compliments received	74	50	No Target	n/a
<b>RESPONSIVE REPAIRS</b>				
Customer satisfaction with the repairs service - overall	97.5%	98.2%	95.5%	↑
Emergency repairs completed <b>within 24 hours</b>	99.2%	98.5%	99.0%	↓
Urgent repairs completed <b>within 7 calendar days</b>	98.1%	97.5%	97.3%	↓
Routine repairs completed <b>within 28 calendar days</b>	95.4%	95.3%	95.0%	↓
<b>CUSTOMER CARE TEAM</b>				
Call Quality Overall % Score	83.1%	88.3%	70.0%	↑
Neighbour disputes handled	187	197	No Target	n/a
<b>PLANNED MAINTENANCE</b>				
% Planned Maintenance Programme Delivery	105.9%	105.9%	100.0%	↑
Customer satisfaction with Planned Maintenance service received	96.0%	95.7%	96%	↓
<b>GAS SAFETY</b>				
Properties with a gas safety certificate	100.00%	100.00%	100%	↔
<b>ANTISOCIAL BEHAVIOUR</b>				
Number of new antisocial behaviour cases	63	70	No Target	n/a
Number of closed antisocial behaviour cases	64	67	No Target	n/a
<b>RE-LET PROPERTIES</b>				
Number of properties re-let	194	181	No Target	n/a
Rent loss due to empty properties (as a % of rental due)	0.57%	0.57%	0.55%	↔
Average time to complete void works and re-let properties (in c/days)	42.0	36.2	31.0	↑
Number of mutual exchanges completed	43	40	No Target	n/a
<b>RENT COLLECTION</b>				
Outstanding rent (current customers)	0.49%	0.46%	0.80%	↑
Outstanding rent (former customers)	0.53%	0.53%	0.59%	↔
<b>INDEPENDENT LIVING SERVICES</b>				
Customers likely to recommend the Devon Homelink alarm service	97%	92%	95%	↓

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](mailto: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 2015/16