

How Are We Doing?

Year End 2018-2019



Here is how we are performing in some of our key areas compared to the same period in the previous financial year.

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
CUSTOMER SATISFACTION				
Satisfaction with overall service provided by ndh*	92.1%	88.4%	87.0%	↓
Compliments received	50	27	No Target	n/a
Complaints received	25	36	No Target	n/a
Complaints upheld	11	16	No Target	n/a
RESPONSIVE REPAIRS				
Customer satisfaction with the repairs service - overall	98.2%	97.4%	95.5%	↓
Emergency repairs completed within 24 hours	98.5%	99.6%	99.0%	↑
Urgent repairs completed within 7 calendar days	97.5%	97.4%	97.3%	↓
Routine repairs completed within 28 calendar days	95.3%	89.8%	95.0%	↓
CUSTOMER CARE TEAM				
Call Quality Overall % Score	88.3%	91.4%	80.0%	↑
Neighbour disputes handled	197	155	No Target	n/a
PLANNED MAINTENANCE				
% Planned Maintenance Programme Delivery	95.7%	96.0%	100.0%	↓
Customer satisfaction with Planned Maintenance service received	95.7%	94.2%	96.0%	↓
GAS SAFETY				
Properties with a gas safety certificate	100%	100%	100%	↔
RE-LET PROPERTIES				
Number of properties re-let	181	218	No Target	n/a
Rent loss due to empty properties (as a % of rental due)	0.57%	0.83%	0.55%	↓
Average time to complete void works and re-let properties (in c/days)	36.2	54.7	31.0	↓
Number of mutual exchanges completed	40	38	No Target	n/a
RENT COLLECTION				
Outstanding rent (current customers)	0.46%	0.60%	1.80%	↓
Outstanding rent (former customers)	0.53%	0.70%	0.59%	↓
INDEPENDENT LIVING SERVICES				
Customers likely to recommend the Devon Homelink alarm service	92%	100%	95%	↑
Customers satisfied with the Devon Homelink home support service	98%	99%	90%	↑

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.

*Previous Performance = STAR 2015. Current Performance = STAR 2018. Target = Peer Group (Housing Associations (Traditional); London; South East/West), Upper Quartile Position 2017/18.