

27.52 days T = 20 days 


Average no. days to re-let a property (exc. properties where major repairs undertaken)

1,651 days to let 60 properties



2.38% T = 1.5% 


Percentage of void rent loss

£102,019 lost



1.24% Percentage of houses vacant and available to let

T = 0.4% 


0.90% Percentage of houses vacant and unavailable to let

T = 1.1% 


91 Major Works void properties
148 Normal void properties



T = 96%

Fly-tips removed in 2 working days on NBC housing land

0 reported
0 removed in 2 days



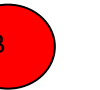
99.46% T = 100% 

Percentage of homes with valid gas certificate

6 outstanding
11,119 properties



T = Target    

Quartile =    

Repairs

February 2015

90.51% T = 83.0% 


Appointments made as a %
of appointable repairs

2,497 appointable repairs
2,260 appointments

99.59% T = 99.5% 


Urgent repairs completed in
3 and 7 days

482 urgent repairs
480 in target



99.47% T = 99.4% 


Responsive repairs where
appointment made and
kept

2,260 made
2,248 kept

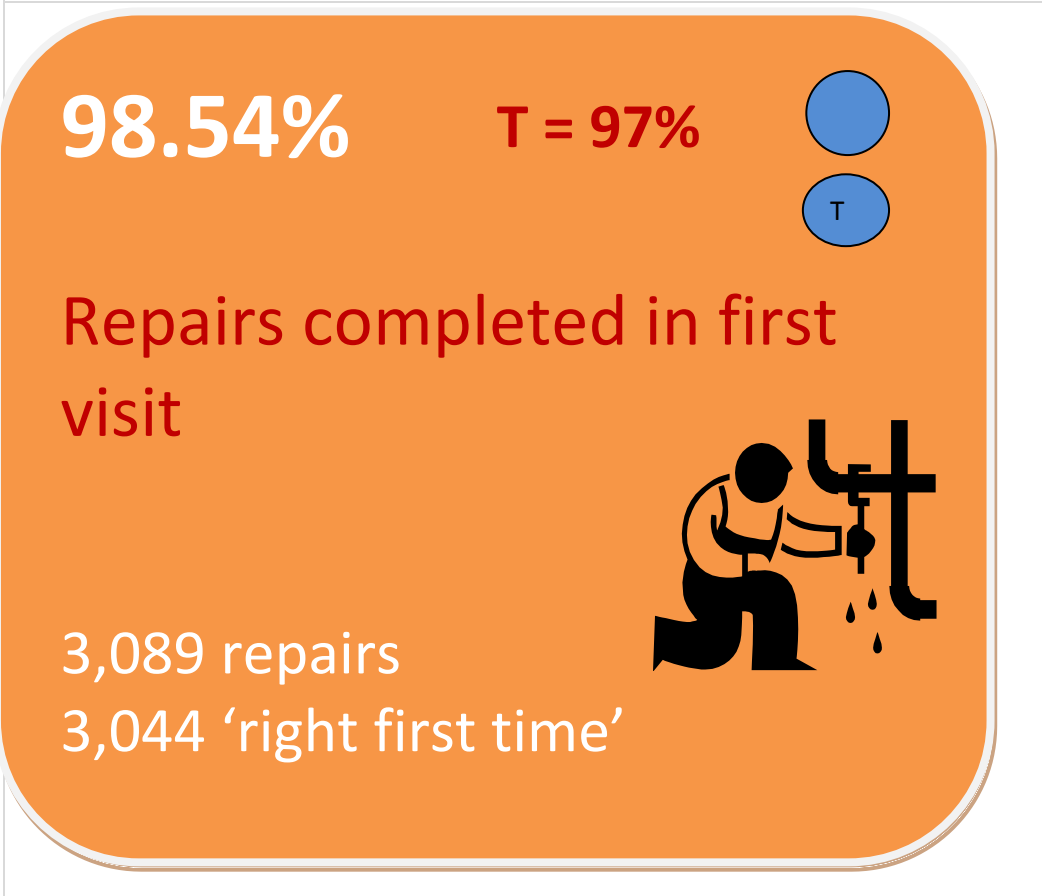
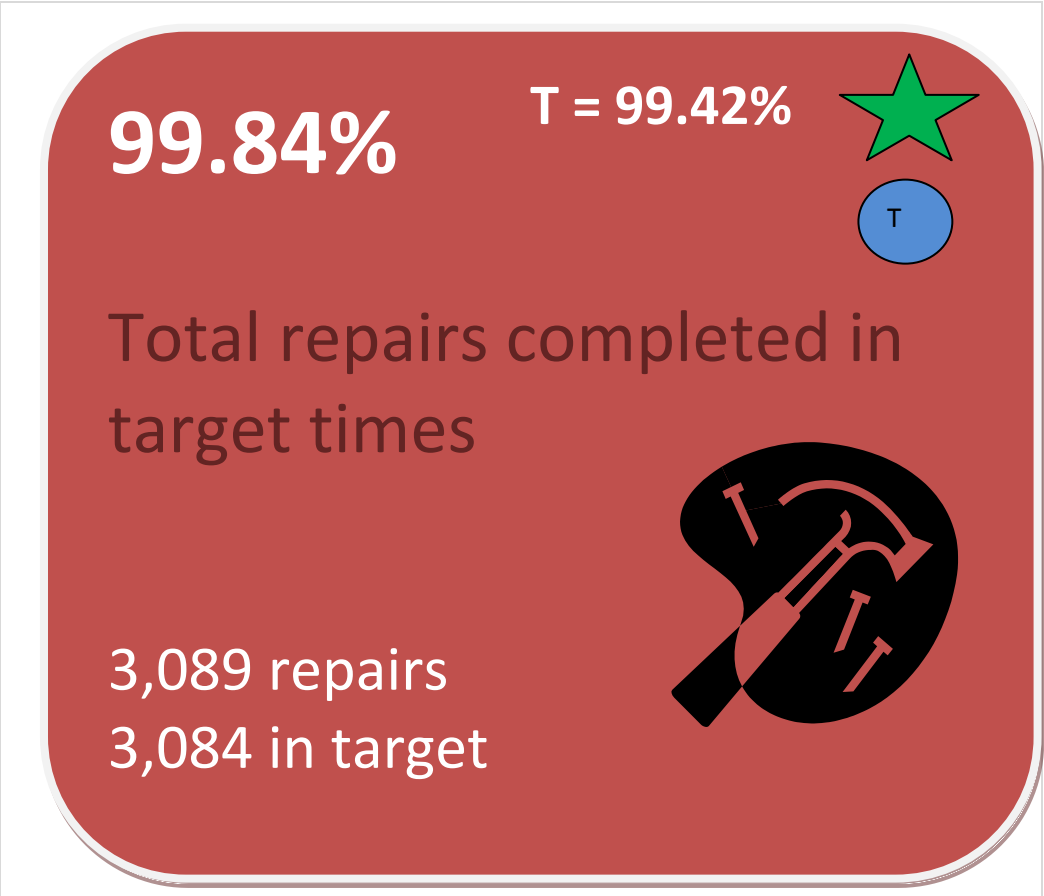
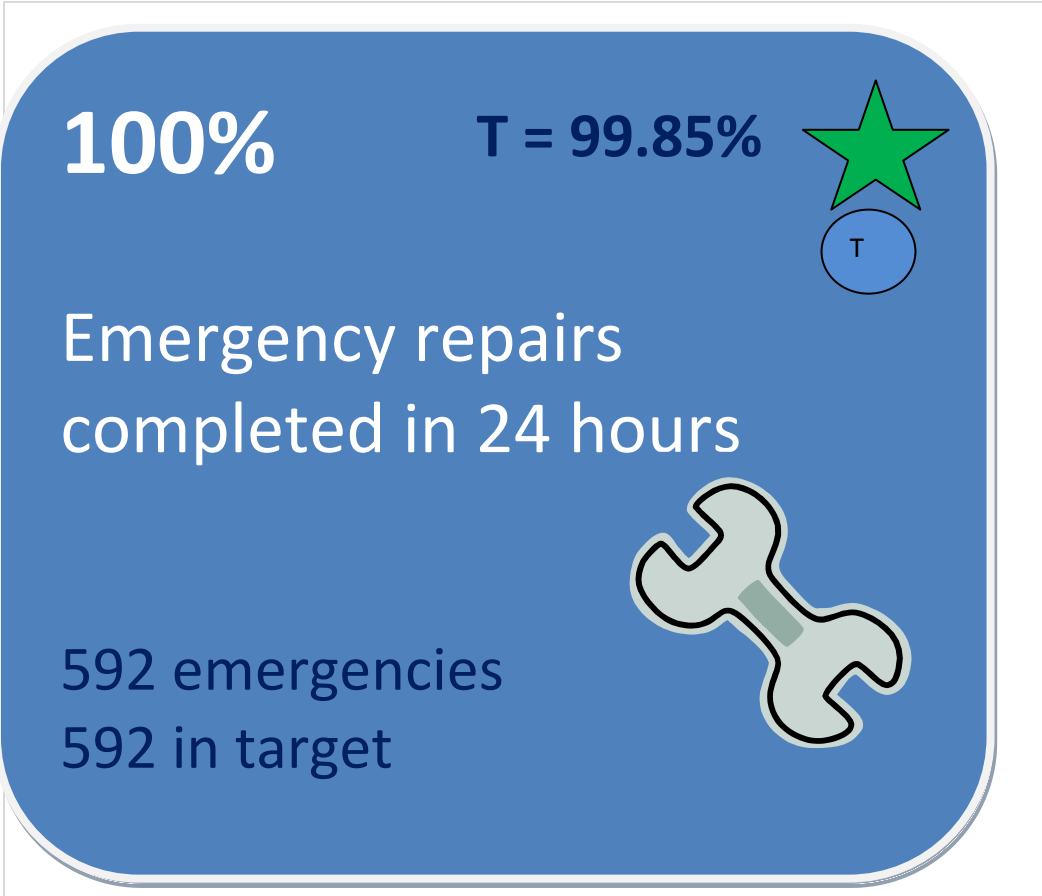


99.85% T = 98.9% 


Routine repairs completed
in target times

2,015 routine repairs
2,012 in target





T = Target

★

▲

Quartile =

T

UM

LM

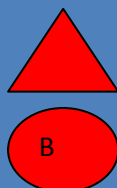
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Rent accounting

February 2015

96.17%

T = 99.7%



Rent collected as proportion
of rent owed (exc. Arrears
b/f)

£4,292,254 rent due
£4,127,688 collected



2.84%

T = 2.7%



Rent arrears as % of annual
debit

£51,668,136 annual debit
£1,468,793 arrears

1.04%

T = 1.04%



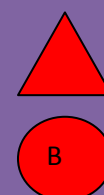
Former tenant arrears as a
% of the annual
debit

£536,927 arrears



0.68%

T = 0.60%



Rent written off as a % of
annual rent roll

£52,813,584 rent roll
£284,103 written off



100%

T = 92%



Closed ASB cases
resolved

12 closed
12 resolved



67.52%

T = 60%



Tenants for whom the
landlord has diversity
information

13,939 tenants
9,411 with information

