

26.91 days T = 20 days 


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

1,830 days to let
68 properties



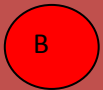
2.29% T = 1.5% 


Percentage of void rent loss

£98,228 lost



1.35% Percentage of houses vacant and available to let

T = 0.4% 


0.89% Percentage of houses vacant and unavailable to let

T = 1.1% 


90 Major Works void properties
161 Normal void properties



54.55% T = 96% 

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

22 reported
12 removed in 2 days



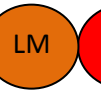
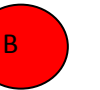
99.46% T = 100% 

Percentage of homes with valid gas certificate

13 outstanding
11,124 properties



T = Target    

Quartile =    

Repairs

March 2015

90.46% T = 83.0% 


Appointments made as a %
of appointable repairs

2,369 appointable repairs
2,143 appointments

99.57% T = 99.5% 


Urgent repairs completed in
3 and 7 days

464 urgent repairs
462 in target



99.63% T = 99.4% 


Responsive repairs where
appointment made and
kept

2,143 made
2,135 kept

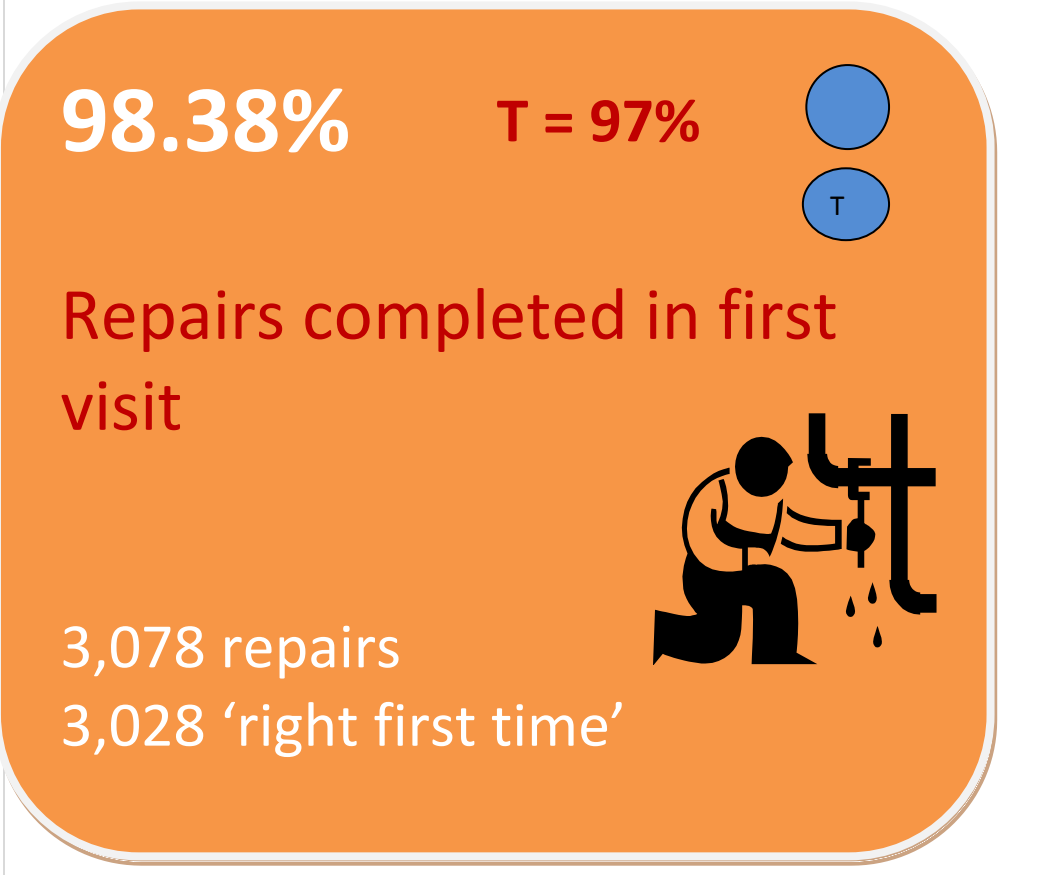
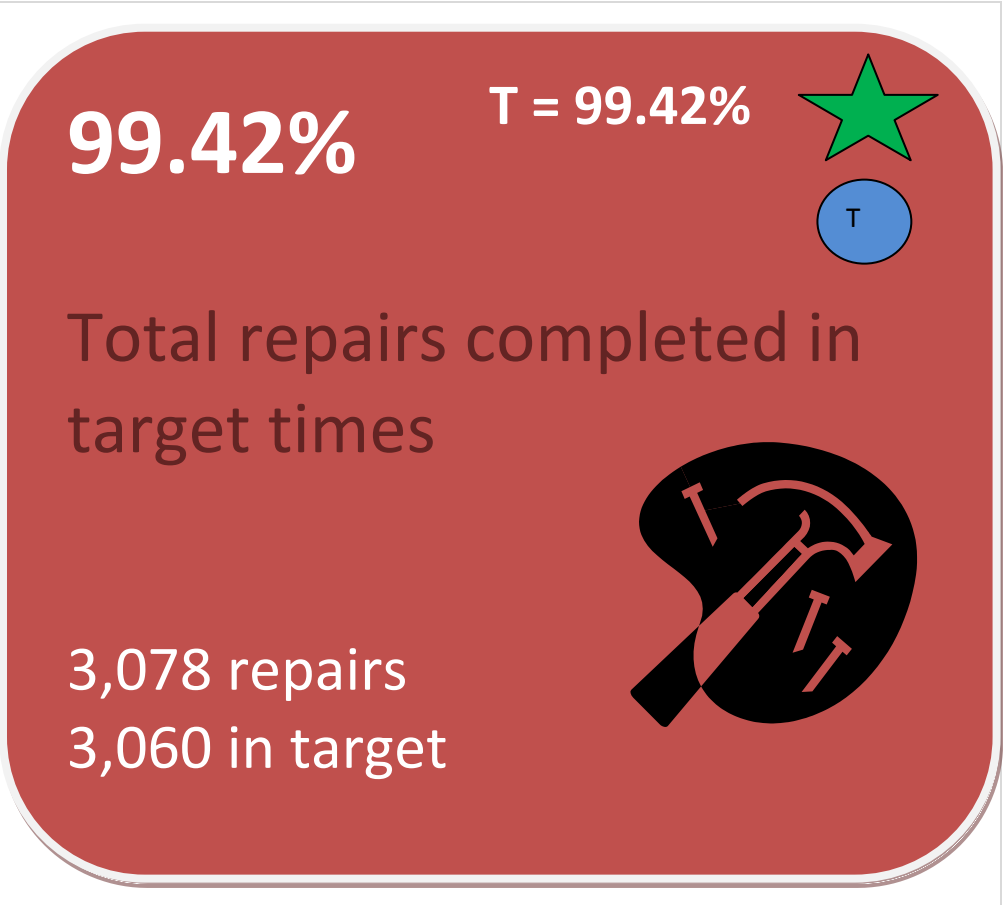
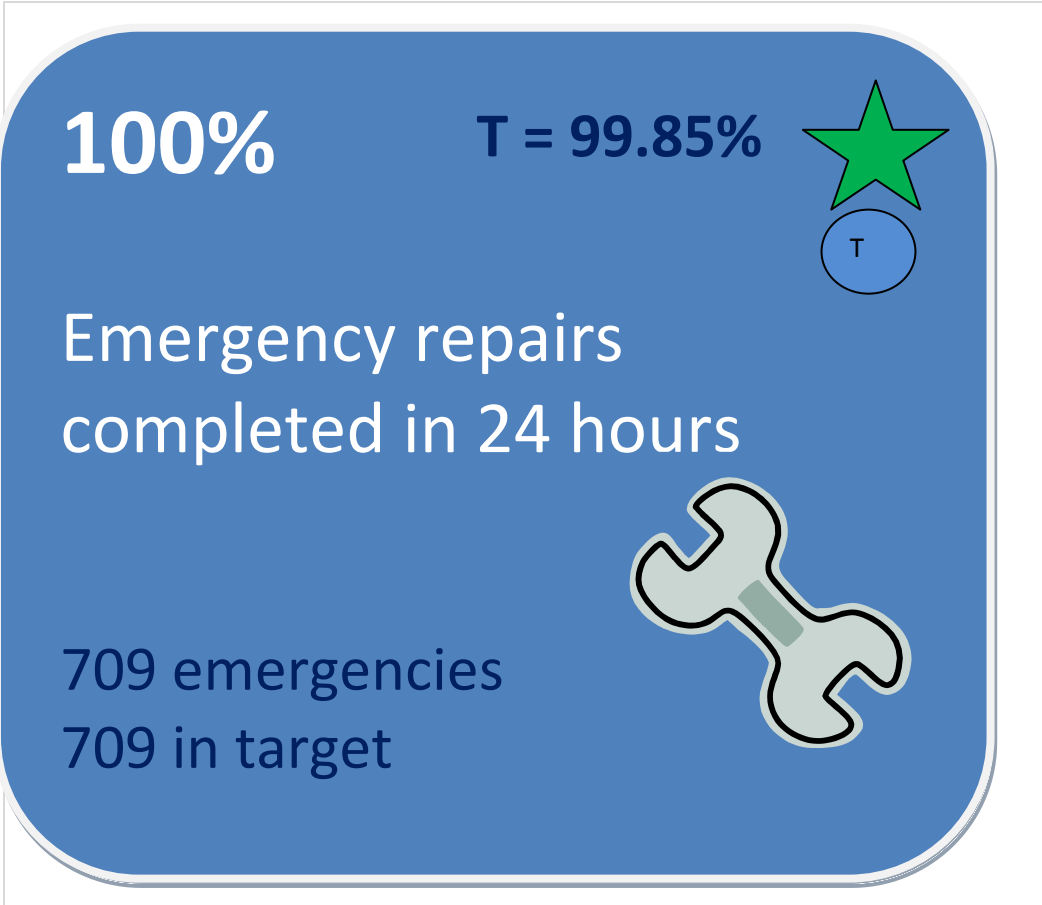


99.16% T = 98.9% 

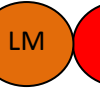

Routine repairs completed
in target times

1,905 routine repairs
1,889 in target





T = Target    

Quartile =    

Rent accounting

March 2015

115.73%

T = 99.7%



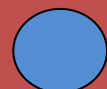
Rent collected as proportion of rent owed (exc. Arrears b/f)

£4,286,311 rent due
£4,960,669 collected



2.06%

T = 2.7%



Rent arrears as % of annual debit

£51,648,769 annual debit
£1,063,331 arrears

1.04%

T = 1.04%



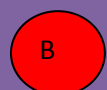
Former tenant arrears as a % of the annual debit

£538,480 arrears



0.71%

T = 0.60%



Rent written off as a % of annual rent roll

£52,796,994 rent roll
£376,084 written off



100%

T = 92%



Closed ASB cases resolved

20 closed
20 resolved



70.06%

T = 60%



Tenants for whom the landlord has diversity information

13,883 tenants
9,727 with information