

## Appendix 2: Housing Measures for Homes & Communities and Housing Advisory Group

Indicator Name	Year to Date Quarter 2 19/20	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Target 21/22
Amount of current arrears as a % of annual rent debit	2.45%	2.24%	1.88%	2.30%
Amount of Current Arrears	£508,545	£528,158	£440,921	£400,000
Former tenant arrears as a % of annual rent debit	1.19%	1.03%	1.05%	1.30%
Number of Notices to Quit served at temporary accommodation for rent arrears	0	0	0	Trend
Number of all tenants who have been evicted for rent arrears	5	0	2	10
% of all tenants who have been evicted for rent arrears	0.10%	0.00%	0.04%	0.36%
Asset Investment - % of properties meeting the Decent Homes standard	100.0%	100.0%	No Data Provided	100.0%
Number of properties who have refused Decent Homes works	-	-	No Data Provided	No target set
Customer satisfaction with ASB	84.0%	83.0%	69.0%	90.0%
Customer Satisfaction with Allocations	89.0%	94.0%	99.0%	95.0%
Customer Satisfaction with Customer Access Services	85.0%	90.0%	N/A	95.0%
Tenant satisfaction with landlords complaints handling	-	-	100.0%	90.0%

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Customer Satisfaction with Right to Buy Service	100.0%	92.0%	83.0%	90.0%
Customer satisfaction with Investment Works	77.0%	90.0%	90.0%	95.0%
Customer Satisfaction with Disabled Adaptations	97.5%	95.0%	97.0%	95.0%
Customer Satisfaction with Gas Servicing	94.0%	95.0%	96.0%	95.0%
Customer Satisfaction with Responsive Repairs	92.0%	95.0%	93.0%	95.0%
Percentage of complaints resolved within agreed timescales	-	-	No Data Provided	No target set
Avg time spent in temporary accommodation (weeks)	N/A	No Data Provided	11.5	13.0
Average time (days) to re-let Council properties	15.0	39.3	26.4	18.0
Number of Empty Properties having major works (at quarter end)	17	12	26	Trend
Number of Empty Properties ready to let (at quarter end)	13	52	14	Trend
% effective response to careline calls within 180 seconds (industry standard)	-	98.5%	98.0%	99.0%
% of rent loss through dwellings being vacant	0.60%	1.00%	1.06%	0.60%

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Indicator Name	Year to Date Quarter 2 19/20	Year to Date Quarter 2 20/21	Year to Date Quarter 2 21/22	Year to Date Target 21/22
% careline installations within 10 working days	-	97.0%	88.7%	100.0%
No. complaints relating to fairness and/or respect relative to hsg stock	-	-	1	Trend
No of failed introductory tenancies	0	0	3	0
Number of Red warning notices issued	14	6	7	Trend
Number of Orange warning notices issued	3	8	6	Trend
Number of Yellow warning notices issued	5	15	4	Trend
Number of Notices to Quit issued	0	7	4	Trend
Number of Legal Proceedings (Possession) undertaken (breach of tenancy)	1	0	1	Trend
Number of evictions (ASB)	0	0	0	Trend
Number of new ASB cases (Tenants)	148	131	49	Trend
Tenancy turnover	6.8%	3.0%	7.2%	7.50%
% of issues actioned within 4 weeks of walkabout	100.0%	N/A	93.0%	100.0%

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% of rent collected from current tenants as a % of rent owed	98.9%	100.6%	99.1%	99.6%
Number registered for My Account	2,846	4,253	2,072	Trend
% of Right to Buy Sales completed against all applications	-	-	34.4%	Trend
Amount of Rent collected	£11,089,999	£11,773,970	£11,703,767	£11,750,000
Average "End to End" time for all reactive repairs (CALENDAR days)	N/A	8.4	27.5	6.0
% of emergency repairs completed within target	99.8%	100.0%	100.0%	93.0%
% of routine repairs completed within target (non urgent)	98.9%	92.8%	95.8%	95.0%
% of all reactive repairs completed within target time	99.4%	95.0%	94.6%	No target set yet
% of repairs completed at first visit	N/A	96.0%	98.4%	98.0%
Number of properties without a valid Gas Servicing certificate	6	16	47	5
Energy Home Support - Number of private sector residents participating in the District's fuel poverty alleviation schemes	-	-	No Data Provided	-
Average number of days to process major planning applications	-	-	146	Trend

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Average number of days to process minor planning applications	-	69	61	Trend
Number commercial applications	-	17	14	Trend
Number of residential applications	-	116	107	Trend
Number planning applications major	-	26	29	Trend
Number planning applications minor	-	511	633	Trend
% Reduction in all crime - Newark & Sherwood District	1.6%	20.0%	17.0%	0.0%
No of New ASB reports to the Council (Non tenants)	137	162	44	Trend
Average no of working days to process housing benefit change in circumstances	3.3	7.2	7.4	7.0
Average no of working days to process new housing benefit claims	-	-	18.0	18.0

**Annual Indicators – Included for information**

Indicator Name	19/20 Q4 Value	20/21 Q4 Value	20/21 Q4 Target
% of rent arrears written off	0.30%	0.37%	0.40%
% of tenants satisfied with landlord / overall service (STAR)	-	87.5%	Trend
% of tenants who felt staff were able to deal with their problem (STAR)	-	87.1%	91.0%
% of tenants satisfied with the quality of their home (STAR)	-	85.7%	90.0%
% of tenants satisfied with supported housing services (STAR)	-	87.5%	88.0%
% of tenants satisfied with the neighbourhood (STAR)	-	90.0%	87.0%
% of tenants satisfied that their views are being taken into account (STAR)	-	81.8%	82.0%
% of tenants who feel they are kept informed about things which affect them (STAR)	-	N/A	85.0%
% of tenants satisfied with the responsive repairs service (STAR)	-	82.0%	85.0%
% of tenants satisfied with the grounds maintenance, such as grass cutting, in their area (STAR)	-	-	New for Q4 21/22
Tenant satisfaction that landlords listens to their views and takes notice of them	-	-	New for Q4 21/22
Tenant satisfaction with landlords engagement with tenants	-	-	New for Q4 21/22

Indicator Name	19/20 Q4 Value	20/21 Q4 Value	20/21 Q4 Target
Tenant satisfaction with landlord actions to keep communal areas clean and safe	-	-	New for Q4 21/22
Tenant satisfaction with landlord contribution to the neighbourhood associated with their home	-	-	New for Q4 21/22
Change in NSDC stock size	-	25	Trend
% of properties with an energy efficiency (SAP) rating of C or above	*	*	New for Q4 21/22
Number of properties delivered through the HRA Development Programme	-	-	New for Q4 21/22
Number of Dwellings Completed	552	767	Trend
Number of dwellings committed or under construction	7,749	7,296	Trend
Affordable homes completed	134	195	Trend

\* Ongoing work to collate the SAP EPC data as there appear to be some certificates missing and reconciliation is in progress. Consultants are in place to assist in obtaining new EPCs. PI will be populated in the coming periods