

**Appendix 2: Additional Housing Measures**

Indicator Name	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
Amount of current arrears as a % of annual rent debit	2.29%	2.15%	2.00%	2.30%
Amount of current arrears	£475,897	£522,438	£469,833	£400,000
Former tenant arrears as a % of annual rent debit	1.26%	1.11%	1.04%	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	7	0	2	15
% of all tenants who have been evicted for rent arrears	0.40%	0.00%	0.04%	36.00%
Asset Investment - % of properties meeting the Decent Homes standard	100.0%	100.0%	100.0%	100.0%
Number of properties who have refused Decent Homes works	-	-	35	No target set
Customer satisfaction with anti-social behaviour	78.0%	69.0%	74.0%	90.0%
Customer satisfaction with allocations	89.0%	93.0%	98.0%	95.0%
Customer Satisfaction with Customer Access Services	87.0%	95.0%	N/A	95.0%
Tenant satisfaction with landlords complaints handling	-	-	69.0%	90.0%

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Indicator Name	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
Customer satisfaction with Right to Buy service	100.0%	94.0%	86.0%	90.0%
Customer satisfaction with Investment Works	87.0%	96.0%	89.0%	95.0%
Customer satisfaction with Disabled Adaptations	98.5%	98.0%	98.0%	95.0%
Customer satisfaction with gas servicing	95.0%	95.0%	96.0%	95.0%
Customer satisfaction with responsive repairs	92.0%	94.0%	94.0%	95.0%
Percentage of complaints resolved within agreed timescales	-	-	84.0%	No target set
Avg time spent in temporary accommodation (weeks)	8.6	10.8	11.7	13.0
Average time (days) to re-let Council properties	15.0	33.0	26.9	18.0
Number of empty properties having major works (at quarter end)	28	20	36	Trend
Number of empty properties ready to let (at quarter end)	20	14	13	Trend
% effective response to careline calls within 180 seconds (industry standard)	-	98.6%	97.9%	99.0%
% of rent loss through dwellings being vacant	0.60%	0.90%	1.07%	0.60%

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Indicator Name	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
% careline installations within 10 working days	-	95.0%	89.3%	100.0%
No. complaints relating to fairness and/or respect relative to housing stock	-	-	1	Trend
No of failed introductory tenancies	0	0	5	0
Number of red warning notices issued	17	10	12	Trend
Number of orange warning notices issued	5	10	10	Trend
Number of yellow warning notices issued	13	22	15	Trend
Number of notices to quit issued	22	15	18	Trend
Number of legal proceedings (possession) undertaken (breach of tenancy)	1	2	2	Trend
Number of evictions (anti-social behaviour)	0	1	2	Trend
Number of new anti-social behaviour cases (tenants)	184	169	123	Trend
Tenancy turnover	6.9%	6.2%	7.3%	7.5%
% of issues actioned within 4 weeks of walkabout	100.0%	N/A	100.0%	100.0%

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Indicator Name	Year to Date Quarter 3 19/20	Year to Date Quarter 3 20/21	Year to Date Quarter 3 21/22	Year to Date Target 21/22
% of rent collected from current tenants as a % of rent owed	98.6%	100.5%	98.4%	99.6%
Number registered for My Account	3,328	4,253	2,143	Trend
% of Right to Buy sales completed against all applications	-	-	40.0%	Trend
Amount of rent collected	£16,718,925	£17,701,593	£17,643,867	£17,625,000
Average "End to End" time for all reactive repairs (CALENDAR days)	5.1	8.5	11.7	6.0
% of emergency repairs completed within target	99.9%	99.6%	96.0%	93.0%
% of routine repairs completed within target (non urgent)	99.0%	80.0%	96.1%	95.0%
% of all reactive repairs completed within target time	99.3%	96.1%	96.1%	No target set
% of repairs completed at first visit	99.4%	97.0%	92.0%	98.0%
Number of properties without a valid gas servicing certificate	16	3	52	5
Energy Home Support - number of private sector residents participating in the District's fuel poverty alleviation schemes	-	-	109	No target set
Avg number of days to process major planning applications	-	171	149	Trend

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Avg number of days to process minor planning applications	-	64	64	Trend
Number commercial applications	-	25	18	Trend
Number of residential applications	-	168	169	Trend
Number planning applications major	-	36	44	Trend
Number planning applications minor	-	818	896	Trend
% reduction in all crime - Newark & Sherwood District	1.9%	20.0%	18.0%	0.0%
No of new anti-social behaviour reports to the Council (non tenants)	178	209	163	Trend
Avg no of working days to process housing benefit change in circumstances	3.7	9.3	3.6	7.0
Avg no of working days to process new housing benefit claims	-	19.3	19.3	18.0

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### 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%
STAR survey – How satisfied are you with the grounds maintenance, such as grass cutting, in your area? Annual Figure	-	-	New for Q4 21/22
Tenant satisfaction that landlords listens to their views and takes notice of them	-	-	New for Q4 21/22

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Indicator Name	19/20 Q4 Value	20/21 Q4 Value	20/21 Q4 Target
Tenant satisfaction with landlords engagement with tenants	-	-	New for Q4 21/22
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.