

Performance - Quarter One, 2023/24

Please note all performance is reported at a combined group level for NEDDC and RHL properties for Tenant Satisfaction Measures (TSM's).

MI = Management Information

Indicator		2022/23 Performance	Quarter 1 Performance 2023/24	Target
Repairs and Maintenance				
1.	TSM BS01 Proportion of homes for which all required gas safety checks have been carried out.	100%	100%	100%
2.	TSM BS02 Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	100%
3.	TSM BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	100%
4.	TSM BS04 Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	100%
5.	TSM BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	100%	100%
6.	% of properties with a satisfactory electrical installation certificate.	94%	95.75%	100%
7.	% of blocks of flats with communal areas with monthly fire safety check.	100%	100%	100%
8.	TSM RP02a % of Emergency Repairs completed within target timescale.	98.73%	98.10%	98%
9.	TSM RP02b % of Non- Emergency Repairs completed within target timescale.	97.94%	98.79%	97%
10.	% of tenants satisfied with capital work programmes.	95.27%	97.71%	95%
Income Collection				
11.	Rent collected as a % of rent due for period (ex-brought forward) BVPI66a.	98.70%	97.54%	97%
12.	Registered Provider Rent collected as a % of rent due for period (ex-brought forward) BVPI66a.	New PI	97.97%	96.90%
Void Properties				
13.	Average re-let time in days (standard re-lets).	38.6 days	43.8	40 days
14.	% of customers satisfied with the Lettable Standard.	99%	100%	95%
Stock Condition				
15.	TSM RP01 Proportion of homes that do not meet the Decent Homes Standard.	9.63%	Annual Indicator – report following RSH validation of LAHS submission	MI

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16.	Average Energy Performance Rating.	EPC rating D	NEDDC stock has average EPC rating of D	Band C by 2030
Anti-Social Behaviour				
17.	TSM NM01a Number of Anti-social behaviour cases, opened per 1,000 homes.	New MI	0.67	MI
18.	TSM NM01b Number of Anti-social behaviour cases that involve hate incidents per 1,000 homes.	New MI	0.00	MI
Customer Contact Centre				
19.	% of calls answered.	97.2%	95.1%	85%
20.	Average time taken to answer inbound telephone calls.	40 seconds	52 Seconds	2 mins
21.	% Satisfaction with call-handling.	99.7%	99.6%	90%
Complaints				
22.	TSM CH01 Number of Stage One complaints received per 1,000 homes	7.29	0.67%	MI
23.	TSM CH01 Number of Stage Two complaints received per 1,000 homes.	1.72	0.27%	MI
24.	TSM CH02 Proportion of Stage One complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	91%	100%	85%
25.	TSM CH02 – Proportion of Stage Two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	85%	50%	85%