

NOTTINGHAM CITY HOMES

AREA PANELS
July 2009

REPORT OF THE PERFORMANCE REVIEW MANAGER

COMPANY PERFORMANCE REPORT 1st April 2009 to 30th June 2009

1 SUMMARY

- 1.1 The purpose of this report is to advise Area Panels of the Company's performance to 30th June 2009

2 RECOMMENDATIONS

- 2.1 It is recommended that Area Panels note and comment upon the Company's performance to 30th June 2009.

3 BACKGROUND

- 3.1 During September and October 2007 a member of the Performance & Best Value Team visited each Area Panel to discuss what performance information and in what format each Panel would like reports presenting to them at future meetings.
- 3.2 The general consensus was that at each meeting all key performance information should be provided in 'league table' format by area but a specific service area Apr form the focus of each meeting. Where services are chosen for specific focus additional performance information on that service would be provided as required to enable the Panel to consider performance in more detail.
- 3.3 Respective Area Housing Managers will be present at each meeting to answer queries in respect of performance information contained within this report.

4 KEY PERFORMANCE OUTCOMES TO 30th June 2009

- 4.1 Appendix 1 - Comparisons with National Metropolitan ALMOs for Quarter 4 2008/2009 where available are provided in section 4.1.

Overview of Performance to 30th June 2009

The table below provides an overview of performance to 30th June 2009.

Performance indicator	2008/09 Actual	Target 2009/2010	Current Position	Are we getting better?	NCH Service Standard
The % of calls answered within the Repairs Call Centre	92.2%	96%	96.4%	↑	Yes
The % of calls answered within the Repairs Call Centre within 20 seconds (6 rings)	71.9%	80%	83.2%	↑	Yes
The % of calls answered within the Rents Call Centre	95.9%	95%	96.3%	↑	Yes
The % of calls answered within the Rents Call Centre within 18 seconds (6 rings)	75.9%	80%	74.9%	↓	Yes
The % of complaints responded to within 5 working days	97.4%	97%	97.0%	↓	Yes
The % of enquiries responded to within 5 working days	91.6%	97%	95.4%	↑	Yes
The % of enquiries received from City Council Members responded to in 5 working days	97.2%	97%	97.6%	↑	Yes
The percentage of rent collected	96.87%	97%	96.54%	↓	No
The number (%) of LA tenants with more than seven weeks of rent arrears	7.15%	7.4%	7.03%	↑	No
The % of LA tenants in arrears who had NSP's served	27.89%	27.5%	25.49%	↑	No
The % of LA tenants evicted as a result of rent arrears	0.79%	0.87%	0.95%	↓	No
Local Authority rent collection and rent arrears : In-year collection figure (%)	100.29%	99.5%	99.62%	↓	No
The average time in days taken to re-let our properties	49	35	38.9	↑	Yes
Rent Loss against properties vacant (%)	2.34%	2%	2.9%	↓	No
The number of lettable vacant properties	382	300	425	↓	Yes
The number of long term lettable vacant properties	46	30	20	↑	Yes
New tenants satisfied with the overall service*	7.5	8	7.56	↑	Yes
The average length of time taken to register an application on to the Housing Register	8.2	5	3.17	↑	Yes
The average number of offers taken to let each property	1.9	1.5	2.1	↓	No
The % of properties let that were accepted on their first offer	56%	70%	54%	↓	No
The % of repairs for which an appointment is made and kept	95.19%	97%	95.9%	↑	Yes
The % of all responsive repairs completed on target	93.76%	97.75%	95.39%	↑	Yes
The % of emergency repairs (urgent) completed on target	99.24%	98%	99.59%	↑	Yes
The % of routine repairs (non-urgent) completed on target	91.33%	97%	93.61%	↑	Yes
Customers satisfied with the responsive repairs service*	8.13	8	8.29	↑	Yes

Key Are we getting better



Performance has improved since 31st March 2009



Performance has remained the same since 31st March 2009



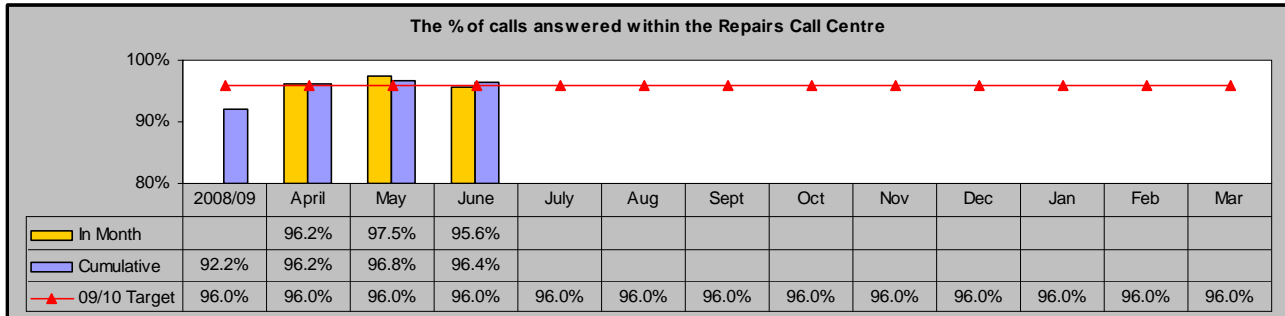
Performance has deteriorated since 31st March 2009

VMS – Scores equate to Apr 2009

3.4 Access and Customer Care - Telephone Call Handling

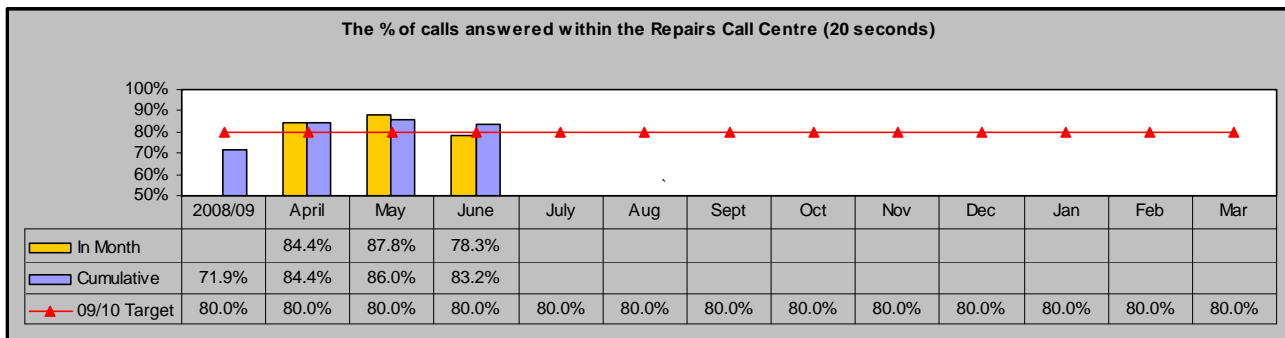
The percentage of calls answered within the Repairs Call Centre

	2008/09	Apr	May	Jun
Cumulative Performance %	92.2%	96.2%	96.8%	96.4%
In Month Performance %		96.2%	97.5%	95.6%
09/10 Target %	96%	96%	96%	96%
Total No of Calls answered	198,328	20,482	18,810	21,995
Volume	215,188	21,299	19,297	23,011
Cumulative Volumes		21,299	40,596	63,607



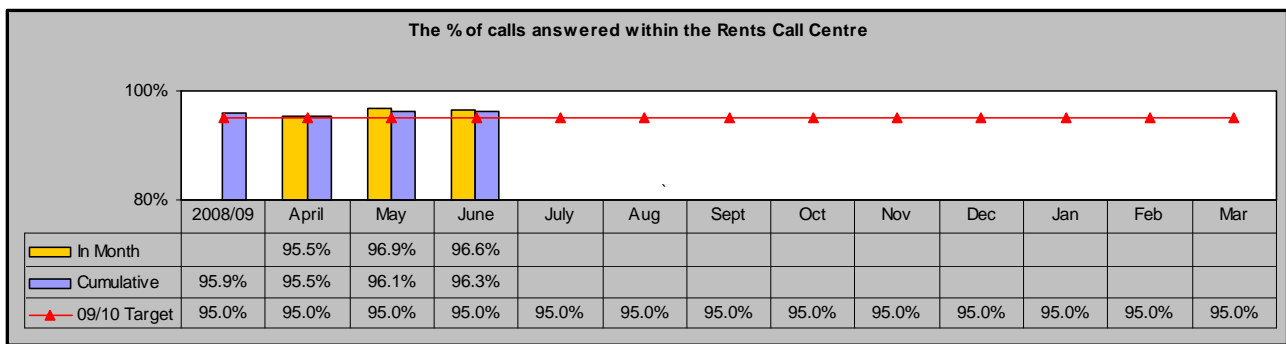
3.5 The percentage of calls answered within 20 seconds in the Repairs Call Centre

	2008/09	Apr	May	Jun
Cumulative Performance %	71.9%	84.4%	86.0%	83.2%
In Month Performance %		84.4%	87.8%	78.3%
09/10 Target %	80%	80%	80%	80%
Total No of Calls answered	154,812	17,980	16,949	18,018
Volumes	215,188	21,299	19,297	23,011
Cumulative Volumes		21,299	40,596	63,607



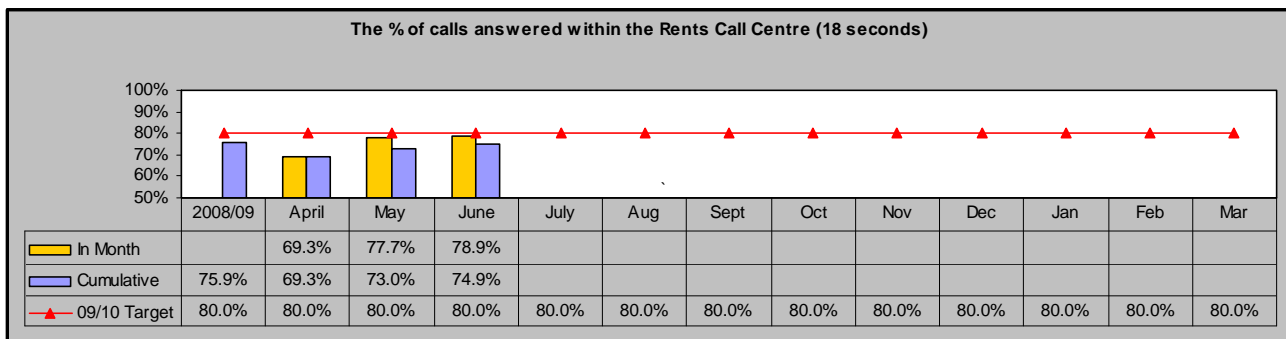
3.6 The percentage of calls answered within the Rents Call Centre

	2008/09	Apr	May	Jun
Cumulative Performance %	95.9%	95.5%	96.1%	96.3%
In Month Performance %		95.5%	96.9%	96.6%
09/10 Target %	95%	95%	95%	95%
Total No of Calls answered	59,177	5,826	4,723	4,895
Volumes	61,699	6,102	4,874	5,066
Cumulative Volumes		6,102	10,976	16,042

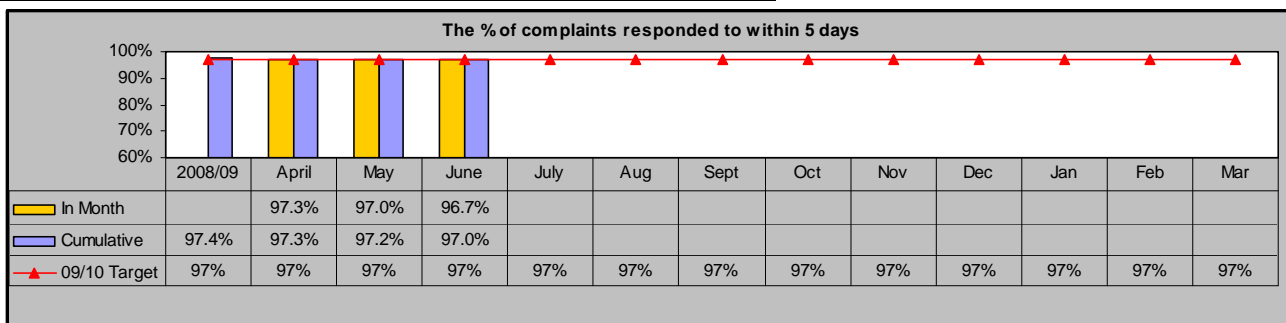


3.7 The percentage of calls answered within 18 seconds in the Rents Call Centre

	2008/09	Apr	May	Jun
Cumulative Performance %	75.9%	69.3%	73.0%	74.9%
In Month Performance %		69.3%	77.7%	78.9%
09/10 Target %	80%	80%	80%	80%
Total No of Calls answered	46,826	4,226	3,787	3,995
Volumes	61,699	6,102	4,874	5,066
Cumulative Volumes		6,102	10,976	16,042



3.8 Access and Customer Care - Customer Complaints



3.9 The number of complaints received – In Month

Office	2008/09	Apr	May	Jun
Lenton		1	1	0
Southglade		0	0	0
Bilborough		2	6	1
Clifton		2	2	1
St Anns		4	0	7
Radford & Hyson Green		3	4	5
Bulwell		3	3	0
Aspley		4	3	1
Bestwood		6	6	5
Other – Excluding Housing Offices		306	241	224
City Wide		331	266	244

3.10 The percentage of complaints responded to within 5 working days – In Month

Office	2008/09	Apr	May	Jun
Lenton		0%	100%	None
Southglade		None	None	None
Radford & Hyson Green		100%	100%	100%
Clifton		50%	0%	0%
Bulwell		100%	100%	None
Bestwood		100%	100%	100%
Aspley		100%	67%	0%
St Anns		100%	None	100%
Bilborough		100%	100%	0%
City Wide		96.7%	97.0%	96.7%
09/10 Target		97%	97%	97%

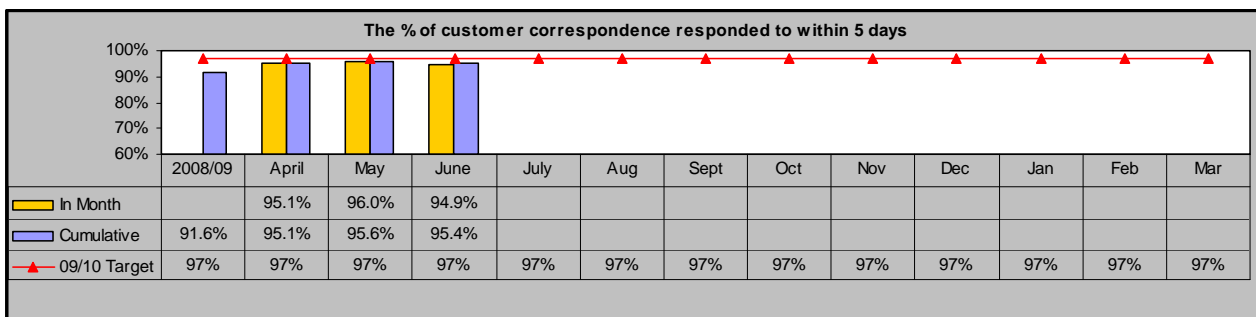
3.11 The number of complaints received - Cumulative

Office	2008/09	Apr	May	Jun
Lenton	7	1	2	2
Southglade	4	0	0	0
Bilborough	38	2	8	9
Clifton	32	2	4	5
St Anns	54	4	4	11
Radford & Hyson Green	57	3	7	12
Bulwell	34	3	6	6
Aspley	59	4	7	8
Bestwood	75	6	12	17
Other – Excluding Housing Offices	4,288	306	547	771
City Wide	4,648	331	597	841

3.12 The percentage of complaints responded to within 5 working days – Cumulative

Office	2008/09	Apr	May	Jun
Lenton	71%	0%	50%	50%
Southglade	100%	None	None	None
Radford & Hyson Green	96%	100%	100%	100%
Clifton	88%	50%	25%	20%
Bulwell	91%	100%	100%	100%
Bestwood	99%	100%	100%	100%
Aspley	80%	100%	86%	75%
St Anns	98%	100%	100%	100%
Bilborough	84%	100%	100%	89%
City Wide	97.4%	96.75%	96.8%	97.0%
09/10 Target	97%	97%	97%	97%

3.13 Access and Customer Care - Customer Correspondence



3.14 The number of customer correspondence received – In Month

Office	2008/09	Apr	May	Jun
Radford & Hyson Green		23	28	27
Clifton		23	18	27
Bestwood		35	50	33
Bulwell		23	21	20
St Anns		35	31	18
Bilborough		8	5	3
Aspley		17	13	15
Lenton		0	2	0
Southglade		0	0	0
Other – Ex House Office		123	160	152
City Wide		287	328	295

3.15 The percentage of customer correspondence responded to within 5 working days – In Month

Office	2008/09	Apr	May	Jun
Southglade		None	None	None
Clifton		95.7%	94.4%	92.6%
Radford & Hyson Green		82.6%	92.9%	85.2%
St Anns		100%	96.8%	100.0%
Bestwood		100%	100.0%	100.0%
Bulwell		100%	100.0%	100.0%
Lenton		None	100.0%	None
Aspley		100%	100.0%	100.0%
Bilborough		100%	100.0%	100.0%
City Wide		95.1%	96.0%	94.9%

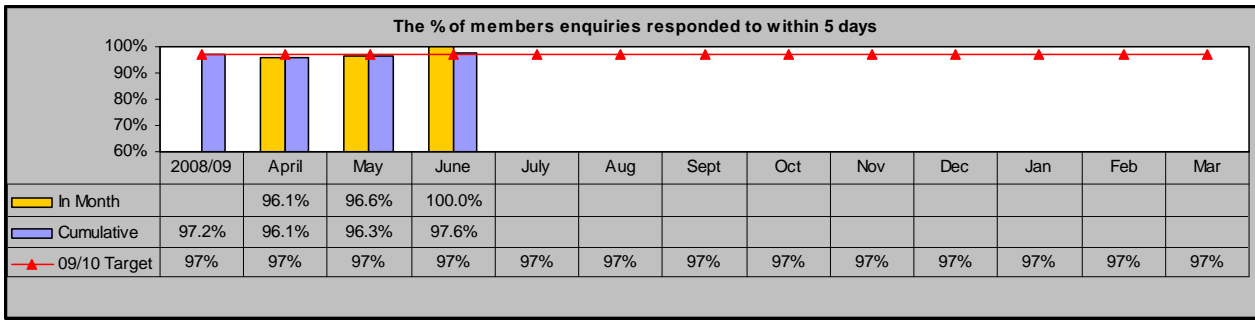
3.16 The number of customer correspondence received – Rolling Total

Office	2008/09	Apr	May	Jun
Radford & Hyson Green	544	23	51	78
Clifton	513	23	41	68
Bestwood	368	35	85	118
Bulwell	324	23	44	64
St Anns	297	35	68	84
Bilborough	103	8	13	16
Aspley	213	17	30	46
Lenton	37	0	2	2
Southglade	2	0	0	0
Other – Ex House Office	1,111	123	283	435
City Wide	3,512	287	615	911

3.17 The percentage of customer correspondence responded to within 5 working days – Rolling Average

Office	2008/09	Apr	May	Jun
Southglade	None	None	None	None
Clifton	97.3%	95.7%	95.1%	94.1%
Radford & Hyson Green	94.7%	82.6%	88.2%	87.2%
St Anns	97.0%	100%	98.5%	98.8%
Bestwood	98.4%	100%	100.0%	100.0%
Bulwell	97.8%	100%	100.0%	100.0%
Lenton	81.1%	None	100.0%	100.0%
Aspley	90.6%	100%	100.0%	97.8%
Bilborough	81.6%	100%	100.0%	100.0%
Cumulative	91.6%	95.1%	95.6%	95.4%
09/10 Target	97%	97%	97%	97%

3.18 Access and Customer Care - Members enquiries



3.19 The number of members enquiries received – In Month

Office	2008/09	Apr	May	Jun
Bestwood		14	5	8
Radford & Hyson Green		1	4	5
St Anns		8	9	12
Bulwell		3	3	7
Clifton		3	2	0
Aspley		14	8	4
Bilborough		0	0	1
Lenton		0	0	0
Southglade		0	0	0
Other – Ex House Office		34	28	35
City Wide		77	59	72

3.20 The percentage of members enquiries responded to within 5 working days – In Month

Office	2008/09	Apr	May	Jun
Lenton		None	None	None
Southglade		None	None	None
Radford & Hyson Green		100%	100%	100%
Clifton		100%	100%	None
Bestwood		100%	100%	100%
Bulwell		33%	100%	100%
Bilborough		None	None	100%
Aspley		100%	88%	100%
St Anns		100%	100%	100%
City Wide		96.1%	96.6%	100.0%
09/10 Target		97%	97%	97%

3.21 The number of members enquiries received – Rolling Total

Office	2008/09	Apr	May	Jun
Bestwood	101	14	19	27
Radford & Hyson Green	68	1	5	10
St Anns	110	8	17	29
Bulwell	51	3	6	13
Clifton	39	3	5	5
Aspley	14	14	22	26
Bilborough	12	0	0	1
Lenton	4	0	0	0
Southglade	None	0	0	0
Other – Ex House Office	426	34	62	97
City Wide	825	77	136	208

3.22 The percentage of members enquiries responded to within 5 working days – Rolling Total

Office	2008/09	Apr	May	Jun
Lenton	None	None	None	None
Southglade	100%	None	None	None
Radford & Hyson Green	95.6%	100%	100%	100%
Clifton	99.1%	100%	100%	100%
Bestwood	100%	100%	100%	100%
Bulwell	98.0%	33.0%	67%	85%
Bilborough	100%	None	None	100%
Aspley	85.7%	100%	95%	96%
St Anns	91.7%	100%	100%	100%
City Wide	97.2%	96.1%	96.3%	97.6%
09/10 Target	97%	97%	97%	97%

3.23 Housing Income Management

This indicator measures the total rent collected from current tenants for the current and past years. It is made up of rent available to be collected on all occupied properties plus the rent arrears from current tenants at the start of the year.

Total amount of rent & brought forward arrears owed on Housing Revenue Properties (£'s)

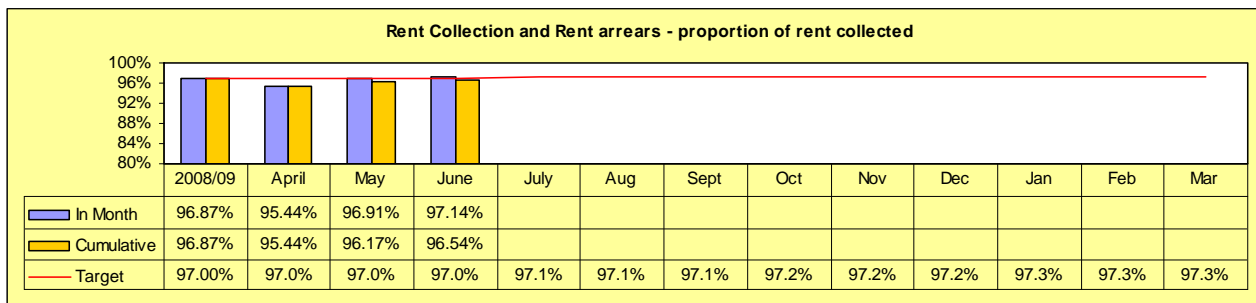
Office	2008/09	Apr	May	Jun
Clifton	8,090,756	675,074	1,349,391	2,155,616
St Anns	13,518,785	1,118,525	2,232,603	3,561,915
Bulwell	9,992,149	828,635	1,657,101	2,645,882
Bilborough	11,248,073	937,042	1,872,611	2,989,078
Lenton	6,687,073	556,261	1,112,927	1,781,055
Bestwood	13,390,018	1,121,944	2,239,244	3,570,285
Southglade	5,095,670	417,157	832,260	1,325,835
Aspley	11,882,630	988,249	1,972,951	3,146,556
Radford & Hyson Green	6,405,982	527,774	1,056,273	1,683,589
City Wide	86,311,135	7,170,661	14,325,365	22,859,810

The percentage of rent and brought forward arrears owed on Housing Revenue Properties: Benchmarking against Metropolitan ALMOs

Good Performance : High	Quarter 4 0809 Benchmark Off Target	June 09/10	June 08/09	Comparison June 08/09 to June 09/10	Trend from year end
June 2009 Target 97%		96.54%	99.25%	↑	↓

HouseMark Quarter 4 0809
Upper Quartile 98.18%
Median Quartile 97.78%
Lower Quartile 96.86%
NCH Position 16th of 22

Office	2008/09	Apr	May	Jun
Clifton	97.75%	96.67%	97.35%	97.69%
St Anns	97.41%	94.72%	96.45%	97.24%
Bulwell	96.65%	95.69%	96.39%	96.71%
Bilborough	97.70%	96.74%	96.93%	96.85%
Lenton	97.31%	96.89%	97.42%	97.19%
Bestwood	96.65%	95.11%	95.69%	96.07%
Southglade	96.91%	95.06%	95.99%	96.17%
Aspley	95.83%	94.70%	95.14%	95.48%
Radford & Hyson Green	95.43%	93.54%	94.23%	95.30%
City Wide	96.87%	95.44%	96.17%	96.54%
Profiled Target	97%	97%	97%	97%
09/10 Year End Target		97.3%	97.3%	97.3%

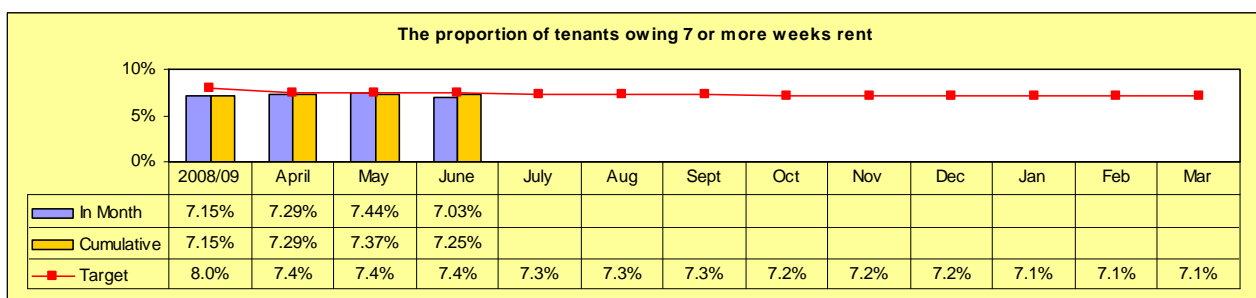


3.24 Tenants owing seven or more weeks rent: Benchmarking against Metropolitan ALMOs

Good Performance: Low	Quarter 4 0809 Benchmark In Line with Target	June 09/10	June 08/09	Comparison June 08/09 to June 09/10	Trend from year end
June 2009 Target 7.4%		7.03%	9.11%	↑	↑

HouseMark Quarter 4 08/09
Upper Quartile 3.76%
Median Quartile 5.65%
Lower Quartile 7.20%
Position 17th of 23

Office	2008/09	Apr	May	June
Clifton	5.11%	5.08%	5.07%	4.99%
Bilborough	5.34%	6.66%	6.71%	6.13%
Lenton	7.33%	6.93%	7.01%	6.77%
St Anns	6.41%	5.57%	5.96%	5.69%
Bestwood	7.47%	7.16%	6.76%	6.90%
Bulwell	6.70%	7.65%	7.66%	7.21%
Southglade	7.22%	7.10%	7.08%	7.02%
Aspley	9.89%	10.02%	10.40%	9.86%
Radford & Hyson Green	9.37%	9.65%	10.63%	9.07%
City Wide	7.15%	7.29%	7.44%	7.03%
Profiled Target	8.0%	7.4%	7.4%	7.4%
09/10 Year End Target		7.1%	7.1%	7.1%

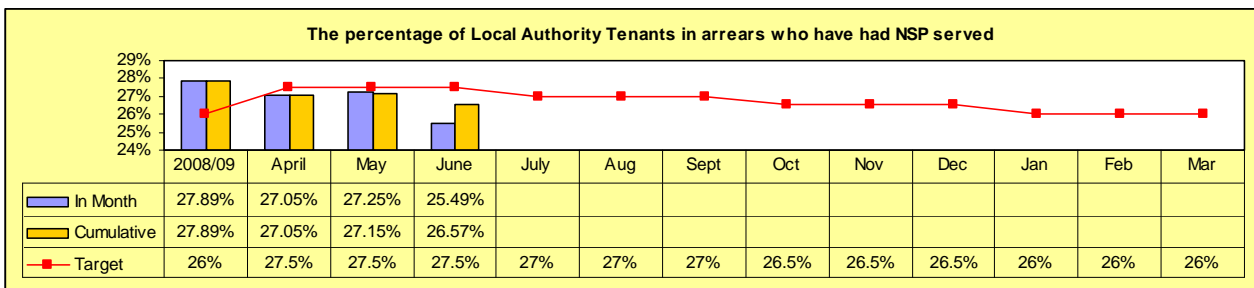


3.25 The percentage of Local Authority tenants in arrears who have had Notices Seeking Possession served: Benchmarking against Metropolitan ALMOs

Good Performance: Low	Quarter 4 0809 Benchmark On Target	June 09/10	June 08/09	Comparison June 08/09 to June 09/10	Trend from year end
June 2009 Target 27.5%		25.49%	24.42%	↓	↑

HouseMark Quarter 4 08/09
Upper Quartile 19.39%
Median Quartile 23.03%
Lower Quartile 36.43%
Position 15 th of 20

Office	2008/09	Apr	May	June
Bulwell	26.70%	26.83%	24.21%	21.39%
Bilborough	21.77%	25.21%	26.47%	24.68%
Lenton	29.10%	26.41%	27.43%	26.88%
Southglade	26.68%	21.07%	21.85%	19.37%
Clifton	27.51%	28.40%	26.93%	28.49%
Bestwood	30.97%	30.55%	31.26%	30.20%
Aspley	27.42%	26.35%	25.29%	24.53%
St Anns	27.89%	26.85%	26.86%	24.09%
Radford & Hyson Green	32.89%	32.69%	33.73%	29.63%
City Wide	27.89%	27.05%	27.25%	25.49%
Profiled Target		27.5%		
09/10 Year End Target	26%	26%	26%	26%

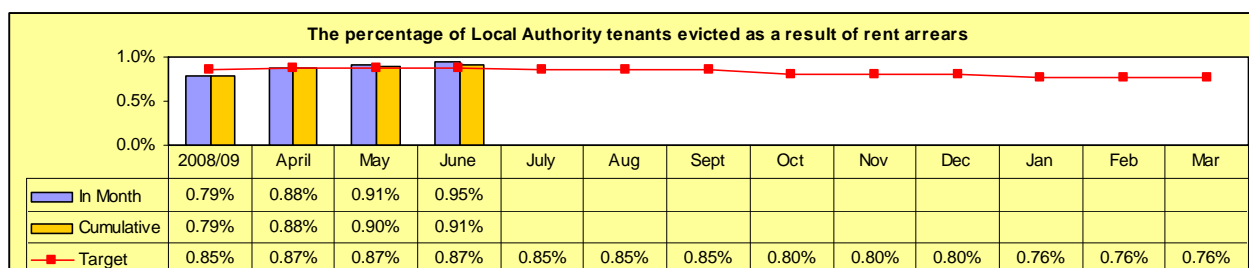


3.26 The percentage of Local Authority tenants evicted as a result of rent arrears: Benchmarking against Metropolitan ALMOs

Good Performance: Low	Quarter 4 0809 Benchmark Off Target	June 09/10	June 08/09	Comparison June 08/09 to June 09/10	Trend from year end
June 2009 Target 0.87%		0.95%	1.00%	↑	↓

HouseMark Quarter 4 08/09
Upper Quartile 0.28%
Median Quartile 0.41%
Lower Quartile 0.62%
Position 18 th of 22

Office	2008/09	Apr	May	June
Bilborough	0.40%	0.63%	0.63%	0.63%
Clifton	0.52%	0.98%	0.94%	1.01%
Aspley	0.79%	0.70%	0.76%	0.86%
Southglade	1.00%	0.54%	0.54%	0.60%
Lenton	0.72%	0.76%	0.84%	0.85%
Bulwell	0.64%	1.14%	1.30%	1.31%
St Anns	0.91%	1.06%	1.06%	1.07%
Bestwood	1.07%	0.90%	0.93%	0.93%
Radford & Hyson Green	1.09%	1.24%	1.19%	1.24%
City Wide	0.79%	0.88%	0.91%	0.95%
Profiled Target		0.87%	0.87%	
09/10 Year End Target	0.85%	0.76%	0.76%	0.76%

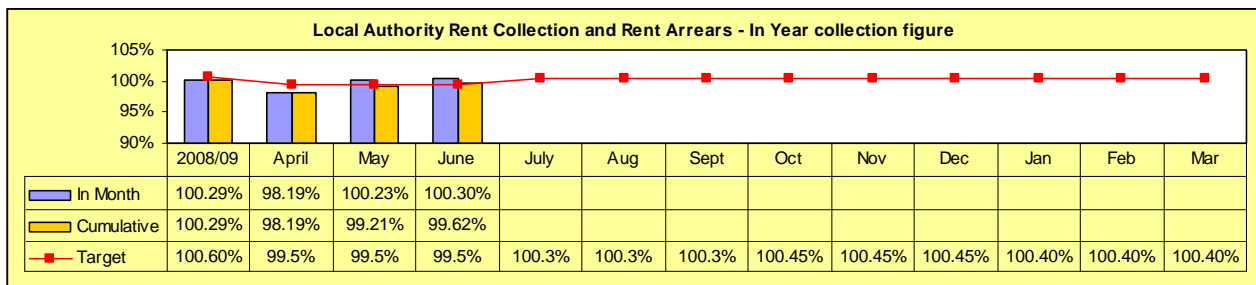


3.27 Local Authority rent collection and rent arrears:- Cumulative In-year collection figure

Good Performance: High	Quarter 4 08/09 Benchmark On target	June 09/10	June 08/09	Comparison June 08/09 to June 09/10	Trend from year end
June 2009 Target: 99.5%		99.62%	99.25%	↑	↓

HouseMark Quarter 4 08/09
Upper Quartile 100.17%
Median Quartile 99.58%
Lower Quartile 99.29%
Position 2 of 8

Office	2008/09	Apr	May	June
Bulwell	100.17%	98.65%	99.67%	100.11%
St Anns	100.45%	97.17%	99.14%	99.97%
Clifton	100.52%	98.51%	99.47%	99.86%
Bestwood	99.88%	99.01%	99.44%	99.40%
Southglade	100.69%	99.45%	100.36%	100.24%
Lenton	100.41%	97.97%	98.70%	99.09%
Bilborough	100.60%	97.74%	99.15%	99.44%
Aspley	100.25%	98.33%	99.02%	99.36%
Radford & Hyson Green	99.81%	97.08%	98.19%	99.31%
City Wide	100.29%	98.19%	99.21%	99.62%
Profiled Target	100.60%	99.5%	99.5%	99.5%
09/10 Year End Target		100.4%	100.4%	100.4%



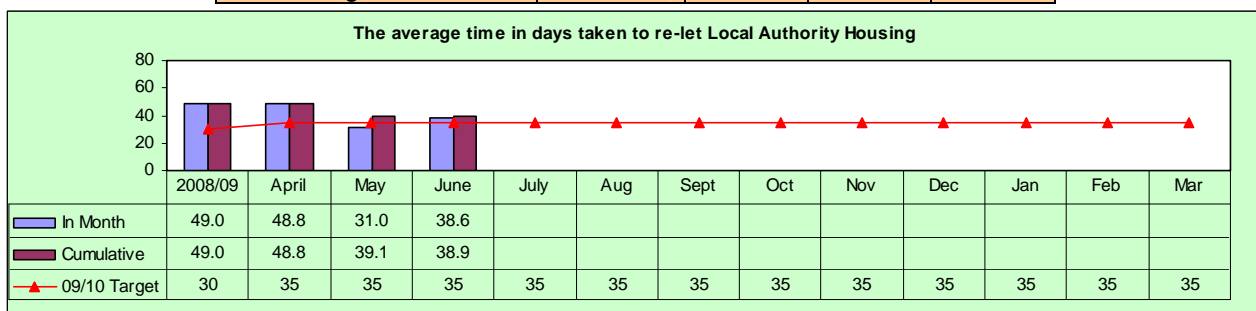
3.28 Vacant Property Management

The average time in days taken to re-let our properties – Cumulative Performance

Good Performance: Low	Quarter 4 08/09 Benchmark	June 09/10 Off Target	June 08/09	Comparison June 08/09 to June 09/10	Year end trend
09/10 Target 35 days		38.9	39.8	↑	↑

HouseMark Quarter 4 08/09
Upper Quartile 27.84
Median Quartile 34.87
Lower Quartile 39.69
Position 21st of 22

Office	2008/09	Apr	May	June
Bulwell	49.7	27.5	24.3	27.9
Aspley	41.5	67.3	42.5	37.8
Bestwood	44.5	60.5	44.8	40.5
Bilborough	47.0	38.6	35.2	36.8
Southglade	49.6	25.6	27.9	29.9
Radford & Hyson Green	44.0	45.1	41.4	43.4
St Anns	51.5	71.0	49.8	44.0
Clifton	57.2	36.8	35.5	37.0
Lenton	62.5	58.9	43.1	49.2
City Wide	49.0	48.8	39.1	38.9
09/10 Target	30	35	35	35



3.29 The average time in days taken to re-let Local Authority Housing - In Month Performance

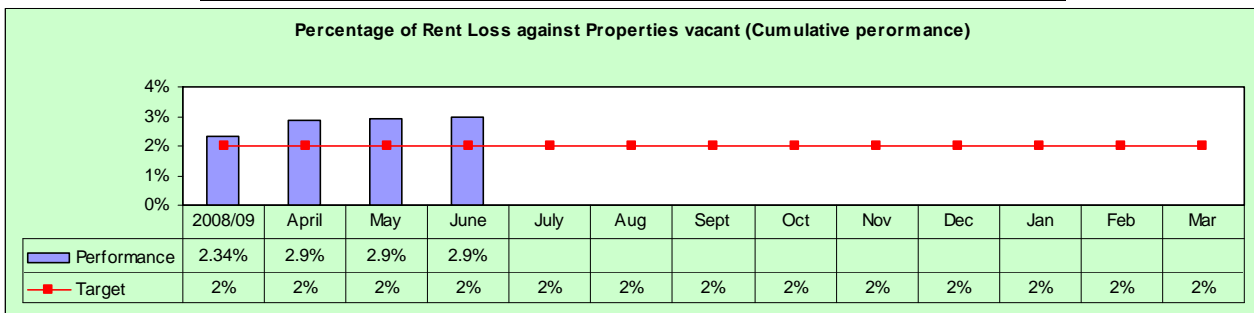
Office	2008/09	Apr	May	June
Bulwell	49.7	27.5	20.5	36.2
Aspley	41.5	67.3	27.1	31.3
Bestwood	44.5	60.5	33.6	33.5
Bilborough	47.0	38.6	33.8	38.4
Southglade	49.6	25.6	31.6	32.5
Radford & Hyson Green	44.0	45.1	37.1	48.2
St Anns	51.5	71.0	32.5	36.3
Clifton	57.2	36.8	34.4	39.4
Lenton	62.5	58.9	30.4	63.0
City Wide	49.0	48.8	31.0	38.6
09/10 Target	30	35	35	35

3.30 Rent loss against properties vacant – Cumulative Performance

Good Performance: Low	Quarter 4 08/09 Benchmark	June 09/10 Off Target	June 08/09	Comparison June 08/09 to June 09/10	Year end trend
09/10 Target: 2%		2.9%	2.2%	↓	↓

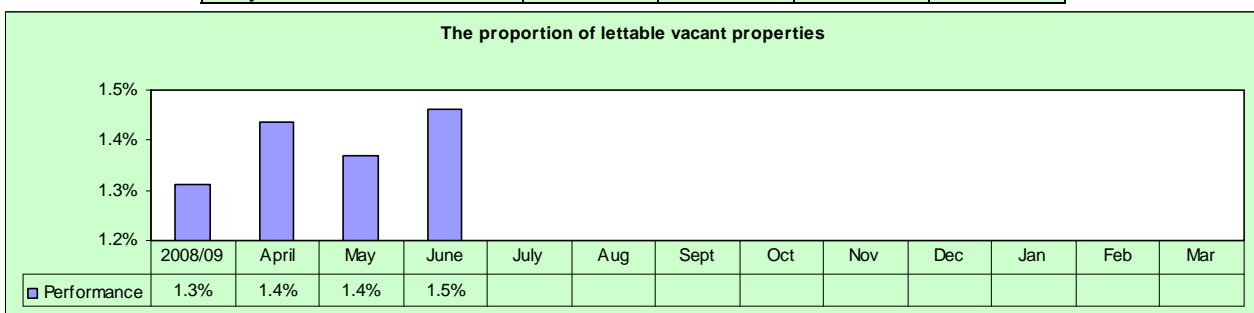
HouseMark Quarter 4 08/09
Upper Quartile 1.15%
Median Quartile 1.45%
Lower Quartile 2.00%
Position 16th of 18

Office	2008/09	Apr	May	June
Aspley	1.41%	1.7%	1.7%	1.8%
Clifton	1.28%	1.2%	1.3%	1.3%
Bestwood	1.98%	2.0%	2.1%	2.2%
Lenton	2.13%	2.8%	2.7%	2.6%
Bilborough	1.51%	1.5%	1.5%	1.5%
Radford & Hyson Green	2.72%	4.0%	4.0%	4.0%
Southglade	2.79%	4.8%	4.9%	5.1%
Bulwell	2.79%	3.3%	3.3%	3.3%
St Anns	4.20%	5.3%	5.3%	5.4%
City Wide	2.34%	2.9%	2.9%	2.9%
09/10 Target	2%	2%	2%	2%



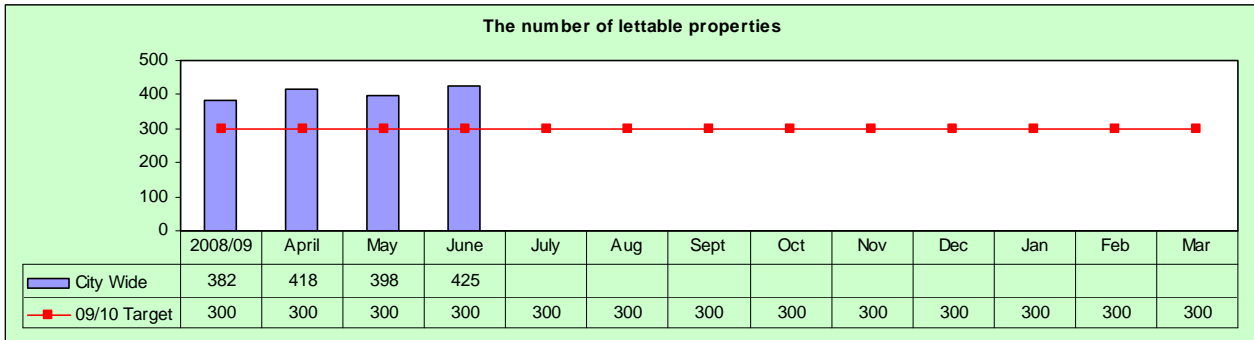
3.31 The proportion of lettable vacant properties

Office	2008/09	Apr	May	June
Aspley	1.1%	1.3%	1.8%	2.0%
Bilborough	1.0%	1.4%	1.6%	1.4%
Clifton	1.1%	1.2%	1.2%	1.0%
Bestwood	1.1%	1.6%	2.3%	2.7%
Southglade	0.9%	1.0%	5.5%	5.9%
Lenton	2.2%	2.1%	2.3%	2.3%
Bulwell	1.6%	1.4%	3.3%	3.9%
Radford & Hyson Green	2.0%	1.5%	4.4%	4.5%
St Anns	1.2%	1.3%	5.6%	6.0%
City Wide	1.3%	1.4%	1.4%	1.5%



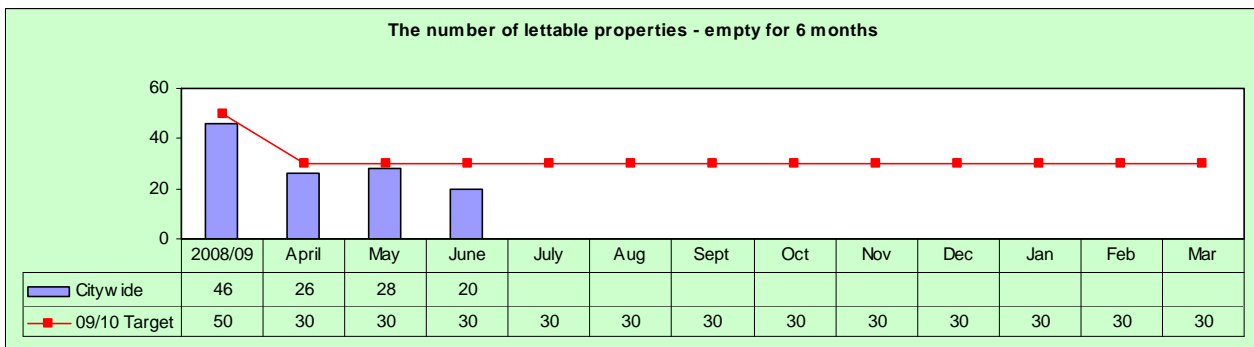
3.32 The number of lettable vacant properties

Office	2008/09	Apr	May	June
Southglade	15	48	48	48
Clifton	31	50	46	36
Aspley	41	34	30	26
Bilborough	35	73	79	95
Lenton	51	17	22	22
Radford & Hyson Green	44	49	40	39
Bestwood	52	49	41	58
Bulwell	54	33	33	36
St Anns	59	65	59	65
City Wide	382	418	398	425
09/10 Target	300	300	300	300



3.33 The number of lettable vacant properties - empty for over 6 months

Office	2008/09	Apr	May	June
Southglade	0	0	1	2
Aspley	5	2	1	0
Radford & Hyson Green	5	2	1	0
Clifton	2	3	5	2
Lenton	5	0	0	0
Bestwood	4	5	7	7
Bilborough	4	1	1	0
St Anns	14	4	3	2
Bulwell	7	9	9	7
Over 6 months	46	26	28	20
09/10 Target	30	30	30	30



3.34 VMS New Tenants Survey Results – 2008/2009

The following scores are out of 10. VMS is reported on a Quarterly basis. Each Qtr has 2 interim reports and a final report as shown below.

Statements		Feb 09 Interim 1	Feb-Mar 09 Interim 2	Feb-Apr 09 Final Qtr 1
Number of Surveys sent out		67	190	190
Number of Replies per Month		17	37	46
Percentage returned		25.37%	19.47%	24.21%
1.	How informative was the advice / literature when you applied for housing and whilst on the register?	7.59	7.38	7.39
2.	How do you rate the experience of expressing your interest in a property (bidding)?	7.40	7.26	7.41
3.	Did the property you were offered match what you asked for?	8.24	7.89	7.91
4.	How do you rate the service/information provided by staff when signing up for the property?	8.24	8.32	8.33
5.	How easy was it to understand what is expected of you as a tenant from the Tenancy Agreement?	8.76	8.65	8.46
6.	How do you rate the condition of your home was in when you received the keys?	6.59	6.89	6.89
7.	How do you rate the arrangements made for carrying out any outstanding repairs to your home?	7.31	7.06	7.09
8.	How do you rate the cleanliness of the property when it was offered to you?	7.29	7.08	7.09
9.	How do you rate the external appearance of your property and any communal (shared) areas?	6.21	6.60	7.03
10.	Overall how do you rate our provision of this service?	8.06	7.92	7.98
OVERALL AVERAGE		7.57	7.50	7.56

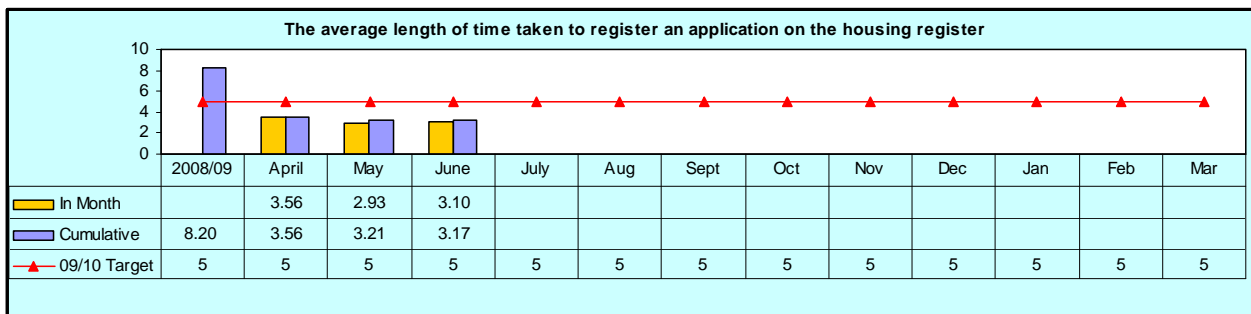
3.35 Allocations & Lettings

The average length of time taken to register an application on the Housing Register – In Month

Office	2008/09	Apr	May	June
Southglade		2.00	3.83	2.67
Bestwood		1.80	3.46	2.40
Bilborough		2.17	2.15	2.78
Bulwell		2.06	2.44	2.75
Aspley		16.86	2.36	2.91
Lenton		1.94	2.90	2.82
Clifton		2.94	3.13	5.65
St Anns		2.85	2.85	2.78
Hyson Green		1.97	3.66	3.41
City Wide		3.56	2.93	3.10
09/10 Target		5	5	5

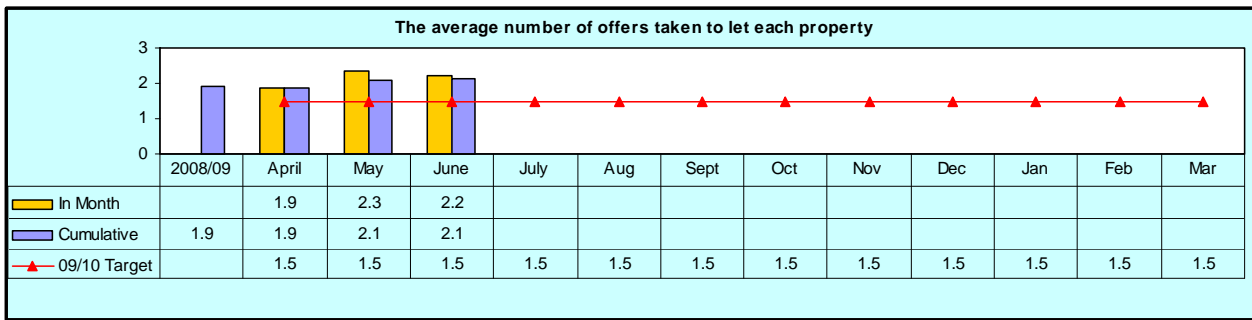
3.36 The average length of time taken to register an application on the Housing Register – Rolling Average

Office	2008/09	Apr	May	June
Southglade	5.89	2.00	3.10	2.89
Bestwood	7.15	1.80	2.76	2.64
Bilborough	6.68	2.17	2.16	2.38
Bulwell	7.09	2.06	2.26	2.40
Aspley	6.43	16.86	8.13	6.14
Lenton	12.63	1.94	2.47	2.63
Clifton	8.10	2.94	3.03	3.86
St Anns	8.56	2.85	2.85	2.82
Radford & Hyson Green	10.35	1.97	2.85	3.05
City Wide	8.20	3.56	3.21	3.17
09/10 Target	5	5	5	5



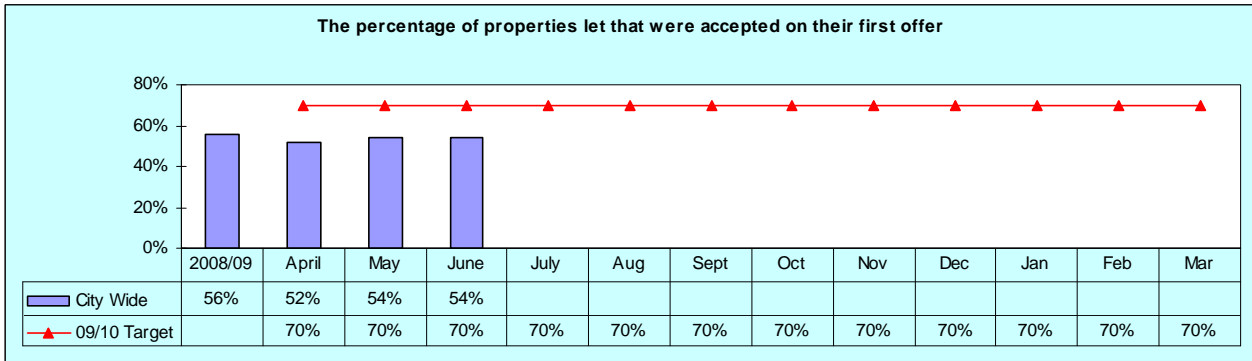
3.37 The average number of offers taken to let each property

Office	2008/09	Apr	May	June
Bilborough	1.8	3.7	2.1	2.3
Clifton	1.7	1.6	1.6	1.7
Aspley	1.9	2.2	2.2	2.0
St Anns	1.9	1.5	1.4	1.5
Bestwood	1.9	2.1	1.9	1.9
Lenton	1.7	2.4	2.1	2.1
Bulwell	2.2	2.1	2.2	2.2
Radford & Hyson Green	2.0	2.4	2.1	2.1
Southglade	2.5	1.9	2.1	2.1
City Wide	1.9	1.9	2.1	2.1
09/10 Target		1.5	1.5	1.5



3.38 The percentage of properties let that were accepted on their first offer

Office	2008/09	Apr	May	June
St Anns	61%	71%	70%	68%
Radford & Hyson Green	50%	32%	42%	47%
Aspley	55%	69%	53%	59%
Clifton	63%	47%	50%	56%
Bulwell	52%	50%	46%	43%
Lenton	62%	44%	50%	52%
Bestwood	53%	57%	56%	53%
Bilborough	58%	56%	70%	58%
Southglade	42%	38%	43%	46%
City Wide	56%	52%	54%	54%
09/10 Target		70%	70%	



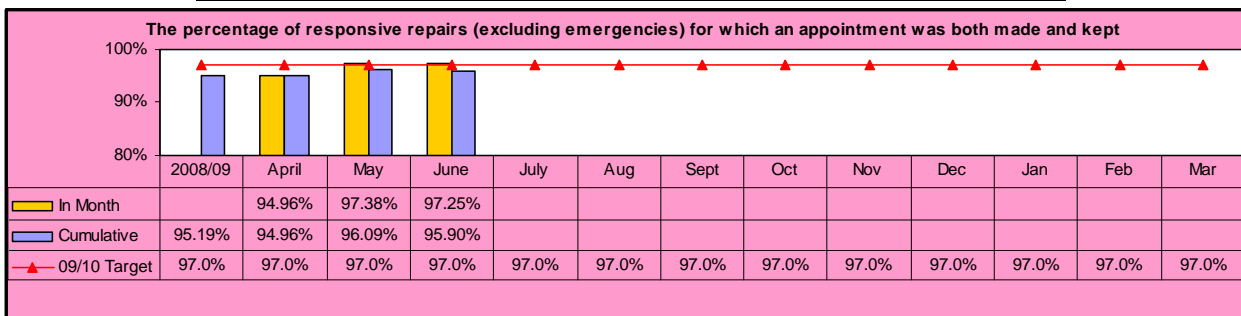
3.39 Responsive Repairs

The percentage of responsive repairs (excluding emergencies) for which an appointment was both made and kept

Good Performance: Low	Quarter 4 08/09 Benchmark	June 09/10 Off Target	June 08/09	Comparison June 08/09 to June 09/10	Year end trend
09/10 Target: 97%		95.9%	97.46%	↓	↑

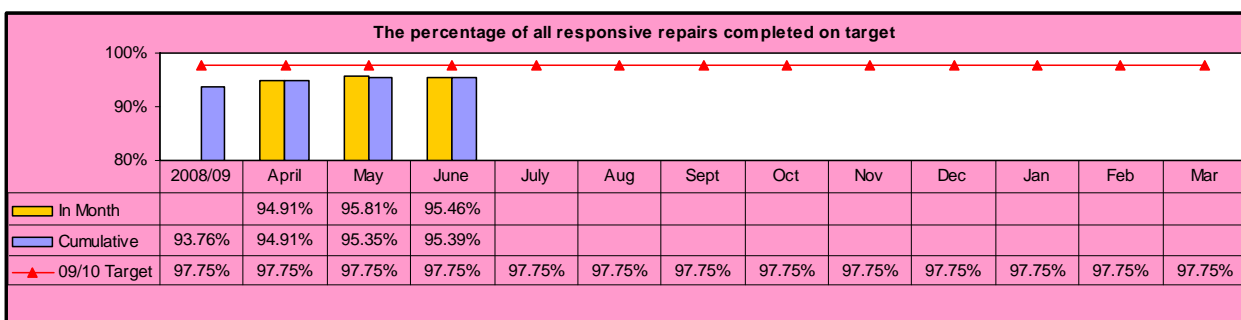
HouseMark Quarter 4 08/09
Upper Quartile 97.92%
Median Quartile 96.12%
Lower Quartile 92.9%
Position 14th of 20

Office	2008/09	Apr	May	June
Clifton	93.68%	93.21%	94.15%	94.67%
Bulwell	94.15%	94.29%	95.22%	95.52%
Lenton	93.29%	93.66%	94.83%	94.57%
St Anns	92.96%	90.96%	91.89%	92.96%
Bestwood	94.68%	95.05%	96.21%	95.77%
Aspley	95.23%	97.76%	97.84%	97.97%
Bilborough	95.11%	97.27%	97.13%	97.41%
Southglade	93.85%	95.30%	96.76%	97.01%
Radford & Hyson Green	94.93%	96.55%	96.85%	97.01%
City Wide	95.19%	94.96%	96.09%	95.90%
09/10 Target	97.0%	97.0%	97.0%	97.0%



3.40 The percentage of all responsive repairs completed on target

Office	2008/09	Apr	May	June
Bulwell	94.50%	93.86%	94.32%	94.04%
Bilborough	94.37%	95.92%	96.32%	96.54%
St Anns	92.09%	93.44%	94.15%	94.17%
Bestwood	94.64%	93.14%	93.83%	93.70%
Lenton	93.02%	96.57%	97.09%	96.54%
Southglade	93.67%	95.09%	95.37%	95.82%
Clifton	92.83%	95.30%	95.69%	95.82%
Aspley	94.04%	94.89%	95.49%	95.71%
Radford & Hyson Green	93.90%	95.01%	94.85%	95.29%
City Wide	93.76%	94.91%	95.35%	95.39%
09/10 Target	97.75%	97.75%	97.75%	97.75%

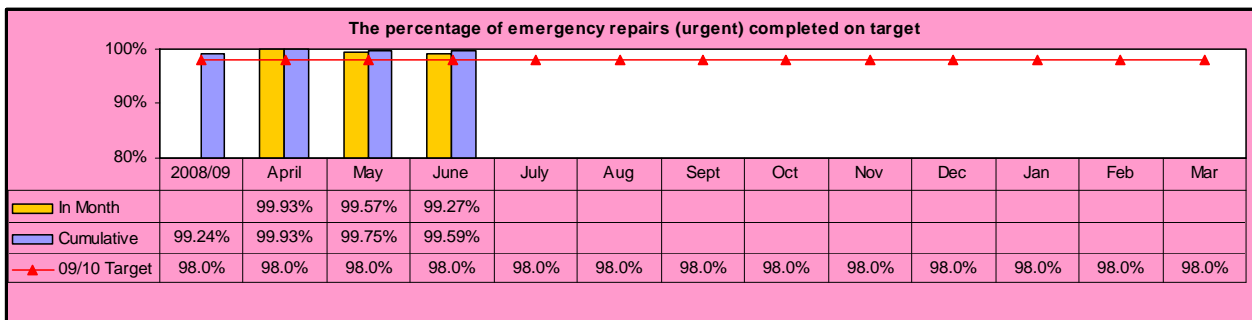


3.41 The percentage of emergency repairs (urgent) completed on target

Good Performance: High	Quarter 4 08/09 Benchmark	June 09/10 On Target	June 08/09	Comparison June 08/09 to June 09/10	Year end trend
09/10 Target: 98%		99.59%	99.75%	↓	↑

HouseMark Quarter 4 08/09
Upper Quartile 99.21%
Median Quartile 98.40%
Lower Quartile 96.49%
Position 3 rd of 17

Office	2008/09	Apr	May	June
Southglade	99.27%	99.62%	99.43%	99.00%
Bulwell	99.20%	99.69%	99.21%	99.39%
Lenton	99.31%	100.00%	100.00%	100.00%
St Anns	99.17%	100.00%	99.39%	99.27%
Bestwood	99.15%	100.00%	100.00%	99.76%
Bilborough	99.13%	100.00%	99.87%	99.67%
Aspley	99.40%	100.00%	100.00%	99.65%
Clifton	99.28%	100.00%	100.00%	99.81%
Radford & Hyson Green	99.34%	100.00%	100.00%	100.00%
City Wide	99.24%	99.93%	99.75%	99.59%
09/10 Target	98.0%	98.0%	98.0%	98.0%

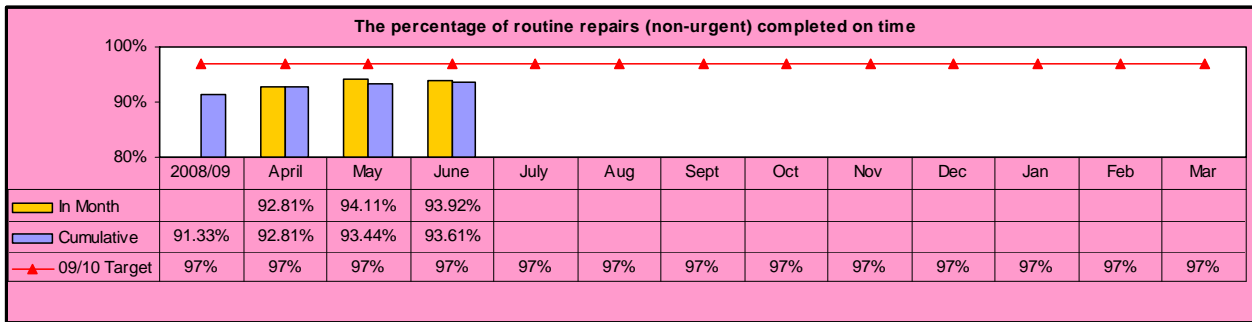


3.42 The percentage of routine repairs (non-urgent) completed on target

Good Performance: Low	Quarter 4 08/09 Benchmark	June 09/10 Off Target	June 08/09	Comparison June 08/09 to June 09/10	Year end trend
09/10 Target: 97%		93.61%	98.31%	↓	↑

HouseMark Quarter 4 08/09
Upper Quartile 97.86%
Median Quartile 97.19%
Lower Quartile 90.9%
Position 12 th of 17

Office	2008/09	Apr	May	June
Bulwell	92.58%	91.41%	92.01%	91.85%
Bilborough	92.53%	94.33%	95.13%	95.38%
Bestwood	92.82%	90.38%	91.30%	91.55%
St Anns	88.57%	90.30%	91.10%	91.07%
Clifton	89.70%	95.15%	95.87%	95.20%
Lenton	89.47%	93.32%	93.72%	94.42%
Southglade	91.09%	93.47%	93.97%	94.27%
Aspley	91.97%	92.70%	93.50%	94.01%
Radford & Hyson Green	90.92%	92.26%	92.05%	92.84%
City Wide	91.33%	92.81%	93.44%	93.61%
09/10 Target	97.0%	97.0%	97.0%	97.0%



3.43 VMS Repairs Survey – 2009/10

The following scores are out of 10 for February, March and April 2009.

Statements	Feb 09	Mar 09	Apr 09 Int 1
Number of Surveys sent out	488	497	510
Number of Replies per Month	92	101	112
Percentage returned	18.85%	20.32%	21.96%
1. How easy was it, to report your repair?	8.46	8.26	8.26
2. How satisfied were you with the way our staff treated you when reporting your repair?	8.62	8.53	8.53
3. How satisfied were you with the appointment arrangements for your repair?	8.23	7.92	7.92
4. How satisfied are you with the time taken to complete the repair?	8.11	7.59	7.59
5. How would you rate the conduct of the workperson, e.g. polite and respectful?	8.78	8.80	8.80
6. How well did the work person protect your property whilst repairing your home?	8.59	8.28	8.28
7. How do you rate the condition your home was left in after completion of the repairs, e.g. clean & tidy?	8.73	8.44	8.44
8. How effective was the work in resolving your repair problem?	7.96	7.77	7.77
9. How do you rate the quality of the completed work?	8.15	7.97	7.97
10. Overall how would you rate the repairs service?	8.18	7.79	7.79
OVERALL AVERAGE	8.38	8.13	8.29

3.44 Estate Assessment Results

Key

Colour	Meaning
	Improved (or 3 star)
	Stayed the same
	Declined

North Operational Unit

Estate	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008	Dec 2008	Mar 2009	June 2009
Bulwell Hall	**	*	*	**	**	**	**	**
Leen Valley	*	*	*	**	**	**	**	**
Edwards Lane	**	**	**	**	**	**	**	**
Crabtree Farm	*	*	*	**	**	**	*	*
Snapewood	*	*	**	**	**	**	**	**
Bulwell	**	**	**	**	**	**	**	**
Highbury Vale	**	**	**	**	***	***	***	***
Bestwood Park	***	***	***	***	***	***	***	***
Top Valley	*	*	**	**	**	***	***	***
Bestwood	No stars	*	*	*	**	**	**	**
Kingsthorpe Close	No stars	*	*	**	**	**	**	**
Sherwood	***	***	***	***	***	***	***	***
Heathfield	**	**	**	**	**	**	***	***
Mapperley	***	***	***	***	***	***	***	***
Whitemoor	**	**	**	**	**	***	***	***
0 Star	2	0	0	0	0	0	0	0
1 Star	4	7	5	1	0	0	1	1
2 Star	6	5	7	11	11	9	7	7
3 Star	3	3	3	3	4	6	7	7

South Operational Unit

Estate	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008	Dec 2008	Mar 2009	June 2009
Clifton - General	**	**	**	***	***	***	***	***
Nobel Road	**	**	**	**	**	***	***	***
Meadows	**	*	**	**	**	***	***	***
Lenton	**	**	**	**	**	***	***	***
St.Anns	*	*	*	**	**	**	**	*
Marmion Road	No stars	*	*	**	**	**	**	*
Sneinton	No stars	*	**	**	**	***	***	***
Bakersfield	*	*	**	***	***	***	***	***
Colwick	No stars	No stars	*	**	**	**	**	**
Cardale	No stars	No stars	**	**	**	**	**	**
0 Star	4	2	0	0	0	0	0	0
1 Star	2	5	3	0	0	0	0	2
2 Star	4	3	7	8	8	4	4	2
3 Star	0	0	0	2	2	6	6	6

Central Operational Unit

Estate	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008	Dec 2008	Mar 2009	June 2009
Broxtowe	No stars	No stars	No Stars	*	**	*	*	*
Bilborough	*	*	*	**	***	***	***	***
Beechdale	***	***	***	***	***	***	***	***
Lenton Abbey	*	*	*	**	**	**	**	**
Wollaton	**	**	***	***	***	***	***	***
Strelley	*	*	**	***	***	***	***	***
Bells Lane	No stars	No stars	No stars	*	**	**	**	**
Aspley	No stars	*	*	*	**	**	***	***
Radford	*	*	*	**	**	***	***	***
Basford	**	**	**	***	***	***	***	***
Southwold	*	**	**	**	**	***	***	***
Hyson Green	*	*	*	**	**	***	***	***
Forest Fields	**	**	**	**	**	***	***	***
Arboretum	**	**	**	**	**	***	***	***
0 Star	3	2	2	0	0	0	0	0
1 Star	6	6	5	3	0	1	1	1
2 Star	4	5	5	7	9	3	2	2
3 Star	1	1	2	4	5	10	11	11

City Wide Results

	Sep 2007	Dec 2007	Mar 2008	July 2008	Sept 2008	Dec 2008	Mar 2009	June 2009
0 Star	9	4	2	0	0	0	0	0
1 Star	12	18	13	4	0	1	2	4
2 Star	14	13	19	26	28	16	13	11
3 Star	4	4	5	9	11	22	24	24

4. BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

4.1 APPENDIX 1: Metropolitan ALMO Club Benchmarking Data for Quarter 4 2008/09

Voids

Performance Indicator	2007/08					
	<u>NCH</u>	<u>NCH Rank</u>	<i>Up Qtr</i>	<i>Med</i>	<i>Lwr Qtr</i>	<u>Our Qtr</u>
1. BV212 – Average re-let times	63.7	21 st of 23	31.15	37.27	46.41	4th
2. % of rent lost due to void properties	2.33	20 th of 21	1.24	1.59	2.10	4th

2008/09 4th Quarter					
<u>NCH</u>	<u>NCH Rank</u>	<i>Up Qtr</i>	<i>Med</i>	<i>Lwr Qtr</i>	<u>Our Qtr</u>
49.0	21 st of 22	27.84	34.87	39.69	4th
2.34	16 th of 18	1.15	1.45	2.00	4th

Repairs

Performance Indicator	2007/08					
	<u>NCH</u>	<u>NCH Rank</u>	<i>Up Qtr</i>	<i>Med</i>	<i>Lwr Qtr</i>	<u>Our Qtr</u>
1.Appointments made and kept	95.99	8 th of 18	96.29	95	91.52	2nd
2. % Of emergency repairs completed on time	97.04	8 th of 13	97.94	97.27	95.96	3rd
3. % of non-urgent repairs completed on time	96.4	4 th of 13	96.48	95.3	89.68	2nd
4. Proportion of homes which are non-decent	31.92	12 th of 18	12.75	24.81	45.7	3rd

2008/09 4th Quarter					
<u>NCH</u>	<u>NCH Rank</u>	<i>Up Qtr</i>	<i>Med</i>	<i>Lwr Qtr</i>	<u>Our Qtr</u>
95.19	14 th of 20	98.20	96.52	94.68	3rd
99.24	4 th of 16	99.21	98.40	96.49	1st
91.33	12 th of 17	97.86	97.19	90.90	3rd
Annual Indicator					

Rents

Performance Indicator	2007/08						2008/09 4th Quarter					
	<u>NCH</u>	<u>NCH Rank</u>	<i>Up Qtr</i>	<i>Med</i>	<i>Lwr Qtr</i>	<u>Our Qtr</u>	<u>NCH</u>	<u>NCH Rank</u>	<i>Up Qtr</i>	<i>Med</i>	<i>Lwr Qtr</i>	<u>Our Qtr</u>
1. BV66a – Proportion of rent collected	96.23	20 th of 22	98.56	97.56	96.95	4th	96.87	16 th of 22	98.18	97.78	96.86	3rd
2. Rent collection and rent arrears: In-year collection figure	99.4	4 th of 8	99.7	99.3	98.4	2nd	100.29	1 st of 8	99.91	99.68	99.47	1st
3.% of tenants evicted for arrears	1.07	22 nd of 23	0.32	0.5	0.67	4th	0.79	18 th of 22	0.28	0.41	0.62	4th
4.% of tenants served with NOSP for arrears	27.93	13 th of 23	19.05	25.72	36.59	3rd	27.89	13 th of 20	19.39	23.03	36.43	3rd
5. % of tenants with > 7 weeks arrears	9.09	21 st of 23	3.48	5.05	6.88	4th	7.15	17 th of 23	3.76	5.65	7.20	3rd

Tenant Satisfaction

Performance Indicator	2007						2008					
	<u>NCH</u>	<u>NCH Rank</u>	<i>Up Qtr</i>	<i>Med</i>	<i>Lwr Qtr</i>	<u>Our Qtr</u>	<u>NCH</u>	<u>NCH Rank</u>	<i>Up Qtr</i>	<i>Med</i>	<i>Lwr Qtr</i>	<u>Our Qtr</u>
1. BV74 (a) Satisfaction of tenants with overall service	62%	21 st of 21	78	78	75	4th	69%	<i>Not known</i>				
2 % tenants satisfied with participation in decision making	57%	20 th of 21	70	67	64	4th	59%	<i>Not known</i>				