

Performance

October-December 2009



Communities

- Notices served for breach of tenancy 29
- Eviction notices served 0
- Walkabouts—issues raised 199
- Walkabouts—issues resolved 122



Repairs

- Number of repairs appointments made 3,310
- Number of repairs appointments kept 3,230
- Number of urgent repairs done on time 1,778
- Number of gas services outstanding 0



Rents

- Amount of rent paid £4,108,136
- Tenants taken to Court for non-payment 20
- New bathrooms arrears equal 92



Empty Homes

- Average days to relet empty properties 15
- Empty properties having major works 1
- Empty properties ready to let 5



Lettings

- Average bids per property 28
- % satisfied with property standard at relet 93



Customer Promise

- Number of complaints received 47
- Number of complaints resolved first time 44

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

本文件可以翻译为另一语言版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.



(Polish)

(Mandarin)

(Portuguese)



Signing

The Big Word Translation Services

AudioTape

Our Vision is
"to deliver excellent
Housing Services"

NEWARK AND SHERWOOD HOMES

0845 258 5550

www.nshomes.co.uk