

Performance



January — March 2010



Communities

- Notices served for breach of tenancy 0
- Eviction notices served 0
- Walkabouts—issues raised 103
- Walkabouts—issues resolved 98



Repairs

- Number of repairs appointments made 3,394
- Number of repairs appointments kept 3,258
- Number of urgent repairs done on time 2,033
- Number of gas services outstanding 5



Rents

- Amount of rent paid £4,253,384
- Tenants taken to Court for non-payment 5
- New bathrooms that could be provided if all arrears were paid 74



Empty Homes

- Average days to relet empty properties 16
- Empty properties having major works 1
- Empty properties ready to let 17



Lettings

- Average bids per property 33
- % satisfied with property standard at relet 99



Customer Promise

- Number of complaints received 37
- Number of complaints resolved first time 28

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)



Our Vision is
"to deliver excellent
Housing Services"

NEWARK AND SHERWOOD HOMES
0845 258 5550
www.nshomes.co.uk