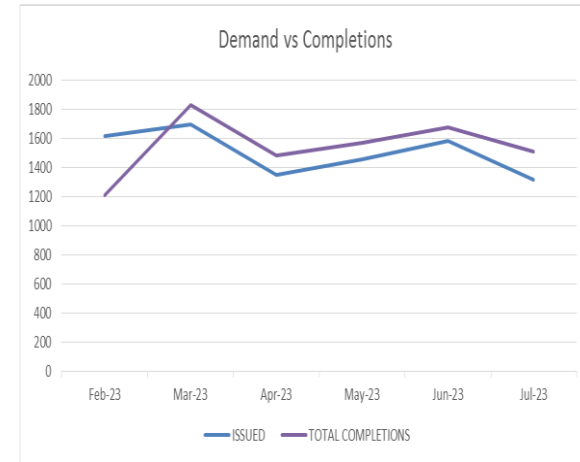
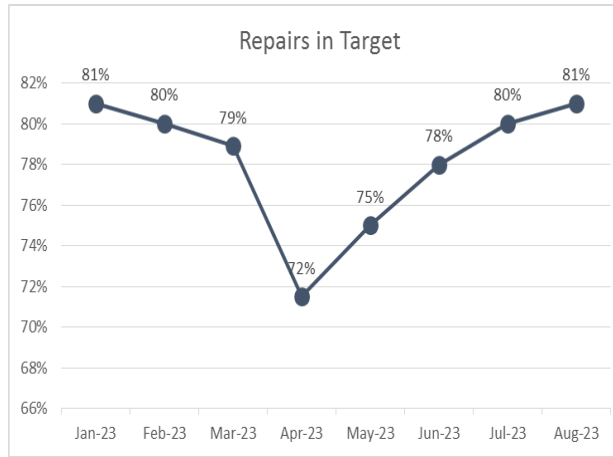
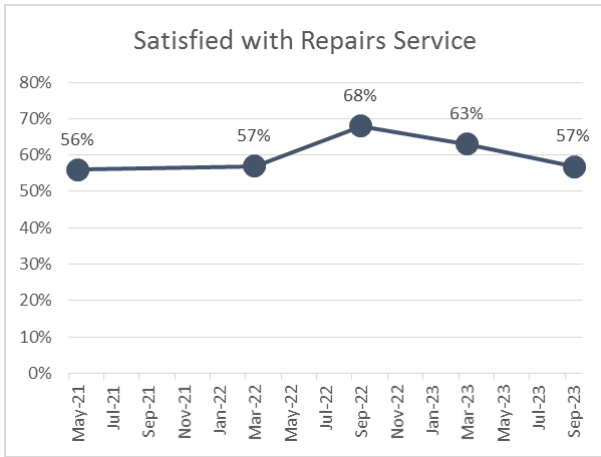


NHT Performance Summary Newlon Board Sept 2023

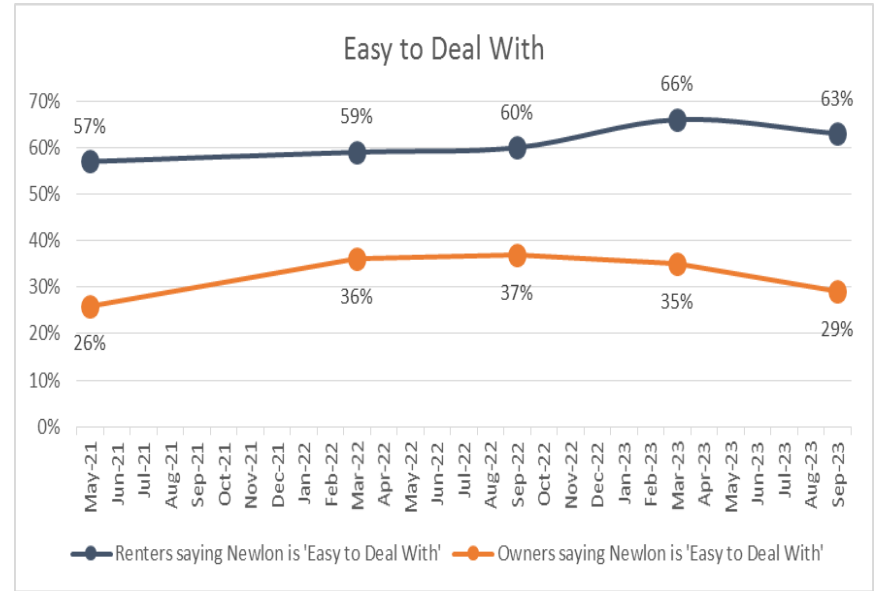
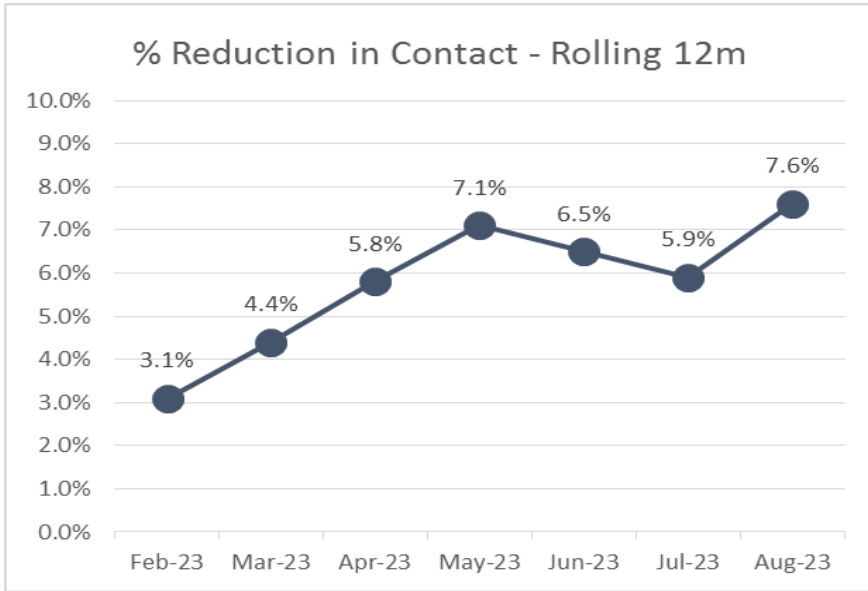
Reliable Repairs



	Sept 22	Mar 23	Sept 23
Satisfied with time taken to complete last repair (Renters)	64%	61%	52%

Whilst the latest repairs satisfaction results are disappointing, we are tracking repairs much more rigorously and analysis of demand vs. completions shows that we are now better equipped to respond to future requests. Over time it is anticipated that this trend will result in a reduction the number of jobs ‘in progress’ and improve the overall responsiveness and reliability of the service.

Easy to Deal With



Contact Channel Share			
Jun to Aug	29.6%	36.5%	33.9%

% of Complaints Escalated:

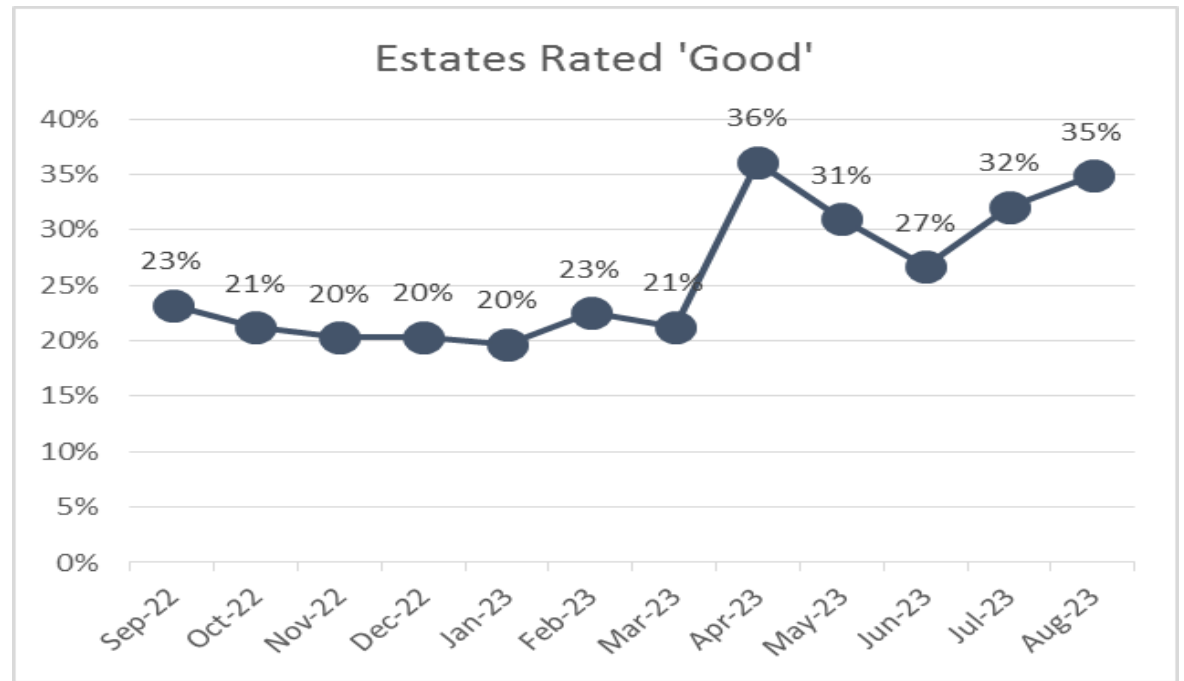
24% (+2%) vs Target 10%

Negative Ombudsman Determinations:

46% (-8%) vs Target 30%

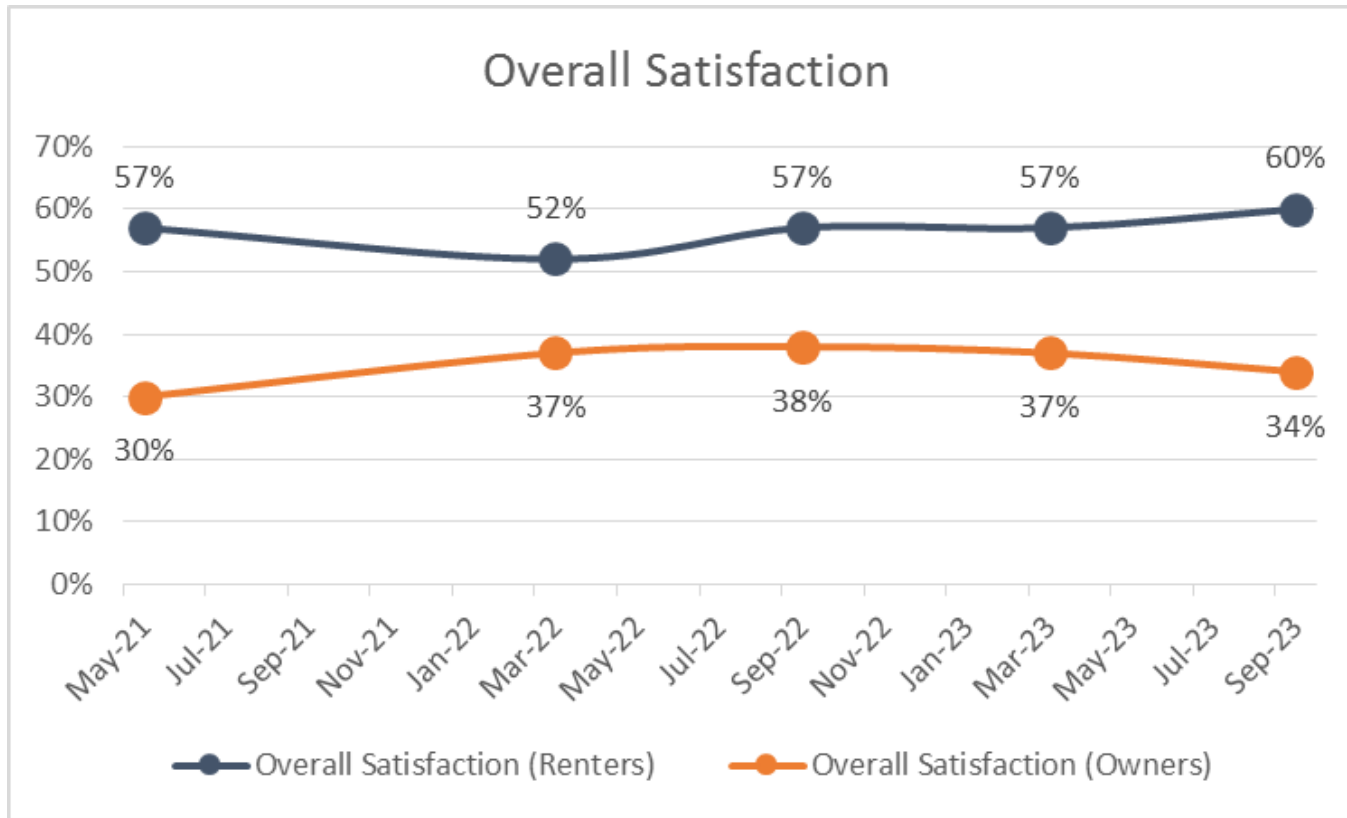
	May 2023	June 2023	July 2023	August 2023	Target	Status	Short Trend	Long Trend
% of Stage 1 Complaints Responded to in Target	99	100	97	100	98	✓	↑	
% of Stage 2 Complaints Responded to in Target	100	90	95	100	100	✓	↑	

Improving our Places



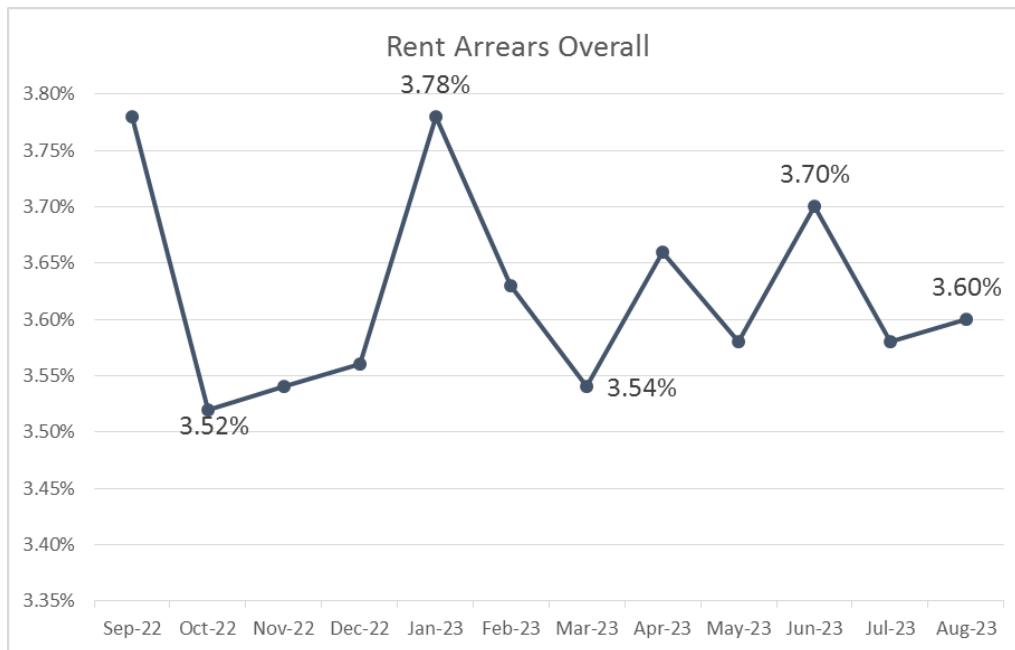
	Group	Sept 22	Mar 23	Sept 23
Satisfied Communal Areas are Clean and Maintained	Renters	56%	70%	62%
	Owners	51%	42%	50%
Satisfied with Contribution to Improving Neighbourhood	Renters	46%	48%	69%
	Owners	26%	22%	37%
Handling of Anti-Social Behaviour	Renters	49%	44%	54%
	Owners	28%	22%	24%

Respectful and lasting resident relationships



Overall		Favourable %	Neutral %	Negative %
% of Staff that think Services improving	March 2023	58	33	9
	March 2022	47	37	15

Respectful and lasting resident relationships



	Group	Sept 22	Mar 23	Sept 23
Satisfied that we listen to tenants' views and act on them	Renters	52%	53%	48%
	Owners	29%	24%	24%
Satisfied that we keep tenants informed about things that matter to them	Renters	64%	70%	70%
	Owners	57%	43%	49%
Satisfied that we treat tenants fairly and with respect	Renters	64%	64%	72%
	Owners	57%	47%	52%

Quality Homes

	Group	Sept 22	Mar 23	Sept 23
Satisfied that Newlon provides a home that is safe	Renters	69%	70%	65%
	Owners	52%	55%	42%
Satisfied that Newlon provides a home that is well-maintained	Renters	60%	63%	59%

Homes Improved YTD:

679 vs Target 660

% meeting Decent Homes:

99.98% vs Target 100%

% rented homes with an EPC:

88% vs Target 91%