



Registered Provider

Q1 Performance Report

Date: 21 September 2021

Q1 Monitoring Report

Q1 Performance Monitoring

THE NCH Registered Provider Board oversees performance of the activities of the NCH RP. The attached report shows the current performance for the properties for which the RP has overall management responsibility.

This report shows performance for the year up to June 2021.

The report has been broken down to show performance by the three groups, permanent housing owned by NCH RP, temporary housing leased to NCH RP and NCH social rent properties managed by NCH RP under a management agreement..

NCH RP currently has 347 properties that are used for the provision of housing; 50 permanent homes (39 owned and 11 leased) and 297 temporary homes. NCH RP Board also has management oversight of a further 120 NCH Ltd Social Rent properties.

We have included information showing how the performance compares with other organisations who benchmark through Housemark, where this is available. Two out of the six measures are in quartiles one or two.

We have included a new measure which monitors the number of complaints per 1000 properties. This will provide the ability to compare performance across other parts of the NCH group and beyond. Performance is generally an improving picture. While rent collection is currently below target the rationale for this is primarily housing benefit technical arrears which are further explained in the detail. Due to the small number of properties in the portfolio there is always the potential for fluctuations in the results. This is evident for example where the Average Relet Time (ART) for NCH Social rent properties stands at 60 days (relates to 1 property being let in the period) and the ART for NCH RP permanent homes which is at 0 days due to 3 new properties being let.

Data in the report includes:

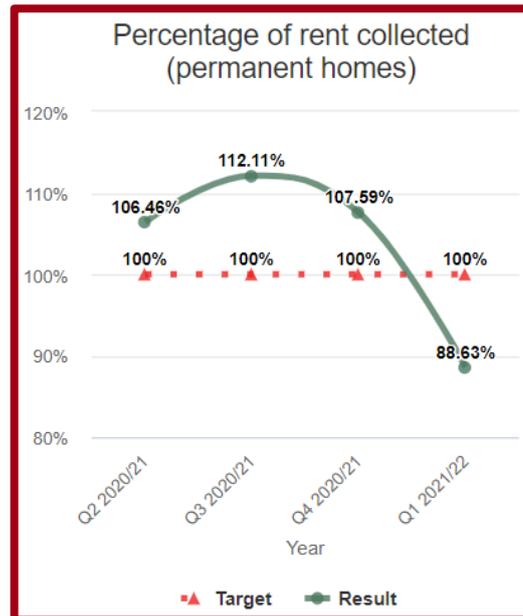
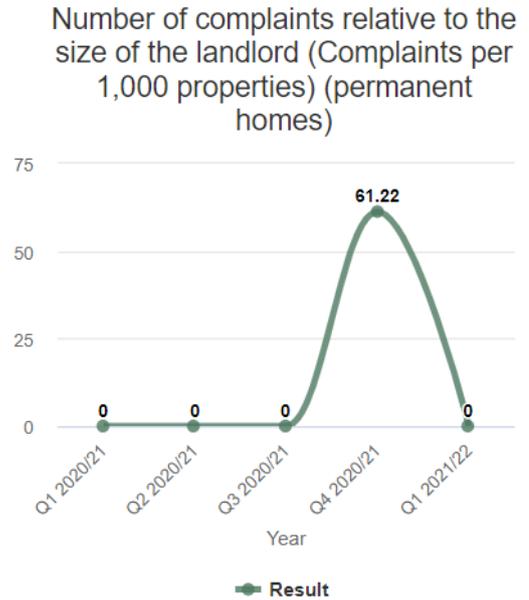
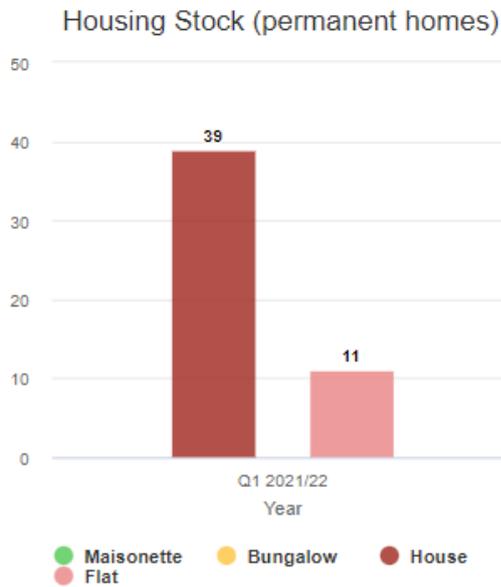
- Stock
- Complaints
- Rent Collection
- Re-let and empty property data

An annual survey is currently underway of NCH RP tenants to gauge customer satisfaction. Once this information is available, this will be reported to the Board.

Performance will continue to be managed robustly at a local level and managers shall implement actions to address underperformance.

Q1 Monitoring Report

Registered Provider Board (permanent homes) Performance Dashboard Q1 2021-22



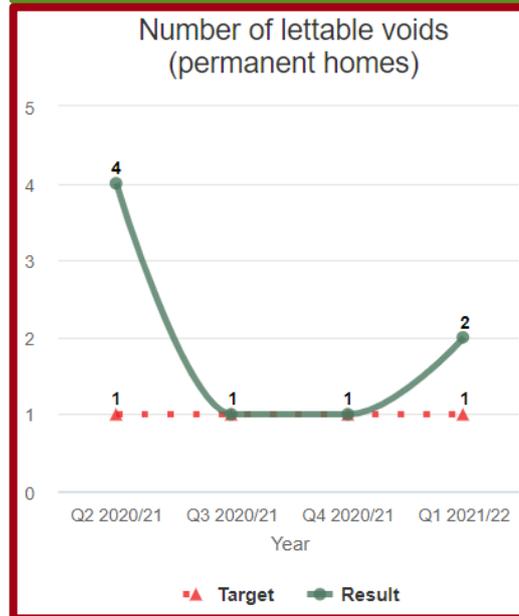
These properties have a higher rent charge and are charged on a calendar monthly basis.

The average monthly charge for these properties is £641 per calendar month with the highest charge at over a £1000 Per Month. Because of the timings of the Housing Benefit cycles which pay every 4 weeks, we will receive 13 payments through a 12 month period.

Arrears will remain on the account until the thirteenth payment of Housing Benefit is received at the end of the financial year.

The rent would be charged at the beginning of the month and for those residents who do not receive Housing Benefit records suggest that they would be paying towards the end of the month, not in advance.

Q1 Monitoring Report



Our three year corporate plan target is to achieve an average relet time (ART) of 25 days. Robust performance management is in place with daily dialogue between all team members to make sure homes are let as swiftly as possible.

3 NCHRP permanent homes were let during the first quarter of 2021/22 These were new properties and let on the first day.

At present we have two lettable voids of NCHRP permanent stock with works prioritised to make sure swift re-let.



Meeting target, performance is better than 2019/20



Meeting target, performance is worse than 2019/20



Not meeting target, performance is worse than 2019/20



Not meeting target, performance is better than 2019/20

Q1 Monitoring Report

1

Benchmarking: Quartile 1
(top quartile performance)

Performance has met target

2

Benchmarking: Quartile 2
(upper median performance)

3

Benchmarking: Quartile 3
(lower median performance)

Performance is below target

4

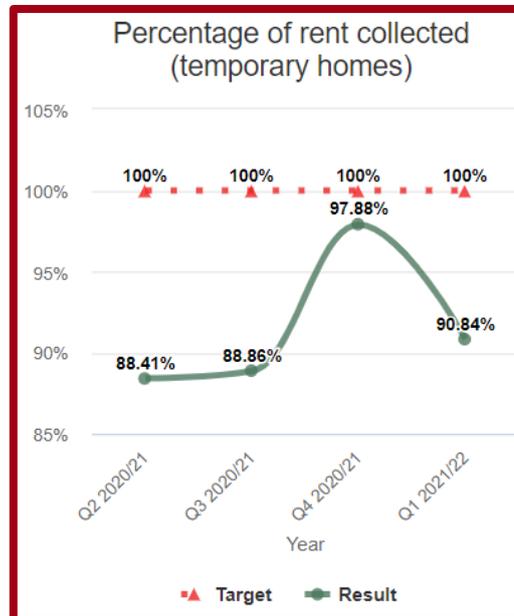
Benchmarking: Quartile 1
(bottom quartile performance)

Q1 Monitoring Report

Registered Provider Board (temporary homes) Performance Dashboard Q1 2021-22



Number of complaints relative to the size of the landlord (Complaints per 1,000 properties) (temporary homes)



This calculation is for temporary accommodation across the city, including serviced leased accommodation.

Robust performance management is in place with daily dialogue between the Temporary Accommodation Team, Housing Aid, Voids and serviced lease partners to make sure homes are let as swiftly as possible.

Q1 Monitoring Report

124 temporary accommodation homes were let during the first quarter of 2021/22 in an average of 8.5 days.

At the time of writing, there are three voids in RP temporary stock. We continue to make sure that voids are prioritised and turned around as quickly as possible to minimise rent loss.



Meeting target, performance is better than 2019/20

1

Benchmarking: Quartile 1 (top quartile performance)

Performance has met target



Meeting target, performance is worse than 2019/20

2

Benchmarking: Quartile 2 (upper median performance)



Not meeting target, performance is worse than 2019/20

3

Benchmarking: Quartile 3 (lower median performance)

Performance is below target



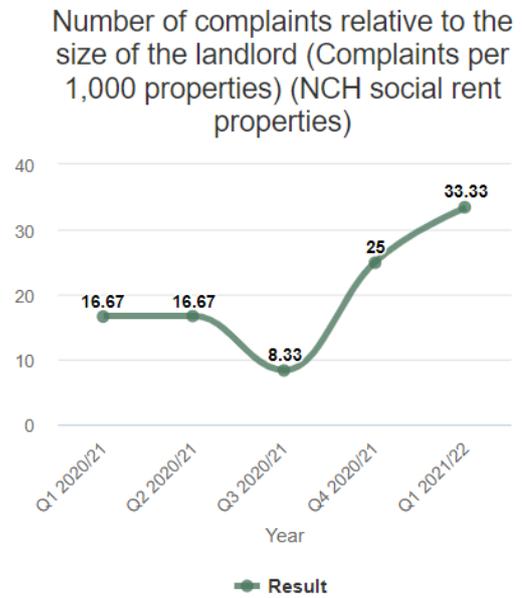
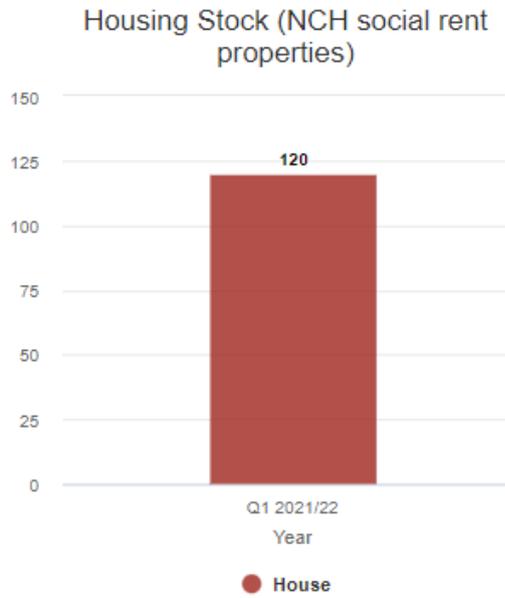
Not meeting target, performance is better than 2019/20

4

Benchmarking: Quartile 1 (bottom quartile performance)

Q1 Monitoring Report

Registered Provider Board (NCH social rent properties) Performance Dashboard Q1 2021-22



3

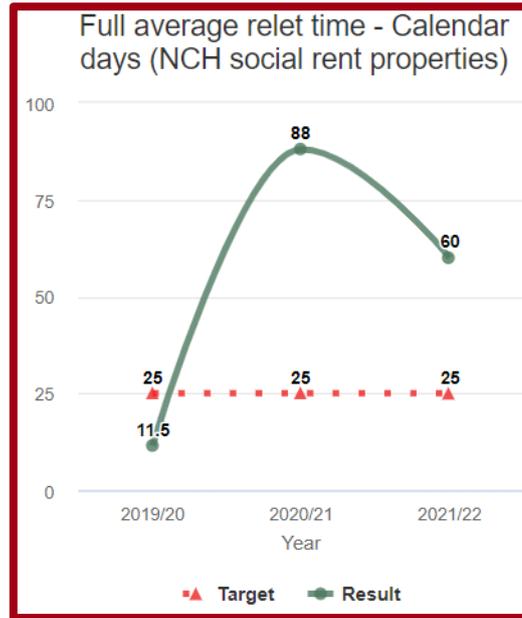


The % of rent collected has dropped below the 100% that was achieved in Q4. Historic trends suggest that the % collection rate for the majority of the year is below 100%.

A number of factors will affect have an impact on the % collection. These can be due to timings of payments (residents paying monthly, 5 week delay in receiving first UC payment) and Housing Benefit Cycles.

The % of rent collected is still higher than at the same point last year and will be monitored and reviewed on a monthly basis.

Q1 Monitoring Report



One property let during quarter one. The property incurred problems with the electric meter which held up the process for 60 days.



Meeting target, performance is better than 2019/20



Benchmarking: Quartile 1 (top quartile performance)



Meeting target, performance is worse than 2019/20



Benchmarking: Quartile 2 (upper median performance)



Not meeting target, performance is worse than 2019/20



Benchmarking: Quartile 3 (lower median performance)



Not meeting target, performance is better than 2019/20



Benchmarking: Quartile 1 (bottom quartile performance)

Performance has met target

Performance is below target

Q1 Monitoring Report

Q1 NCH Stock Compliance Dashboard Monitoring

NCHRP has responsibility for ensuring that all of the homes and properties it owns and manages, meet current regulations. The Group Board has approved the Building Safety Compliance Policy and each constituent Board is responsible for monitoring compliance of the properties it owns or manages.

NCH is committed to establishing, implementing and maintaining a policy of continuous improvement and performance of its Compliance related duties concerning Gas Safety, Fire Safety, Control of Legionella and Water Hygiene, Asbestos, Electrical Safety and Lifting Equipment.

It is important that Boards have the appropriate controls and reporting in place to make sure effective oversight and compliance to give them assurance of compliance across the stock that NCH manages.

In light of this, a fit for purpose, robust, balanced dashboard with commentary has been developed to give the board assurance that compliance is being managed across the stock and therefore allow the appropriate challenge, at Board level.

The dashboard reports on the 'Big 6' compliance areas in line with NCH recently agreed Building Safety Compliance Policy. The dashboard includes the following:

- Total number of properties affected by each compliance checking programme
- Total number of properties complying
- Percentage of properties with a valid inspection record (level of compliance and non-compliance)
- Percentage compliance last reported
- Trend since previous report
- Servicing frequency (in line with Building Safety Compliance Policy)
- Responsible area
- Comments/narrative explaining any non-compliance, action to be taken and agreed timescales/outcomes
- Red and Green (compliant/non-compliant) indicators

Q1 Monitoring Report

Q1 NCHRP Stock Compliance Dashboard 30-06-21



Compliance Area	Number of Properties Affected	Number Complying	Percentage Compliance	Percentage Compliance last reported	Trend since previous report	Servicing Frequency	Responsible	Comments
GAS								
Gas Safety Domestic	383	383	100.00%	100.00%	↔	Annually	Mechanical and Electrical Team	
ELECTRICAL								
Electrical Installation Condition Report (EICR)	467	467	100.00%	100.00%	↔	5 Yearly	Technical Services Team	
FIRE SAFETY								
Fire Risk Assessments	2	2	100.00%	100.00%	↔	Annually	Building Safety Team	
High Risk Actions (Overdue)	0	0	100.00%	100.00%	↔	N/A	Building Safety Team	
ASBESTOS								
Inspections of Communal Areas with Asbestos	1	1	100.00%	100.00%	↔	Annually	Building Safety Team	
WATER HYGIENE								
L8 Risk Assessments	2	2	100.00%	100.00%	↔	Annually	Technical Services Team	
LIFTS								
Passenger Lifts	1	1	100.00%	100.00%	↔	Monthly	Technical Services Team	