

November 2023



Monthly Pulse Quarterly Summary – Q2 2023/24

Nottingham City Homes

## Introduction

Since April 2021, we have been collecting performance data from social landlords on a monthly basis. Over 200 landlords have taken part in Monthly Pulse during that time. As a regular Pulse participant, we have produced this exclusive report for you. It presents your organisation's results compared with two peer groups – one based on all participants and one for similar organisations.

### How it works

The report covers the full suite of 15 Monthly Pulse measures. In April 2023 we made changes to the suite of measures to ensure Pulse reflected what is most important to the sector. The results in this report are either presented as a rolling 12-month period (September 2022 – September 2023) or as the year-to-date (April to September 2023), depending on data availability. These are presented as line charts showing your organisation, the UK-wide national peer group and your peer group based on broad characteristics such as size or location.

As well as charts, we have presented quartiles for both peer groups in table form, with figures for all 15 KPIs alongside your results for the last month of the quarter.

If you have any questions about this report or Monthly Pulse, please do get in touch at [data@housemark.co.uk](mailto:data@housemark.co.uk).

# Performance Summary

September 2023

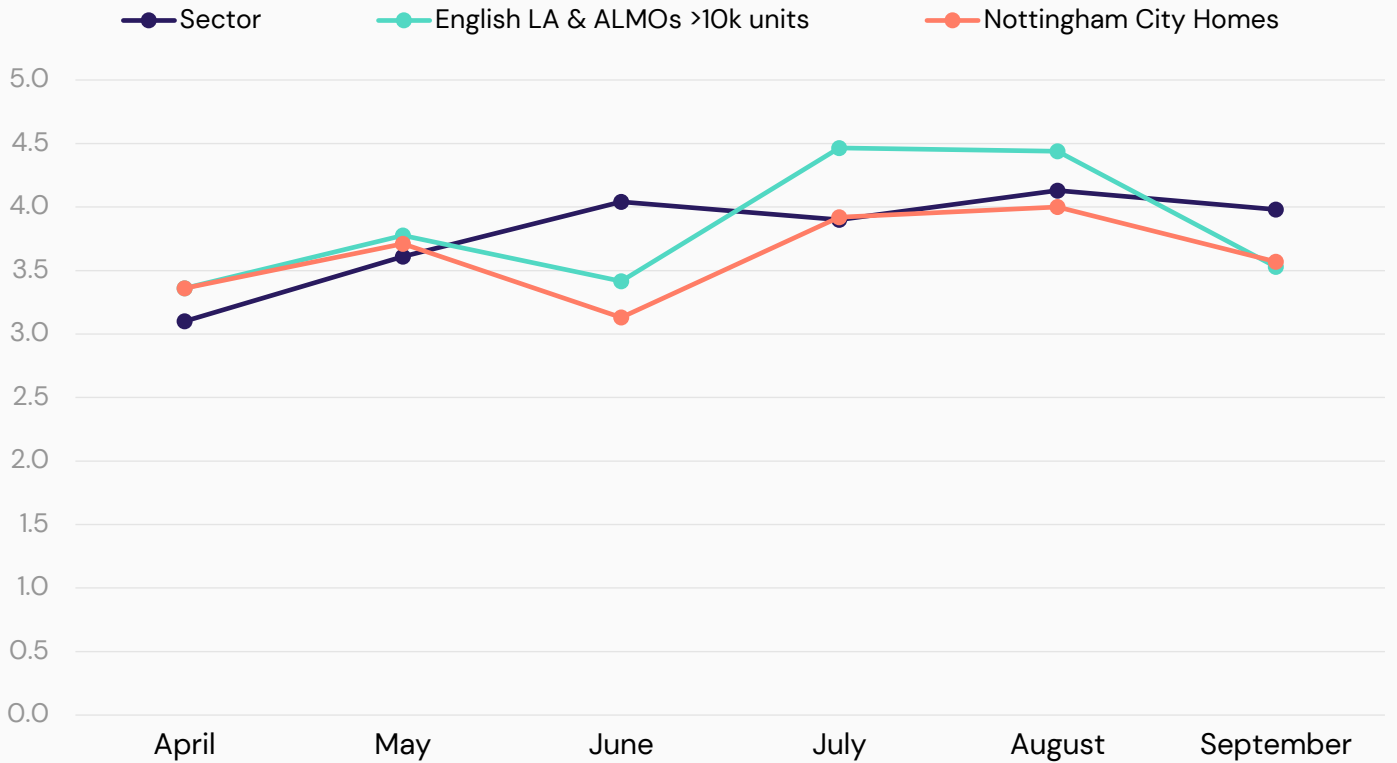
Measure	Sector			English LA & ALMOs >10k units			Your result
	Quartile 1	Median	Quartile 3	Quartile 1	Median	Quartile 3	
Formal Stage 1 & 2 complaints received (per 1,000 units)	2.06	3.98	7.05	2.50	3.53	6.42	3.57
Percentage of Stage 1 & 2 complaints resolved within timescale	72.1%	87.8%	100.0%	79.9%	88.9%	96.1%	89.0%
Percentage of customer contact received via digital channels	18.3%	28.3%	41.1%	14.1%	19.2%	27.0%	66.0%
Satisfaction with the service their landlord provides (perception)	64.0%	71.7%	82.3%	64.5%	65.0%	83.6%	65.0%
Proportion of homes with a valid gas safety certificate	99.77%	99.95%	100.00%	99.78%	99.94%	99.99%	99.99%
Proportion of properties with EICR certificates up to five years old	94.58%	98.81%	99.86%	94.20%	97.21%	99.38%	98.64%
Responsive repairs completed (per 1,000 units)	197.3	248.0	290.0	216.2	260.5	283.1	266.3
Proportion of responsive repairs completed within target	75.1%	84.2%	94.1%	80.0%	90.4%	97.1%	90.4%
Satisfaction with repairs (transactional)	82.9%	89.0%	93.1%	77.0%	85.3%	91.5%	76.9%
True current tenant arrears	2.34%	3.20%	4.10%	3.33%	4.19%	6.24%	3.15%
Proportion of dwellings vacant and available to let	0.25%	0.49%	0.92%	0.30%	0.68%	1.29%	1.32%
Average re-let time in days (standard re-lets)	24.81	41.00	64.79	33.71	44.70	72.42	42.05
New ASB cases reported (per 1,000 units)	1.67	3.25	5.27	2.05	2.72	6.46	2.35
Working days lost due to sickness absence	2.6%	3.7%	4.7%	3.7%	4.3%	5.6%	4.0%
Percentage of voluntary staff turnover	0.6%	1.0%	1.6%	0.4%	0.7%	1.0%	0.4%

For more information on this table please see the technical note.

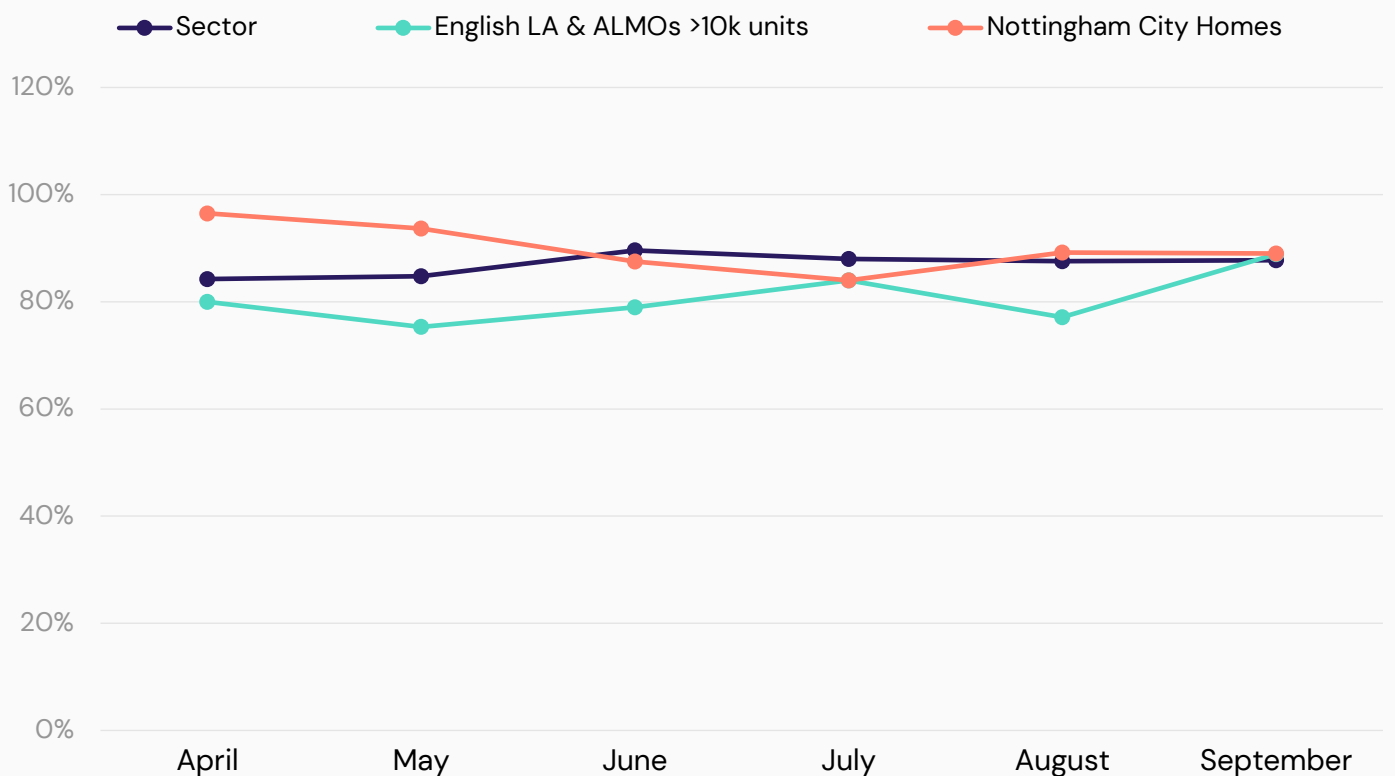
# Detailed performance

## Customer experience

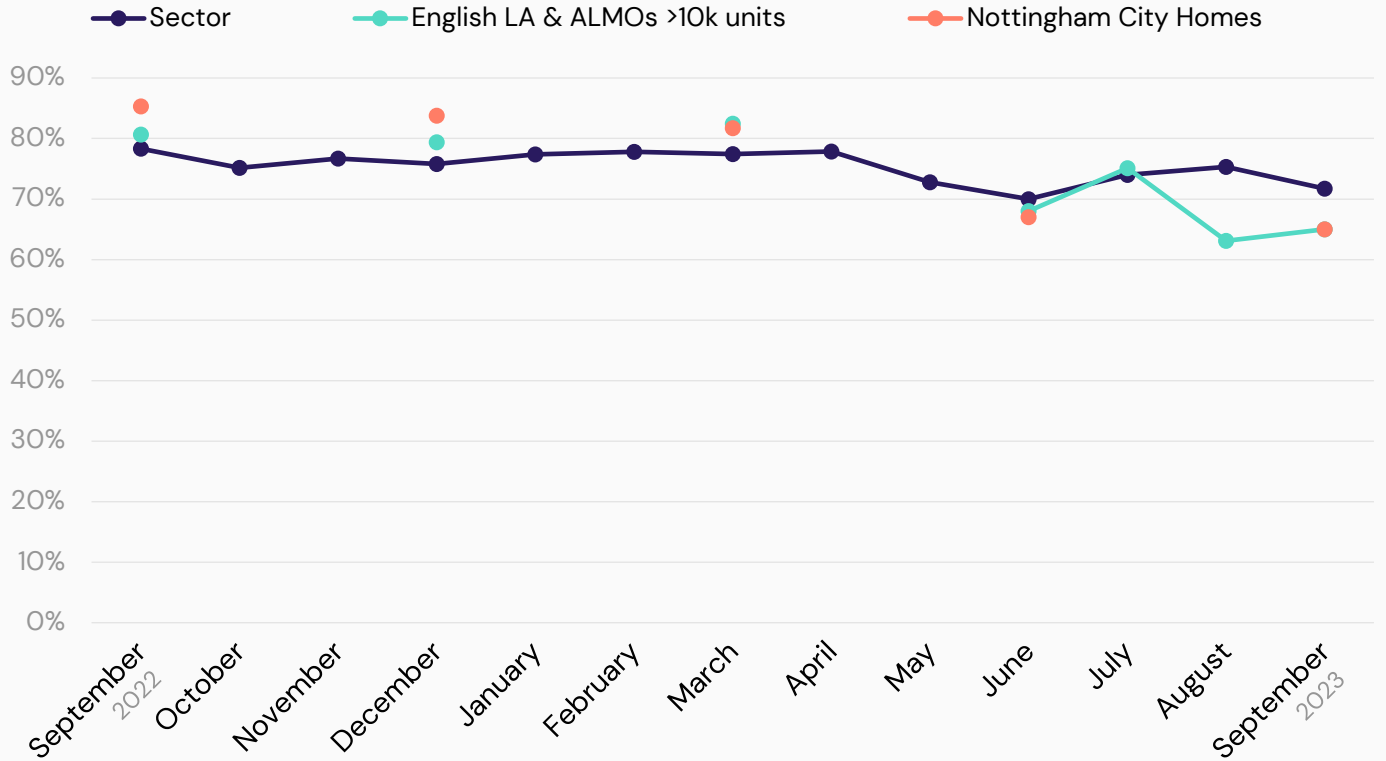
Formal Stage 1 & 2 complaints received per 1,000 units



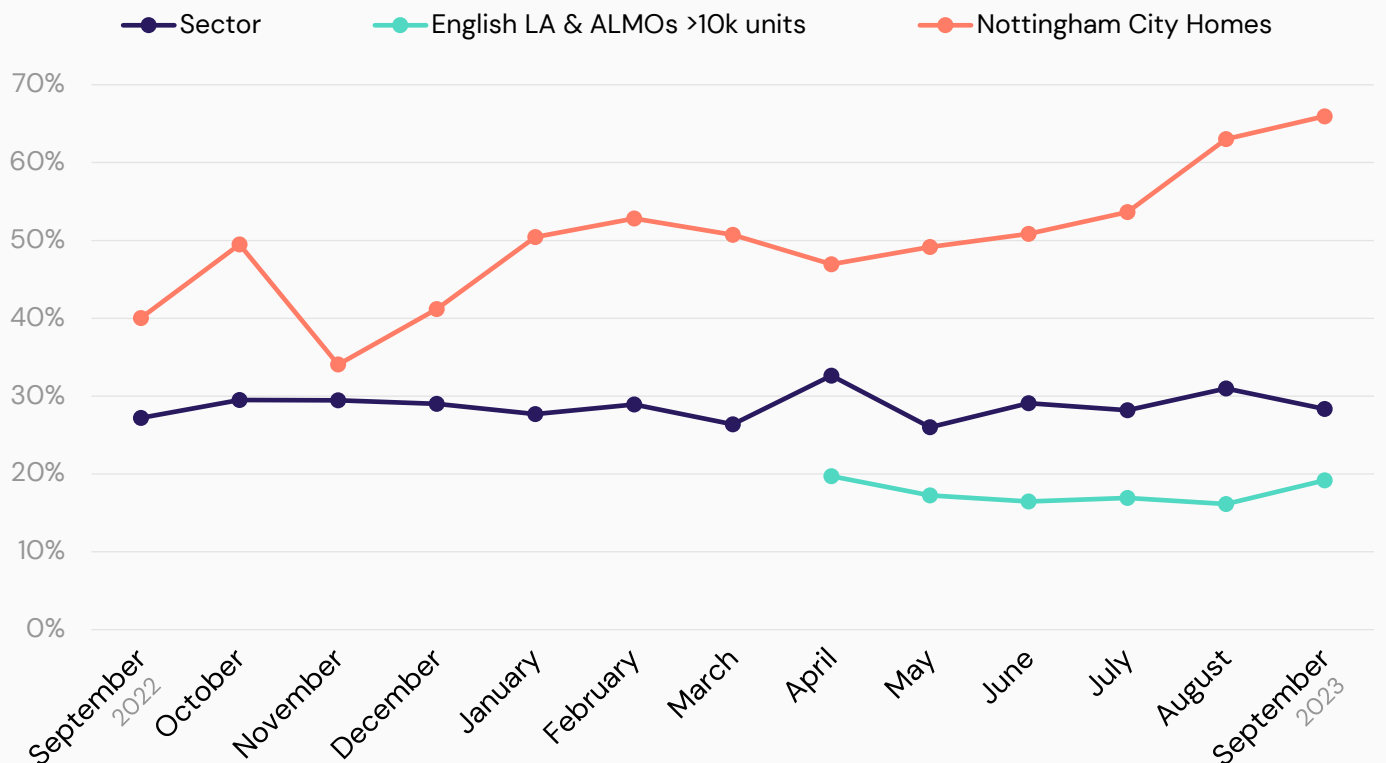
Percentage of Stage 1 & 2 complaints resolved within timescale



### Satisfaction with the overall service the landlord provides

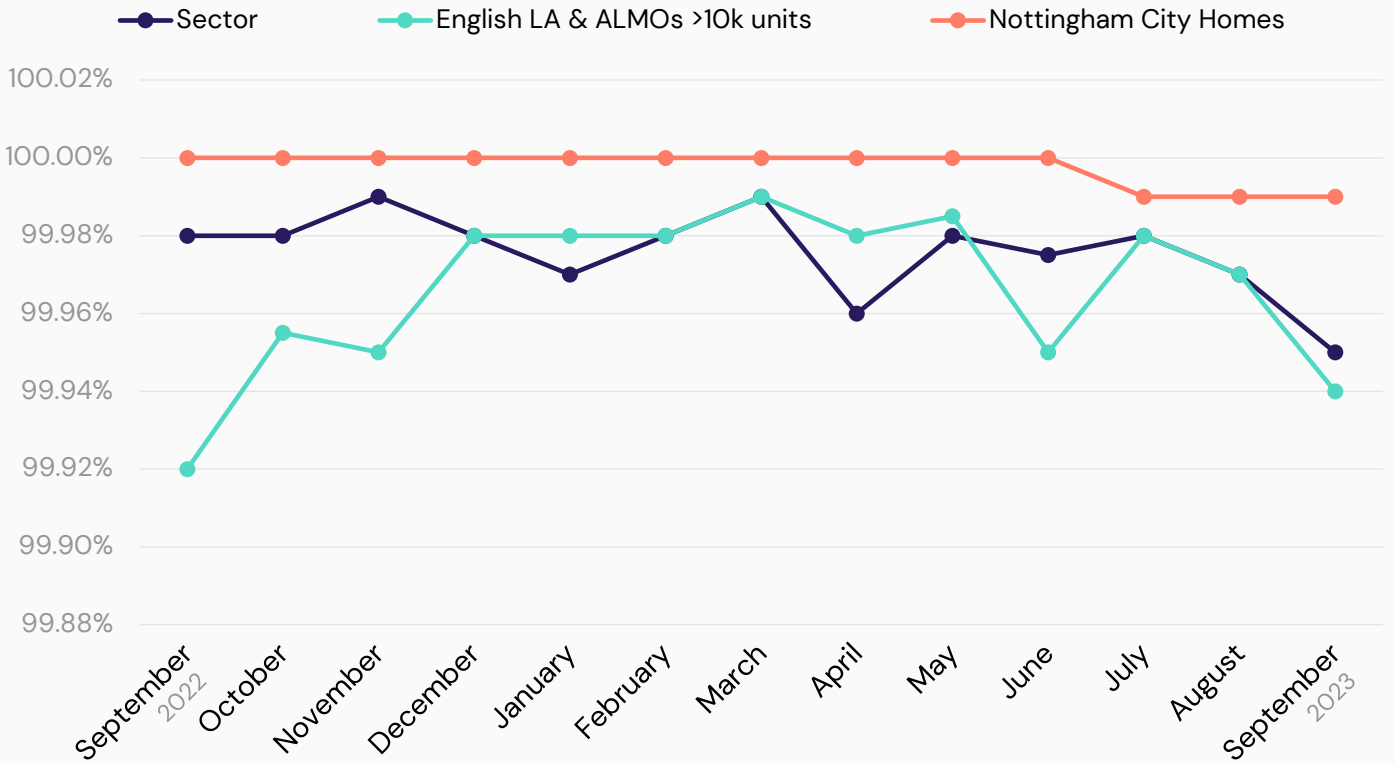


### Percentage of customer contact received via digital channels

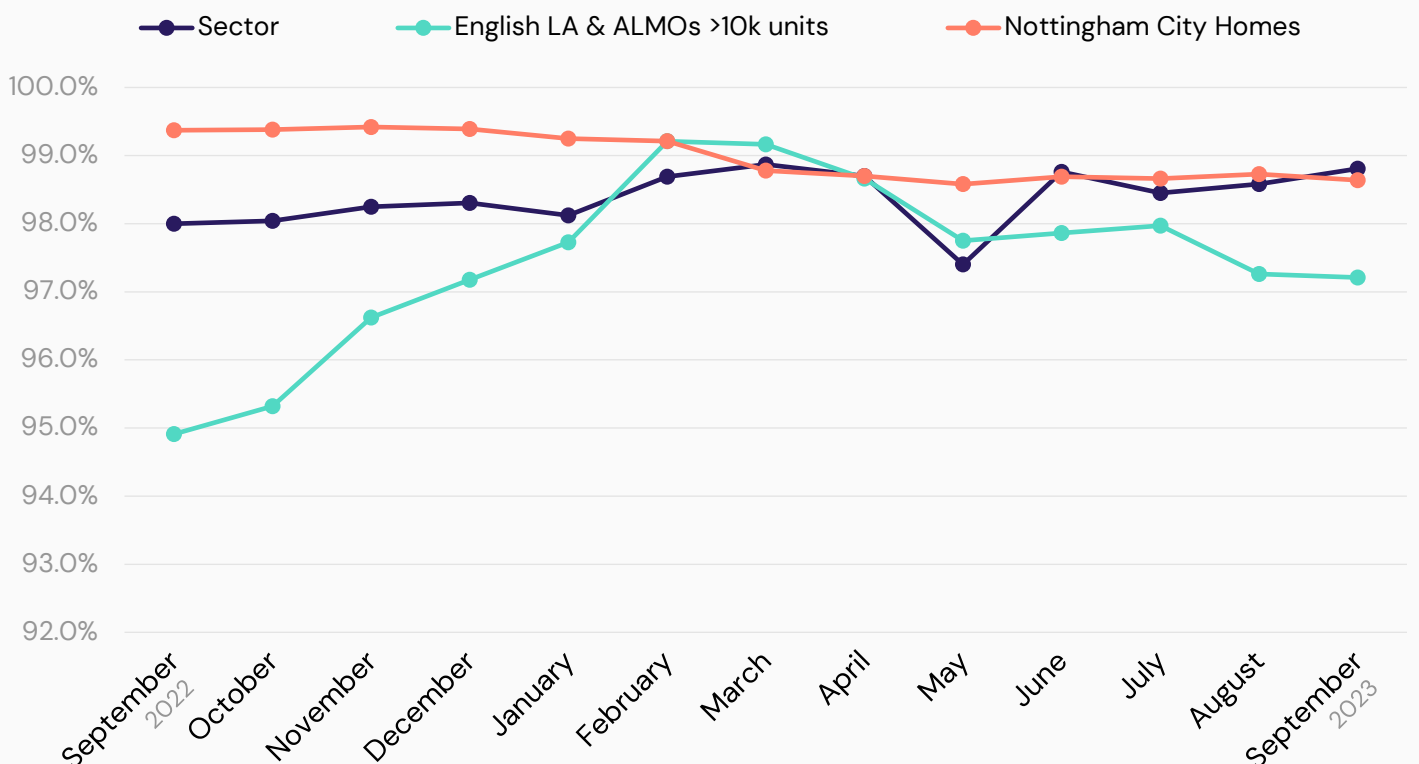


## Asset management

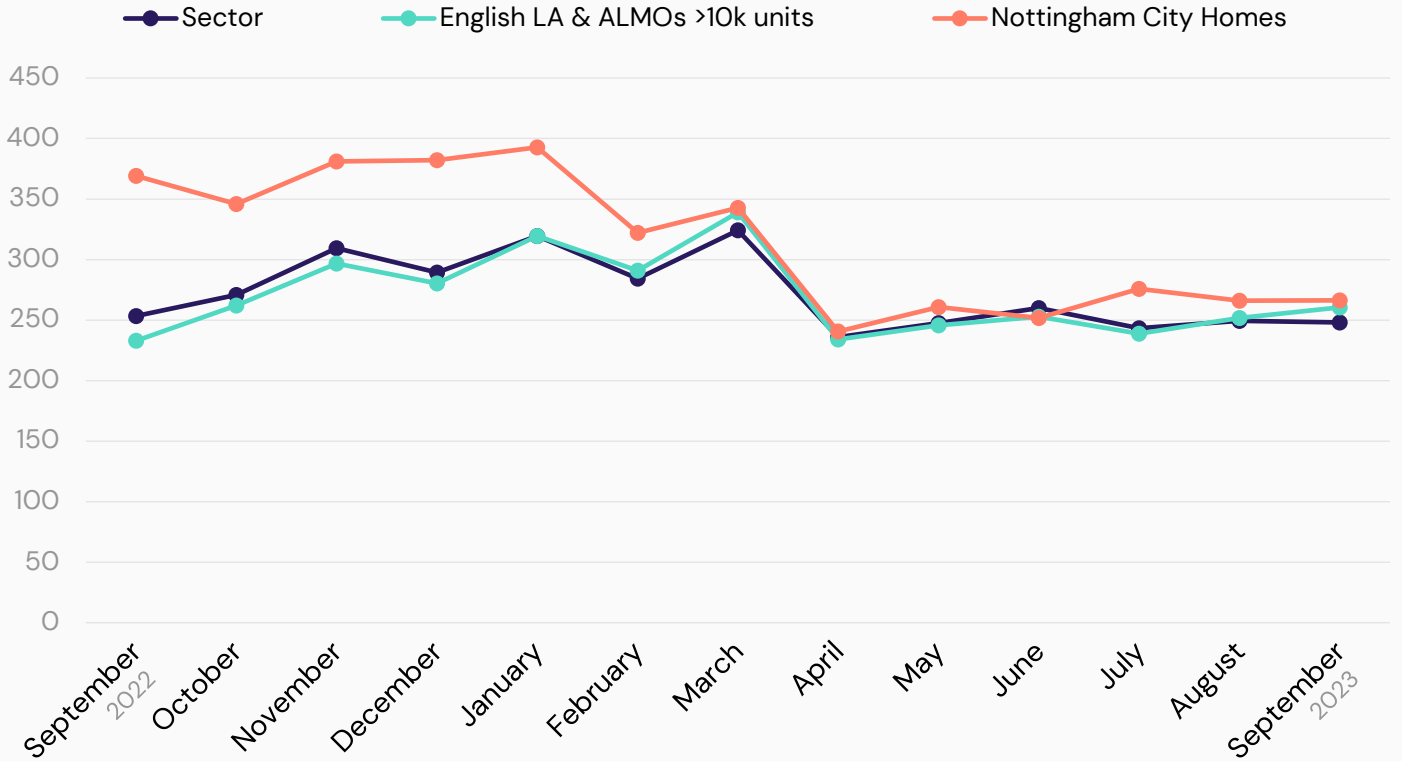
### Proportion of homes with a valid gas safety certificate



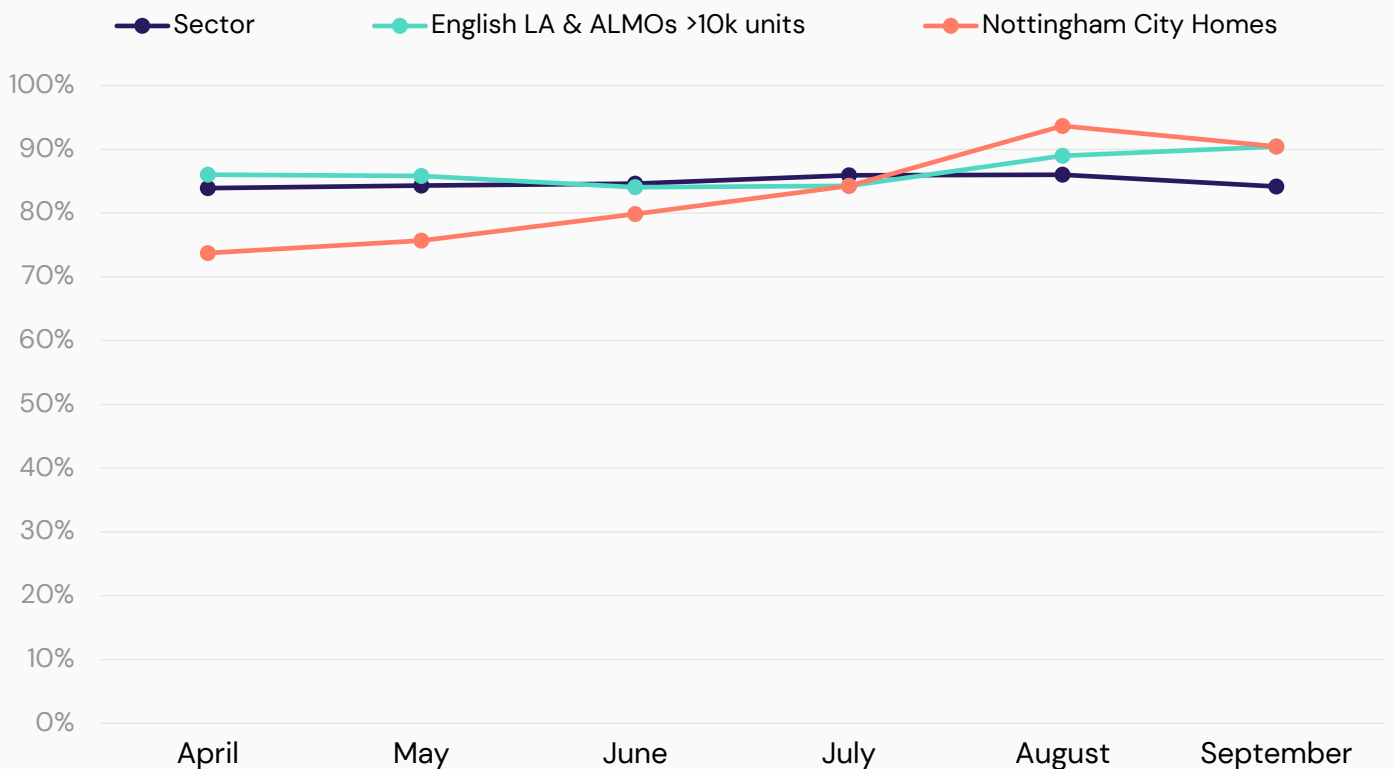
### Proportion of properties with EICR certificates up to 5 years old



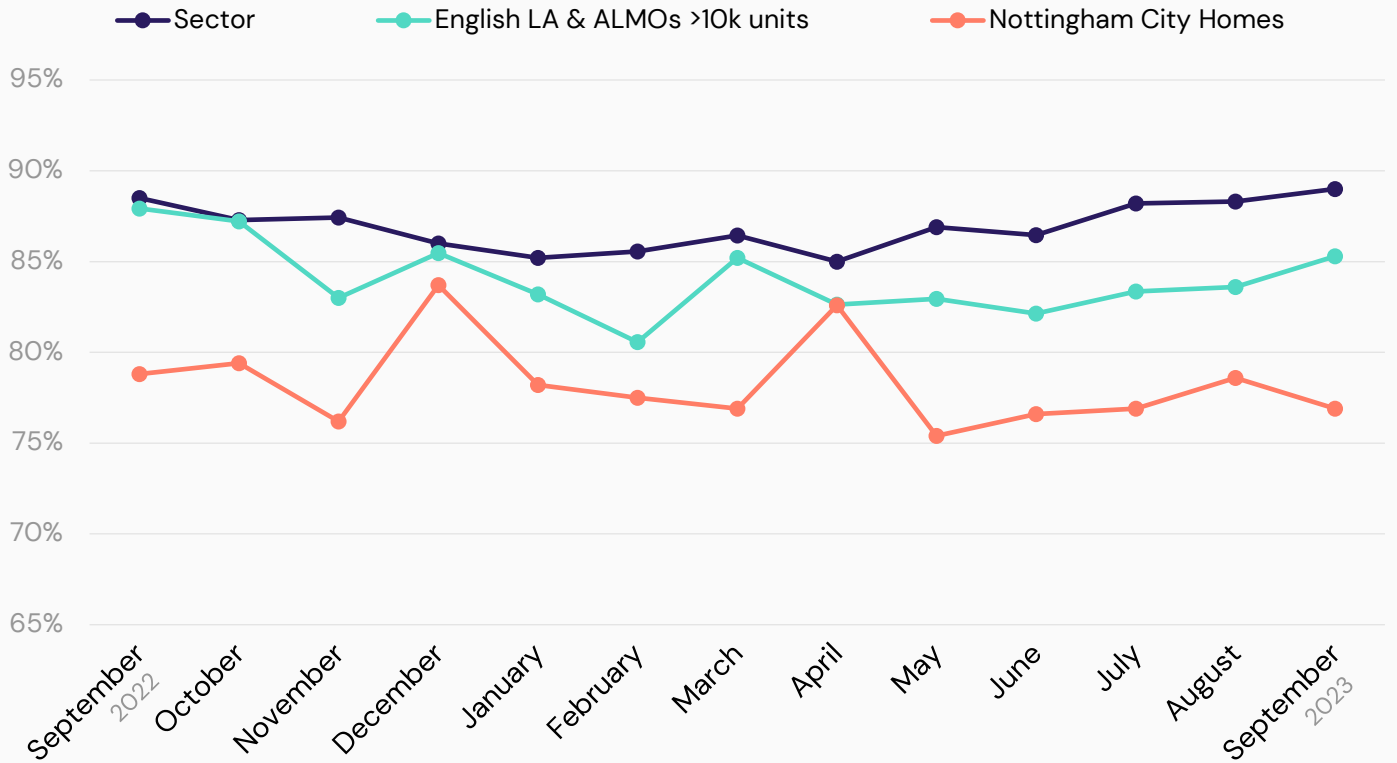
### Responsive repairs completed in month per 1,000 units



### Proportion of responsive repairs completed within target



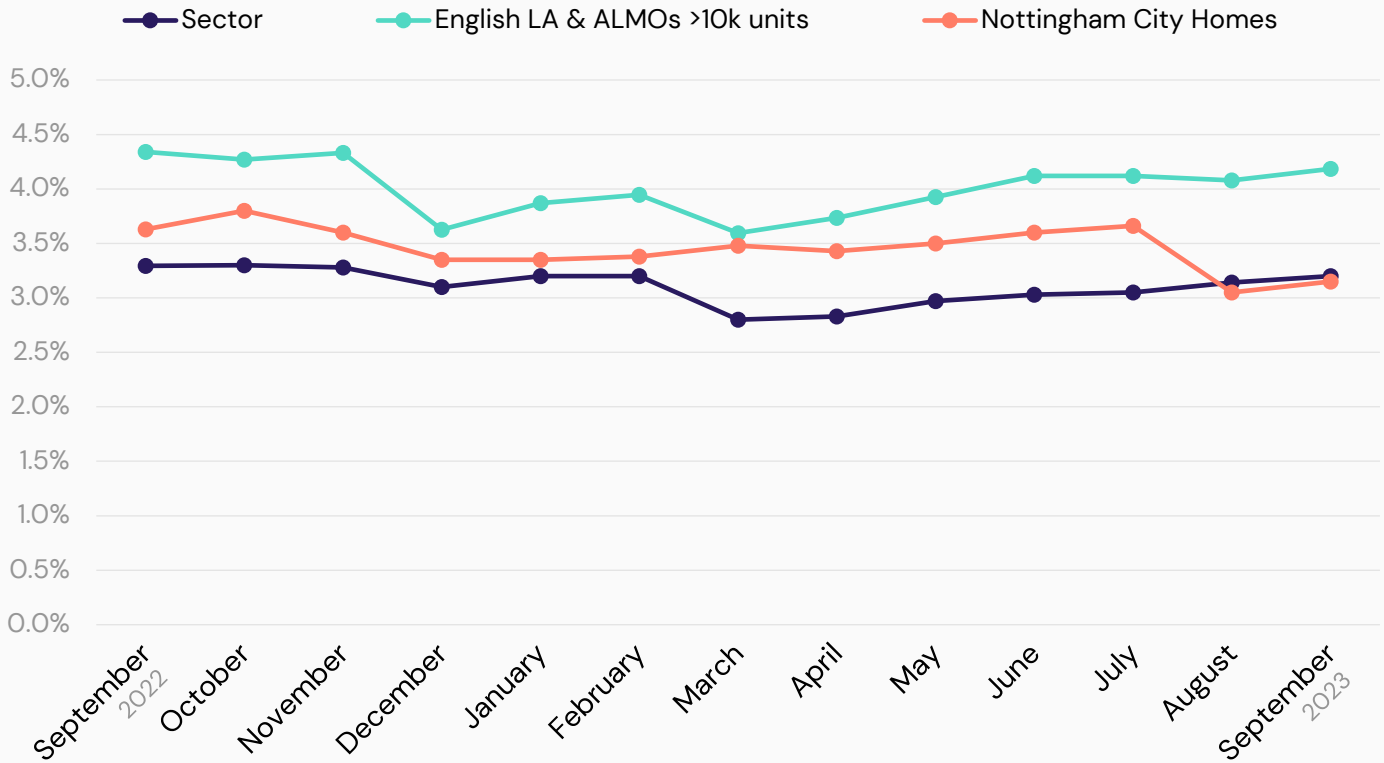
### Satisfaction with repairs (transactional)



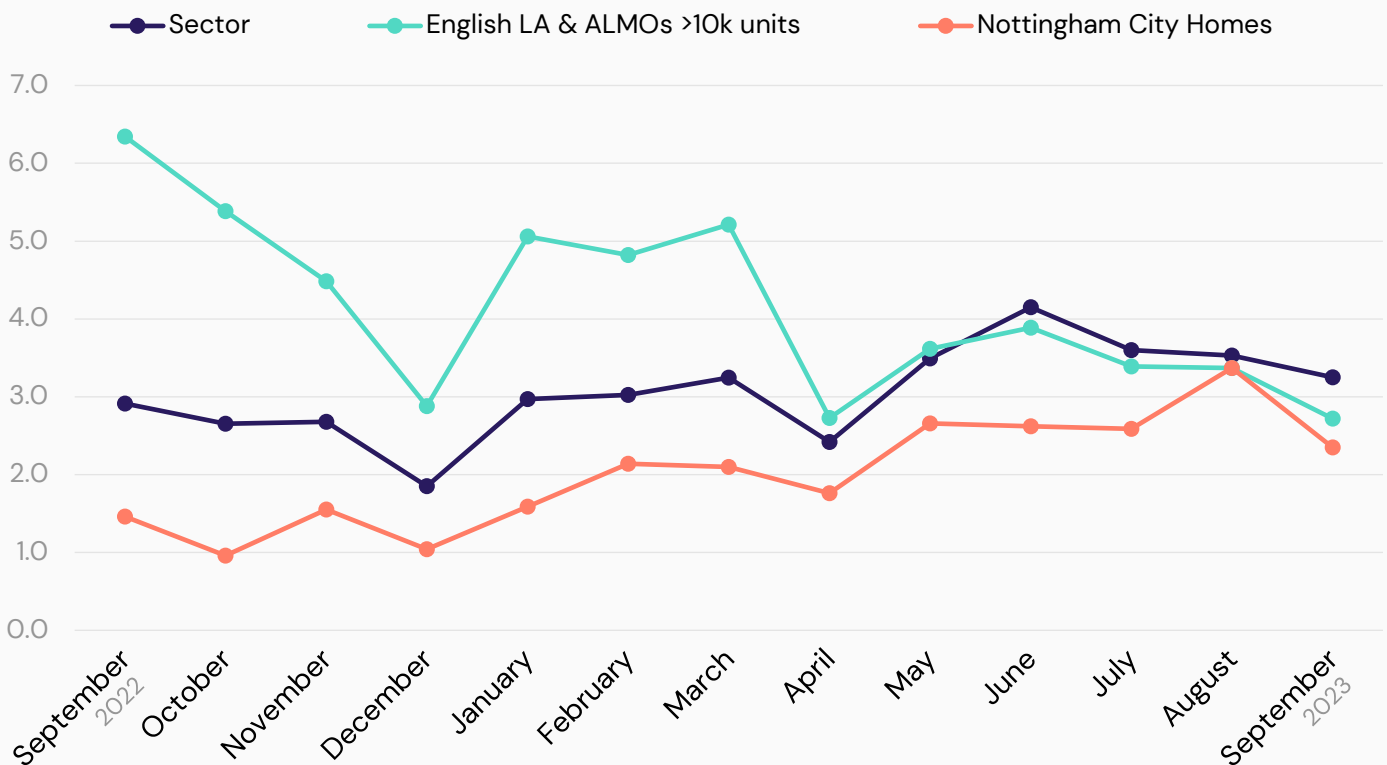


## Housing management

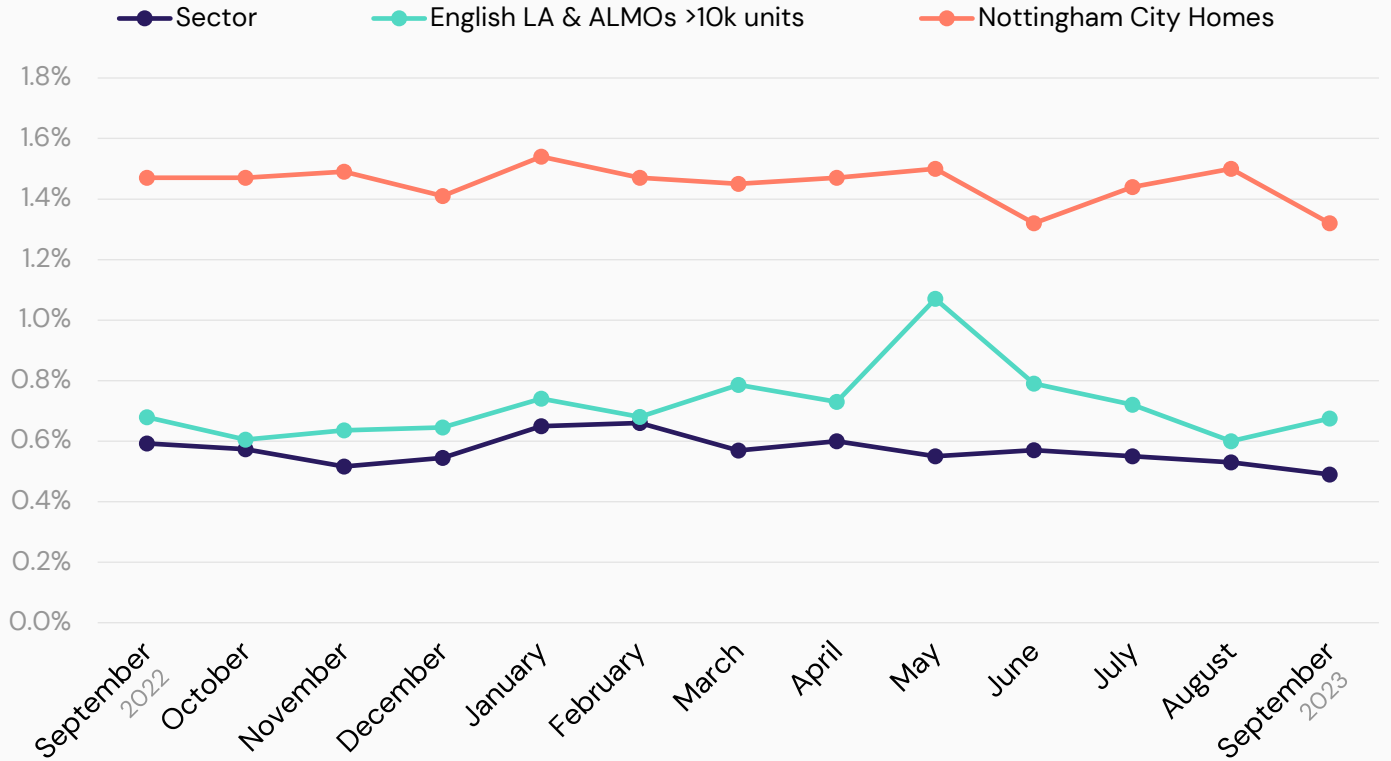
### 'True' current tenant arrears



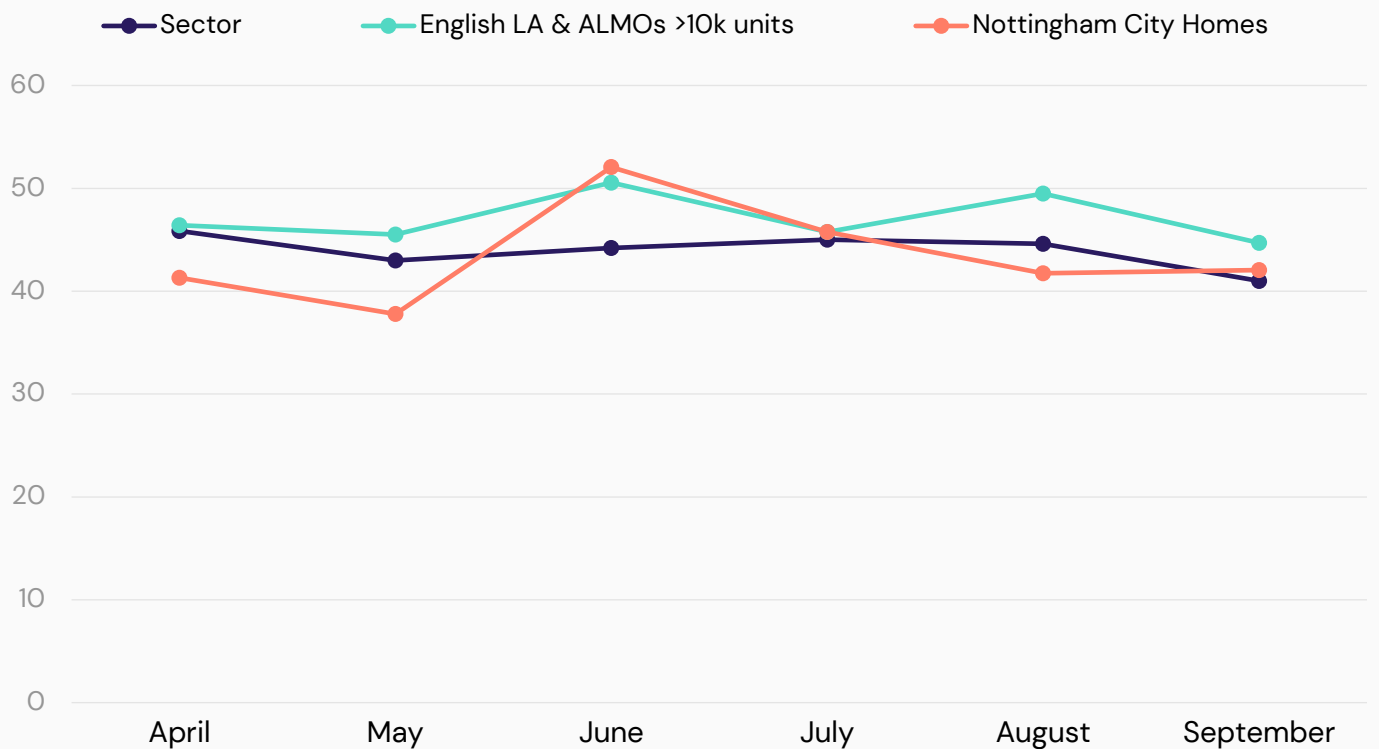
### New ASB cases per 1,000 units



### Proportion of dwellings vacant and available to let

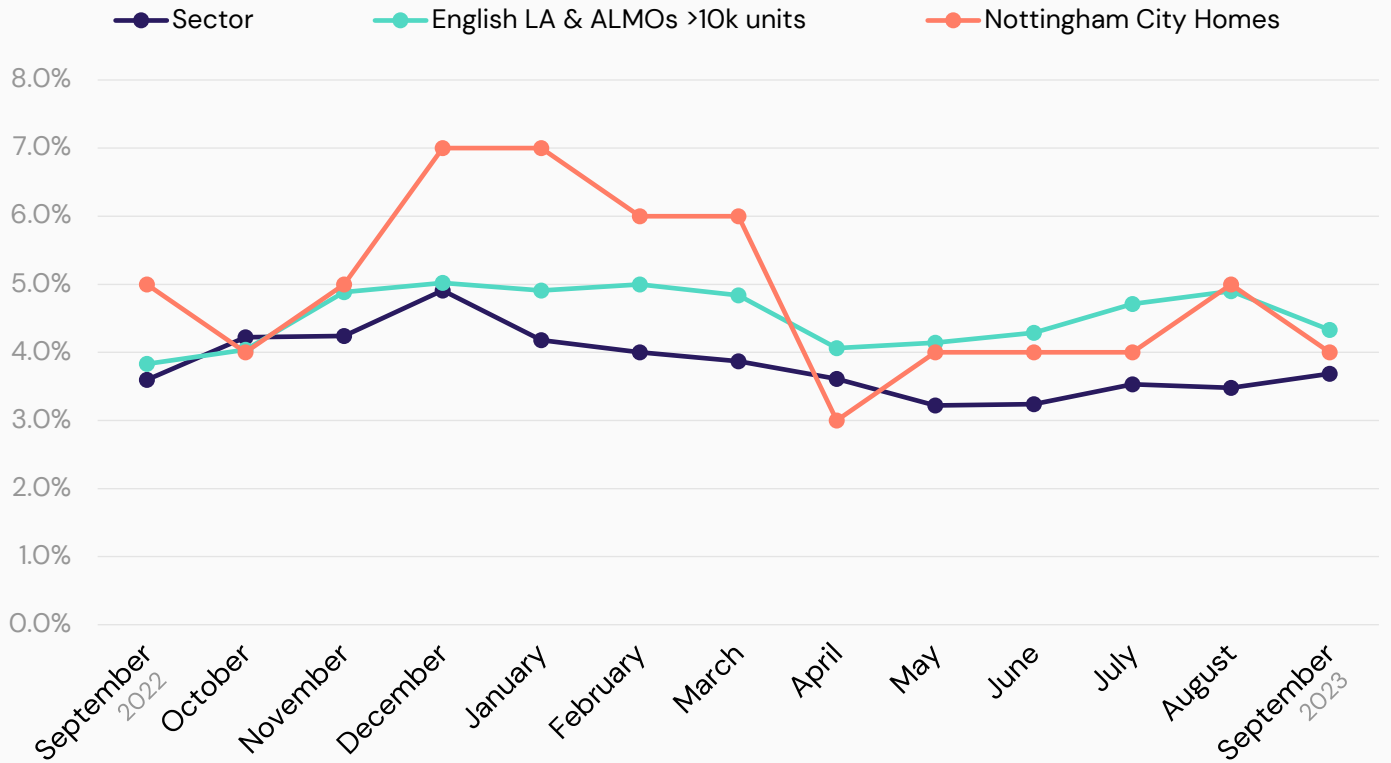


### Average re-let time in days (standard re-lets)

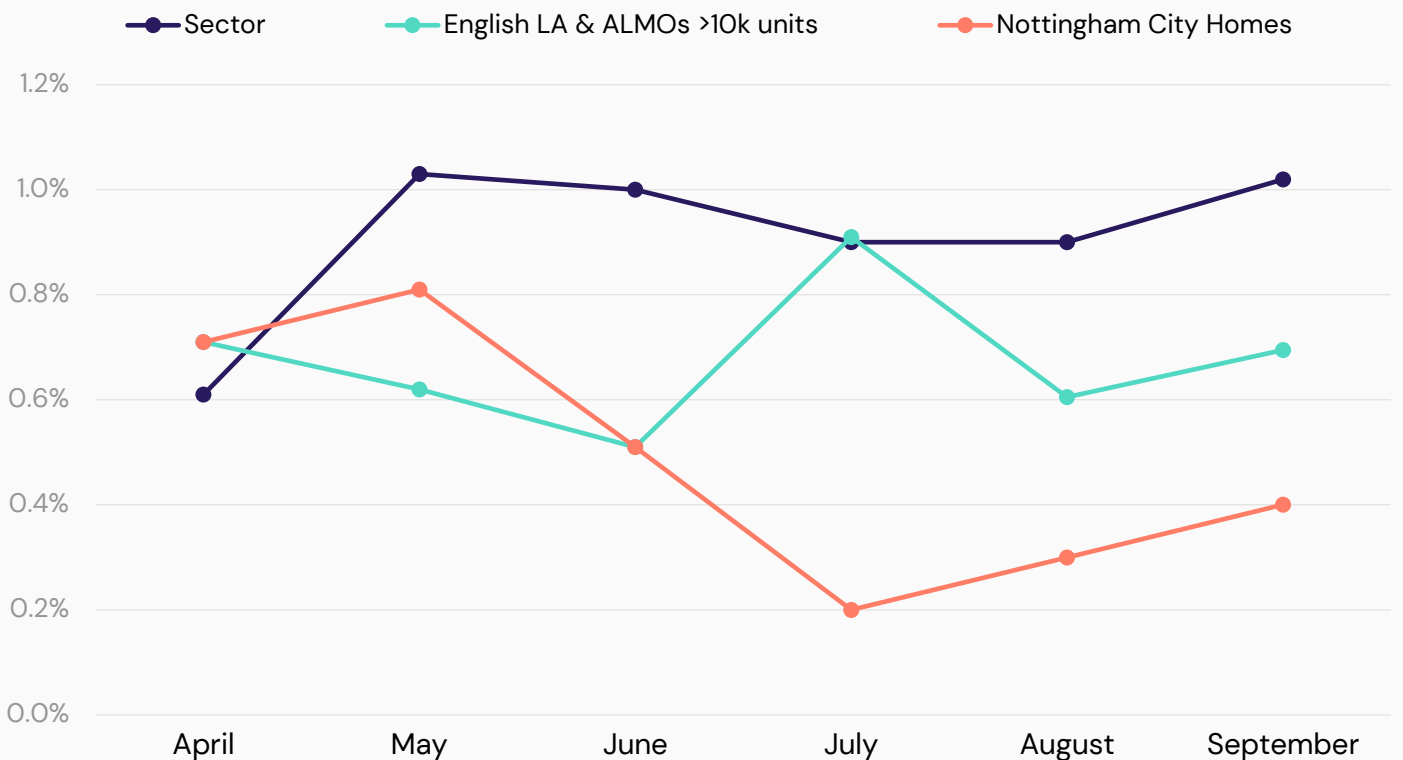


## Staffing

### Proportion of working days lost due to sickness absence



### Percentage of voluntary staff turnover



## Technical note

The data presented in this report are based on results from over 200 landlords across the UK submitting monthly performance results. The data period covers September 2022 to September 2023.

### Peer groups

This summary compares your organisation against a broad peer group. The peer group was assigned to your organisation with two key criteria in mind that:

- 1 The profile and characteristics of the organisations in the group are similar and likely to show different results to other peers
- 2 The peer groups are small enough to be specific whilst ensuring there are enough peers to generate robust quartile results.

### Quartiles

Quartile results for the sector and your broad peer group are presented in this report to indicate how your organisation compares to the other participants. This has been calculated using the numerical method. Results are only calculated if six or more organisations have submitted data for that particular measure.

With the data points arranged consistently in numerical order, the median is the middle value and the quartiles divide the dataset into four equal parts. The 4th quartile group, indicated by the number 4, represents the organisations with the highest values and the 1st quartile group, the lowest – regardless of whether having a high value is seen as positive or negative.

