

## NCH REGISTERED PROVIDER BOARD SUMMARY REPORT December 2024/25 (April 2024-December 2024)

Measure	23/24 Result	24/25 Target	24/25 Result	Status	Short Trend	H/mark Quartile
Stage one <b>complaints</b> responded to within complaint handling code timescales	66.67%	99.00%	85.71%	R	↑	□□□□
Proportion of homes that do not meet the <b>Decent homes standard</b>	7.47%	0.00%	5.59%	R	↑	□□□□
% of domestic dwellings with a valid <b>gas safety</b> certificate	100.00%	100.00%	99.51%	R	↓	■□□□
<b>Electrical safety:</b> Ensuring that all properties have a valid EICR	100.00%	100.00%	99.58%	R	↓	□□□□
% of <b>rent collected</b> in permanent homes	98.84%	100.00%	96.50%	R	↑	■□□□
<b>Arrears</b> as a % of rent due in permanent homes	6.70%	2.01%	4.90%	R	—	□□□□
% of <b>rent collected</b> in temporary accommodation	98.84%	100.00%	99.41%	R	↑	■□□□
<b>Arrears</b> as a % of rent due in temporary accommodation		2.01%	2.85%	R	—	□□□□
<b>Average relet time (NCC serviced)</b>	19	34	39.96%	R	↓	■□□□
<b>Emergency repairs</b> completed in target	85.05%	100.00%	76.22%	R	↑	□□□□
<b>Non-emergency repairs</b> completed in target	55.77%	65.00%	66.31%	G	↑	□□□□
% of <b>emergency repairs</b> raised	24.39%	N/A	28.99%	—	↓	□□□□
Average <b>void repair cost</b> per property	£3,333.18	N/A	£3,862.41	—	↓	□□□□
Average <b>cost of a responsive repair</b>	£95.50	N/A	£78.88	—	↑	

REGISTERED PROVIDER Balance Scorecard					2024/25				
Ref.	Performance Indicator	Board	Result Type	Outturn 23/24	Target 24/25	June	September	December	Outturn 24/25
<b>Repairs</b>									
R1	% of repairs completed within target	RP Board	Numerator	#REF!		118	132	102	352
			Denominator	#REF!		142	159	135	436
			Result	N/A	100.0%	83.1%	83.0%	75.6%	80.7%
R1.1	% of repairs completed within target (Priority 1 - Emergency)	RP Board	Numerator	478		29	42	16	87
			Denominator	562		34	56	23	113
			Result	85.1%	100.0%	85.3%	75.0%	69.6%	77.0%
R1.2	% of repairs completed within target (Priority 2 - Routine)	RP Board	Numerator	590		34	40	30	104
			Denominator	1058		51	51	52	154
			Result	55.8%	65.0%	66.7%	78.4%	57.7%	67.5%
R1.3	% of repairs completed within target (Priority 3 - Planned)	RP Board	Numerator	457		55	50	56	161
			Denominator	492		57	52	60	169
			Result	92.9%	99.0%	96.5%	96.2%	93.3%	95.3%
R2	Number of repairs raised	RP Board	Value	2846		170	210	74	454
R2.1	Number of repairs raised - Emergency	RP Board	Value	694		46	60	21	127
R2.2	Number of repairs raised - Routine	RP Board	Value	1307		53	67	28	148
R2.3	Number of repairs raised - Planned	RP Board	Value	845		71	83	25	179
R2.5	% of emergency repairs raised	RP Board	Value	24.4%		27.1%	28.6%	28.4%	28.0%
R3	% of non-access	RP Board	Numerator	#REF!		18	22	14	54
			Denominator	#REF!		250	262	247	759
			Result	N/A		7.2%	8.4%	5.7%	7.1%
R3.1	% of non-access (Priority 1 - Emergency)	RP Board	Numerator	23		2	1	1	4
			Denominator	694		142	159	135	436
			Result	3.3%		1.4%	0.6%	0.7%	0.9%
R3.2	% of non-access (Priority 2 - Routine)	RP Board	Numerator	84		6	11	6	23
			Denominator	1307		51	51	52	154
			Result	6.4%		11.8%	21.6%	11.5%	14.9%
R3.3	% of non-access (Priority 3 - Planned)	RP Board	Numerator	38		10	10	7	27
			Denominator	845		57	52	60	169
			Result	4.5%		17.5%	19.2%	11.7%	16.0%
R4	Number of repairs outstanding	RP Board	Value	#REF!		754	882	57	57
R4.1	Number of repairs outstanding (Priority 1 - Emergency)	RP Board	Value	#REF!		20	16	1	1
R4.2	Number of repairs outstanding (Priority 2 - Routine)	RP Board	Value	#REF!		285	526	28	28
R4.3	Number of repairs outstanding (Priority 3 - Planned)	RP Board	Value	#REF!		449	340	28	28
R5	Number of repairs cancelled	RP Board	Value	#REF!		29	27	28	84
R5.1	Number of repairs cancelled (Priority 1 - Emergency)	RP Board	Value	34		7	16	9	32
R5.2	Number of repairs cancelled (Priority 2 - Routine)	RP Board	Value	197		15	6	13	34
R5.3	Number of repairs cancelled (Priority 3 - Planned)	RP Board	Value	57		7	5	6	18

REGISTERED PROVIDER Balance Scorecard					2024/25				
Ref.	Performance Indicator	Board	Result Type	Outturn 23/24	Target 24/25	June	September	December	Outturn 24/25
R6	Average cost of repairs completed	RP Board	Numerator	#REF!		142	159	135	436
			Denominator	201703.73		£ 12,539.85	£ 9,759.61	£ 11,197.83	£ 33,497.29
			Result	N/A		£ 88.31	£ 61.38	£ 82.95	£ 76.83
R6.1	Average cost of repairs completed (Priority 1 - Emergency)	RP Board	Numerator	562		34	56	23	113
			Denominator	£ 20,032.31		£ 2,354.44	2784.34	1058.65	£ 6,197.43
			Result	£ 35.64		£ 69.25	£ 49.72	£ 46.03	54.84451327
R6.2	Average cost of repairs completed (Priority 2 - Routine)	RP Board	Numerator	1058		51	51	52	154
			Denominator	£ 75,624.23		£ 4,651.22	3422.72	3751.88	£ 11,825.82
			Result	£ 71.48		£ 91.20	£ 67.11	£ 72.15	£ 76.79
R6.3	Average cost of repairs completed (Priority 3 - Planned)	RP Board	Numerator	492		57	52	60	169
			Denominator	£ 106,047.19		£ 5,534.19	£ 3,552.55	£ 6,387.30	£ 15,474.04
			Result	£ 215.54		£ 97.09	£ 68.32	£ 106.46	£ 91.56
R7	Number of Damp and Mould cases reported	RP Board	Value	177					
R8	% of repairs completed within target (Damp and Mould)	RP Board	Numerator	96					
			Denominator	106					
			Result	90.6%		N/A	N/A	N/A	
R8.5	Number of repairs cancelled (Damp and Mould)	RP Board	Result	37		2			
R9	Number of repairs outstanding (Damp and Mould)	RP Board	Value	50		46	40		
R10	% of non-access (Damp and Mould)	RP Board	Numerator	#REF!		0	0	0	
			Denominator	0					
			Result	N/A		N/A	N/A	N/A	
R11	Time taken in days to complete repair, or time outstanding (Damp and Mould)	RP Board	Value	87		309.0	175.0	309.0	
<b>Compliance</b>									
C1	Properties with a valid Gas Safety Certificate	RP Board	Numerator	#REF!		360	371	385	385
			Denominator	#REF!		360	371	387	387
			Result	N/A	100.0%	100.0%	100.0%	99.5%	99.5%
C2	Properties with a valid EICR	RP Board	Numerator	#REF!		489	491	499	499
			Denominator	#REF!		489	491	501	501
			Result	N/A	100.0%	100.0%	100.0%	99.6%	99.6%
C3	Properties with a CO Detector	RP Board	Numerator	#REF!		360	371	387	387
			Denominator	#REF!		360	371	387	387
			Result	N/A	100.0%	100.0%	100.0%	100.0%	100.0%
C4	Blocks with a valid FRA	RP Board	Numerator	#REF!		11	12	12	12
			Denominator	#REF!		11	12	12	12
			Result	N/A	100.0%	100.0%	100.0%	100.0%	100.0%
C5	FRA significant findings actions completed on time	RP Board	Numerator	#REF!		0	0	0	0
			Denominator	#REF!		0	0	0	0
			Result	N/A	100.0%	N/A	N/A	N/A	0.0%
RP01	Proportion of homes that do not meet the Decent homes standard	RP Board	Numerator	#REF!		489	491	501	501
			Denominator	#REF!		4	11	28	28
			Result	N/A	100.0%	0.8%	2.2%	5.6%	5.6%

REGISTERED PROVIDER Balance Scorecard					2024/25				
Ref.	Performance indicator	Board	Result Type	Outturn 23/24	Target 24/25	June	September	December	Outturn 24/25
<b>Voids</b>									
V1	Average relet time, excluding major works	RP Board	Value	19	45	22.4	13	22	27.7
V2	Average relet time, no exclusions	RP Board	Value	19	45	26.5	13	22	28.7
V3	Voids In Target	RP Board	Numerator	29		25.0	8	36	69
			Denominator	304		28.0	8	40	76
			Result	9.5%	0.0%	89.3%	100.0%	90.0%	90.8%
TEM2	Number of lettable voids	RP Board	Result			16	27	18	18
V4	Average cost of void repairs	RP Board	Value	£ 3,333.18		£ 4,292.40	£ 459.67	£ 2,619.83	£3,862.41
<b>Housing Tenancy Management</b>									
H1	Annual tenancy visits completed	RP Board	Numerator	#REF!		17	0	40	57
			Denominator	#REF!		26	0	51	77
			Result	N/A	100.0%	65.4%	N/A	78.4%	74.0%
H2	ASB cases received	RP Board	Value	#REF!					0
H3	ASB cases completed	RP Board	Value	#REF!					0
H4	ASB cases outstanding	RP Board	Value	#REF!					0
<b>Housing Income Management</b>									
I1a	Rent collected - In Year (Permanent homes)	RP Board	Numerator	#REF!		£2,331,841.28			327,461
			Denominator	#REF!		£2,511,602.09			316,011
			Result	N/A	100.0%	92.8%	N/A	N/A	96.50%
I1b	Rent collected - In Year (Temporary Accommodation)	RP Board	Numerator	#REF!		£2,331,841.28			7,466,127
			Denominator	#REF!		£2,511,602.09			7,421,947
			Result	N/A	100.0%	92.8%	N/A	N/A	99.41%
I2	Current arrears (Permanent homes)	RP Board	Numerator	#REF!					
			Denominator	#REF!					
			Result	N/A		N/A	N/A	N/A	£21,249
I3	Former tenant arrears collected	RP Board	Numerator	#REF!					26,817
			Denominator	#REF!					1,320
			Result	N/A		N/A	N/A	N/A	4.92%
I4	Recharges collected	RP Board	Numerator	#REF!					£ -
			Denominator	#REF!					£ -
			Result	N/A		N/A	N/A	N/A	N/A
I5	Rent arrears cases being managed	RP Board	Value	#REF!					
I6	Notices served for rent arrears	RP Board	Value	#REF!					
I7	Possession Orders obtained for rent arrears	RP Board	Value	#REF!					
I8	Value of welfare benefits assists obtained by Tenancy Sustainment team	RP Board	Value	#REF!					
<b>Complaints</b>									
M1	Stage one complaints responded to within complaint handling code timescales	RP Board	Numerator	2		1	2	1	4
			Denominator	3		2	2	1	5
			Result	66.7%	99.0%	50.0%	100.0%	100.0%	80.0%

## Damp and Mould works

Numbers relate to all NCH Group, but the majority are NCH RP managed dispersed properties leased from NCH Limited.

<b>Damp and Mould - phase 1 hazard</b>		<b>Owner</b>	<b>Jan-25</b>
<b>D1</b>	Total No of Live Damp and Mould with hazards	ALL	52
<b>D2</b>	No of Live Damp and Mould hazards with Planned	TH	5
<b>D3</b>	No of Live Damp and Mould hazard with United Living	DR	38
<b>D4</b>	No of Live Damp and Mould hazards with Lovells	SC	9
<b>Damp and Mould - Total works outstanding</b>			<b>Jan-25</b>
<b>D5</b>	Total No of Live Damp and Mould	ALL	62
<b>D6</b>	No of Live Damp and Mould with Planned	TH	5
<b>D7</b>	No of Live Damp and Mould with United Living	DR	48
<b>D8</b>	No of Live Damp and Mould with Lovells	SC	9
<b>D9</b>	No of Live Damp and Mould with Planned over target	TH	5
<b>D10</b>	No of Live Damp and Mould with United Living over target	DR	33
<b>D11</b>	No of Live Damp and Mould with Lovells over target	SC	9
<b>D12</b>	Number of No Access issues Damp and Mould with Planned	TH	
<b>D13</b>	Number of No Access issues Damp and Mould with United Living	DR	
<b>D14</b>	Number of No Access issues Damp and Mould with Lovells	SC	
<b>Damp and Mould - Surveying</b>			
<b>D15</b>	No of new cases raised for inspection monthly	WS	24
<b>D16</b>	Average days waiting for an inspection	WS	5
<b>D17</b>	Live inspection for this month	WS	9
<b>D18</b>	No.of closed inspection job per month	WS	15
<b>Damp and Mould - Completed Works</b>			
<b>D19</b>	No. of closed Damp and Mould works this month Planned	TH	0
<b>D20</b>	No. of closed Damp and Mould works this month United Living	DR	0
<b>D21</b>	No. of closed Damp and Mould works this month Lovells	SC	7
<b>D22</b>	Cumulative no. of Damp and Mould works completed this month	ALL	7
<b>D23</b>	Average time taken to complete Damp and Mould works this year Days Planned	TH	
<b>D24</b>	Average time taken to complete Damp and Mould works this year Days United living	DR	
<b>D25</b>	Average time taken to complete Damp and Mould works this year Days Lovells	SC	