



How we are performing

April 2017

Report Key:

-  Performance is on track to be above YTD target
-  Performance is on track to be at YTD target
-  Performance is on track to be within agreed tolerances of YTD target
-  Performance is on track to be below YTD target
-  This is a core business measure for NPH which is reported to Board and to tenants

The latest performance figure represents the current reporting period.

The target shown is the annual target.

Latest = 48.55 days

YTD = 48.55 days

Target = 25 days

Average number days to re-let a property (exc. properties where major repairs undertaken)

1,233 days to let

77 properties



Latest = 1.01%

YTD = 1.01%

Target = 1.8%

Percentage of void rent loss

£43,468.83 lost



Latest = 0.80% YTD = 0.80%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.34% YTD = 0.34%

Target = 0.95%

Percentage of houses vacant and unavailable to let

34 Major Works void properties

95 Normal void properties

2 Options appraisal

1 Major Modernisation Work Properties

3 Closed for demolition



Latest = 0.70%

Number of tenancies terminated as a percentage of properties managed

81 terminated

11,554 properties



Latest = 0

Target 0

Number of homes with valid gas certificate

0 outstanding

10,827 properties compliant



Latest = 100%
Target = 90.00%



Vulnerable persons assessments completed within target

21 assessments required
21 assessments completed in target

Latest = 95.21%
YTD = 95.21%
Target = 93.00%



Travellers rent collected as a % of rent due

£8,840 Rent Due
£8,416 Rent Collected

Latest = 95.91%
YTD = 95.91%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,202 made
2,193 kept



Latest = 97.65%
YTD = 97.65%
Target = 98.50%



Tenants satisfied with most recent repair

85 surveyed
83 satisfied



Latest = 94.05%
YTD = 94.05%
Target = 98.00%



Repairs completed during first visit

2,889 repairs
2,717 'right first time'



Latest = 98.82%
YTD = 98.98%
Target = 99.60%



Total repairs completed in target times

2,889 repairs
2,855 in target



Latest = 100%
YTD = 100%
Target = 90.00%



Percentage of fly tipped rubbish collected within 2 days

285 reports
285 collected within target

Latest = 100%
Target = 90.00%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
40 Satisfied

Latest = 90.77%
YTD = 90.77%
Target = 90.00%



Rent collected as proportion of rent owed (exc. Arrears b/f)

£4,264,333 rent due
£3,870,939 collected



Latest = 2.36%
YTD = 2.36%
Target = 2.80%



Rent arrears as % of annual rent debit

£51,171,993 annual debit
£1,208,917 arrears

