



## How we are performing

**September 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 = 27.56 days

YTD = 37.95 days

Target = 28 days

Average days taken to re-let ALL void properties (excluding Management Action)



Latest = 0.70%

YTD = 0.84%

Target = 1.8%

Percentage of void rent loss

£30,180.75 lost



Latest = 0.58%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.16%

Target = 0.95%

Percentage of houses vacant and unavailable to let

6 Major Works void properties

68 Normal void properties

1 Options appraisal

10 Major Modernisation Work Property

2 Closed for demolition



Latest = 0.51%

Number of tenancies terminated as a percentage of properties managed

59 terminated

11,602 properties



Latest = 1

Target = 0

Number of homes without a valid gas certificate

1 outstanding

10,907 properties compliant



Latest = 7.64 days  
Target = 10.50 days



**Average days to complete  
Rehousing assessment for  
vulnerable applicants**  
36 assessments required  
275 days to complete  
assessments

Latest = 93.48%  
YTD = 98.37%  
Target = 93.00%



**Travellers rent collected as a %  
of rent due**  
£9,100.00 Rent Due  
£8,506.55 Rent Collected

Latest = 100.00%  
YTD = 99.07%  
Target = 99.60%



**Responsive repairs where  
appointment was made and  
kept**  
2,325 made  
2,325 kept



Latest = 98.59%  
YTD = 98.32%  
Target = 98.50%



**Tenants satisfied with most  
recent repair**  
142 surveyed  
140 satisfied



Latest = 98.05%  
YTD = 95.87%  
Target = 98.00%



**Repairs completed during first  
visit**  
2,974 repairs  
2,916 'right first time'



Latest = 99.87%  
YTD = 99.69%  
Target = 99.60%



**Total repairs completed in  
target times**  
2,974 repairs  
2,970 in target



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



Percentage of fly tipped rubbish collected within 2 days

220 reports  
220 collected within target

Latest = 98%  
Target = 90.00%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed  
39 Satisfied

Latest = 97.28%  
YTD = 98.67%  
Target = 97.00%



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

£4,263,381 rent due  
£4,147,265 collected

Latest = 2.52%  
YTD = 2.52%  
Target = 2.80%



Current tenant rent arrears as % of annual rent debit

£51,187,996 annual debit  
£1,287,806 arrears

