



How we are performing

October 2016

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,
Reported to Board and to tenants

The latest performance figure represents the current reporting period.

The target shown is the annual target.

Latest = 31.33* days

YTD = 24.55 days

Target = 25 days

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



2,193 days to let
79 properties

*adjusted figure



Latest = 1.99%

YTD = 2.02%

Target = 2.20%

Percentage of
Void rent loss



£109,383 lost



Latest = 0.78% YTD = 0.78%

Target = 0.90%

Percentage of houses vacant and available to let

Latest = 1.06% YTD = 1.06%

Target = 1.30%

Percentage of houses vacant and unavailable

- 71 Major Works void properties
- 91 Normal void properties
- 3 Options appraisal
- 24 Major Modernisation Work Properties
- 27 Closed for demolition



Latest = 0.43%

Number of tenancies
terminated as a percentage of
properties managed

51 terminated
11,740 properties



Latest = 2

Target = 0

Number of homes with valid gas
certificate

2 outstanding
10,998 properties



Latest = 93.92%
YTD = 93.59%
Target = 88.50%



Appointments made as a percentage of appointable repairs

2,483 appointable repairs
2,332 appointments



Latest = 94.90%
YTD = 98.69%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,332 made
2,213 kept



Latest = 100%
Target = 99.90%



Emergency repairs completed in 24 hours

584 emergencies
584 in target



Latest = 99.54%
Target = 99.70%



Urgent repairs completed in 3 and 7 days

434 urgent repairs
432 in target



Latest = 99.27%
Target = 99.00%

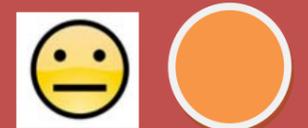


Routine repairs completed in target times

2,049 routine repairs
2,034 in target



Latest = 99.45%
YTD = 99.86%
Target = 99.50%



Total repairs completed in target times

3,067 repairs
3,050 in target



Latest = 98.18%
YTD = 98.77%
Target = 97.00%



Repairs completed during first visit

3,067 repairs
2,944 'right first time'



Latest = 100%
YTD = 99.72%
Target = 98.00%



Tenants satisfied with most recent repair

99 surveyed
99 satisfied



Latest = 100.89%
YTD = 98.02%
Target = 96.00%



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

£5,378,639 rent due
£5,426,713 collected



Latest = 2.62%
YTD = 2.62%
Target = 4.00%



Rent arrears as % of annual rent debit

£51,634,819 annual debit
£1,354,787 arrears



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



Percentage of fly tipped rubbish collected within 2 days

436 reports
436 collected within target

Latest = 97.50%
YTD = 97.50%
Target = 80.00%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
39 satisfied

Latest = 73.16%
YTD = 73.16%
Target = 76.00%



Percentage of tenants on who NPH has all diversity information

13,521 tenants
9,892 with diversity data

Latest = 98.53%
YTD = 94.14%
Target = 93.33%



Vulnerable persons assessments completed within target

68 assessments required
67 assessments completed in target

Latest = 93.40%
YTD = 97.79%
Target = 92.00%



Travellers rent collected as a % of rent due

£11,375 Rent Due
£10,623 Rent Collected