



## How we are performing

**December 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 = 45.13 days

YTD = 28.15 days

Target = 25 days

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



2,753 days to let  
61 properties



Latest = 1.72%

YTD = 1.99%

Target = 2.20%

Percentage of  
Void rent loss



£37,622 lost



Latest = 0.64% YTD = 0.64%

Target = 0.90%

Percentage of houses vacant and available to let

Latest = 0.96% YTD = 0.96%

Target = 1.30%

Percentage of houses vacant and unavailable

- 57 Major Works void properties
- 75 Normal void properties
- 3 Options appraisal
- 26 Major Modernisation Work Properties
- 27 Closed for demolition



Latest = 0.39%

Number of tenancies  
terminated as a percentage of  
properties managed

46 terminated  
11,720 properties



Latest = 0

Target = 0

Number of homes with valid gas  
certificate

0 outstanding  
10,985 properties



Latest = 93.67%  
YTD = 93.77%  
Target = 88.50%



**Appointments made as a percentage of appointable repairs**

2,118 appointable repairs  
1,984 appointments



Latest = 99.34%  
YTD = 98.75%  
Target = 99.60%

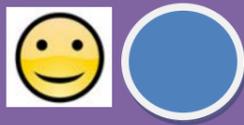


**Responsive repairs where appointment was made and kept**

1,984 made  
1,971 kept



Latest = 99.66%  
Target = 99.90%



**Emergency repairs completed in 24 hours**

589 emergencies  
587 in target



Latest = 97.55%  
Target = 99.70%



**Urgent repairs completed in 3 and 7 days**

449 urgent repairs  
438 in target



Latest = 98.68%  
Target = 99.00%



**Routine repairs completed in target times**

1,669 routine repairs  
1,647 in target



Latest = 98.71%  
YTD = 99.63%  
Target = 99.50%



**Total repairs completed in target times**

2,707 repairs  
2,672 in target



Latest = 92.24%  
YTD = 97.24%  
Target = 97.00%



### Repairs completed during first visit

2,707 repairs  
2,497 'right first time'



Latest = 99.02%  
YTD = 99.69%  
Target = 98.00%



### Tenants satisfied with most recent repair

102 surveyed  
101 satisfied



Latest = 119.16%  
YTD = 99.22%  
Target = 96.00%



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

£2,152,786 rent due  
£2,565,176 collected



Latest = 2.13%  
YTD = 2.13%  
Target = 4.00%



### Rent arrears as % of annual rent debit

£51,636,652 annual debit  
£1,101,065 arrears



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



### Percentage of fly tipped rubbish collected within 2 days

394 reports  
394 collected within target

Latest = 100%  
YTD = 98.13%  
Target = 80.00%



### Percentage of new tenants satisfied with the Re-housing team

40 Surveyed  
40 satisfied

Latest = 73.00%  
YTD = 73.00%  
Target = 76.00%



**Percentage of tenants on who  
NPH has all diversity  
information**

13,509 tenants  
9,861 with diversity data

Latest = 98.70%  
YTD = 95.80%  
Target = 93.33%



**Vulnerable persons assessments  
completed within target**

77 assessments required  
76 assessments completed in  
target

Latest = 103.76%  
YTD = 97.74%  
Target = 92.00%



**Travellers rent collected as a %  
of rent due**

£8,840 Rent Due  
£9,172 Rent Collected