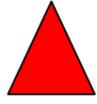




How we are performing

February 2017

Report Key:

-  Performance is on track to be above YTD (Year to Date) 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 = 32.43 days

YTD = 29.10 days

Target = 25 days

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

2,886 days to let 89 properties



Latest = 1.67%

YTD = 1.94%

Target = 2.20%

Percentage of Void rent loss

£72,768 lost



Latest = 0.69% YTD = 0.69%

Target = 0.90%

Percentage of houses vacant and available to let

Latest = 0.87% YTD = 0.87%

Target = 1.30%

Percentage of houses vacant and unavailable

- 50 Major Works void properties
- 81 Normal void properties
- 3 Options appraisal
- 22 Major Modernisation Work Properties
- 27 Closed for demolition



Latest = 0.69%

Number of tenancies terminated as a percentage of properties managed

49 terminated 11,693 properties



Latest = 0

Target = 0

Number of homes without a valid gas certificate

0 properties outstanding 10,998 properties compliant



Latest = 94.49%
YTD = 93.98%
Target = 88.50%



Appointments made as a percentage of appointable repairs

2,352 appointable repairs
2,246 appointments



Latest = 99.73%
YTD = 98.92%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,246 made
2,240 kept



Latest = 99.64%
Target = 99.90%



Emergency repairs completed in 24 hours

559 emergencies
557 in target



Latest = 97.61%
Target = 99.70%



Urgent repairs completed in 3 and 7 days

461 urgent repairs
450 in target



Latest = 98.25%
Target = 99.00%



Routine repairs completed in target times

1,891 routine repairs
1,585 in target



Latest = 98.42%
YTD = 99.31%
Target = 99.50%



Total repairs completed in target times

2,911 repairs
2,865 in target



Latest = 93.47%
YTD = 96.49%
Target = 97.00%



Repairs completed during first visit

2,911 repairs
2,721 'right first time'



Latest = 100%
YTD = 99.60%
Target = 98.00%



Tenants satisfied with most recent repair

114 surveyed
114 satisfied



Latest = 93.36%
YTD = 98.73%
Target = 96.00%



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

£4,293,747 rent due
£4,223,132 collected



Latest = 2.56%
YTD = 2.56%
Target = 4.00%



Rent arrears as % of annual rent debit

£51,617,198 annual debit
£1,322,420 arrears



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



Percentage of fly tipped rubbish collected within 2 days

353 reports
353 collected within target

Latest = 97.50%
YTD = 98.00%
Target = 80.00%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
39 satisfied

Latest = 72.81%
YTD = 72.81%
Target = 76.00%



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

13,488 tenants
9,821 with diversity data

Latest = 97.47%
YTD = 96.33%
Target = 85%



**Vulnerable persons
assessments completed within
target**

79 assessments required
77 assessments completed in
target

Latest = 96.74%
YTD = 98.39%
Target = 92.00%



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

£8,840 Rent Due
£8,551 Rent Collected