



## How we are performing

**November 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 = 37.37 days

YTD = 26.26 days

Target = 25 days

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



2,728 days to let  
73 properties



Latest = 1.89%

YTD = 2.00%

Target = 2.20%

Percentage of  
Void rent loss



£82,751 lost



Latest = 0.81% YTD = 0.81%

Target = 0.90%

Percentage of houses vacant and available to let

Latest = 0.93% YTD = 0.93%

Target = 1.30%

Percentage of houses vacant and unavailable

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



Latest = 0.44%

Number of tenancies  
terminated as a percentage of  
properties managed

52 terminated  
11,732 properties



Latest = 0

Target = 0

Number of homes with valid gas  
certificate

0 outstanding  
10,995 properties



Latest = 95.21%  
YTD = 93.78%  
Target = 88.50%



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

2,503 appointable repairs  
2,383 appointments



Latest = 98.74%  
YTD = 98.70%  
Target = 99.60%



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

2,383 made  
2,353 kept



Latest = 99.66%  
Target = 99.90%



**Emergency repairs completed in 24 hours**

580 emergencies  
578 in target



Latest = 98.12%  
Target = 99.70%



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

479 urgent repairs  
470 in target



Latest = 98.52%  
Target = 99.00%



**Routine repairs completed in target times**

2,024 routine repairs  
1,994 in target



Latest = 98.67%  
YTD = 99.72%  
Target = 99.50%



**Total repairs completed in target times**

3,083 repairs  
3,042 in target



Latest = 92.77%  
YTD = 97.75%  
Target = 97.00%



### Repairs completed during first visit

3,083 repairs  
2,860 'right first time'



Latest = 100%  
YTD = 99.74%  
Target = 98.00%



### Tenants satisfied with most recent repair

110 surveyed  
110 satisfied



Latest = 98.19%  
YTD = 98.04%  
Target = 96.00%



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

£4,302,943 rent due  
£4,225,158 collected



Latest = 2.73%  
YTD = 2.73%  
Target = 4.00%



### Rent arrears as % of annual rent debit

£51,634,876 annual debit  
£1,411,897 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 = 97.86%  
Target = 80.00%



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

40 Surveyed  
40 satisfied

Latest = 73.05%  
YTD = 73.05%  
Target = 76.00%



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

13,546 tenants  
9,896 with diversity data

Latest = 98.73%  
YTD = 95.17%  
Target = 93.33%



**Vulnerable persons assessments  
completed within target**

79 assessments required  
78 assessments completed in  
target

Latest = 91.36%  
YTD = 97.7%  
Target = 92.00%



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

£8,905 Rent Due  
£8,135 Rent Collected