



How we are performing

April 2015

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 = 31.88 days

YTD = 31.88 days

Target = 27 days

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

2,295 days to let 72 properties



Latest = 2.37%

YTD = 2.37%

Target = 2.55%

Percentage of void rent loss

£106,143 lost



Latest = 1.22% YTD = 1.22%

Target = 1.10%

Percentage of houses vacant and available to let

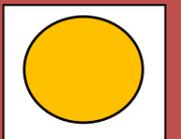
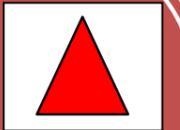
Latest = 1.05% YTD = 1.05%

Target = 1.00%

Percentage of houses vacant and unavailable

108 Major Works void properties

145 Normal void properties



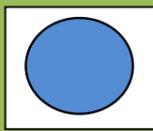
Latest = 0.53%

YTD = 0.53%

Target = 7.99%

Number of tenancies terminated as a percentage of properties managed

63 terminated 11,885 properties



Latest = 99.93%

YTD = 99.93%

Target = 100%

Percentage of homes with valid gas certificate

8 outstanding 11,121 properties



Latest = 92.24%

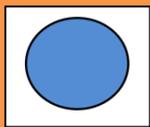
YTD = 92.24%

Target = 87.50%

Appointments made as a percentage of appointable repairs

2,590 appointable repairs

2,389 appointments



Latest = 99.77%

YTD = 99.77%

Target = 99.60%

Urgent repairs completed in 3 and 7 days

432 urgent repairs

431 in target



Latest = 99.79%

YTD = 99.79%

Target = 99.60%

Responsive repairs where appointment was made and kept

2,389 made

2,384 kept



Latest = 99.49%

YTD = 99.49%

Target = 99.00%

Routine repairs completed in target times

2,158 routine repairs

2,147 in target



Latest = 100%

YTD = 100%

Target = 99.90%

Emergency repairs completed in 24 hours

539 emergencies

539 in target



Latest = 99.62%

YTD = 99.62%

Target = 99.40%

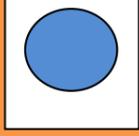
Total repairs completed in target times

3,129 repairs

3,117 in target



Latest = 98.50%
YTD = 98.50%
Target = 96.50%



Repairs completed during first visit

3,129 repairs
3,082 'right first time'



Latest = 97.64%
YTD = 97.64%
Target = 97.40%

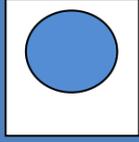


Tenants satisfied with most recent repair

254 surveyed
248 satisfied



Latest = 97.31%
YTD = 97.31%
Target = 99.60%

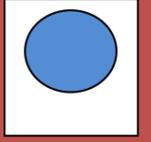


Rent collected as proportion of rent owed (exc. Arrears b/f)

£4,480,696 rent due
£4,257,042 collected



Latest = 2.21%
YTD = 2.21%
Target = 2.40%



Rent arrears as % of annual rent debit

£52,494,633 annual debit
£1,158,784 arrears



Latest = 1.02%
YTD = 1.02%
Target = 0.89%

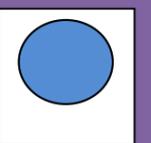


Former tenant arrears as a % of the annual debit

£534,961 arrears



Latest = 0.02%
YTD = 0.02%
Target = 0.57%

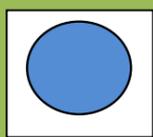


Rent written off as a % of annual rent roll

£53,757,972 rent roll
£11,301 written off



Latest = 91.67%
YTD = 91.67%
Target = 90%

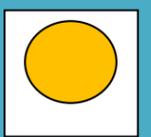


Closed ASB cases resolved

24 closed
22 resolved



Latest = 70.43%
YTD = 70.43%
Target = 76%



Tenants for whom the landlord has diversity information

13,898 tenants
9,789 with information

