



How we are performing

April 2018

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 which is reported to Board and to tenants

The latest performance figure represents the current reporting period.

The target shown is the annual target.

Latest = 34.56 days

YTD = 34.56 days

Target = 30 days

Average days taken to re-let ALL void properties (excluding Management Action)



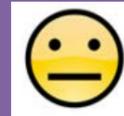
Latest = 1.21%

YTD = 1.21%

Target = 1.20%

Percentage of void rent loss

£64,068.98 lost



Latest = 0.60%

Target = 0.80%

Percentage of houses vacant and available to let

Latest = 0.67%

Target = 0.90%

Percentage of houses vacant and unavailable to let

17 Major works void properties

69 Normal void properties

60 Major modernisation work property



Latest = 0.65%

Number of tenancies terminated as a percentage of properties managed

75 terminated

11,541 properties



Latest = 100%

Target = 100%

Percentage of homes with a valid gas certificate

0 outstanding

10,841 properties compliant



Latest = 5.11 days
YTD = 5.11 days
Target = 8.00 days



**Average days to complete
Rehousing assessment for
vulnerable applicants**
18 assessments required
92 days to complete
assessments

Latest = 88.54%
YTD = 88.54%
Target = 95.00%



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

£11,375.00 Rent Due
£10,071.43 Rent Collected

Latest = 99.95%
YTD = 99.95%
Target = 99.60%



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

2,203 made
2,202 kept



Latest = No data
YTD = No data
Target = 98.50%

**Tenants satisfied with most
recent repair**

0 surveys returned



Latest = 98.75%
YTD = 98.75%
Target = 97.00%

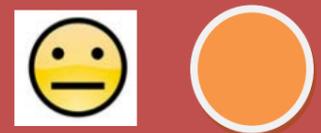


**Repairs completed during first
visit**

2,809 repairs
2,774 'right first time'



Latest = 99.18%
YTD = 99.18%
Target = 99.60%



**Total repairs completed in
target times**

2,809 repairs
2,786 in target



Latest = 100%
YTD = 100%
Target = 95.00%



Percentage of fly tipped rubbish collected within 2 days

460 reports
460 collected within target

Latest = 100%
YTD = 100%
Target = 95.00%



Percentage of new tenants satisfied with the Re-housing team

38 Surveyed
38 Satisfied

Latest = 96.00%
YTD = 96.00%
Target = 95.00%



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

£5,230,282 rent due
£5,020,814 collected

Latest = 2.60%
YTD = 2.60%
Target = 3.00%



Current tenant rent arrears as % of annual rent debit

£50,210,707 annual debit
£1,303,260 arrears

