



How we are performing

January 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 = 32.71 days

YTD = 34.36 days

Target = 28 days

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



Latest = 1.08%

YTD = 0.87%

Target = 1.8%

Percentage of void rent loss

£57,537.18 lost



Latest = 0.56%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.61%

Target = 0.95%

Percentage of houses vacant and unavailable to let

12 Major works void properties

65 Normal void properties

59 Major modernisation work property



Latest = 0.48%

Number of tenancies terminated as a percentage of properties managed

56 terminated

11,556 properties



Latest = 0

Target = 0

Number of homes without a valid gas certificate

0 outstanding

10,860 properties compliant



Latest = 5.42 days

YTD = 6.27 days

Target = 10.50 days

Average days to complete

Rehousing assessment for vulnerable applicants

33 assessments required

179 days to complete

assessments



Latest = 97.58%

YTD = 96.91%

Target = 93.00%

Travellers' rent collected as a % of rent due

£11,375.00 Rent Due

£11,100.22 Rent Collected



Latest = 99.93%

YTD = 99.43%

Target = 99.60%

Responsive repairs where appointment was made and kept

3,036 made

3,034 kept



Latest = 100.00%

YTD = 97.59%

Target = 98.50%

Tenants satisfied with most recent repair

3 surveyed

3 satisfied



Latest = 97.80%

YTD = 96.66%

Target = 98.00%

Repairs completed during first visit

3,735 repairs

3,653 'right first time'



Latest = 99.95%

YTD = 99.79%

Target = 99.60%

Total repairs completed in target times

3,735 repairs

3,733 in target



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



Percentage of fly tipped rubbish collected within 2 days

257 reports
257 collected within target

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



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
40 Satisfied

Latest = 96.07%
YTD = 99.20%
Target = 97.00%



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

£5,280,511 rent due
£5,072,511 collected

Latest = 2.60%
YTD = 2.60%
Target = 2.80%



Current tenant rent arrears as % of annual rent debit

£51,060,523 annual debit
£1,329,523 arrears

