



## How we are performing

**February 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 = 30.45 days

YTD = 34.00 days

Target = 28 days

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



Latest = 1.10%

YTD = 0.89%

Target = 1.8%

Percentage of void rent loss

£46,790.25 lost



Latest = 0.42%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.74%

Target = 0.95%

Percentage of houses vacant and unavailable to let

26 Major works void properties

49 Normal void properties

59 Major modernisation work property



Latest = 0.56%

Number of tenancies terminated as a percentage of properties managed

65 terminated

11,553 properties



Latest = 0

Target = 0

Number of homes without a valid gas certificate

0 outstanding

10,850 properties compliant



Latest = 8.09 days

YTD = 6.42 days

Target = 10.50 days

**Average days to complete**

**Rehousing assessment for vulnerable applicants**

46 assessments required

372 days to complete

assessments



Latest = 93.23%

YTD = 96.61%

Target = 93.00%

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

£9,100.00 Rent Due

£8,483.90 Rent Collected



Latest = 99.96%

YTD = 99.49%

Target = 99.60%

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

2,809 made

2,808 kept



YTD = 97.59%

Target = 98.50%

**Tenants satisfied with most recent repair**

Last month no surveys were returned



Latest = 98.37%

YTD = 96.83%

Target = 98.00%

**Repairs completed during first visit**

3,441 repairs

3,385 'right first time'



Latest = 99.85%

YTD = 99.80%

Target = 99.60%

**Total repairs completed in target times**

3,441 repairs

3,436 in target



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



**Percentage of fly tipped rubbish collected within 2 days**

388 reports  
388 collected within target

Latest = 100%  
YTD = 98.84%  
Target = 90.00%



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

40 Surveyed  
40 Satisfied

Latest = 97.19%  
YTD = 99.02%  
Target = 97.00%



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

£4,222,803 rent due  
£4,104,223 collected

Latest = 2.78%  
YTD = 2.78%  
Target = 2.80%



**Current tenant rent arrears as % of annual rent debit**

£51,026,131 annual debit  
£1,416,495 arrears

