

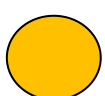






## How we are performing

**March 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.

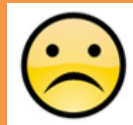
The target shown is the annual target.

Latest = 31.27 days

YTD = 33.78 days

Target = 28 days

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



Latest = 1.26%

YTD = 0.91%

Target = 1.8%

Percentage of void rent loss

£40,311.11 lost



Latest = 0.49%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.69%

Target = 0.95%

Percentage of houses vacant and unavailable to let

20 Major works void properties

57 Normal void properties

60 Major modernisation work property



Latest = 0.45%

Number of tenancies terminated as a percentage of properties managed

52 terminated

11,545 properties



Latest = 0

Target = 0

Number of homes without a valid gas certificate

0 outstanding

10,841 properties compliant



Latest = 7.46 days

YTD = 6.52 days

Target = 10.50 days

**Average days to complete**

**Rehousing assessment for**

**vulnerable applicants**

46 assessments required

343 days to complete

assessments



Latest = 80.73%

YTD = 95.38%

Target = 93.00%

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

£9,100.00 Rent Due

£7,346.21 Rent Collected



Latest = 99.62%

YTD = 99.50%

Target = 99.60%

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

2,924 made

2,913 kept



Latest = 100%

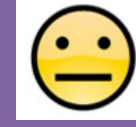
YTD = 97.62%

Target = 98.50%

**Tenants satisfied with most  
recent repair**

13 surveys returned

13 tenants satisfied



Latest = 98.35%

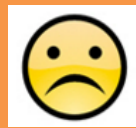
YTD = 96.97%

Target = 98.00%

**Repairs completed during first  
visit**

3,580 repairs

3,640 'right first time'



Latest = 99.40%

YTD = 99.76%

Target = 99.60%

**Total repairs completed in  
target times**

3,640 repairs

3,618 in target



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



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

468 reports  
468 collected within target

Latest = 100%  
YTD = 98.94%  
Target = 90.00%



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

30 Surveyed  
30 Satisfied

Latest = 112.89%  
YTD = 99.88%  
Target = 99.00%



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

£3,165,459 rent due  
£3,573,350 collected

Latest = 2.25%  
YTD = 2.25%  
Target = 2.80%



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

£51,002,471 annual debit  
£1,147,358 arrears

