



## How we are performing

**June 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 = 30.82 days

YTD = 34.16 days

Target = 30 days

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



Latest = 1.07%

YTD = 1.14%

Target = 1.20%

Percentage of void rent loss

£45,054.46 lost



Latest = 0.38%

Target = 0.80%

Percentage of houses vacant and available to let

Latest = 0.08%

Target = 0.90%

Percentage of houses vacant and unavailable to let

8 Major works void properties

44 Normal void properties

1 Major modernisation work property



Latest = 0.61%

Number of tenancies terminated as a percentage of properties managed

70 terminated

11,525 properties



Latest = 100%

Target = 100%

Percentage of homes with a valid gas certificate

0 outstanding

10,832 properties compliant



Latest = 103.31%  
YTD = 93.93%  
Target = 95.00%



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

£9,100.00 Rent Due  
£9,401.32 Rent Collected

Latest = 4.65 days  
YTD = 4.49 days  
Target = 8.00 days



### Average days to complete Rehousing assessment for vulnerable applicants

31 assessments required  
109 days to complete assessments

Latest = 99.88%  
YTD = 99.42%  
Target = 99.60%



### Responsive repairs where appointment was made and kept

2,593 made  
2,590 kept



Latest = 98.37%  
YTD = 98.75%  
Target = 97.00%



### Repairs completed during first visit

3,191 repairs  
3,139 'right first time'



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



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

40 Surveyed  
40 Satisfied

Latest = 99.53%  
YTD = 99.38%  
Target = 99.60%



### Total repairs completed in target times

3,191 repairs  
3,176 in target



Latest = 97.34%  
YTD = 96.55%  
Target = 95.00%



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

£4,179,186 rent due  
£4,068,092 collected

Latest = 2.93%  
YTD = 2.93%  
Target = 3.00%



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

£50,197,517 annual debit  
£1,471,295 arrears



Latest = 80.47%  
YTD = 94.73%  
Target = 95.00%



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

343 reports  
276 collected within target