

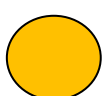






## How we are performing

**November 2017**

### 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.

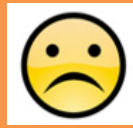
The target shown is the annual target.

Latest = 25.89 days

YTD = 35.29 days

Target = 28 days

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



Latest = 0.83%

YTD = 0.83%

Target = 1.8%

Percentage of void rent loss

£35,660.68 lost



Latest = 0.45%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.48%

Target = 0.95%

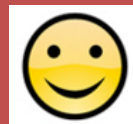
Percentage of houses vacant and unavailable to let

7 Major works void properties

52 Normal void properties

1 Options appraisal

48 Major modernisation work property



Latest = 0.44%

Number of tenancies terminated as a percentage of properties managed

51 terminated

11,571 properties



Latest = 0

Target = 0

Number of homes without a valid gas certificate

0 outstanding

10,864 properties compliant



Latest = 8.27 days

YTD = 6.81 days

Target = 10.50 days

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

45 assessments required

372 days to complete  
assessments



Latest = 92.04%

YTD = 97.42%

Target = 93.00%

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

£9,100.00 Rent Due

£8,376.09 Rent Collected



Latest = 99.96%

YTD = 99.30%

Target = 99.60%

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

2,822 made

2,821 kept



Latest = 99.28%

YTD = 98.59%

Target = 98.50%

**Tenants satisfied with most  
recent repair**

139 surveyed

138 satisfied



Latest = 97.86%

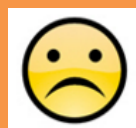
YTD = 96.45%

Target = 98.00%

**Repairs completed during first  
visit**

3,466 repairs

3,392 'right first time'



Latest = 99.97%

YTD = 99.75%

Target = 99.60%

**Total repairs completed in  
target times**

3,466 repairs

3,465 in target



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



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

191 reports  
191 collected within target

Latest = 98%  
YTD = 98%  
Target = 90.00%



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

40 Surveyed  
39 Satisfied

Latest = 98.24%  
YTD = 98.41%  
Target = 97.00%



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

£4,239,459 rent due  
£4,164,825 collected

Latest = 2.83%  
YTD = 2.83%  
Target = 2.80%



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

£51,131,764 annual debit  
£1,448,244 arrears

