



How we are performing

June 2015

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,
Reported to Board and to tenants

The latest performance figure represents the current reporting period.

The target shown is the annual target.

Latest = 29.53 days

YTD = 30.46 days

Target = 27 days

Average number days to re-let a property (exc. properties where major repairs undertaken)

2,923 days to let 99 properties



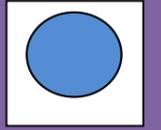
Latest = 2.02%

YTD = 2.20%

Target = 2.55%

Percentage of void rent loss

£113,108 lost



Latest = 0.89% YTD = 0.89%

Target = 1.10%

Percentage of houses vacant and available to let

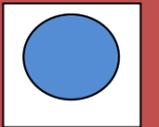
Latest = 0.93% YTD = 0.93%

Target = 1.00%

Percentage of houses vacant and unavailable

94 Major Works void properties

106 Normal void properties



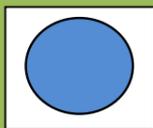
Latest = 0.45%

YTD = 1.57%

Target = 7.99%

Number of tenancies terminated as a percentage of properties managed

54 terminated 11,870 properties



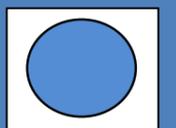
Latest = 100%

YTD = 100%

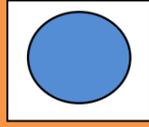
Target = 100%

Percentage of homes with valid gas certificate

0 outstanding 11,128 properties



Latest = 93.19%
YTD = 93.10%
Target = 87.50%



Appointments made as a percentage of appointable repairs

2,540 appointable repairs
2,367 appointments



Latest = 99.75%
YTD = 99.77%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,367 made
2,361 kept



Latest = 100%
Target = 99.90%



Emergency repairs completed in 24 hours

603 emergencies
603 in target



Latest = 100%
Target = 99.60%



Urgent repairs completed in 3 and 7 days

430 urgent repairs
430 in target



Latest = 99.95%
Target = 99.00%



Routine repairs completed in target times

2,110 routine repairs
2,109 in target



Latest = 99.97%
YTD = 99.80%
Target = 99.40%

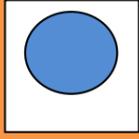


Total repairs completed in target times

3,143 repairs
3,142 in target



Latest = 97.87%
YTD = 98.05%
Target = 96.50%



Repairs completed during first visit

3,143 repairs
3,076 'right first time'



Latest = 99.45%
YTD = 98.88%
Target = 97.40%

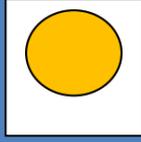


Tenants satisfied with most recent repair

365 surveyed
363 satisfied



Latest = 99.77%
YTD = 97.26%
Target = 99.60%

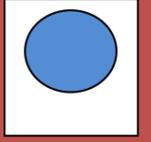


Rent collected as proportion of rent owed (exc. Arrears b/f)

£5,485,272 rent due
£5,472,542 collected



Latest = 2.43%
YTD = 2.43%
Target = 2.40%



Rent arrears as % of annual rent debit

£52,577,827 annual debit
£1,280,120 arrears



Latest = 0.93%
YTD = 0.93%
Target = 0.89%

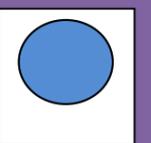


Former tenant arrears as a % of the annual debit

£491,125 arrears



Latest = 0.13%
YTD = 0.13%
Target = 0.57%



Rent written off as a % of annual rent roll

£53,758,334 rent roll
£68,273 written off



Latest = 93.10%
YTD = 92.50%
Target = 90%



Closed ASB cases resolved

29 closed
27 resolved



Latest = 73.28%
YTD = 73.28%
Target = 76%



Tenants for whom the landlord has diversity information

13,908 tenants
10,192 with information

