

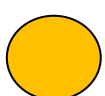






## How we are performing

**May 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.

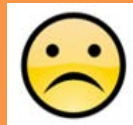
The target shown is the annual target.

Latest = 37.43 days

YTD = 35.92 days

Target = 30 days

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



Latest = 1.12%

YTD = 1.17%

Target = 1.20%

Percentage of void rent loss

£47,258.34 lost



Latest = 0.55%

Target = 0.80%

Percentage of houses vacant and available to let

Latest = 0.66%

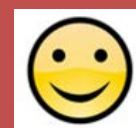
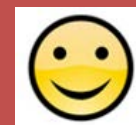
Target = 0.90%

Percentage of houses vacant and unavailable to let

16 Major works void properties

63 Normal void properties

60 Major modernisation work property



Latest = 0.66%

Number of tenancies terminated as a percentage of properties managed

75 terminated

11,541 properties



Latest = 100%

Target = 100%

Percentage of homes with a valid gas certificate

0 outstanding

10,828 properties compliant

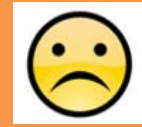


Latest = 4.22 days  
YTD = 4.42 days  
Target = 8.00 days



**Average days to complete  
Rehousing assessment for  
vulnerable applicants**  
60 assessments required  
253 days to complete  
assessments

Latest = 92.17%  
YTD = 90.52%  
Target = 95.00%



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

£13,650.00 Rent Due  
£12,580.93 Rent Collected

Latest = 98.37%  
YTD = 99.15%  
Target = 99.60%



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

2,265 made  
2,228 kept



Latest = No data  
YTD = No data  
Target = 98.50%

**Tenants satisfied with most  
recent repair**

0 surveys returned



Latest = 99.16%  
YTD = 98.96%  
Target = 97.00%

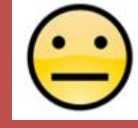


**Repairs completed during first  
visit**

2,965 repairs  
2,940 'right first time'



Latest = 99.39%  
YTD = 99.29%  
Target = 99.60%



**Total repairs completed in  
target times**

2,965 repairs  
2,947 in target

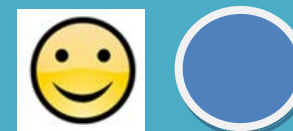


Latest = 100%  
YTD = 100%  
Target = 95.00%



**Percentage of reported fly tipped rubbish collected within 2 days**  
469 reports  
469 collected within target

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



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

Latest = 96.45%  
YTD = 96.00%  
Target = 95.00%



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

£4,185,693 rent due  
£4,036,953 collected

Latest = 2.77%  
YTD = 2.77%  
Target = 3.00%



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

£50,218,534 annual debit  
£1,391,204 arrears

