



## How we are performing

September 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.

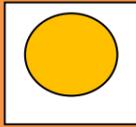
Latest = 26.01 days

YTD = 28.78 days

Target = 27 days

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

1,925 days to let  
74 properties



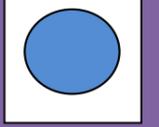
Latest = 1.63%

YTD = 1.94%

Target = 2.55%

Percentage of void rent loss

£73,116 lost



Latest = 0.61% YTD = 0.61%

Target = 1.10%

Percentage of houses vacant and available to let

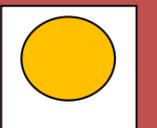
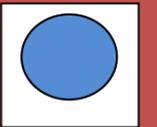
Latest = 1.05% YTD = 1.05%

Target = 1.00%

Percentage of houses vacant and unavailable

100 Major Works void properties

96 Normal void properties



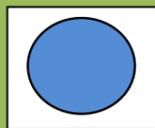
Latest = 0.54%

YTD = 3.42%

Target = 7.99%

Number of tenancies terminated as a percentage of properties managed

64 terminated  
11,852 properties



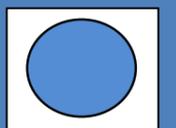
Latest = 100%

YTD = 100%

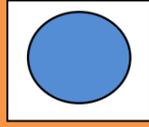
Target = 100%

Percentage of homes with valid gas certificate

0 outstanding  
11,113 properties



Latest = 93.26%  
YTD = 92.96%  
Target = 87.50%



**Appointments made as a percentage of appointable repairs**

2,449 appointable repairs  
2,284 appointments



Latest = 99.87%  
YTD = 99.83%  
Target = 99.60%



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

2,284 made  
2,281 kept



Latest = 100%  
Target = 99.90%



**Emergency repairs completed in 24 hours**

630 emergencies  
630 in target



Latest = 100%  
Target = 99.60%



**Urgent repairs completed in 3 and 7 days**

457 urgent repairs  
457 in target



Latest = 100%  
Target = 99.00%



**Routine repairs completed in target times**

1,992 routine repairs  
1,989 in target



Latest = 99.90%  
YTD = 99.88%  
Target = 99.40%

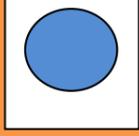


**Total repairs completed in target times**

3,079 repairs  
3,076 in target



Latest = 99.90%  
YTD = 98.29%  
Target = 96.50%



**Repairs completed during first visit**

3,079 repairs  
3,076 'right first time'



Latest = 97.14%  
YTD = 98.32%  
Target = 97.40%

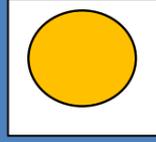


**Tenants satisfied with most recent repair**

210 surveyed  
204 satisfied



Latest = 95.31%  
YTD = 98.18%  
Target = 99.60%

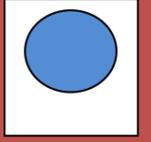


**Rent collected as proportion of rent owed (exc. Arrears b/f)**

£4,404,772 rent due  
£4,198,142 collected



Latest = 2.39%  
YTD = 2.39%  
Target = 2.40%



**Rent arrears as % of annual rent debit**

£52,683,739 annual debit  
£1,258,675 arrears



Latest = 0.88%  
YTD = 0.88%  
Target = 0.89%

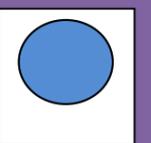


**Former tenant arrears as a % of the annual debit**

£464,951 arrears



Latest = 0.24%  
YTD = 0.24%  
Target = 0.57%

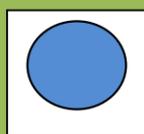


**Rent written off as a % of annual rent roll**

£53,728,689 rent roll  
£126,767 written off



Latest = 93.75%  
YTD = 94.56%  
Target = 90%

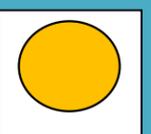


**Closed ASB cases resolved**

16 closed  
15 resolved



Latest = 71.84%  
YTD = 71.84%  
Target = 76%



**Tenants for whom the landlord has diversity information**

13,663 tenants  
9,816 with information

