



How we are performing

April 2016

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 = 21.24 days

YTD = 21.24 days

Target = 25 days

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

1,232 days to let
58 properties



Latest = 1.99%

YTD = 1.99%

Target = 2.20%

Percentage of void rent loss

£87,602.48 lost



Latest = 0.71% YTD = 0.71%

Target = 0.90%

Percentage of houses vacant and available to let

Latest = 1.22% YTD = 1.22%

Target = 1.30%

Percentage of houses vacant and unavailable

- 63 Major Works void properties
- 84 Normal void properties
- 3 Options appraisal
- 50 Major Modernisation Work Properties
- 27 Closed for demolition
- 1 Closed for police surveillance



Latest = 0.64%

Number of tenancies terminated as a percentage of properties managed

76 terminated
11,784 properties



Latest = 0

Target 0

Number of homes with valid gas certificate

0 outstanding
11,026 properties



Latest = 91.91%
YTD = 91.91%
Target = 88.50%



Appointments made as a percentage of appointable repairs

2,879 appointable repairs
2,646 appointments



Latest = 99.89%
YTD = 99.89%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,646 made
2,643 kept



Latest = 100%
Target = 99.90%



Emergency repairs completed in 24 hours

606 emergencies
606 in target



Latest = 100%
Target = 99.70%



Urgent repairs completed in 3 and 7 days

459 urgent repairs
459 in target



Latest = 100%
Target = 100%



Routine repairs completed in target times

2,420 routine repairs
2,420 in target



Latest = 100%
YTD = 100%
Target = 99.50%



Total repairs completed in target times

3,485 repairs
3,485 in target



Latest = 99.34%
YTD = 98.34%
Target = 97.00%



Repairs completed during first visit

3,485 repairs
3,462 'right first time'



Latest = 99.01%
YTD = 99.01%
Target = 98.00%



Tenants satisfied with most recent repair

101 surveyed
100 satisfied



Latest = 92.80%
YTD = 92.80%
Target = 96.00%



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

£4,307,621 rent due
£3,997,423 collected



Latest = 2.23%
YTD = 2.23%
Target = 4.00%



Rent arrears as % of annual rent debit

£51,691,440 annual debit
£592,629 arrears



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



Percentage of fly tipped rubbish collected within 2 days

454 reports
454 collected within target

Latest = 92.50%
Target = 80.00%



Percentage of new tenants satisfied with the Re-housing team

Latest = 73.70%
YTD = 73.70%
Target = 76.00%



**Percentage of tenants on who
NPH has all diversity
information**

13,570 tenants
10,001 with diversity data

Latest = 87.50%
Target = 85.00%



**Vulnerable persons assessments
completed within target**

16 assessments required
14 assessments completed in
target

Latest = 95.79%
YTD = 95.79%
Target = 92.00%



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

£9,100 Rent Due
£8,717 Rent Collected