



How we are performing

May 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 = 24.50 days

YTD = 24.50 days

Target = 25 days

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

1,715 days to let 70 properties



Latest = 1.96%

YTD = 1.97%

Target = 2.20%

Percentage of void rent loss

£107,490 lost



Latest = 0.43% YTD = 0.43%

Target = 0.90%

Percentage of houses vacant and available to let

Latest = 1.19% YTD = 1.19%

Target = 1.30%

Percentage of houses vacant and unavailable

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



Latest = 0.51%

Number of tenancies terminated as a percentage of properties managed

60 terminated
11,778 properties



Latest = 0

Target 0

Number of homes with valid gas certificate

0 outstanding
11,033 properties



Latest = 92.93%
YTD = 92.41%
Target = 88.50%



Appointments made as a percentage of appointable repairs

2,717 appointable repairs
2,525 appointments



Latest = 99.96%
YTD = 99.92%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,525 made
2,524 kept



Latest = 100%
Target = 99.90%



Emergency repairs completed in 24 hours

621 emergencies
621 in target



Latest = 100%
Target = 99.70%



Urgent repairs completed in 3 and 7 days

431 urgent repairs
431 in target



Latest = 100%
Target = 100%



Routine repairs completed in target times

2,286 routine repairs
2,286 in target



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



Total repairs completed in target times

3,338 repairs
3,338 in target



Latest = 99.04%
YTD = 99.19%
Target = 97.00%



Repairs completed during first visit

3,338 repairs
3,306 'right first time'



Latest = 99.17%
YTD = 99.10%
Target = 98.00%



Tenants satisfied with most recent repair

121 surveyed
120 satisfied



Latest = 98.31%
YTD = 95.86%
Target = 96.00%



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

£5,383,629 rent due
£5,292,910 collected



Latest = 2.50%
YTD = 2.50%
Target = 4.00%



Rent arrears as % of annual rent debit

£52,727,160 annual debit
£580,123 arrears



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



Percentage of fly tipped rubbish collected within 2 days

487 reports
487 collected within target

Latest = 96.67%
Target = 80.00%



Percentage of new tenants satisfied with the Re-housing team

Latest = 73.50%
YTD = 73.50%
Target = 76.00%



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

13,583 tenants
9,984 with diversity data

Latest = 96.55%
Target = 93.33%



**Vulnerable persons assessments
completed within target**

29 assessments required
28 assessments completed in
target

Latest = 101.71%
YTD = 99.08%
Target = 92.00%



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

£11,375 Rent Due
£11,570 Rent Collected