



How we are performing

July 2017

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 = 42.11 days

YTD = 41.70 days

Target = 28 days

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



Latest = 0.66%

YTD = 0.89%

Target = 1.8%

Percentage of void rent loss

£35,247.10 lost



Latest = 0.52%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.13%

Target = 0.95%

Percentage of houses vacant and unavailable to let

- 10 Major Works void properties
- 60 Normal void properties
- 1 Options appraisal
- 1 Major Modernisation Work Property
- 3 Closed for demolition
- 1 New Property



Latest = 0.46%

Number of tenancies terminated as a percentage of properties managed

53 terminated
11,620 properties



Latest = 0

Target 0

Number of homes without a valid gas certificate

0 outstanding
10,919 properties compliant



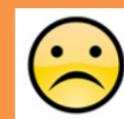
Latest = 5.67 days
Target = 10.50 days



**Average days to complete
Rehousing assessment for
vulnerable applicants**

61 assessments required
346 days to complete
assessments

Latest = 91.64%
YTD = 98.85%
Target = 93.00%



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

£9,100.00 Rent Due
£8,339.55 Rent Collected

Latest = 99.79%
YTD = 98.65%
Target = 99.60%

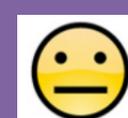


**Responsive repairs where
appointment was made and
kept**

2,348 made
2,343 kept



Latest = 97.37%
YTD = 97.86%
Target = 98.50%



**Tenants satisfied with most
recent repair**

114 surveyed
111 satisfied



Latest = 96.50%
YTD = 94.76%
Target = 98.00%



**Repairs completed during first
visit**

3,058 repairs
2,951 'right first time'



Latest = 99.84%
YTD = 99.59%
Target = 99.60%



**Total repairs completed in
target times**

3,058 repairs
3,053 in target



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



Percentage of fly tipped rubbish collected within 2 days

271 reports
271 collected within target

Latest = 95%
Target = 90.00%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
38 Satisfied

Latest = 100.66%
YTD = 96.89%
Target = 96.00%



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

£5,339,241 rent due
£5,374,488 collected



Latest = 2.76%
YTD = 2.76%
Target = 2.80%



Current tenant rent arrears as % of annual rent debit

£51,191,083 annual debit
£1,412,537 arrears

