



## How we are performing

September 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 = 23.52 days

YTD = 23.38 days

Target = 25 days

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

2,093 days to let  
89 properties



Latest = 2.16%

YTD = 2.03%

Target = 2.20%

Percentage of  
Void rent loss

£95,026 lost



Latest = 0.82% YTD = 0.82%

Target = 0.90%

Percentage of houses vacant and available to let

Latest = 1.07% YTD = 1.07%

Target = 1.30%

Percentage of houses vacant and unavailable

- 73 Major Works void properties
- 96 Normal void properties
- 3 Options appraisal
- 23 Major Modernisation Work Properties
- 27 Closed for demolition



Latest = 0.54%

Number of tenancies  
terminated as a percentage of  
properties managed

63 terminated  
11,746 properties



Latest = 2

Target = 0

Number of homes with valid gas  
certificate

2 outstanding  
11,016 properties



Latest = 94.79%  
YTD = 93.54%  
Target = 88.50%



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

2,570 appointable repairs  
2,436 appointments



Latest = 95.65%  
YTD = 99.26%  
Target = 99.60%



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

2,436 made  
2,330 kept



Latest = 100%  
Target = 99.90%



**Emergency repairs completed in 24 hours**

611 emergencies  
611 in target



Latest = 100%  
Target = 99.70%



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

490 urgent repairs  
490 in target



Latest = 99.57%  
Target = 99.00%



**Routine repairs completed in target times**

2,089 routine repairs  
2,080 in target



Latest = 99.72%  
YTD = 99.92%  
Target = 99.50%



**Total repairs completed in target times**

3,190 repairs  
3,181 in target



Latest = 98.18%  
YTD = 98.77%  
Target = 97.00%



### Repairs completed during first visit

3,190 repairs  
3,132 'right first time'



Latest = 99.69%  
YTD = 99.69%  
Target = 98.00%



### Tenants satisfied with most recent repair

324 surveyed  
323 satisfied



Latest = 89.79%  
YTD = 97.45%  
Target = 96.00%



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

£4,294,562 rent due  
£3,856,045 collected



Latest = 2.56%  
YTD = 2.56%  
Target = 4.00%



### Rent arrears as % of annual rent debit

£51,634,795 annual debit  
£1,322,187 arrears



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



### Percentage of fly tipped rubbish collected within 2 days

414 reports  
414 collected within target

Latest = 97.50%  
YTD = 97.50%  
Target = 80.00%



### Percentage of new tenants satisfied with the Re-housing team

40 Surveyed  
39 satisfied

Latest = 73.15%  
YTD = 73.15%  
Target = 76.00%



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

13,536 tenants  
9,902 with diversity data

Latest = 97.37%  
YTD = 92.68%  
Target = 93.33%



**Vulnerable persons assessments  
completed within target**

38 assessments required  
37 assessments completed in  
target

Latest = 97.91%  
YTD = 98.68%  
Target = 92.00%



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

£9,100 Rent Due  
£8,909 Rent Collected