



How we are performing

November 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 = 25.89 days

YTD = 35.29 days

Target = 28 days

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



Latest = 0.83%

YTD = 0.83%

Target = 1.8%

Percentage of void rent loss

£35,660.68 lost



Latest = 0.45%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.48%

Target = 0.95%

Percentage of houses vacant and unavailable to let

7 Major works void properties

52 Normal void properties

1 Options appraisal

48 Major modernisation work property



Latest = 0.44%

Number of tenancies terminated as a percentage of properties managed

51 terminated

11,571 properties



Latest = 0

Target = 0

Number of homes without a valid gas certificate

0 outstanding

10,864 properties compliant



Latest = 8.27 days

YTD = 6.81 days

Target = 10.50 days

Average days to complete

Rehousing assessment for vulnerable applicants

45 assessments required

372 days to complete

assessments



Latest = 92.04%

YTD = 97.42%

Target = 93.00%

Travellers' rent collected as a % of rent due

£9,100.00 Rent Due

£8,376.09 Rent Collected



Latest = 99.96%

YTD = 99.30%

Target = 99.60%

Responsive repairs where appointment was made and kept

2,822 made

2,821 kept



Latest = 99.28%

YTD = 98.59%

Target = 98.50%

Tenants satisfied with most recent repair

139 surveyed

138 satisfied



Latest = 97.86%

YTD = 96.45%

Target = 98.00%

Repairs completed during first visit

3,466 repairs

3,392 'right first time'



Latest = 99.97%

YTD = 99.75%

Target = 99.60%

Total repairs completed in target times

3,466 repairs

3,465 in target



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



Percentage of fly tipped rubbish collected within 2 days

191 reports
191 collected within target

Latest = 98%
YTD = 98%
Target = 90.00%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
39 Satisfied

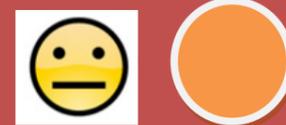
Latest = 98.24%
YTD = 98.41%
Target = 97.00%



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

£4,239,459 rent due
£4,164,825 collected

Latest = 2.83%
YTD = 2.83%
Target = 2.80%



Current tenant rent arrears as % of annual rent debit

£51,131,764 annual debit
£1,448,244 arrears

