



How we are performing

May 2018

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 = 37.43 days

YTD = 35.92 days

Target = 30 days

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



Latest = 1.12%

YTD = 1.17%

Target = 1.20%

Percentage of void rent loss

£47,258.34 lost



Latest = 0.55%

Target = 0.80%

Percentage of houses vacant and available to let

Latest = 0.66%

Target = 0.90%

Percentage of houses vacant and unavailable to let

16 Major works void properties

63 Normal void properties

60 Major modernisation work property



Latest = 0.66%

Number of tenancies terminated as a percentage of properties managed

75 terminated

11,541 properties



Latest = 100%

Target = 100%

Percentage of homes with a valid gas certificate

0 outstanding

10,828 properties compliant



Latest = 4.22 days
YTD = 4.42 days
Target = 8.00 days



**Average days to complete
Rehousing assessment for
vulnerable applicants**
60 assessments required
253 days to complete
assessments

Latest = 92.17%
YTD = 90.52%
Target = 95.00%



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

£13,650.00 Rent Due
£12,580.93 Rent Collected

Latest = 98.37%
YTD = 99.15%
Target = 99.60%



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

2,265 made
2,228 kept



Latest = No data
YTD = No data
Target = 98.50%

**Tenants satisfied with most
recent repair**

0 surveys returned



Latest = 99.16%
YTD = 98.96%
Target = 97.00%



**Repairs completed during first
visit**

2,965 repairs
2,940 'right first time'



Latest = 99.39%
YTD = 99.29%
Target = 99.60%



**Total repairs completed in
target times**

2,965 repairs
2,947 in target



Latest = 100%
YTD = 100%
Target = 95.00%



Percentage of reported fly tipped rubbish collected within 2 days
469 reports
469 collected within target

Latest = 100%
YTD = 100%
Target = 95.00%



Percentage of new tenants satisfied with the Re-housing team
40 Surveyed
40 Satisfied

Latest = 96.45%
YTD = 96.00%
Target = 95.00%



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

£4,185,693 rent due
£4,036,953 collected

Latest = 2.77%
YTD = 2.77%
Target = 3.00%



Current tenant rent arrears as % of annual rent debit

£50,218,534 annual debit
£1,391,204 arrears

