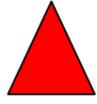




How we are performing

March 2017

Report Key:

-  Performance is on track to be above YTD (Year to Date) 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 = 21.87 days

YTD = 28.13 days

Target = 25 days

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



2,559 days to let
117 properties



Latest = 1.48%

YTD = 1.91%

Target = 2.20%

Percentage of
Void rent loss



£48,345 lost



Latest = 0.45% YTD = 0.45%

Target = 0.90%

Percentage of houses vacant and available to let

Latest = 0.63% YTD = 0.63%

Target = 1.30%

Percentage of houses vacant and unavailable

42 Major Works void properties

53 Normal void properties

3 Options appraisal

1 Major Modernisation Work Properties

27 Closed for demolition



Latest = 0.39%

Number of tenancies terminated
as a percentage of properties
managed

45 terminated
11,656 properties



Latest = 0

Target = 0

Number of homes without a valid
gas certificate

0 properties outstanding
10,827 properties compliant



Latest = 94.14%
YTD = 93.99%
Target = 88.50%



Appointments made as a percentage of appointable repairs

2,749 appointable repairs
2,588 appointments



Latest = 99.42%
YTD = 98.96%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,588 made
2,573 kept



Latest = 99.84%
Target = 99.90%



Emergency repairs completed in 24 hours

621 emergencies
620 in target



Latest = 97.60%
Target = 99.70%



Urgent repairs completed in 3 and 7 days

499 urgent repairs
487 in target



Latest = 98.71%
Target = 99%

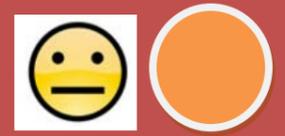


Routine repairs completed in target times

2,250 routine repairs
2,221 in target



Latest = 98.75%
YTD = 99.26%
Target = 99.50%



Total repairs completed in target times

3,370 repairs
3,328 in target



Latest = 95.49%
YTD = 96.40%
Target = 97%



Repairs completed during first visit

3,370 repairs
3,218 'right first time'



Latest = 98.43%
YTD = 99.51%
Target = 98%



Tenants satisfied with most recent repair

127 surveyed
125 satisfied



Latest = 113.49%
YTD = 99.65%
Target = 96.0%



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

£3,217,252 rent due
£3,651,310 collected



Latest = 2.01%
YTD = 2.01%
Target = 4%



Rent arrears as % of annual rent debit

£51,608,379 annual debit
£1,037,278 arrears



Latest = 100%
YTD = 100%
Target = 90%



Percentage of fly tipped rubbish collected within 2 days

370 reports
370 collected within target

Latest = 100%
YTD = 98.18%
Target = 80%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
40 Satisfied

Latest = 72.61%

YTD = 72.61%

Target = 76%



Percentage of tenants on who NPH has all diversity information

13,514 tenants

9,812 with diversity data

Latest = 88.89%

YTD = 95.41%

Target = 85%



Vulnerable persons assessments completed within target

81 assessments required

72 assessments completed in target

Latest = 101.34%

YTD = 98.61%

Target = 92%



Travellers rent collected as a % of rent due

£8,970 Rent Due

£9,089 Rent Collected