








How we are performing

January 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 = 22.62 days

YTD = 26.95 days

Target = 27 days

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

1,176 days to let
52 properties



Latest = 1.56%

YTD = 1.82%

Target = 2.55%

Percentage of void rent loss

£69,589 lost



Latest = 0.35% YTD = 0.35%

Target = 1.10%

Percentage of houses vacant and available to let

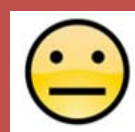
Latest = 1.05% YTD = 1.05%

Target = 1.00%

Percentage of houses vacant and unavailable

80 Major Works void properties

41 Normal void properties



Latest = 0.59%

YTD = 5.94%

Target = 6.66%

Number of tenancies terminated as a percentage of properties managed

70 terminated
11,807 properties



Latest = 99.99%

YTD = 99.99%

Target = 100%

Percentage of homes with valid gas certificate

1 outstanding
11,060 properties



Latest = 88.99%
YTD = 92.36%
Target = 87.50%



Appointments made as a percentage of appointable repairs

2,697 appointable repairs
2,400 appointments



Latest = 99.92%
YTD = 99.88%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,400 made
2,398 kept



Latest = 100%
Target = 100.00%



Emergency repairs completed in 24 hours

714 emergencies
714 in target

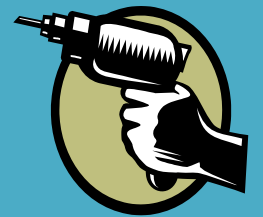


Latest = 100%
Target = 100.00%



Urgent repairs completed in 3 and 7 days

529 urgent repairs
529 in target



Latest = 99.81%
Target = 100.00%



Routine repairs completed in target times

2,168 routine repairs
2,164 in target



Latest = 99.88%
YTD = 99.91%
Target = 99.40%

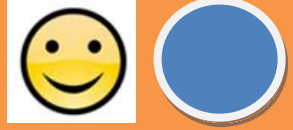


Total repairs completed in target times

3,411 repairs
3,407 in target



Latest = 99.06%
YTD = 98.36%
Target = 96.50%



Repairs completed during first visit

3,411 repairs
3,379 'right first time'



Latest = 100%
YTD = 98.57%
Target = 97.40%



Tenants satisfied with most recent repair

124 surveyed
124 satisfied



Latest = 91.57%
YTD = 98.83%
Target = 99.34%



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

£2,228,459 rent due
£2,192,038 collected



Latest = 2.33%
YTD = 2.33%
Target = 2.61%

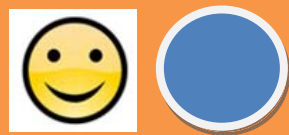


Rent arrears as % of annual rent debit

£52,666,099 annual debit
£1,226,936 arrears



Latest = 0.80%
YTD = 0.80%
Target = 0.92%



Former tenant arrears as a % of the annual debit

£423,294 arrears



Latest = 0.37%
YTD = 0.37%
Target = 0.47%



Rent written off as a % of annual rent roll

£53,643,940 rent roll
£197,277 written off



Latest = 92.31%
YTD = 94.57%
Target = 90%



Closed ASB cases resolved

26 closed
24 resolved

