








## How we are performing

**November 2015**

### 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.

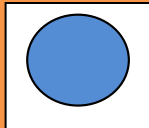
Latest = 23.50 days

YTD = 27.72 days

Target = 27 days

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

1,786 days to let  
76 properties



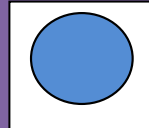
Latest = 1.57%

YTD = 1.86%

Target = 2.55%

Percentage of void rent loss

£87,762 lost



Latest = 0.52% YTD = 0.52%

Target = 1.10%

Percentage of houses vacant and available to let

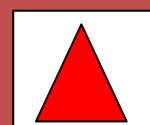
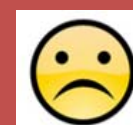
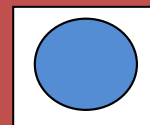
Latest = 1.15% YTD = 1.15%

Target = 1.00%

Percentage of houses vacant and unavailable

93 Major Works void properties

61 Normal void properties



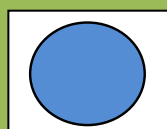
Latest = 0.57%

YTD = 4.56%

Target = 7.99%

Number of tenancies terminated as a percentage of properties managed

68 terminated  
11,839 properties



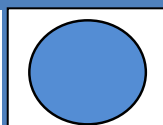
Latest = 100%

YTD = 100%

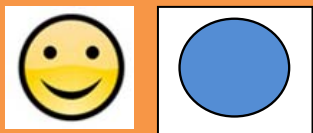
Target = 100%

Percentage of homes with valid gas certificate

0 outstanding  
11,095 properties



Latest = 94%  
YTD = 93.17%  
Target = 87.50%



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

2,632 appointable repairs  
2,474 appointments



Latest = 99.96%  
YTD = 99.86%  
Target = 99.60%



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

2,474 made  
2,473 kept



Latest = 100%  
Target = 100.00%



**Emergency repairs completed in 24 hours**

675 emergencies  
675 in target



Latest = 100%  
Target = 100.00%



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

475 urgent repairs  
475 in target



Latest = 100%  
Target = 100.00%



**Routine repairs completed in target times**

2,157 routine repairs  
2,157 in target



Latest = 100.00%  
YTD = 99.91%  
Target = 99.40%

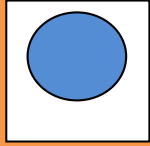


**Total repairs completed in target times**

3,307 repairs  
3,307 in target



Latest = 98.82%  
YTD = 98.32%  
Target = 96.50%



**Repairs completed during first visit**

3,307 repairs  
3,268 'right first time'



Latest = 100%  
YTD = 98.50%  
Target = 97.40%

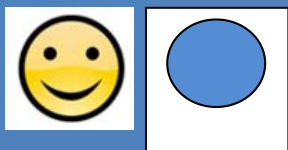


**Tenants satisfied with most recent repair**

152 surveyed  
152 satisfied



Latest = 99.93%  
YTD = 97.92%  
Target = 99.60%

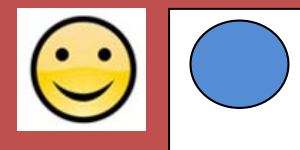


**Rent collected as proportion of  
rent owed (exc. Arrears b/f)**

£5,488,496 rent due  
£5,484,794 collected



Latest = 2.67%  
YTD = 2.67%  
Target = 2.40%

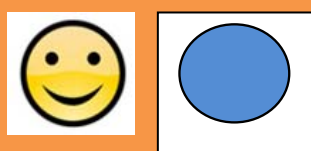


**Rent arrears as % of annual rent  
debit**

£52,684,464 annual debit  
£1,405,438 arrears



Latest = 0.81%  
YTD = 0.81%  
Target = 0.89%



**Former tenant arrears as a % of  
the annual debit**

£428,615 arrears



Latest = 0.32%  
YTD = 0.32%  
Target = 0.57%



**Rent written off as a % of  
annual rent roll**

£53,685,268 rent roll  
£172,937 written off



Latest = 89.47%  
YTD = 94.38%  
Target = 90%

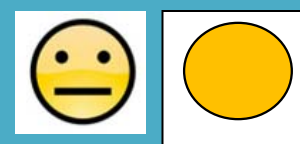


**Closed ASB cases resolved**

19 closed  
17 resolved



Latest = 72.62%  
YTD = 72.62%  
Target = 76%



**Tenants for whom the landlord  
has diversity information**

13,674 tenants  
9,930 with information

