

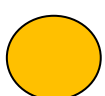






## How we are performing

**October 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.

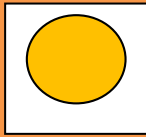
Latest = 24.97 days

YTD = 28.30 days

Target = 27 days

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

1,748 days to let 70 properties



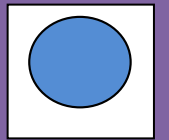
Latest = 1.72%

YTD = 1.91%

Target = 2.55%

Percentage of void rent loss

£76,897 lost



Latest = 0.52% YTD = 0.52%

Target = 1.10%

Percentage of houses vacant and available to let

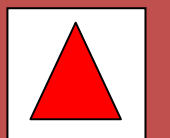
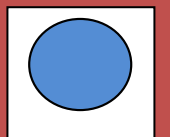
Latest = 1.14% YTD = 1.14%

Target = 1.00%

Percentage of houses vacant and unavailable

92 Major Works void properties

104 Normal void properties



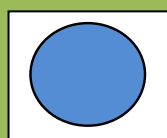
Latest = 0.57%

YTD = 3.99%

Target = 7.99%

Number of tenancies terminated as a percentage of properties managed

67 terminated  
11,841 properties



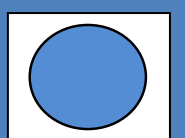
Latest = 100%

YTD = 100%

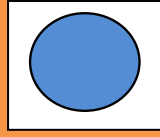
Target = 100%

Percentage of homes with valid gas certificate

0 outstanding  
11,104 properties



Latest = 93.45%  
YTD = 93.04%  
Target = 87.50%



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

2,521 appointable repairs  
2,356 appointments



Latest = 99.92%  
YTD = 99.85%  
Target = 99.60%



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

2,356 made  
2,354 kept



Latest = 100%  
Target = 100.00%



**Emergency repairs completed in 24 hours**

653 emergencies  
653 in target

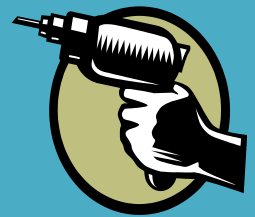


Latest = 100%  
Target = 100.00%



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

414 urgent repairs  
414 in target



Latest = 100%  
Target = 100.00%

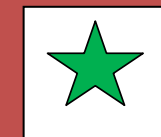


**Routine repairs completed in target times**

2,107 routine repairs  
2,107 in target



Latest = 100.00%  
YTD = 99.90%  
Target = 99.40%

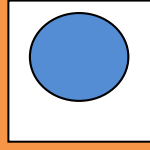


**Total repairs completed in target times**

3,174 repairs  
3,174 in target



Latest = 97.98%  
YTD = 98.24%  
Target = 96.50%



**Repairs completed during first visit**

3,174 repairs  
3,110 'right first time'



Latest = 98.60%  
YTD = 98.36%  
Target = 97.40%

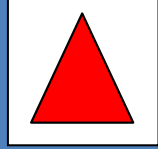


**Tenants satisfied with most recent repair**

215 surveyed  
212 satisfied



Latest = 93.78%  
YTD = 97.58%  
Target = 99.60%

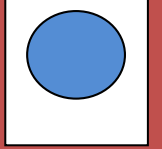


**Rent collected as proportion of rent owed (exc. Arrears b/f)**

£4,390,217 rent due  
£4,117,348 collected



Latest = 2.65%  
YTD = 2.65%  
Target = 2.40%

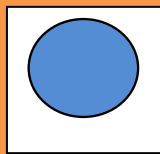


**Rent arrears as % of annual rent debit**

£52,683,585 annual debit  
£1,398,746 arrears



Latest = 0.83%  
YTD = 0.83%  
Target = 0.89%

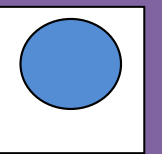


**Former tenant arrears as a % of the annual debit**

£438,658 arrears



Latest = 0.29%  
YTD = 0.29%  
Target = 0.57%

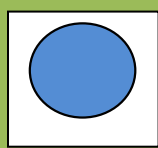


**Rent written off as a % of annual rent roll**

£53,709,619 rent roll  
£155,724 written off



Latest = 100.00%  
YTD = 94.97%  
Target = 90%

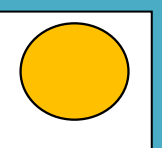


**Closed ASB cases resolved**

12 closed  
12 resolved



Latest = 72.32%  
YTD = 72.32%  
Target = 76%



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

13,664 tenants  
9,882 with information

