



How we are performing

February 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 = 22.43 days

YTD = 26.64 days

Target = 27 days

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

1,211 days to let
54 properties



Latest = 1.64%

YTD = 1.80%

Target = 2.55%

Percentage of void rent loss

£90,972 lost



Latest = 0.49% YTD = 0.49%

Target = 1.10%

Percentage of houses vacant and available to let

Latest = 0.67% YTD = 0.67%

Target = 1.00%

Percentage of houses vacant and unavailable

35 Major Works void properties

58 Normal void properties

35 Major Modernisation Work Properties

9 Closed for demolition



Latest = 0.76%

YTD = 6.70%

Target = 7.32%

Number of tenancies terminated as a percentage of properties managed

90 terminated
11,800 properties



Latest = 100.00%

YTD = 99.99%

Target = 100%

Percentage of homes with valid gas certificate

0 outstanding
11,073 properties



Latest = 94.29%
YTD = 92.56%
Target = 87.50%



Appointments made as a percentage of appointable repairs

2,715 appointable repairs
2,560 appointments



Latest = 100.00%
YTD = 99.89%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,560 made
2,560 kept



Latest = 100.00%
Target = 100.00%



Emergency repairs completed in 24 hours

643 emergencies
643 in target

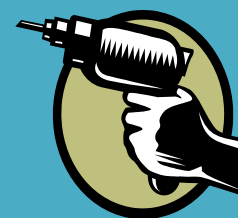


Latest = 100.00%
Target = 100.00%



Urgent repairs completed in 3 and 7 days

446 urgent repairs
446 in target



Latest = 100.00%
Target = 100.00%



Routine repairs completed in target times

2,629 routine repairs
2,629 in target



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

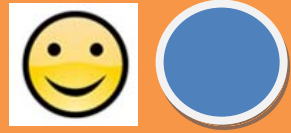


Total repairs completed in target times

3,718 repairs
3,718 in target



Latest = 98.87%
YTD = 98.41%
Target = 96.50%



Repairs completed during first visit

3,718 repairs
3,320 'right first time'



Latest = 100%
YTD = 98.66%
Target = 97.40%



Tenants satisfied with most recent repair

133 surveyed
133 satisfied



Latest = 102.04%
YTD = 99.19%
Target = 99.27%

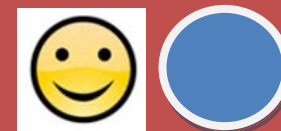


**Rent collected as proportion of
rent owed (exc. Arrears b/f)**

£5,552,984 rent due
£5,573,464 collected



Latest = 2.31%
YTD = 2.31%
Target = 2.70%

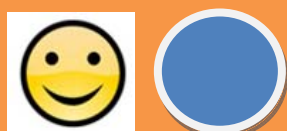


**Rent arrears as % of annual rent
debit**

£52,640,611 annual debit
£1,218,066 arrears



Latest = 0.78%
YTD = 0.78%
Target = 0.90%

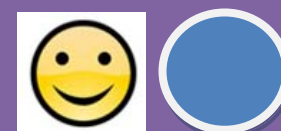


**Former tenant arrears as a % of
the annual debit**

£409,621 arrears



Latest = 0.44%
YTD = 0.44%
Target = 0.51%



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

£53,606,683 rent roll
£235,900 written off



Latest = 91.18%
YTD = 94.12%
Target = 90%



Closed ASB cases resolved

34 closed
31 resolved

