



How we are performing

March 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 = 1.65 days

YTD = 26.36 days

Target = 27 days

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

1,061 days to let 49 properties



Latest = 1.86%

YTD = 1.81%

Target = 2.55%

Percentage of void rent loss

£61,998.39 lost



Latest = 0.70% YTD = 0.70%

Target = 1.10%

Percentage of houses vacant and available to let

Latest = 1.09% YTD = 1.09%

Target = 1.00%

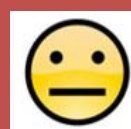
Percentage of houses vacant and unavailable

83 Major Works void properties

83 Normal void properties

36 Major Modernisation Work Properties

9 Closed for demolition



Latest = 0.57%

YTD = 7.28%

Target = 7.99%

Number of tenancies terminated as a percentage of properties managed

67 terminated 11,791 properties



Latest = 100.00%

YTD = 99.99%

Target = 100%

Percentage of homes with valid gas certificate

0 outstanding 11,039 properties



Latest = 92.85%
YTD = 92.58%
Target = 87.50%



Appointments made as a percentage of appointable repairs

2,532 appointable repairs
2,351 appointments



Latest = 99.91%
YTD = 99.89%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,351 made
2,349 kept



Latest = 100.00%
Target = 100.00%



Emergency repairs completed in 24 hours

499 emergencies
499 in target

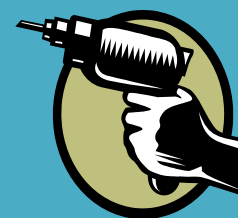


Latest = 100.00%
Target = 100.00%



Urgent repairs completed in 3 and 7 days

373 urgent repairs
373 in target



Latest = 99.09.00%
Target = 100.00%

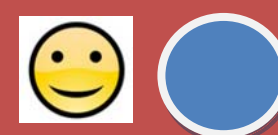


Routine repairs completed in target times

2,159 routine repairs
2,157 in target



Latest = 99.93%
YTD = 99.92%
Target = 99.40%



Total repairs completed in target times

3,031 repairs
3,029 in target



Latest = 105.84%

YTD = 99.02%

Target = 96.50%



Repairs completed during first visit

3,031 repairs

3,208 'right first time'



Latest = 100%

YTD = 98.72%

Target = 97.40%



Tenants satisfied with most recent repair

100 surveyed

100 satisfied



Latest = 109.03%
YTD = 99.80%
Target = 99.60%

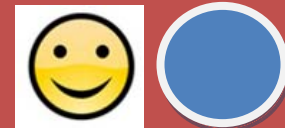


**Rent collected as proportion of
rent owed (exc. Arrears b/f)**

£3,330,924 rent due
£3,563,975 collected



Latest = 1.95%
YTD = 1.95%
Target = 2.70%

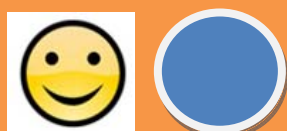


**Rent arrears as % of annual rent
debit**

£52,619,503 annual debit
£1,023,815 arrears



Latest = 0.79%
YTD = 0.79%
Target = 0.89%

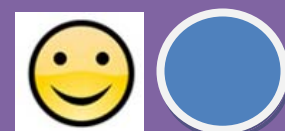


**Former tenant arrears as a % of
the annual debit**

£414,041 arrears



Latest = 0.45%
YTD = 0.45%
Target = 0.57%



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

£53,587,193 rent roll
£242,122 written off



Latest = 100%
YTD = 94.92%
Target = 90%



Closed ASB cases resolved

40 closed
40 resolved

