



How we are performing

May 2017

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 which is reported to Board and to tenants

The latest performance figure represents the current reporting period.

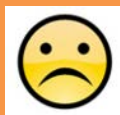
The target shown is the annual target.

Latest = 42.76 days

YTD = 44.96 days

Target = 28 days

**Average days taken to re-let ALL
void properties (excluding
Management Action)**



Latest = 1.06%

YTD = 1.04%

Target = 1.8%

**Percentage of
void rent loss**

£57,278.03 lost



Latest = 0.58%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.37%

Target = 0.95%

Percentage of houses vacant and unavailable to let

37 Major Works void properties

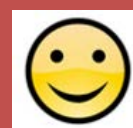
68 Normal void properties

2 Options appraisal

1 Major Modernisation Work Properties

3 Closed for demolition

3 New Properties



Latest = 0.61%

**Number of tenancies
terminated as a percentage of
properties managed**

71 terminated

11,710 properties



Latest = 0

Target 0

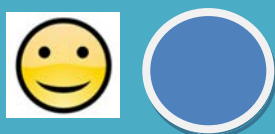
**Number of homes without a
valid gas certificate**

0 outstanding

**10,812 properties
compliant**



Latest = 6.24 days
Target = 10.50 days



**Average days to complete
Rehousing assessment for
vulnerable applicants**
50 assessments required
312 days to complete
assessments

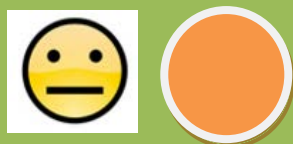
Latest = 104.52%
YTD = 100.44%
Target = 93.00%



**Travellers rent collected as a %
of rent due**

£11,310 Rent Due
£11,821 Rent Collected

Latest = 99.53%
YTD = 97.74%
Target = 99.60%

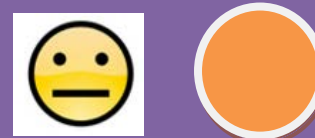


**Responsive repairs where
appointment was made and
kept**

2,341 made
2,330 kept



Latest = 97.20%
YTD = 97.37%
Target = 98.50%



**Tenants satisfied with most
recent repair**

143 surveyed
139 satisfied



Latest = 93.97%
YTD = 94.01%
Target = 98.00%



**Repairs completed during first
visit**

3,103 repairs
2,916 'right first time'



Latest = 99.84%
YTD = 99.35%
Target = 99.60%



**Total repairs completed in
target times**

3,103 repairs
3,098 in target



Latest = 100%
YTD = 100%
Target = 90.00%



Percentage of fly tipped rubbish
collected within 2 days

196 reports
196 collected within target

Latest = 100%
Target = 90.00%



Percentage of new tenants
satisfied with the Re-housing
team

40 Surveyed
40 Satisfied

Latest = 100.68%
YTD = 96.27%
Target = 92.50%

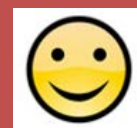


Rent collected as proportion of
rent owed (exc. Arrears b/f)

£5,326,033 rent due
£5,362,102 collected



Latest = 2.53%
YTD = 2.53%
Target = 2.80%



Current tenant rent arrears as %
of annual rent debit

£51,148,617 annual debit
£1,293,247 arrears

