



How we are performing

June 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 = 23.51 days

YTD = 23.19 days

Target = 25 days

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

1,528 days to let 65 properties



Latest = 1.86%

YTD = 1.94%

Target = 2.20%

Percentage of void rent loss

£81,883 lost



Latest = 0.68% YTD = 0.68%

Target = 0.90%

Percentage of houses vacant and available to let

Latest = 1.15% YTD = 1.15%

Target = 1.30%

Percentage of houses vacant and unavailable

55 Major Works void properties

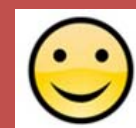
80 Normal void properties

2 Options appraisal

50 Major Modernisation Work Properties

27 Closed for demolition

1 Closed for police surveillance



Latest = 0.46%

Number of tenancies terminated as a percentage of properties managed

54 terminated

11,775 properties



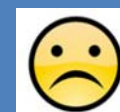
Latest = 2

Target = 0

Number of homes with valid gas certificate

2 outstanding

11,020 properties



Latest = 95.03%
YTD = 93.26%
Target = 88.50%



Appointments made as a percentage of appointable repairs

2,694 appointable repairs
2,560 appointments



Latest = 99.96%
YTD = 99.94%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,560 made
2,559 kept



Latest = 100%
Target = 99.90%



Emergency repairs completed in 24 hours

659 emergencies
659 in target

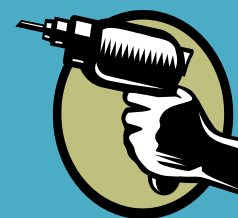


Latest = 100%
Target = 99.70%



Urgent repairs completed in 3 and 7 days

442 urgent repairs
442 in target



Latest = 99.96%
Target = 100%



Routine repairs completed in target times

2,252 routine repairs
2,251 in target



Latest = 99.97%
YTD = 99.99%
Target = 99.50%

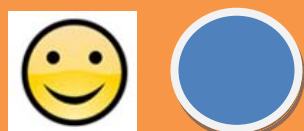


Total repairs completed in target times

3,353 repairs
3,352 in target



Latest = 99.31%
YTD = 99.23%
Target = 97.00%



Repairs completed during first visit

3,353 repairs
3,330 'right first time'



Latest = 100%
YTD = 99.35%
Target = 98.00%



Tenants satisfied with most recent repair

88 surveyed
88 satisfied



Latest = 99.12%
YTD = 96.87%
Target = 96.00%



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

£4,309,660 rent due
£4,271,697 collected



Latest = 2.49%
YTD = 2.49%
Target = 4.00%



Rent arrears as % of annual rent debit

£52,718,371 annual debit
£544,985 arrears



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



Percentage of fly tipped rubbish collected within 2 days

494 reports
494 collected within target

Latest = 95.00%
YTD = 95.71
Target = 80.00%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
38 satisfied

Latest = 73.45%
YTD = 73.45%
Target = 76.00%



**Percentage of tenants on who
NPH has all diversity
information**

13,541 tenants
9,946 with diversity data

Latest = 228.57%
YTD = 152.50%
Target = 93.33%



**Vulnerable persons assessments
completed within target**

35 assessments required
80 assessments compelted in
target

Latest = 93.76%
YTD = 97.45%
Target = 92.00%



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

£9,100 Rent Due
£8,532 Rent Collected