



How we are performing

June 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.

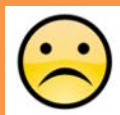
The target shown is the annual target.

Latest = 35.90 days

YTD = 41.58 days

Target = 28 days

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



Latest = 0.86%

YTD = 0.99%

Target = 1.8%

**Percentage of
void rent loss**

£37,110.55 lost



Latest = 0.52%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.20%

Target = 0.95%

Percentage of houses vacant and unavailable to let

18 Major Works void properties

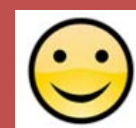
61 Normal void properties

1 Options appraisal

1 Major Modernisation Work Properties

3 Closed for demolition

1 New Properties



Latest = 0.34%

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

40 terminated

11,629 properties



Latest = 0

Target 0

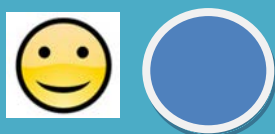
**Number of homes without a
valid gas certificate**

0 outstanding

**10,916 properties
compliant**



Latest = 6.12 days
Target = 10.50 days



**Average days to complete
Rehousing assessment for
vulnerable applicants**
60 assessments required
367 days to complete
assessments

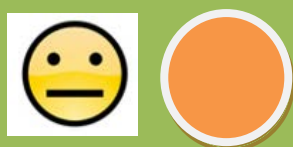
Latest = 102.56%
YTD = 101.10%
Target = 93.00%



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

£9,100.00 Rent Due
£9,332.72 Rent Collected

Latest = 99.56%
YTD = 98.41%
Target = 99.60%



**Responsive repairs where
appointment was made and
kept**
2,741 made
2,729 kept



Latest = 99.20%
YTD = 98.02%
Target = 98.50%



**Tenants satisfied with most
recent repair**

125 surveyed
124 satisfied



Latest = 94.49%
YTD = 94.18%
Target = 98.00%



**Repairs completed during first
visit**

3,215 repairs
3,038 'right first time'



Latest = 99.81%
YTD = 99.51%
Target = 99.60%



**Total repairs completed in
target times**

3,215 repairs
3,209 in target



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



Percentage of fly tipped rubbish
collected within 2 days

258 reports
258 collected within target

Latest = 100%
Target = 90.00%



Percentage of new tenants
satisfied with the Re-housing
team

40 Surveyed
40 Satisfied

Latest = 93.56%
YTD = 95.44%
Target = 96.00%

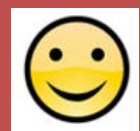


Rent collected as proportion of
rent owed (exc. Arrears b/f)

£4,267,049 rent due
£3,992,070 collected



Latest = 2.74%
YTD = 2.74%
Target = 2.80%



Current tenant rent arrears as %
of annual rent debit

£51,165,840 annual debit
£1,401,948 arrears

