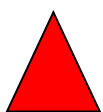




How we are performing

July 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 = 23.65 days

YTD = 23.30 days

Target = 25 days

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

1,537 days to let 65 properties



Latest = 1.99%

YTD = 1.95%

Target = 2.20%

Percentage of void rent loss

£87,362.65 lost



Latest = 0.63% YTD = 0.63%

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

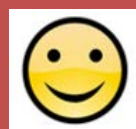
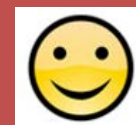
55 Major Works void properties

74 Normal void properties

3 Options appraisal

50 Major Modernisation Work Properties

27 Closed for demolition



Latest = 0.82%

Number of tenancies terminated as a percentage of properties managed

97 terminated

11,768 properties



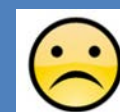
Latest = 1

Target = 0

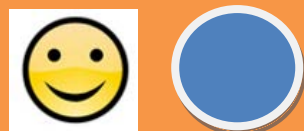
Number of homes with valid gas certificate

1 outstanding

11,014 properties



Latest = 93.09%
YTD = 93.21%
Target = 88.50%



Appointments made as a percentage of appointable repairs

2,719 appointable repairs
2,531 appointments



Latest = 100%
YTD = 99.60%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,532 made
2,532 kept



Latest = 100%
Target = 99.90%



Emergency repairs completed in 24 hours

624 emergencies
624 in target

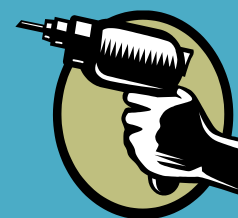


Latest = 100%
Target = 99.70%



Urgent repairs completed in 3 and 7 days

420 urgent repairs
420 in target



Latest = 99.96%
Target = 100%



Routine repairs completed in target times

2,299 routine repairs
2,251 in target



Latest = 99.97%
YTD = 99.98%
Target = 99.50%



Total repairs completed in target times

3,343 repairs
3,342 in target



Latest = 97.73%
YTD = 98.86%
Target = 97.00%



Repairs completed during first visit

3,343 repairs
3,267 'right first time'



Latest = 100%
YTD = 99.57%
Target = 98.00%



Tenants satisfied with most recent repair

150 surveyed
150 satisfied



Latest = 94.01%
YTD = 96.19%
Target = 96.00%



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

£4,302,804 rent due
£4,045,193 collected



Latest = 2.73%
YTD = 2.73%
Target = 4.00%

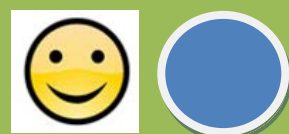


Rent arrears as % of annual rent debit

£51,681,076 annual debit
£526,265 arrears



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



Percentage of fly tipped rubbish collected within 2 days

429 reports
429 collected within target

Latest = 95.00%
YTD = 95.71
Target = 80.00%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
40 satisfied

Latest = 73.42%
YTD = 73.42%
Target = 76.00%



**Percentage of tenants on who
NPH has all diversity
information**
13,529 tenants
9,933 with diversity data

Latest = 100%
YTD = 131.58%
Target = 93.33%



**Vulnerable persons assessments
completed within target**

53 assessments required
53 assessments compelted in
target

Latest = 97.69%
YTD = 97.50%
Target = 92.00%



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

£9,100 Rent Due
£8,980.02Rent Collected