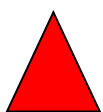




How we are performing

August 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 = 23.48 days

YTD = 23.34 days

Target = 25 days

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

1,362 days to let 58 properties



Latest = 2.20%

YTD = 2.00%

Target = 2.20%

Percentage of void rent loss

£96,563 lost



Latest = 1.15% YTD = 1.15%

Target = 0.90%

Percentage of houses vacant and available to let

Latest = 0.99% YTD = 0.99%

Target = 1.30%

Percentage of houses vacant and unavailable

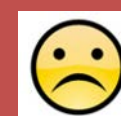
55 Major Works void properties

135 Normal void properties

3 Options appraisal

31 Major Modernisation Work Properties

27 Closed for demolition



Latest = 0.48%

Number of tenancies terminated as a percentage of properties managed

56 terminated

11,757 properties



Latest = 1

Target = 0

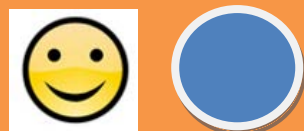
Number of homes with valid gas certificate

1 outstanding

11,025 properties



Latest = 93.66%
YTD = 93.31%
Target = 88.50%



Appointments made as a percentage of appointable repairs

2,854 appointable repairs
2,673 appointments



Latest = 99.89%
YTD = 99.95%
Target = 99.60%

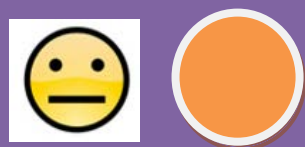


Responsive repairs where appointment was made and kept

2,673 made
2,670 kept



Latest = 99.24%
Target = 99.90%



Emergency repairs completed in 24 hours

661 emergencies
656 in target

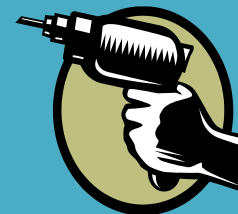


Latest = 100%
Target = 99.70%



Urgent repairs completed in 3 and 7 days

488 urgent repairs
488 in target



Latest = 100%
Target = 100%



Routine repairs completed in target times

2,366 routine repairs
2,366 in target



Latest = 99.86%
YTD = 99.96%
Target = 99.50%



Total repairs completed in target times

3,515 repairs
3,510 in target



Latest = 98.98%
YTD = 98.88%
Target = 97.00%



Repairs completed during first visit

3,515 repairs
3,479 'right first time'



Latest = 100%
YTD = 99.69%
Target = 98.00%



Tenants satisfied with most recent repair

180 surveyed
180 satisfied



Latest = 110.45%
YTD = 98.90%
Target = 96.00%



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

£4,294,846 rent due
£4,743,648 collected



Latest = 2.23%
YTD = 2.23%
Target = 4.00%



Rent arrears as % of annual rent debit

£51,653,851 annual debit
£1,153,398 arrears



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



Percentage of fly tipped rubbish collected within 2 days

389 reports
389 collected within target

Latest = 98.00%
YTD = 97.50
Target = 80.00%



Percentage of new tenants satisfied with the Re-housing team

50 Surveyed
49 satisfied

Latest = 73.39%
YTD = 73.39%
Target = 76.00%



**Percentage of tenants on who
NPH has all diversity
information**
13,511 tenants
9,916 with diversity data

Latest = 67.65%
YTD = 91.62%
Target = 93.33%



**Vulnerable persons assessments
completed within target**

34 assessments required
23 assessments completed in
target

Latest = 103.06%
YTD = 98.77%
Target = 92.00%



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

£11,375 Rent Due
£11,723 Rent Collected