



How we are performing

August 2015

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.

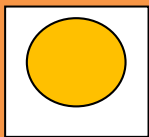
Latest = 26.69 days

YTD = 29.28 days

Target = 27 days

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

1,708 days to let
64 properties



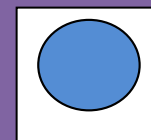
Latest = 1.60%

YTD = 2.00%

Target = 2.55%

Percentage of void rent loss

£71,658 lost



Latest = 0.73% YTD = 0.73%

Target = 1.10%

Percentage of houses vacant and available to let

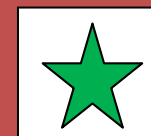
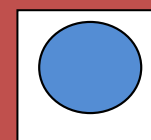
Latest = 0.94% YTD = 0.94%

Target = 1.00%

Percentage of houses vacant and unavailable

87 Major Works void properties

111 Normal void properties



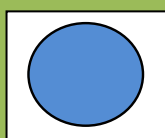
Latest = 0.65%

YTD = 2.22%

Target = 7.99%

Number of tenancies terminated as a percentage of properties managed

77 terminated
11,859 properties



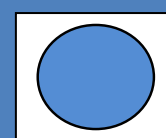
Latest = 100%

YTD = 100%

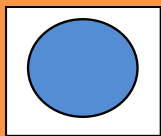
Target = 100%

Percentage of homes with valid gas certificate

0 outstanding
11,122 properties



Latest = 91.60%
YTD = 92.90%
Target = 87.50%



Appointments made as a percentage of appointable repairs

2,059 appointable repairs
1,886 appointments



Latest = 99.84%
YTD = 99.83%
Target = 99.60%



Responsive repairs where appointment was made and kept

1,886 made
1,883 kept



Latest = 100%
Target = 99.90%



Emergency repairs completed in 24 hours

559 emergencies
559 in target

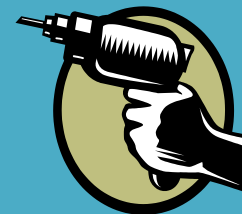


Latest = 100%
Target = 99.60%



Urgent repairs completed in 3 and 7 days

409 urgent repairs
409 in target



Latest = 100%
Target = 99.00%



Routine repairs completed in target times

1,650 routine repairs
1,650 in target



Latest = 100%
YTD = 99.87%
Target = 99.40%

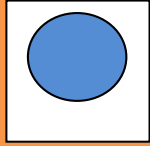


Total repairs completed in target times

2,618 repairs
2,618 in target



Latest = 97.59%
YTD = 97.95%
Target = 96.50%

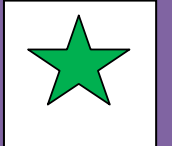


Repairs completed during first visit

2,618 repairs
2,555 'right first time'



Latest = 93.81%
YTD = 98.53%
Target = 97.40%

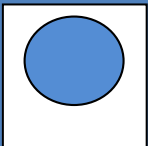


Tenants satisfied with most recent repair

97 surveyed
91 satisfied



Latest = 107.26%
YTD = 98.73%
Target = 99.60%

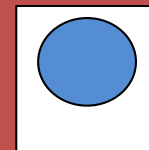


**Rent collected as proportion of
rent owed (exc. Arrears b/f)**

£4,400,514 rent due
£4,719,935 collected



Latest = 2.25%
YTD = 2.25%
Target = 2.40%



**Rent arrears as % of annual rent
debit**

£52,650,744 annual debit
£1,184,294 arrears



Latest = 0.97%
YTD = 0.97%
Target = 0.89%

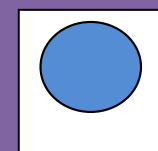


**Former tenant arrears as a % of
the annual debit**

£511,224 arrears



Latest = 0.13%
YTD = 0.13%
Target = 0.57%

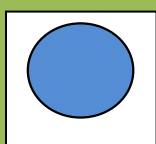


**Rent written off as a % of
annual rent roll**

£53,724,374 rent roll
£72,206 written off



Latest = 96.77%
YTD = 94.66%
Target = 90%



Closed ASB cases resolved

31 closed
30 resolved



Latest = 74.00% (July)
YTD = 74.00% (July)
Target = 76%



**Tenants for whom the landlord
has diversity information**

13,897 tenants
10,284 with information

