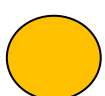




How we are performing

July 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.

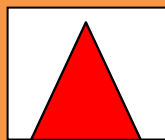
Latest = 28.04days

YTD = 29.77 days

Target = 27 days

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

2,776 days to let 99 properties



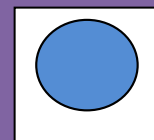
Latest = 1.78%

YTD = 2.10%

Target = 2.55%

Percentage of void rent loss

£79,600 lost



Latest = 0.75% YTD = 0.75%

Target = 1.10%

Percentage of houses vacant and available to let

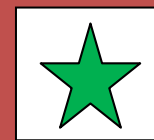
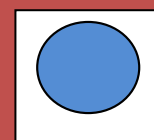
Latest = 0.99% YTD = 0.99%

Target = 1.00%

Percentage of houses vacant and unavailable

101 Major Works void properties

105 Normal void properties



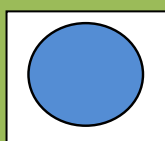
Latest = 0.45% (June)

YTD = 1.57% (June)

Target = 7.99%

Number of tenancies terminated as a percentage of properties managed

54 terminated
11,870 properties



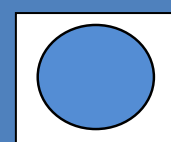
Latest = 100%

YTD = 100%

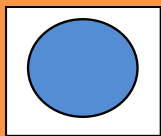
Target = 100%

Percentage of homes with valid gas certificate

0 outstanding
11,122 properties



Latest = 93.43%
YTD = 93.18%
Target = 87.50%



Appointments made as a percentage of appointable repairs

2,360 appointable repairs
2,205 appointments



Latest = 100.00%
YTD = 99.82%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,205 made
2,205 kept



Latest = 100%
Target = 99.90%



Emergency repairs completed in 24 hours

645 emergencies
645 in target

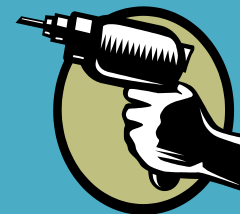


Latest = 100%
Target = 99.60%



Urgent repairs completed in 3 and 7 days

426 urgent repairs
426 in target



Latest = 99.95%
Target = 99.00%



Routine repairs completed in target times

1,934 routine repairs
1,933 in target



Latest = 99.97%
YTD = 99.84%
Target = 99.40%

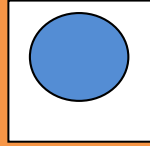


Total repairs completed in target times

3,005 repairs
3,142 in target



Latest = 97.94%
YTD = 98.97%
Target = 96.50%

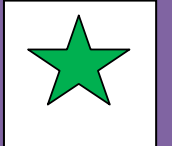


Repairs completed during first visit

3,005 repairs
2,943 'right first time'



Latest = 99.42%
YTD = 98.97%
Target = 97.40%

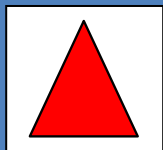


Tenants satisfied with most recent repair

172 surveyed
171 satisfied



Latest = 94.96%
YTD = 96.72%
Target = 99.60%

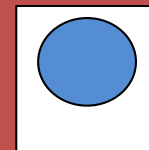


**Rent collected as proportion of
rent owed (exc. Arrears b/f)**

£4,394,483 rent due
£4,172,854 collected



Latest = 2.62%
YTD = 2.62%
Target = 2.40%

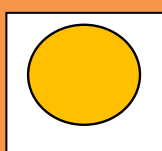


**Rent arrears as % of annual rent
debit**

£52,614,528 annual debit
£1,376,461 arrears



Latest = 0.99%
YTD = 0.99%
Target = 0.89%

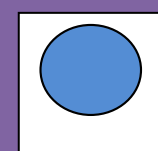


**Former tenant arrears as a % of
the annual debit**

£521,744 arrears



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



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

£53,742,019 rent roll
£72,123 written off



Latest = 100.00%
YTD = 94.00%
Target = 90%



Closed ASB cases resolved

20 closed
20 resolved



Latest = 74.00%
YTD = 74.00%
Target = 76%



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

13,897 tenants
10,284 with information

