



How we are performing

January 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,
Reported to Board and to tenants

The latest performance figure represents the current reporting period.

The target shown is the annual target.

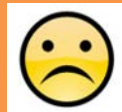
Latest = 34.39 days

YTD = 28.65 days

Target = 25 days

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

1,857 days to let
54 properties



Latest = 1.77%

YTD = 1.96%

Target = 2.20%

Percentage of Void rent loss

£97,013 lost



Latest = 0.73% YTD = 0.73%

Target = 0.90%

Percentage of houses vacant and available to let

Latest = 1.03% YTD = 1.03%

Target = 1.30%

Percentage of houses vacant and unavailable

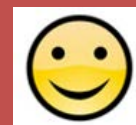
67 Major Works void properties

86 Normal void properties

3 Options appraisal

24 Major Modernisation Work Properties

27 Closed for demolition



Latest = 0.61%

Number of tenancies terminated as a percentage of properties managed

71 terminated
11,708 properties



Latest = 0

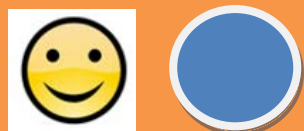
Target = 0

Number of homes without a valid gas certificate

0 properties outstanding
11,079 properties compliant



Latest = 94.52%
YTD = 93.84%
Target = 88.50%



Appointments made as a percentage of appointable repairs

2,575 appointable repairs
2,434 appointments



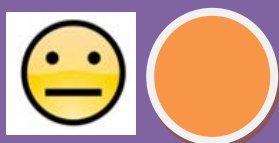
Latest = 99.67%
YTD = 98.85%
Target = 99.60%



Responsive repairs where appointment was made and kept
2,434 made
2,426 kept



Latest = 99.69%
Target = 99.90%



Emergency repairs completed in 24 hours

635 emergencies
633 in target

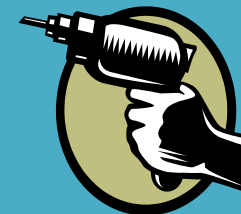


Latest = 96.80%
Target = 99.70%



Urgent repairs completed in 3 and 7 days

562 urgent repairs
544 in target



Latest = 96.57%
Target = 99.00%



Routine repairs completed in target times

2,013 routine repairs
1,944 in target



Latest = 97.23%
YTD = 99.39%
Target = 99.50%

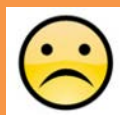


Total repairs completed in target times

3,210 repairs
3,121 in target



Latest = 92.43%
YTD = 96.76%
Target = 97.00%



Repairs completed during first visit

3,210 repairs
2,967 'right first time'



Latest = 98.15%
YTD = 99.57%
Target = 98.00%



Tenants satisfied with most recent repair

108 surveyed
106 satisfied



Latest = 95.49%
YTD = 98.76%
Target = 96.00%



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

£5,369,886 rent due
£5,127,909 collected



Latest = 2.48%
YTD = 2.48%
Target = 4.00%



Rent arrears as % of annual rent debit

£51,626,198 annual debit
£1,277,837 arrears



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



Percentage of fly tipped rubbish collected within 2 days

395 reports
395 collected within target

Latest = 97.50%
YTD = 98.06%
Target = 80.00%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
39 satisfied

Latest = 73.16%
YTD = 73.16%
Target = 76.00%



**Percentage of tenants on who
NPH has all diversity information**
13,477 tenants
9,823 with diversity data

Latest = 98.44%
YTD = 96.15%
Target = 85.00%



**Vulnerable persons
assessments completed within
target**
64 assessments required
63 assessments completed in
target

Latest = 104.89%
YTD = 98.54%
Target = 92.00%



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

£11,050 Rent Due
£11,589 Rent Collected