



How we are performing

May 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.

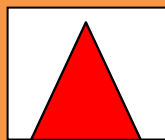
Latest = 30.33 days

YTD = 31.09 days

Target = 27 days

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

2,275 days to let 75 properties



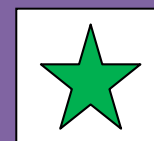
Latest = 2.24%

YTD = 2.31%

Target = 2.55%

Percentage of void rent loss

£100,470 lost



Latest = 1.04% YTD = 1.04%

Target = 1.10%

Percentage of houses vacant and available to let

Latest = 0.96% YTD = 0.96%

Target = 1.00%

Percentage of houses vacant and unavailable

98 Major Works void properties

123 Normal void properties



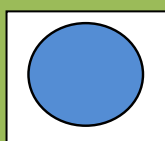
Latest = 0.58%

YTD = 1.11%

Target = 7.99%

Number of tenancies terminated as a percentage of properties managed

69 terminated
11,883 properties



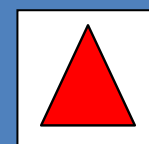
Latest = 99.98%

YTD = 99.98%

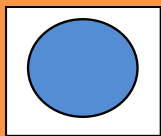
Target = 100%

Percentage of homes with valid gas certificate

2 outstanding
11,133 properties



Latest = 93.97%
YTD = 93.05%
Target = 87.50%



Appointments made as a percentage of appointable repairs

2,272 appointable repairs
2,135 appointments



Latest = 99.77%
YTD = 99.78%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,135 made
2,130 kept



Latest = 100%
Target = 99.90%



Emergency repairs completed in 24 hours

597 emergencies
597 in target

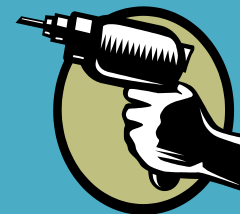


Latest = 99.72%
Target = 99.60%



Urgent repairs completed in 3 and 7 days

359 urgent repairs
358 in target



Latest = 99.79%
Target = 99.00%



Routine repairs completed in target times

1,913 routine repairs
1,909 in target



Latest = 99.83%
YTD = 99.72%
Target = 99.40%

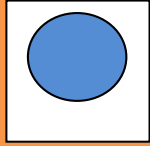


Total repairs completed in target times

2,869 repairs
2,864 in target



Latest = 97.77%
YTD = 98.15%
Target = 96.50%

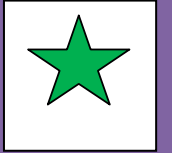


Repairs completed during first visit

2,869 repairs
2,805 'right first time'



Latest = 99.26%
YTD = 98.48%
Target = 97.40%

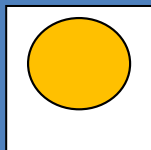


Tenants satisfied with most recent repair

272 surveyed
270 satisfied



Latest = 94.08%
YTD = 95.70%
Target = 99.60%

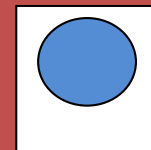


**Rent collected as proportion of
rent owed (exc. Arrears b/f)**

£4,380,003 rent due
£4,120,734 collected



Latest = 2.38%
YTD = 2.38%
Target = 2.40%



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

£52,527,340 annual debit
£1,249,786 arrears



Latest = 1.00%
YTD = 1.00%
Target = 0.89%

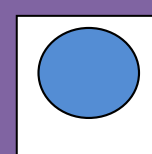


**Former tenant arrears as a % of
the annual debit**

£525,639 arrears



Latest = 0.04%
YTD = 0.04%
Target = 0.57%



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

£53,767,017 rent roll
£24,075 written off



Latest = 92.59%
YTD = 92.59%
Target = 90%

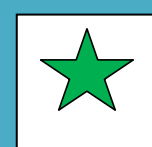


Closed ASB cases resolved

27 closed
25 resolved



Latest = 71.82%
YTD = 71.82%
Target = 76%



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

13,870 tenants
9,961 with information

