



How we are performing

August 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 which is reported to Board and to tenants

The latest performance figure represents the current reporting period.

The target shown is the annual target.

Latest = 29.74 days



YTD = 39.69 days

Target = 28 days

Average days taken to re-let ALL void properties (excluding Management Action)



Latest = 0.68%



YTD = 0.86%

Target = 1.8%

Percentage of void rent loss

£21,877.49 lost



Latest = 0.49%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.10%

Target = 0.95%

Percentage of houses vacant and unavailable to let

- 7 Major Works void properties
- 57 Normal void properties
- 1 Options appraisal
- 1 Major Modernisation Work Property
- 3 Closed for demolition
- 1 New Property



Latest = 0.34%

Number of tenancies terminated as a percentage of properties managed

39 terminated
11,609 properties



Latest = 0



Target 0

Number of homes without a valid gas certificate

0 outstanding
10,911 properties compliant



Latest = 6.34 days
Target = 10.50 days



**Average days to complete
Rehousing assessment for
vulnerable applicants**
53 assessments required
336 days to complete
assessments

Latest = 98.79%
YTD = 98.84%
Target = 93.00%



**Travellers rent collected as a %
of rent due**
£9,100.00 Rent Due
£8,989.67 Rent Collected

Latest = 99.84%
YTD = 98.90%
Target = 99.60%



**Responsive repairs where
appointment was made and
kept**
2,580 made
2,576 kept



Latest = 100.00%
YTD = 98.26%
Target = 98.50%



**Tenants satisfied with most
recent repair**
107 surveyed
107 satisfied



Latest = 98.07%
YTD = 95.46%
Target = 98.00%



**Repairs completed during first
visit**
3,269 repairs
3,206 'right first time'



Latest = 99.88%
YTD = 99.65%
Target = 99.60%



**Total repairs completed in
target times**
3,269 repairs
3,265 in target



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



Percentage of fly tipped rubbish collected within 2 days

271 reports
271 collected within target

Latest = 95%
Target = 90.00%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
38 Satisfied

Latest = 110.01%
YTD = 96.94%
Target = 96.00%



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

£3,200,377 rent due
£3,520,841 collected

Latest = 2.38%
YTD = 2.38%
Target = 2.80%



Current tenant rent arrears as % of annual rent debit

£51,193,219 annual debit
£1,217,311 arrears

