

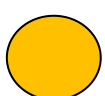






How we are performing

October 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.

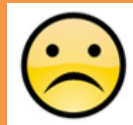
The target shown is the annual target.

Latest = 24.35 days

YTD = 36.39 days

Target = 28 days

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



Latest = 0.78%

YTD = 0.83%

Target = 1.8%

Percentage of void rent loss

£41,628.87 lost



Latest = 0.34%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.47%

Target = 0.95%

Percentage of houses vacant and unavailable to let

- 13 Major Works void properties
- 39 Normal void properties
- 1 Options appraisal
- 37 Major Modernisation Work Property
- 3 Closed for demolition



Latest = 0.48%

Number of tenancies terminated as a percentage of properties managed

59 terminated
11,602 properties



Latest = 0

Target = 0

Number of homes without a valid gas certificate

0 outstanding
10,860 properties compliant



Latest = 7.28 days

YTD = 6.63 days

Target = 10.50 days

Average days to complete

Rehousing assessment for vulnerable applicants

69 assessments required

502 days to complete

assessments



Latest = 96.83%

YTD = 98.12%

Target = 93.00%

Travellers' rent collected as a % of rent due

£11,375.00 Rent Due

£11,014.80 Rent Collected



Latest = 99.82%

YTD = 99.20%

Target = 99.60%

Responsive repairs where appointment was made and kept

2,777 made

2,772 kept



Latest = 99.28%

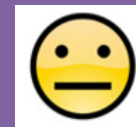
YTD = 98.48%

Target = 98.50%

Tenants satisfied with most recent repair

139 surveyed

138 satisfied



Latest = 98.11%

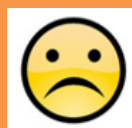
YTD = 96.22%

Target = 98.00%

Repairs completed during first visit

3,432 repairs

3,367 'right first time'



Latest = 99.88%

YTD = 99.72%

Target = 99.60%

Total repairs completed in target times

3,432 repairs

3,428 in target



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



Percentage of fly tipped rubbish collected within 2 days

251 reports
251 collected within target

Latest = 100%
YTD = 98%
Target = 90.00%



Percentage of new tenants satisfied with the Re-housing team

40 Surveyed
40 Satisfied

Latest = 97.26%
YTD = 98.44%
Target = 97.00%



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

£5,318,462 rent due
£5,172,850 collected

Latest = 2.72%
YTD = 2.52%
Target = 2.80%



Current tenant rent arrears as % of annual rent debit

£51,166,200 annual debit
£1,393,896 arrears

