



How we are performing

December 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 = 26.98 days

YTD = 34.49 days

Target = 28 days

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



Latest = 1.03%

YTD = 0.84%

Target = 1.8%

Percentage of void rent loss

£22,093.35 lost



Latest = 0.37%

Target = 0.85%

Percentage of houses vacant and available to let

Latest = 0.46%

Target = 0.95%

Percentage of houses vacant and unavailable to let

- 2 Major works void properties
- 43 Normal void properties
- 1 Options appraisal
- 50 Major modernisation work property



Latest = 0.54%

Number of tenancies terminated as a percentage of properties managed

62 terminated
11,558 properties



Latest = 0

Target = 0

Number of homes without a valid gas certificate

0 outstanding
10,866 properties compliant



Latest = 3.24 days

YTD = 6.33 days

Target = 10.50 days

Average days to complete

Rehousing assessment for vulnerable applicants

62 assessments required

201 days to complete

assessments



Latest = 91.66%

YTD = 96.83%

Target = 93.00%

Travellers' rent collected as a % of rent due

£9,100.00 Rent Due

£8,340.79 Rent Collected



Latest = 100.00%

YTD = 99.36%

Target = 99.60%

Responsive repairs where appointment was made and kept

1,941 made

1,941 kept



Latest = 65.22%

YTD = 97.58%

Target = 98.50%

Tenants satisfied with most recent repair

23 surveyed

15 satisfied



Latest = 97.15%

YTD = 96.51%

Target = 98.00%

Repairs completed during first visit

2,562 repairs

2,489 'right first time'



Latest = 99.92%

YTD = 99.77%

Target = 99.60%

Total repairs completed in target times

2,562 repairs

2,560 in target



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



Percentage of fly tipped rubbish collected within 2 days

215 reports
215 collected within target

Latest = 100%
YTD = 99%
Target = 90.00%



Percentage of new tenants satisfied with the Re-housing team

30 Surveyed
30 Satisfied

Latest = 120.45%
YTD = 99.63%
Target = 97.00%



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

£2,115,795 rent due
£2,548,566 collected

Latest = 2.17%
YTD = 2.17%
Target = 2.80%



Current tenant rent arrears as % of annual rent debit

£51,112,171 annual debit
£1,108,748 arrears

