



Ref	Board KPI	Data Owner	Indicator	Year End 2021/2022	Target 2022/2023	Mar	Qtr 4	April	Monthly Movement	Month end Target?
1		EB	Total Number of Complaints Received	174	N/A	21	55	21	→	
2		EB	Complaints Responded to within Target	94.25%	100%	100%	96.36%	100%	→	
3		MD	No of calls received by Front line teams	56962	N/A	4206	13036	4214	↗	
4		MD	Percentage of Calls answered by Front line teams within timescale	91.32%	95%	93.94%	94.22%	92.41%	↘	
5		MD	% of calls that pass the quality monitoring checks	N/A	90%	New KPI	New KPI	50%	N/A	
6		MD	% of Customer Experience enquiries resolved at first point of contact	N/A	80%	New KPI	New KPI	99%	N/A	
7		NT	Current Rent Arrears	£372,248.41	N/A	£372,248.41	£372,248.41	£400,291.33	↗	
8	Yes	NT	Rent Collected as Proportion of Rent Due	100.32%	100.05%	100.32%	100.32%	99.38%	↘	
9		NT	Former Tenant Arrears Collected	£55,963.13	£2,800	£1,231.44	£9,339.78	£4,624.00	↗	
10		NT	Amount of financial gains secured for customers through the Tenancy Sustainment Team	N/A	£2,000,000	New KPI	New KPI	£91,700	N/A	
11	Yes	SW	Emergency Repairs Completed in Target	99.98%	100%	100%	100.00%	100%	→	
12	Yes	SW	Appointable Repair Jobs Completed in Target	92.28%	90%	90.25%	91.50%	90.86%	↗	
13		SW	Repairs completed at first visit	96.67%	92%	96.30%	96.61%	96.73%	↗	
14		SW	Average Number of Calendar Days taken to complete all Repairs	11	12	11	10	12	↗	
15		SW	Total Number of Jobs Raised	31929	N/A	2894	8296	2405	↘	
16		SW	GCH Cancellations - Repairs Appointments	13	N/A	1	3	2	↗	
17		SW	GCH Cancellations - within 24hrs of appointment	4	N/A	0	0	0	→	
18	Yes	SW	% of Tenants satisfied with repair service (transactional)	87.60%	90%	86.30%	87%	90.50%	↗	
19	Yes	SW	Gas Services Completed within Target (by anniversary date)	99.98%	100.00%	99.98%	99.99%	100%	↗	
20	Yes	SW	Properties with a valid Gas Safety certified at period end	100.00%	100.00%	100%	100.00%	100%	→	
21		BH	No of Voids	246	N/A	18	56	20	↗	
22	Yes	BH	Avg. Time to Re-let Void Properties	43.8	28	28	27	26	↘	
23		NB	All current ASB cases	75	N/A	75	75	113	↗	
24		NB	ASB New cases Opened (Minor and Major)	342	N/A	41	108	33	↘	
25		NB	% of ASB cases closed as resolved	N/A	79%	New KPI	New KPI	No data	N/A	
26		NB	Number of reported domestic abuse incidents	N/A	N/A	New KPI	New KPI	1	N/A	
27	Yes	BH	% Tenancies sustained in the first 12 months	98.88%	94%	100%	100%	100%	→	
28		BH	Number of evictions	0	N/A	0	0	0	→	

