

| No | KPI | Reporting Frequency | 23/24 Target | Apr-23 | May-23 | Status | Periodic Change Apr - May |
|---|--|---------------------|--------------|-------------|-------------|--------|---------------------------|
| Deliver valued services that meet our Customers' needs and expectations | | | | | | | |
| Great customer experience | | | | | | | |
| 1 | % Customer complaints resolved at Stage 1 of complaint process | Quarterly | 91% | 75.00% | 71.43% | | |
| 2 | % Satisfied with Repairs Service (Transactional) | Quarterly | 90% | 77.30% | 88.00% | | |
| 3 | % Tenancies sustained in the first 12 months | Quarterly | 96% | 100% | 100% | | |
| 4 | Rent Collected | Quarterly | 99.60% | 96.03% | 99.37% | | |
| 5 | Total Number of Complaints Received | Monthly | N/A | 20 | 15 | | |
| 6 | Complaints Responded to within Target | Monthly | 100% | 95.00% | 100.00% | | |
| 7 | Total Number of contact communications received by Customer Experience Team | Monthly | N/A | 9444 | 9610 | | |
| 8 | Percentage of Calls answered by Front line teams | Monthly | 95% | 98% | 99% | | |
| 9 | Average call wait time | Monthly | N/A | 03:52 | 03:30 | | |
| 10 | Average call time | Monthly | N/A | 05:50 | 05:43 | | |
| 11 | % of calls that pass the quality monitoring checks | Monthly | 92% | 97% | 98% | | |
| 12 | % of Tenants satisfied with repair service | Monthly | 90% | 77.30% | 88.00% | | |
| 13 | % of Tenants satisfied with condition of home at time of letting | Monthly | 80% | 72.70% | 62.50% | | |
| 14 | % of Tenants satisfied with recent improvements to their home | Monthly | 90% | 83.30% | 71.40% | | |
| 15 | % of Tenants satisfied with the overall quality of their new home | Monthly | 100% | No data | 0.00% | | |
| 16 | % of Tenants satisfied with their home safety check | Monthly | 97% | 100% | 94.60% | | |
| 17 | Amount of financial gains secured for customers through the Tenancy Sustainment Team | Monthly | £1,800,000 | £119,800.00 | £326,000.00 | | |
| Provide safe, decent homes for our customers with all new homes built to high quality design standards | | | | | | | |
| Homes and place to be proud of | | | | | | | |
| 33 | Appointable repair jobs completed in target of 28 days | Quarterly | 90% | 90.35% | 86.83% | | |
| 34 | % of Emergency Repairs Responded to on Time | Quarterly | 100% | 100% | 100% | | |
| 35 | % Repairs completed at first visit | Quarterly | 93% | 92.2% | 95.5% | | |
| 36 | Average number of void days | Quarterly | 28 | 19 | 28 | | |
| 37 | % of properties that had a gas safety check & record completed by anniversary date | Quarterly | 100% | 100% | 100% | | |

| | | | | | | | |
|---|--|-----------|------|-------|-------|--|---|
| 38 | % of properties that had an electrical safety check & record completed by anniversary date | Quarterly | 100% | 100% | 100% | | → |
| 39 | % of homes with EPC Band C rating and above | Quarterly | 55% | 57% | 58.7% | | → |
| 40 | Number of hate crime incidents | Quarterly | N/A | 0 | 1 | | |
| Home Safety Check - Gas and Electric | | | | | | | |
| 41a | Home safety Check due | Quarterly | N/A | 444 | 536 | | |
| 41b | Home safety checks completed within the month | Quarterly | N/A | 444 | 536 | | |
| 41c | Number of Gas Home Safety Checks not completed | Quarterly | 0 | 0 | 0 | | → |
| 41d | Number of Electrical Home Safety Checks not completed | Quarterly | 0 | 0 | 0 | | → |
| Fire Safety | | | | | | | |
| 42a | Percentage of communal areas with Fire Risk Assessments | Quarterly | 100% | 100% | 100% | | → |
| 42b | Percentage of Fire Risk Assessment overdue | Quarterly | 0% | 0% | 0% | | → |
| 42c | Number of recommended remedial actions classed as Priority 1 (High Risk) | Quarterly | N/A | 0 | 0 | | |
| 42d | Number of recommended remedial actions classed as Priority 2 (Medium Risk) | Quarterly | N/A | 0 | 0 | | |
| 42e | Number of recommended remedial actions classed as Priority 3 (Low Risk) | Quarterly | N/A | 10 | 9 | | |
| Asbestos | | | | | | | |
| 43a | Percentage of communal areas surveyed for asbestos | Quarterly | 100% | 100% | 100% | | → |
| 43b | Percentage of communal asbestos surveys overdue for review | Quarterly | 0% | 0% | 0% | | → |
| 43c | Number of recommended remedial actions (removal action) | Quarterly | N/A | 0 | 1 | | |
| Legionella | | | | | | | |
| 44a | Percentage of properties with communal water facilities that have been risk assessed | Quarterly | 100% | 100% | 100% | | → |
| 44b | Percentage of risk assessments overdue for review | 0.00% | 0% | 0% | 0% | | → |
| 44c | Number of recommended remedial actions classed as PCAF (Immediate risk) | Quarterly | N/A | 0 | 0 | | |
| 44d | Number of recommended remedial actions classed as High Risk | Quarterly | N/A | 9 | 3 | | |
| 44e | Number of recommended remedial actions classed as Medium Risk | Quarterly | N/A | 1 | 27 | | |
| Disrepair | | | | | | | |
| 45 | YTD - Number of disrepair claims received | Quarterly | N/A | 4 | 1 | | |
| Periodic Electrical Testing | | | | | | | |
| 46a | Number of properties not surveyed for electrical safety within the last 5 years | Quarterly | 0 | 97 | 88 | | |
| 46b | Percentage of properties surveyed for electrical safety within the last 5 years | Quarterly | 100% | 98% | 98% | | → |
| 46c | Percentage of C1, C2 or C3 actions not completed | Quarterly | 0% | 1.90% | 1.97% | | → |

| Passenger lifts | | | | | | | |
|--|--|-----------|-------|-------|--------|--|--|
| 47a | Percentage of service due completed | Quarterly | 100% | 100% | 100% | | |
| 47b | Number of recommended remedial actions classed as priority 1 (Health and Safety Issue) | Quarterly | N/A | 0 | 0 | | |
| 47c | Number of recommended remedial actions class as a priority 2 (Medium Risk) | Quarterly | N/A | 0 | 0 | | |
| 47d | Number of recommended remedial actions class as a priority 3 (Low Risk) | Quarterly | N/A | 0 | 0 | | |
| 48 | All current ASB cases | Monthly | N/A | 69 | 66 | | |
| 49 | ASB New cases Opened (Minor and Major) | Monthly | N/A | 12 | 26 | | |
| 50 | % of ASB cases closed as resolved | Monthly | 81% | 100% | 95% | | |
| 51 | Number of reported domestic abuse incidents | Monthly | N/A | 8 | 7 | | |
| 52 | Emergency Repairs as percentage of total repairs completed | Monthly | N/A | 29% | 28% | | |
| 53 | No of voids | Monthly | N/A | 31 | 21 | | |
| 54 | Number of evictions - Income | Monthly | N/A | 0 | 0 | | |
| 55 | Number of evictions - Homes and Neighbourhoods | Monthly | N/A | 0 | 0 | | |
| A well governed, efficient and financially strong organisation Employer of choice | | | | | | | |
| 63 | Voluntary staff turnover | Quarterly | 17.5% | 0.00% | 1.80% | | |
| 64 | Percentage working hours lost to sickness | Quarterly | 2.6% | 3.70% | 4% | | |
| 75 | EDI Data Completion | Quarterly | N/A | 72% | 74.30% | | |
| Sustainable, innovative and resilient business | | | | | | | |
| 76 | Rent Loss on Voids | Quarterly | 1.4% | 1.56% | 1.81% | | |
| 77 | Rent arrears as a proportion of total rent due | Quarterly | <2.5% | 1.95% | 1.93% | | |
| 78 | Current Level of Bad Debt Write Off | Quarterly | 3% | 0.72% | 0.40% | | |
| 80 | Former Tenant Arrears as a % of Debit | Monthly | N/A | 1.12% | 1.08% | | |
| 81 | FT Write offs as a % of debit | Monthly | N/A | 0.02% | 0.10% | | |
| 82 | Rechargeable Repairs Write Offs as a % of recharge debt | Monthly | N/A | 1.48% | 1.17% | | |