

| No | KPI | Reporting Frequency | Board | Committee | 23/24 Target | Apr-23 | May-23 | Jun-23 | Qtr 1 | July | Status | Status Change June-July |
|---|--|---------------------|-------|-----------|--------------|-------------|-------------|-------------|-------------|-------------|--------|-------------------------|
| Deliver valued services that meet our Customers' needs and expectations | | | | | | | | | | | | |
| Great customer experience | | | | | | | | | | | | |
| 1 | % Customer complaints resolved at Stage 1 of complaint process | Quarterly | Board | CXC | 91% | 75.00% | 73.33% | 84.21% | 77.78% | 68.42% | | |
| 2 | % Satisfied with Repairs Service (Transactional) | Quarterly | Board | CXC | 90% | 77.30% | 88.00% | 90.60% | 85.30% | 89.40% | | |
| 3 | % Tenancies sustained in the first 12 months | Quarterly | Board | CXC | 96% | 100% | 100% | 100% | 100.00% | 100.00% | | |
| 4 | Rent Collected | Quarterly | Board | CXC | 99.60% | 96.03% | 99.37% | 99.82% | 99.82% | 104.12% | | |
| 5 | Total Number of Complaints Received | Monthly | | CXC | N/A | 20 | 15 | 19 | 54 | 19 | | |
| 6 | Complaints Responded to within Target | Monthly | | CXC | 100% | 95.00% | 100.00% | 100.00% | 98.15% | 94.74% | | |
| 7 | Total Number of contact communications received by Customer Experience Team | Monthly | | CXC | N/A | 9444 | 9610 | 10799 | 29853 | 12248 | | |
| 8 | Percentage of Calls answered by Front line teams | Monthly | | CXC | 95% | 98% | 99% | 95% | 97% | 98% | | |
| 9 | Average call wait time | Monthly | | CXC | N/A | 03:52 | 03:30 | 03:48 | 03:43 | 04:05 | | |
| 10 | Average call time | Monthly | | CXC | N/A | 05:50 | 05:43 | 05:12 | 05:35 | 05:20 | | |
| 11 | % of calls that pass the quality monitoring checks | Monthly | | CXC | 92% | 97% | 98% | 95% | 96.67% | 98% | | |
| 12 | % of Tenants satisfied with repair service | Monthly | | CXC | 90% | 77.30% | 88.00% | 90.60% | 85.30% | 89.40% | | |
| 13 | % of Tenants satisfied with condition of home at time of letting | Monthly | | CXC/HCC | 80% | 72.70% | 62.50% | 55.60% | 63.60% | 53.80% | | |
| 14 | % of Tenants satisfied with recent improvements to their home | Monthly | | CXC/HCC | 90% | 83.30% | 71.40% | No data | 77.40% | 71.40% | | |
| 15 | % of Tenants satisfied with the overall quality of their new home | Monthly | | CXC/HCC | 100% | No data | 0.00% | 0.00% | 0.00% | No data | | |
| 16 | % of Tenants satisfied with their home safety check | Monthly | | CXC/HCC | 97% | 100% | 94.60% | 94.70% | 96.40% | 97.10% | | |
| 17 | Amount of financial gains secured for customers through the Tenancy Sustainment Team | Monthly | | CXC | £1,800,000 | £119,800.00 | £163,000.00 | £136,724.00 | £419,524.00 | £141,936.06 | | |
| 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 | Quarterly | Board | CXC | 90% | 94.29% | 89.73% | 93.35% | 92.43% | 87.44% | | |
| 34 | % of Emergency Repairs Responded to on Time | Quarterly | Board | CXC | 100% | 100% | 100% | 100% | 100% | 100% | | |
| 35 | % Repairs completed at first visit | Quarterly | Board | CXC | 93% | 92.2% | 95.5% | 96.10% | 94.65% | 96.69% | | |
| 36 | Average number of void days | Quarterly | Board | HCC | 28 | 19 | 28 | 23 | 23 | 19 | | |
| 37 | % of properties that had a gas safety check & record completed by anniversary date | Quarterly | Board | HCC | 100% | 100% | 100% | 100% | 100% | 100% | | |
| 38 | % of properties that had an electrical safety check & record completed by anniversary date | Quarterly | Board | HCC | 100% | 100% | 100% | 99.96% | 99.99% | 99.98% | | |
| 39 | % of homes with EPC Band C rating and above | Quarterly | Board | HCC | 55% | 57% | 58.7% | 60% | 60% | 60% | | |

| | | | | | | | | | | | | |
|---|--|-----------|-------|-----|------|------|------|------|------|------|--|---|
| 40 | Number of hate crime incidents | Quarterly | Board | CXC | N/A | 0 | 1 | 0 | 1 | 0 | | |
| Home Safety Check - Gas and Electric | | | | | | | | | | | | |
| 41a | Home safety Check due | Quarterly | Board | HCC | N/A | 444 | 536 | 450 | 1430 | 441 | | |
| 41b | Home safety checks completed within the month | Quarterly | Board | HCC | N/A | 444 | 536 | 450 | 1430 | 441 | | |
| 41c | Number of Gas Home Safety Checks not completed | Quarterly | Board | HCC | 0 | 0 | 0 | 0 | 0 | 0 | | ➡ |
| 41d | Number of Electrical Home Safety Checks not completed | Quarterly | Board | HCC | 0 | 0 | 0 | 0 | 0 | 0 | | ➡ |
| Fire Safety | | | | | | | | | | | | |
| 42a | Percentage of communal areas with Fire Risk Assessments | Quarterly | Board | HCC | 100% | 100% | 100% | 100% | 100% | 100% | | ➡ |
| 42b | Percentage of Fire Risk Assessment overdue | Quarterly | Board | HCC | 0% | 0% | 0% | 0% | 0% | 0% | | ➡ |
| 42c | Number of recommended remedial actions classed as Priority 1 (High Risk) | Quarterly | Board | HCC | N/A | 0 | 0 | 0 | 0 | 0 | | |
| 42d | Number of recommended remedial actions classed as Priority 2 (Medium Risk) | Quarterly | Board | HCC | N/A | 0 | 0 | 0 | 0 | 2 | | |
| 42e | Number of recommended remedial actions classed as Priority 3 (Low Risk) | Quarterly | Board | HCC | N/A | 10 | 9 | 8 | 27 | 11 | | |
| 42f | Number of outstanding remedials | Quarterly | | | N/A | | | | 8 | 7 | | |
| Asbestos | | | | | | | | | | | | |
| 43a | Percentage of communal areas surveyed for asbestos | Quarterly | Board | HCC | 100% | 100% | 100% | 100% | 100% | 100% | | ➡ |
| 43b | Percentage of communal asbestos surveys overdue for review | Quarterly | Board | HCC | 0% | 0% | 0% | 0% | 100% | 0% | | ➡ |
| 43c | Number of recommended remedial actions (removal action) | Quarterly | Board | HCC | N/A | 0 | 1 | 1 | 2 | 1 | | |
| 43d | Number of outstanding remedials | Quarterly | | | N/A | | | | 1 | 1 | | |
| Legionella | | | | | | | | | | | | |
| 44a | Percentage of properties with communal water facilities that have been risk assessed | Quarterly | Board | HCC | 100% | 100% | 100% | 100% | 100% | 100% | | ➡ |
| 44b | Percentage of risk assessments overdue for review | 0.00% | Board | HCC | 0% | 0% | 0% | 0% | 0% | 0% | | ➡ |
| 44c | Number of recommended remedial actions classed as PCAF (Immediate risk) | Quarterly | Board | HCC | N/A | 0 | 0 | 3 | 3 | 0 | | |
| 44d | Number of recommended remedial actions classed as High Risk | Quarterly | Board | HCC | N/A | 9 | 3 | 13 | 25 | 0 | | |
| 44e | Number of recommended remedial actions classed as Medium Risk | Quarterly | Board | HCC | N/A | 1 | 27 | 33 | 61 | 1 | | |
| 44f | Number of outstanding remedials | Quarterly | | | N/A | | | | 0 | 0 | | |
| Disrepair | | | | | | | | | | | | |
| 45 | YTD - Number of disrepair claims received | Quarterly | Board | HCC | N/A | 4 | 1 | 2 | 7 | 2 | | |
| Periodic Electrical Testing | | | | | | | | | | | | |
| 46a | Number of properties not surveyed for electrical safety within the last 5 years | Quarterly | Board | HCC | 0 | 97 | 88 | 90 | 275 | 90 | | |

| | | | | | | | | | | | | |
|---|--|-----------|-------|-----|-------|-------|--------|--------|--------|--------|--|--|
| 46b | Percentage of properties surveyed for electrical safety within the last 5 years | Quarterly | Board | HCC | 100% | 98% | 98% | 98% | 98% | 98% | | |
| 46c | Percentage of C1, C2 or C3 actions not completed | Quarterly | Board | HCC | 0% | 1.90% | 1.97% | 2.38% | 2.38% | 3.20% | | |
| Passenger lifts | | | | | | | | | | | | |
| 47a | Percentage of service due completed | Quarterly | Board | HCC | 100% | 100% | 100% | 100% | 0 | 100% | | |
| 47b | Number of recommended remedial actions classed as priority 1 (Health and Safety Issue) | Quarterly | Board | HCC | N/A | 0 | 0 | 0 | 0 | 0 | | |
| 47c | Number of recommended remedial actions class as a priority 2 (Medium Risk) | Quarterly | Board | HCC | N/A | 0 | 0 | 0 | 0 | 0 | | |
| 47d | Number of recommended remedial actions class as a priority 3 (Low Risk) | Quarterly | Board | HCC | N/A | 0 | 0 | 0 | 0 | 0 | | |
| 48 | All current ASB cases | Monthly | | CXC | N/A | 69 | 66 | 75 | 75 | 42 | | |
| 49 | ASB New cases Opened (Minor and Major) | Monthly | | CXC | N/A | 12 | 26 | 21 | 59 | 17 | | |
| 50 | % of ASB cases closed as resolved | Monthly | | CXC | 81% | 100% | 95% | 100% | 100% | 100% | | |
| 51 | Number of reported domestic abuse incidents | Monthly | | CXC | N/A | 8 | 7 | 17 | 32 | 11 | | |
| 52 | Emergency Repairs as percentage of total repairs completed | Monthly | | HCC | N/A | 29% | 28% | 30% | 29% | 34% | | |
| 53 | No of voids | Monthly | | HCC | N/A | 31 | 21 | 26 | 78 | 30 | | |
| 54 | Number of evictions - Income | Monthly | | CXC | N/A | 0 | 0 | 2 | 2 | 0 | | |
| 55 | Number of evictions - Homes and Neighbourhoods | Monthly | | CXC | N/A | 0 | 0 | 0 | 0 | 0 | | |
| A well governed, efficient and financially strong organisation | | | | | | | | | | | | |
| Employer of choice | | | | | | | | | | | | |
| 63 | Voluntary staff turnover | Quarterly | Board | CCC | 17.5% | 0.00% | 1.80% | 0.60% | 2.40% | 1.20% | | |
| 64 | Percentage working hours lost to sickness | Quarterly | Board | CCC | 2.6% | 3.70% | 4% | 2.80% | 3.46% | 3.10% | | |
| 75 | EDI Data Completion | Quarterly | | CCC | N/A | 72% | 74.30% | 74.30% | 74.30% | 75.40% | | |
| Sustainable, innovative and resilient business | | | | | | | | | | | | |
| 76 | Rent Loss on Voids | Quarterly | Board | CXC | 1.4% | 1.56% | 1.81% | 0.82% | 1.27% | 1.18% | | |
| 77 | Rent arrears as a proportion of total rent due | Quarterly | Board | CXC | <2.5% | 1.95% | 1.93% | 2.10% | 2.10% | 1.98% | | |
| 78 | Current Level of Bad Debt Write Off | Quarterly | Board | CXC | 3% | 0.72% | 0.40% | 0.22% | 0.22% | 0.90% | | |
| 80 | Former Tenant Arrears as a % of Debit | Monthly | | CXC | N/A | 1.12% | 1.08% | 1.15% | 1.15% | 1.06% | | |
| 81 | FT Write offs as a % of debit | Monthly | | CXC | N/A | 0.02% | 0.10% | 0.06% | 0.06% | 0.15% | | |
| 82 | Rechargeable Repairs Write Offs as a % of recharge debt | Monthly | | CXC | N/A | 1.48% | 1.17% | 3.69% | 3.69% | 0.71% | | |