No	KPI	23/24 Target	Apr-23	May-23	Jun-23	Status	Periodic Change May - June
Deliver v	alued services that meet our Customers needs and expectations % Customer complaints resolved at Stage 1 of complaint process	91%	75.00%	71.43%	84.21%	•	
2	% Satisfied with Repairs Service (Transactional)	90%	77.30%	88.00%	90.60%		
3	% Tenancies sustained in the first 12 months	96%	100%	100%	100%		
4	Rent Collected	99.60%	96.03%	99.37%	99.82%)	
5	Total Number of Complaints Received	N/A	20	15	19		
6	Complaints Responded to within Target	100%	95.00%	100.00%	100%	0	\rightarrow
7	Total Number of contact communications received by Customer Experience Team	N/A	9444	9610	10799		
8	Percentage of Calls answered by Front line teams	95%	98%	99%	98%	9	\longrightarrow
9	Average call wait time	N/A	03:52	03:30	03:48		
10	Average call time	N/A	05:50	05:43	05:12		
11	% of calls that pass the quality monitoring checks	92%	97%	98%	95%	٢	\rightarrow
12	% of Tenants satisfied with repair service	90%	77.30%	88.00%	90.60%	۲	
13	% of Tenants satisfied with condition of home at time of letting	80%	72.70%	62.50%	55.60%	•	
14	% of Tenants satisfied with recent improvements to their home	90%	83.30%	71.40%	No data		
15	% of Tenants satisfied with the overall quality of their new home	100%	No data	0%	0%	0	
16	% of Tenants satisfied with their home safety check	97%	100%	94.60%	94.70%	:1	
17	Amount of financial gains secured for customers through the Tenancy Sustainment Team	£1,800,000	£119,800.00	£163,000.00	£136,724.00		
	safe, decent homes for our cutomers with all new homes built to high quality design standards	00%	04.20%	80.72%	02.25%		
33	Appointable repair jobs completed in target of 28 days	90%	94.29%	89.73%	93.35%		
34	% of Emergency Repairs Responded to on Time	100%	100%	100%	100%		
35	% Repairs completed at first visit	93%	92.2%	95.5%	96.10%		
36	Average number of void days	28	19	28	23		
37	% of properties that had a gas safety check & record completed by anniversary date	100%	100%	100%	100%		
38	% of properties that had an electrical safety check & record completed by anniversary date	100%	100%	100%	99.96%	9	
39	% of homes with EPC Band C rating and above	55%	57%	58.7%	60%	9	
40	Number of hate crime incidents	N/A	0	1	0		
	ety Check - Gas and Electric						
41a	Home safety Check due	N/A	444	536	450		
41b	Home safety checks completed within the month	N/A	444	536	450		
41c	Number of Gas Home Safety Checks not completed	0	0	0	0		
	Number of Electrical Home Safety Checks not completed	0	0	0	0	0	
Fire Safet							
42a	Percentage of communal areas with Fire Risk Assessments	100%	100%	100%	100%		

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Image: And the stream of the stand stand stream is being i gaune at and the stream of the stream is and the stream of the stream is and the stream is and the stream is and the stream is and the stream is and the stream is and the stream is and the stream is and the stream is and the stream is and	42c	Number of recommended remedial actions classed as Priority 1 (High Risk)	N/A	0	0	0		
And any other of control of the second of	42d	Number of recommended remedial actions classed as Priority 2 (Medium Risk)	N/A	0	0	0		
InterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterpretationInterp	42e	Number of recommended remedial actions classed as Priority 3 (Low Risk)	N/A	10	9	8		
Image 19 19 19 19 19Image 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 19 <b< td=""><td>Asbestos</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></b<>	Asbestos							
And and and an analysis of a second and a second	43a	Percentage of communal areas surveyed for asbestos	100%	100%	100%	100%	(\longrightarrow
Image: Problem intermediation of the section of a sectin of a section of a section of a secti	43b	Percentage of communal asbestos surveys overdue for review	0%	0%	0%	0%	6	
AddProceedings of properties with continual water fulfices that have been risk measured100%100%100%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00%00	43c	Number of recommended remedial actions (removal action)	N/A	0	1	1		
AdvProtecting of the absence for reaseOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOO <td>Legionella</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Legionella							
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Image: A start of recommended remedial actions datact in Figh Ria.Image: A startImage: A start	44b	Percentage of risk assessments overdue for review	0%	0%	0%	0%	0	
And the ord proceeding encoded actions classed actions makedNote the ord proceeding encoded actions actions action action proceding encoded actions action proceding encoded action encoded encoded a	44c	Number of recommended remedial actions classed as PCAF (Immediate risk)	N/A	0	0	3		
Label problemLabel	44d	Number of recommended remedial actions classed as High Risk	N/A	9	3	13		
41 VTo humber of divergent claims second N/A 4 1 2 1 Processes 0 97 88 90 1 460 Recentage of grogenties instrumped for electrical safety within the last 5 years 0 97 88 90 0 0 460 Percentage of Grogenties instrumped for electrical safety within the last 5 years 0 97 88 90 0 0 461 Percentage of Grogenties instrumped for electrical safety within the last 5 years 100% 100% 0.96% 0.96% 0.96% 0.96% 0.96% 0.96% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 <	44e	Number of recommended remedial actions classed as Medium Risk	N/A	1	27	33		
41 VTo humber of divergent claims second N/A 4 1 2 1 Processes 0 97 88 90 1 460 Recentage of grogenties instrumped for electrical safety within the last 5 years 0 97 88 90 0 0 460 Percentage of Grogenties instrumped for electrical safety within the last 5 years 0 97 88 90 0 0 461 Percentage of Grogenties instrumped for electrical safety within the last 5 years 100% 100% 0.96% 0.96% 0.96% 0.96% 0.96% 0.96% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 <	Disrepair		I	I	<u> </u>	I		
46a Number of properties not surveyed for electrical safety within the last 5 years 0 97 88 90 1 46b Percentage of properties surveyed for electrical safety within the last 5 years 100% 99% 99% 39% 39% 100% 1.07% 2.38% 100% 1.07% 2.38% 100% 1.07% 2.38% 100% 1.07% 2.38% 100% 1.07% 2.38% 100% 1.07% 2.38% 100% 1.07% 2.38% 100% 1.07% 2.38% 100% 1.07% 2.38% 100% 1.07% 2.38% 100% 1.07% 2.38% 100% 1.07% 2.38% 100% 1.07% 1.07% 1.08% 100% 1.07% 1.08% 100% 1.07% 1.00% 100% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00% 1.00%		YTD - Number of disrepair claims received	N/A	4	1	2		
46a Number of properties not surveyed for electrical safety within the last 5 years 0 97 88 90 1 46a Percentage of properties not surveyed for electrical safety within the last 5 years 100% 98% 99% 58% 0 1 46a Percentage of properties not completed 0% 1.50% 1.57% 2.38% 0 1 46a Percentage of the completed 0% 1.50% 1.57% 2.38% 0 1 47a Percentage of tende due completed 100% 100% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 <td>Periodic E</td> <td>lectrical Testing</td> <td></td> <td>1</td> <td>I</td> <td>I</td> <td></td> <td></td>	Periodic E	lectrical Testing		1	I	I		
Action			0	97	88	90		
Passenge/ Participant and partipant and participant and partipant and participant and	46b	Percentage of properties surveyed for electrical safety within the last 5 years	100%	98%	98%	98%	0	\rightarrow
47a recentage of service due completed 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% </td <td>46c</td> <td>Percentage of C1, C2 or C3 actions not completed</td> <td>0%</td> <td>1.90%</td> <td>1.97%</td> <td>2.38%</td> <td>0</td> <td></td>	46c	Percentage of C1, C2 or C3 actions not completed	0%	1.90%	1.97%	2.38%	0	
47a recentage of service due completed 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% </td <td>Passenger</td> <td>lifts</td> <td></td> <td></td> <td><u>I</u></td> <td></td> <td></td> <td></td>	Passenger	lifts			<u>I</u>			
And And <td></td> <td></td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>٢</td> <td></td>			100%	100%	100%	100%	٢	
And And <td>47b</td> <td>Number of recommended remedial actions classed as priority 1 (Health and Safety Issue)</td> <td>N/A</td> <td>0</td> <td>0</td> <td>0</td> <td></td> <td></td>	47b	Number of recommended remedial actions classed as priority 1 (Health and Safety Issue)	N/A	0	0	0		
Add 48All current ASB casesN/A696675Image: Constraint of the con	47c	Number of recommended remedial actions class as a priority 2 (Medium Risk)	N/A	0	0	0		
Image: Note of the set of th	47d	Number of recommended remedial actions class as a priority 3 (Low Risk)	N/A	0	0	0		
A constraint of the bound of	48	All current ASB cases	N/A	69	66	75		
And output of reported domestic abuse incidentsNumber of Reported domestic abuse incidents <t< td=""><td>49</td><td>ASB New cases Opened (Minor and Major)</td><td>N/A</td><td>12</td><td>26</td><td>21</td><td></td><td></td></t<>	49	ASB New cases Opened (Minor and Major)	N/A	12	26	21		
IndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndexIndex	50	% of ASB cases closed as resolved	81%	100%	95%	100%	٢	
A well governeed, efficient and financially strong organisation17.5%0.00%1.80%0.60%064Percentage working hours lost to sickness2.6%3.70%4%2.80%00	51	Number of reported domestic abuse incidents	N/A	8	7	17		
Image: A state of the state	52	Emergency Repairs as percentage of total repairs completed	N/A	29%	28%	30%		
Image: Constraint of the second sec	53	No of voids	N/A	31	21	26		
A well governed, efficient and financially strong organisation 17.5% 0.00% 1.80% 0.60% (a) 63 Voluntary staff turnover 17.5% 0.00% 1.80% 0.60% (a) 64 Percentage working hours lost to sickness 2.6% 3.70% 4% 2.80% (a)	54	Number of evictions - Income	N/A	0	0	2		
63 Voluntary staff turnover 17.5% 0.00% 1.80% 0.60% 1 64 Percentage working hours lost to sickness 2.6% 3.70% 4% 2.80% 1			N/A	0	0	0		
			17.5%	0.00%	1.80%	0.60%		
	64	Percentage working hours lost to sickness	2.6%	3.70%	4%	2.80%		
Sustainable, innovative and resilient business	Sustaina	ble, innovative and resilient business		•				
76 Rent Loss on Voids 1.4% 1.56% 1.81% 0.82% Image: Comparison of the second sec	76	Rent Loss on Voids	1.4%	1.56%	1.81%	0.82%	٢	

77	Rent arrears as a proportion of total rent due	<2.5%	1.95%	1.93%	2.10%	•	
78	Current Level of Bad Debt Write Off	3%	0.72%	0.40%	0.22%	9	\rightarrow
80	Former Tenant Arrears as a % of Debit	N/A	1.12%	1.08%	1.15%		
81	FT Write offs as a % of debit	N/A	0.02%	0.10%	0.06%		
82	Rechargeable Repairs Write Offs as a % of recharge debt	N/A	1.48%	1.17%	3.69%		