





No	KPI	23/24 Target	Apr-23	May-23	Jun-23	Status	Periodic Change May - June
Deliver valued services that meet our Customers needs and expectations							
1	% 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%		
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	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%		
12	% of Tenants satisfied with repair service	90%	77.30%	88.00%	90.60%		
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%		
16	% of Tenants satisfied with their home safety check	97%	100%	94.60%	94.70%		
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		
Provide safe, decent homes for our customers with all new homes built to high quality design standards							
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%		
39	% of homes with EPC Band C rating and above	55%	57%	58.7%	60%		
40	Number of hate crime incidents	N/A	0	1	0		
Home Safety 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		
41d	Number of Electrical Home Safety Checks not completed	0	0	0	0		
Fire Safety							
42a	Percentage of communal areas with Fire Risk Assessments	100%	100%	100%	100%		

42b	Percentage of Fire Risk Assessment overdue	0%	0%	0%	0%		
42c	Number of recommended remedial actions classed as Priority 1 (High Risk)	N/A	0	0	0		
42d	Number of recommended remedial actions classed as Priority 2 (Medium Risk)	N/A	0	0	0		
42e	Number of recommended remedial actions classed as Priority 3 (Low Risk)	N/A	10	9	8		
Asbestos							
43a	Percentage of communal areas surveyed for asbestos	100%	100%	100%	100%		
43b	Percentage of communal asbestos surveys overdue for review	0%	0%	0%	0%		
43c	Number of recommended remedial actions (removal action)	N/A	0	1	1		
Legionella							
44a	Percentage of properties with communal water facilities that have been risk assessed	100%	100%	100%	100%		
44b	Percentage of risk assessments overdue for review	0%	0%	0%	0%		
44c	Number of recommended remedial actions classed as PCAF (Immediate risk)	N/A	0	0	3		
44d	Number of recommended remedial actions classed as High Risk	N/A	9	3	13		
44e	Number of recommended remedial actions classed as Medium Risk	N/A	1	27	33		
Disrepair							
45	YTD - Number of disrepair claims received	N/A	4	1	2		
Periodic Electrical Testing							
46a	Number of properties not surveyed for electrical safety within the last 5 years	0	97	88	90		
46b	Percentage of properties surveyed for electrical safety within the last 5 years	100%	98%	98%	98%		
46c	Percentage of C1, C2 or C3 actions not completed	0%	1.90%	1.97%	2.38%		
Passenger lifts							
47a	Percentage of service due completed	100%	100%	100%	100%		
47b	Number of recommended remedial actions classed as priority 1 (Health and Safety Issue)	N/A	0	0	0		
47c	Number of recommended remedial actions class as a priority 2 (Medium Risk)	N/A	0	0	0		
47d	Number of recommended remedial actions class as a priority 3 (Low Risk)	N/A	0	0	0		
48	All current ASB cases	N/A	69	66	75		
49	ASB New cases Opened (Minor and Major)	N/A	12	26	21		
50	% of ASB cases closed as resolved	81%	100%	95%	100%		
51	Number of reported domestic abuse incidents	N/A	8	7	17		
52	Emergency Repairs as percentage of total repairs completed	N/A	29%	28%	30%		
53	No of voids	N/A	31	21	26		
54	Number of evictions - Income	N/A	0	0	2		
55	Number of evictions - Homes and Neighbourhoods	N/A	0	0	0		
A well governed, efficient and financially strong organisation							
63	Voluntary staff turnover	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							
76	Rent Loss on Voids	1.4%	1.56%	1.81%	0.82%		

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%		
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%		