

No	KPI	23/24 Target	Apr-23	May-23	Jun-23	Qtr 1	July	Aug	Sept	Qtr 2	Oct	Status	Status Change Sept - Oct
<b>Deliver valued services that meet our Customers' needs and expectations</b>													
1	% Customer complaints resolved at Stage 1 of complaint process	91%	75.00%	73.33%	84.21%	77.78%	68.42%	90.9%	76.9%	76.74%	88.2%	🟡	↗️
2	% Satisfied with Repairs Service (Transactional)	90%	77.30%	88.00%	90.60%	85.30%	89.40%	83.00%	92.90%	88.40%	81.98%	🔴	↘️
3	% Tenancies sustained in the first 12 months	96%	100%	100%	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	😊	➡️
4	Rent Collected	99.60%	96.03%	99.37%	99.82%	99.82%	104.12%	99.27%	98.50%	98.50%	99.36%	🟡	➡️
5	Total Number of Complaints Received	N/A	20	15	19	54	19	11	13	43	17		
6	Complaints Responded to within Target	100%	95.00%	100.00%	100.00%	98.15%	94.74%	100.00%	100.00%	98.50%	100.00%	😊	➡️
7	Total Number of contact communications received by Customer Experience Team	N/A	9444	9610	10799	29853	12248	12036	11639	35923	10771		
8	Percentage of Calls answered by Front line teams	95%	98%	99%	95%	97%	98%	97.78%	97.68%	97%	97.13%	😊	➡️
9	Average call wait time	N/A	03:52	03:30	03:48	03:43	04:05	03:56	04:14	04:05	03:51		
10	Average call time	N/A	05:50	05:43	05:12	05:35	05:20	04:05	06:02	05:09	05:52		
11	% of calls that pass the quality monitoring checks	92%	97%	98%	95%	96.67%	98%	97%	95%	96.67%	94%	😊	➡️
12	% of Tenants satisfied with repair service	90%	77.30%	88.00%	90.60%	85.30%	89.40%	83.00%	92.90%	88.40%	81.89%	🔴	↘️
13	% of Tenants satisfied with condition of home at time of letting	80%	72.70%	62.50%	55.60%	63.60%	53.80%	54.50%	73.70%	60.70%	100.00%	😊	↗️
14	% of Tenants satisfied with recent improvements to their home	90%	83.30%	71.40%	No data	77.40%	71.40%	100.00%	100.00%	90.50%	100.00%	😊	➡️
15	% of Tenants satisfied with the overall quality of their new home	100%	No data	0.00%	0.00%	0.00%	No data	No data	No data	No data	No data		
16	% of Tenants satisfied with their home safety check	97%	100%	94.60%	94.70%	96.40%	97.10%	94.30%	93.30%	94.90%	95.38%	🟡	➡️
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	£419,524.00	£141,936.06	£171,503.82	£187,128.10	£500,567.98	£216,240.31		
<b>Provide safe, decent homes for our customers with all new homes built to high quality design standards</b>													
33	Appointable repair jobs completed in target	90%	94.29%	89.73%	93.35%	92.43%	87.44%	89.04%	88.06%	88.44%	91.67%	😊	↗️
34	% of Emergency Repairs Responded to on Time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	😊	➡️
35	% Repairs completed at first visit	93%	92.2%	95.5%	96.10%	94.65%	96.69%	97.55%	97.25%	97.16%	97.20%	😊	➡️
36	Average number of void days	28	19	28	23	23	19	32	34	28	39	🔴	➡️
37	% of properties that had a gas safety check & record completed by anniversary date	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	😊	➡️
38	% of properties that had an electrical safety check & record completed by anniversary date	100%	100%	100%	99.96%	99.99%	99.98%	99.98%	99.96%	99.96%	99.98%	🔴	➡️
39	% of homes with EPC Band C rating and above	55%	57%	58.7%	60%	60%	60%	62%	62%	62%	63%	😊	➡️
40	Number of hate crime incidents	N/A	0	1	0	1	0	0	0	0	1		



46f	Percentage of communal properties surveyed for electrical testing within the last 5 years	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
46g	Number of unsatisfactory properties with remedial actions	0%							9	9	9		
<b>Passenger lifts</b>													
47a	Percentage of monthly services due completed	100%	100%	100%	100%	0	100%	100%	100%	100	100%		➔
	Percentage of LOLER inspections due completed										100%		
47b	Number of recommended remedial actions (monthly and LOLER) classed as priority 1 (Health and Safety Issue)	N/A	0	0	0	0	0	0	0	0	0		
47c	Number of recommended remedial actions (monthly and LOLER) class as a priority 2 (Medium Risk)	N/A	0	0	0	0	0	0	0	0	1		
47d	Number of recommended remedial actions (monthly and LOLER) class as a priority 3 (Low Risk)	N/A	0	0	0	0	0	0	0	0	24		
48	All current ASB cases	N/A	69	66	75	75	42	39	39	39	37		
49	ASB New cases Opened	N/A	12	26	21	59	17	12	17	46	20		
50	% of ASB cases closed as resolved	81%	100%	95%	100%	100%	100%	100%	100%	100%	100%		➔
51	Number of reported domestic abuse incidents	N/A	8	7	17	32	11	9	13	33	15		
52	Emergency Repairs as percentage of total repairs completed	N/A	29%	28%	30%	29%	34%	37%	35%	36%	33%		
53	No of voids	N/A	31	21	26	78	30	26	19	75	20		
54	Number of evictions - Income	N/A	0	0	2	2	0	2	2	2	0		
55	Number of evictions - Homes and Neighbourhoods	N/A	0	0	0	0	0	0	0	0	0		
<b>A well governed, efficient and financially strong organisation</b>													
63	Voluntary staff turnover	17.5%	0.00%	1.80%	0.60%	2.40%	1.20%	3.60%	1.20%	6.00%	0.00%		
64	Percentage working hours lost to sickness	2.6%	3.70%	4%	2.80%	3.46%	3.10%	2.80%	2.10%	2.67%	3.70%		
75	EDI Data Completion	N/A	72%	74.30%	74.30%	74.30%	75.40%	74.20%	73.50%	73.50%	74.10%		
76	Rent Loss on Voids	1.4%	1.56%	1.81%	0.82%	1.27%	1.18%	1.10%	1.07%	1.14%	1.14%		➔
77	Rent arrears as a proportion of total rent due	<2.5%	1.95%	1.93%	2.10%	2.10%	1.98%	2.02%	2.07%	2.07%	2.02%		➔
78	Current Level of Bad Debt Write Off	3%	0.72%	0.40%	0.22%	0.22%	0.90%	0.72%	1.16%	1.16%	1.00%		➔
80	Former Tenant Arrears as a % of Debit	N/A	1.12%	1.08%	1.15%	1.15%	1.06%	1.06%	1.08%	1.08%	0.91%		
81	FT Write offs as a % of debit	N/A	0.02%	0.10%	0.06%	0.06%	0.15%	0.04%	0.03%	0.03%	0.06%		
82	Rechargeable Repairs Write Offs as a % of recharge debt	N/A	1.48%	1.17%	3.69%	3.69%	0.71%	2.58%	2.97%	2.97%	1.57%		