

No	KPI	Reporting Frequency	23/24 Target	Q4	Q1	July	Aug	Sept	Qtr 2	Status	Status Change Q1 - Q2
Deliver valued services that meet our Customers' needs and expectations											
1	% Customer complaints resolved at Stage 1 of complaint process	Quarterly	91%	76.92%	77.78%	68.42%	90.91%	76.92%	77%		→
2	% Satisfied with Repairs Service (Transactional)	Quarterly	90%	85.20%	85.30%	89.40%	83.00%	92.90%	88%		→
3	% Tenancies sustained in the first 12 months	Quarterly	90%	100%	100%	100%	100%	100%	100%		→
4	Rent Collected	Quarterly	99.60%	104.84%	99.82%	104.12%	99.27%	98.50%	98.50%		→
5	Total Number of Complaints Received	Monthly	N/A	52	54	19	11	13	43		
6	Complaints Responded to within Target	Monthly	100%	96.15%	98.15%	94.74%	100%	100%	97.67%		→
7	Total Number of contact communications received by Customer Experience Team	Monthly	N/A	N/A	29853	12248	12036	11639	35923		
8	Percentage of Calls answered by Front line teams	Monthly	95%	94%	98.34%	98%	98%	98%	97.92%		→
9	Average call wait time	Monthly	N/A	02:50	03:43	04:05	03:56	04:14	04:05		
10	Average call time	Monthly	N/A	05:27	05:35	05:20	04:05	06:02	05:09		
11	% of calls that pass the quality monitoring checks	Monthly	92%	90.17%	96.67%	98%	97%	95%	96.67%		→
12	% of Tenants satisfied with repair service	Monthly	90%	85.20%	85.30%	89.40%	83.00%	92.90%	88.40%		→
13	% of Tenants satisfied with condition of home at time of letting	Monthly	80%	79.40%	63.60%	53.80%	54.50%	73.70%	60.70%		→
14	% of Tenants satisfied with recent improvements to their home	Monthly	90%	78.20%	77.40%	71.40%	100%	100%	90.50%		↗
15	% of Tenants satisfied with the overall quality of their new home	Monthly	100%	100%	0%	No data	No data	No data	No data		
16	% of Tenants satisfied with their home safety check	Monthly	97%	94%	96.40%	97%	94.30%	93.30%	94.90%		→
17	Amount of financial gains secured for customers through the Tenancy Sustainment Team	Monthly	£1,800,000	£455,800.00	£419,534.00	£141,936.06	£171,503.82	£187,128.10	£500,567.98		
18	Overall Satisfaction	Quarterly	79.30%	75%	71%				73%		→
19	Satisfaction with repairs	Quarterly	84.90%	75%	74%				71%		→
20	Satisfaction with time taken to complete most recent repair	Quarterly	75.80%	68%	70%				71%		→
21	Satisfaction that the home provided is well-maintained	Quarterly	72.00%	65%	68%				75%		↗
22	Satisfaction that the home is safe	Quarterly	82.50%	79%	77%				79%		→
23	Satisfaction that the landlord listens to tenants views and acts upon them	Quarterly	72.00%	63%	58%				58%		→
24	Satisfaction that the landlord keeps tenants informed about things that matter to them	Quarterly	82.30%	73%	74%				72%		→
25	Agreement that the landlord treats tenants fairly and with respect	Quarterly	87.30%	79%	78%				76%		→
26	Satisfaction with the landlord's approach to handling of complaints	Quarterly	55.90%	21%	19%				45%		→
27	Satisfaction that the landlord keeps communal areas clean, safe and well maintained	Quarterly	75.90%	61%	58%				59%		→
28	Satisfaction that the landlord makes a positive contribution to neighbourhoods	Quarterly	69.10%	72%	79%				74%		→
29	Satisfaction with the landlord's approach to the handling of anti-social behaviour	Quarterly	69.00%	66%	58%				69%		↗
30a	Stage 1 Complaints relative to size of the landlord (per 1,000 homes)	Quarterly	N/A	10.9	11.3				10.04		
30b	Stage 2 Complaints relative to size of the landlord (per 1,000 homes)	Quarterly	N/A	1.88	2.5				2.9		
31a	Stage 1 Complaints responded to within Complaint Handling Code Timescales	Quarterly	100%	96.15%	98.15%				97.70%		→
31b	Stage 2 Complaints responded to within Complaint Handling Code Timescales	Quarterly	100%	100%	75.0%				92.9%		→

32	Anti-Social Behaviour cases relative to size of Landlord	Quarterly	N/A	13.6	12.3				9.6		
Provide safe, decent homes for our customers with all new homes built to high quality design standards											
33	Appointable repair jobs completed in target	Quarterly	90%	91.29%	92.43%	87.40%	89.04%	88.80%	88.44%	🟡	➡
34	% of Emergency Repairs Responded to on Time	Quarterly	100%	100.00%	100%	100%	100%	100%	100%	🟢	➡
35	% Repairs completed at first visit	Quarterly	93%	92.12%	94.65%	96.7%	97.5%	97.25%	97%	🟢	➡
36	Average number of void days	Quarterly	28	34	23	19	32	34	28	🟢	➡
37	% of properties that had a gas safety check & record completed by anniversary date	Quarterly	100%	100%	100%	100%	100%	100%	100%	🟢	➡
38	% of properties that had an electrical safety check & record completed by anniversary date	Quarterly	100%	100%	99.98%	99.98%	99.98%	99.96%	99.96%	🔴	➡
39	% of homes with EPC Band C rating and above	Quarterly	55%	56%	60%	60%	62%	62%	62%	🟢	➡
40	Number of hate crime incidents	Quarterly	N/A	2	1	0	0	0	0		
Home Safety Check - Gas and Electric											
41a	Home safety Check due	Quarterly	N/A	1066	1430	441	412	393	1246		
41b	Home safety checks completed within the month	Quarterly	N/A	1066	1430	441	411	392	1244		
41c	Number of Gas Home Safety Checks not completed	Quarterly	0	0	0	0	0	0	0	🟢	➡
41d	Number of Electrical Home Safety Checks not completed	Quarterly	0	0	0	0	1	1	2	🔴	➡
Fire Safety											
42a	Percentage of communal areas with Fire Risk Assessments	Quarterly	100%	100%	100%	100%	100%	100%	100%	🟢	➡
42b	Percentage of Fire Risk Assessment overdue	Quarterly	0%	0%	0%	0%	0%	0%	0%	🟢	➡
42c	Number of recommended remedial actions classed as Priority 1 (High Risk)	Quarterly	N/A	0	0	0	0	0	0		
42d	Number of recommended remedial actions classed as Priority 2 (Medium Risk)	Quarterly	N/A	11	0	2	0	4	6		
42e	Number of recommended remedial actions classed as Priority 3 (Low Risk)	Quarterly	N/A	101	27	11	8	8	27		
42f	Number of outstanding remedials	Quarterly	N/A		8				23		
Asbestos											
43a	Percentage of communal areas surveyed for asbestos	Quarterly	100%	100%	100%	100%	100%	100%	100%	🟢	➡
43b	Percentage of communal asbestos surveys overdue for review	Quarterly	0%	0%	100%	0%	0%	0%	100%	🟢	➡
43c	Number of recommended remedial actions (removal action)	Quarterly	N/A	0	2	1	1	1	3		
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	100%	100%	100%	100%	100%	100%	100%	🟢	➡
44b	Percentage of risk assessments overdue for review	Quarterly	0.00%	0%	0%	0%	0%	0%	0%	🟢	➡
44c	Number of recommended remedial actions classed as PCAF (immediate risk)	Quarterly	N/A	1	3	0	0	0	0		
44d	Number of recommended remedial actions classed as High Risk	Quarterly	N/A	10	25	0	0	7	7		
44e	Number of recommended remedial actions classed as Medium Risk	Quarterly	N/A	1	61	1	1	12	14		
44f	Number of outstanding remedials	Quarterly	N/A		0				0		
Disrepair											
45	YTD - Number of disrepair claims received	Quarterly	N/A	7	7	2	1	2	5		
Periodic Electrical Testing											
46a	Number of properties not surveyed for electrical safety within the last 5 years	Quarterly	0	386	275	90	103	115	308		

46b	Percentage of properties surveyed for electrical safety within the last 5 years	Quarterly	100%	97%	98%	98%	97%	97%	97%		→
46c	Percentage of CL, C2 or C3 actions not completed	Quarterly	0%	1.44%	2.38%	3.20%	1.02%	1.32%	1.32%		→
46d	Number of outstanding remedials	Quarterly	N/A		94				62		
Passenger lifts											
47a	Percentage of service due completed	Quarterly	100%	100%	100%	100%	100%	100%	100%		→
47b	Number of recommended remedial actions classed as priority 1 (Health and Safety Issue)	Quarterly	N/A	0	0	0	0	0	0		
47c	Number of recommended remedial actions class as a priority 2 (Medium Risk)	Quarterly	N/A	0	0	0	0	0	0		
47d	Number of recommended remedial actions class as a priority 3 (Low Risk)	Quarterly	N/A	0	0	0	0	0	0		
47e	Number of outstanding remedials	Quarterly	N/A		0				0		
48	All current ASB cases	Monthly	N/A	63	75	42	39	39	39		
49	ASB New cases Opened (Minor and Major)	Monthly	N/A	65	59	17	12	17	46		
50	% of ASB cases closed as resolved	Monthly	81%	93%	100%	100%	100%	100%	100%		→
51	Number of reported domestic abuse incidents	Monthly	N/A	40	32	11	9	13	33		
52	Emergency Repairs as percentage of total repairs completed	Monthly	N/A	27%	29%	34%	37%	35%	36%		
53	No of voids	Monthly	N/A	57	78	30	26	19	75		
54	Number of ejections - Income	Monthly	N/A	5	2	0	2	2	4		
55	Number of ejections - Homes and Neighbourhoods	Monthly	N/A	N/A	0	0	0	0	0		
57a	Emergency Repairs completed within target timescale	Quarterly	100%	100%	100%				100%		→
57b	Appointable repair jobs completed in target	Quarterly	90%	91.29%	92.43%				88.44%		↘
58	% of homes that have all necessary gas safety checks	Quarterly	100%	100%	100%				100%		→
59	% of homes that have all necessary Fire safety checks	Quarterly	100%	100%	100%				100%		→
60	% of homes that have all necessary asbestos management surveys or reinspections	Quarterly	100%	100%	100%				100%		→
61	% of homes that have had all necessary legionella risk assessments	Quarterly	100%	100%	100%				100%		→
62	% of homes in buildings where communal passenger lifts have had all the necessary safety checks	Quarterly	100%	100%	100%				100%		→
A well governed, efficient and financially strong organisation											
63	Voluntary staff turnover	Quarterly	17.5%	15.34%	2.40%	1.20%	3.60%	1.20%	6.00%		→
64	Percentage working hours lost to sickness	Quarterly	2.6%	N/A	3.46%	3.10%	3%	2.10%	2.67%		→
65	Time to hire	Quarterly	49 days	N/A	20 days				31.6 days		→
66	Employer HES - Riddor Reporting Notifiable Events: Minor & Major	Quarterly	N/A	0	1				2		
76	Rent Loss on Voids	Quarterly	1.4%	2.59%	1.27%	1.18%	1.10%	1.07%	1.14%		→
77	Rent arrears as a proportion of total rent due	Quarterly	<2.5%	1.86%	2.10%	1.98%	2.02%	2.07%	2.07%		→
78	Current Level of Bad Debt Write Off	Quarterly	3%	50%	0.22%	0.90%	0.72%	1.16%	1.16%		→
80	Former Tenant Arrears as a % of Debt	Monthly	N/A	N/A	1.15%	1.06%	1.06%	1.08%	1.08%		
81	FT Write off as a % of debt	Monthly	N/A	N/A	0.06%	0.15%	0.04%	0.03%	0.03%		
82	Rechargeable Repairs Write Off as a % of recharge debt	Monthly	N/A	N/A	3.69%	0.71%	2.58%	2.97%	2.97%		
83	Number of HRSR category 1 breaches	Quarterly	N/A	0	0				0		