	No	крі	Reporting Frequency	23/24 Target	Q4	Q1	July	Aug	Sept	Qtr 2	Status	Status Change Q1 - Q2
Section Comment Comm	Deliver v	alued services that meet our Customers' needs and expectations K. Customer complaints resolved at Stage 1 of complaint process	Quarterly	91%	76.92%	77.78%	68.42%	90.91%	76.92%	77%	•	\rightarrow
Bacteria	2	% Satisfied with Regains Service (Transactional)	Quarterly	90%	85.20%	85.30%	89.40%	83.00%	92.90%	88%	<u></u>	\longrightarrow
Note	3	% Tenancies sustained in the Erst 12 months	Quarterly	96%	100%	100%	100%	100%	100%	100%	\odot	\longrightarrow
Comparison Responsible Standard Stand	4	Rent Collected	Quarterly	99.60%	104.84%	99.82%	104.12%	99.27%	98.50%	98.50%	0	\longrightarrow
Number of control communications recovered by Cultimate Separation Town Manethy Number of Control Contro	5	Total Number of Complaints Received	Monthly	N/A	52	54	19	11	13	43		
Note	6	Complaints Responded to within Target	Monthly	100%	96.15%	98.15%	94.74%	100%	100%	97.67%	<u></u>	\longrightarrow
Name	7	Total Number of contact communications received by Customer Experience Team	Monthly	N/A	N/A	29853	12248	12036	11639	35923		
Manager of at time Manager	8	Percentage of Calls answered by Front line teams	Monthly	95%	94%	98.34%	98%	98%	98%	97.92%		\longrightarrow
13 Nurf hands all the grant Per qualify enclating challs 150 No. 150	9	Average call wait time	Monthly	N/A	02:50	03:43	04:05	03:56	04:14	04:05		
Maneling State Maneling Maneling State Maneling Mane	10	Average call time	Monthly	N/A	05:27	05:35	05:20	04:05	06:02	05:09		
1	11	% of calls that pass the quality monitoring checks	Monthly	92%	90.17%	96.67%	98%	97%	95%	96.67%	<u></u>	\longrightarrow
15 Not Travents unfolde with recording growment to their horse Monthly 100% 100% 100% 00% 174.00% 177.40% 177.40% 100%	12	% of Tenants satisfied with regain service	Monthly	90%	85.20%	85.30%	89.40%	83.00%	92.90%	88.40%	<u>:</u>	\longrightarrow
15 St. of Tennets unfolded with the several quality of their new harms	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%		\longrightarrow
15 NorThewarts satisfied with their home safety check	14	% of Tenants satisfied with recent improvements to their home	Monthly	90%	78.20%	77.40%	71.40%	100%	100%	90.50%	\odot	
12 Anount of Fluoricial gains sourced for customers through the Tensory Sectionness Trains 18	15	% of Tenants satisfied with the overall quality of their new home	Monthly	100%	100%	0%	No data	No data	No data	No data		
Description of the property of	16	% of Tenants satisfied with their home safety check	Monthly	97%	94%	96.40%	97%	94.30%	93.30%	94.90%	<u></u>	\longrightarrow
20 Sentification with repears 21 Sentification with repears 22 Sentification with the table not compilers most recent repear 23 Sentification with the barne positive is well maintained 24 Sentification that the barne positive is well maintained 25 Sentification that the barne positive is well maintained 26 Sentification that the barne positive is well maintained 27 Sentification that the barne positive is well maintained 28 Sentification that the barne positive is well maintained 29 Sentification that the barne positive is well maintained 20 Sentification that the barne positive is well maintained 20 Sentification that the barne positive is well maintained 21 Sentification that the barne positive is well maintained 22 Sentification that the barne positive is well maintained 23 Sentification that the barne positive is well maintained 24 Sentification that the barne positive is well maintained as a positive complete is the indicated beautical positive to size of the barder of positive contribution to neighbourhoods 26 Sentification that the lander of approach to the barder of positive contribution to neighbourhoods 28 Sentification with the barder of approach to the barder of positive to size of the barder of positive contribution to neighbourhoods 29 Sentification with the barder of approach to the barder of positive contribution to neighbourhoods 20 Sentification that the lander of barder of positive contribution to neighbourhoods 20 Sentification that the lander of barder of positive contribution to neighbourhoods 20 Sentification with the barder of positive contribution to size of the barder of positive to size of the	17	Amount of financial gains secured for customers through the Tenancy Sustainment Team	Monthly	£1,800,000	£455,800.00	£419,524.00	£141,936.06	£171,503.82	£187,128.10	£500,567.98		
20 Sanifaction with time taken to complete most recent regain 21 Guarterly 22 Sanifaction that the home is safe 23 Sanifaction that the home is safe 24 Sanifaction that the home is safe 25 Sanifaction that the landford faces to tenants views and acts upon them 26 Sanifaction that the landford faces to tenants views and acts upon them 27 Sanifaction that the landford haspet tenants informed about things that matter to them 28 Sanifaction that the landford haspet tenants informed about things that matter to them 29 Agreement that the landford research sanifaction with the landford responsible comparines 20 Sanifaction with the landford responsible comparines 21 Sanifaction with the landford responsible comparines 22 Sanifaction that the landford responsible combinates 23 Sanifaction that the landford responsible combination to neighbourhoods 24 Sanifaction with the landford responsible combination to neighbourhoods 25 Sanifaction that the landford makes apositive combination to neighbourhoods 26 Sanifaction with the landford makes apositive combination to neighbourhoods 27 Sanifaction with the landford makes apositive combination to neighbourhoods 28 Sanifaction that the landford makes apositive combination to neighbourhoods 29 Sanifaction with the landford makes apositive combination to neighbourhoods 20 Sanifaction with the landford makes apositive combination to neighbourhoods 20 Sanifaction with the landford makes apositive combination to neighbourhoods 20 Sanifaction with the landford makes apositive combination of ger 1,000 home) 30 Sanifaction with the landford makes apositive combination of ger 1,000 home) 31 Sanifaction with the landford makes apositive combination of ger 1,000 home) 32 Sanifaction that the landford makes apositive combination of ger 1,000 home) 33 Sanifaction that the landford makes apositive combination of ger 1,000 home) 34 Sanifaction that th	18	Overall Satisfaction	Quarterly	79.30%	75%	71%				73%		\longrightarrow
22 Sansfaction that the lander proceeded is well-maintained Quarterly 23 20% Construction that the lander proceeded is well-maintained Quarterly 24 Sansfaction that the lander proceeded is well-maintained Quarterly 25 20% Construction that the lander proceeded is well-maintained Quarterly 26 Sansfaction that the lander proceeded is well-maintained where and acts upon them Quarterly 27 20% Construction that the lander proceeded is well-maintained where and acts upon them Quarterly 27 20% Construction that the lander proceeded is well-maintained where and acts upon them Quarterly 27 20% Construction that the lander proceeded is well-maintained where and acts upon them Quarterly 28 20% 77% 77% 77% 77% 77% 77% 77%	19	Satisfaction with repairs	Quarterly	84.90%	75%	74%				71%		\longrightarrow
22 Sansfaction that the lander of latent to clearlist views and acts upon them 23 Construction that the lander of latent to clearlist views and acts upon them 24 Construction that the lander of latent to clearlist views and acts upon them 25 Agreement that the lander of latent to clearlist views and acts upon them 26 Construction that the lander of latent to clearlist views and acts upon them 27 CONK 28 Agreement that the lander of latent lander of latent transport 29 Agreement that the lander of suppract to handling of complaints 20 Sansfaction with the lander of suppract to handling of complaints 20 Sansfaction that the lander of suppract to handling of complaints 20 Sansfaction that the lander of suppract to shandling of complaints 20 Sansfaction that the lander of suppract to shandling of complaints 21 Sansfaction that the lander of suppract to shandling of complaints 22 Sansfaction that the lander of suppract to shandling of anti-social behaviour 23 Sansfaction that the lander of suppract to shandling of articles could behaviour 24 Sansfaction that the lander of suppract to shandling of articles could behaviour 25 Sansfaction that the lander of suppract to shandling of articles could behaviour 26 Sansfaction that the lander of suppract to shandling of articles could behaviour 28 Sansfaction that the lander of suppract to shandling of articles could behaviour 29 Sansfaction with the lander of suppract to shandling of articles could behaviour 20 Sansfaction with the lander of suppract to shandling of articles could behaviour 29 Sansfaction with the lander of suppract to shandling of articles could behaviour 20 Sansfaction with the lander of suppract to shandling of articles could behaviour 20 Sansfaction with the lander of suppract to shandling of articles could behaviour 20 Sansfaction with the lander of suppract to shandling of articles could behaviour 21 Sansfaction with the lander of suppract to shandling of articles could behaviour 22 Sansfaction with the lander of suppract to	20	Satisfaction with time taken to complete most recent repair	Quarterly	75.80%	68%	70%				71%		\longrightarrow
23 Sansfaction that the landford latens to bearets wiew and acts upon them Quarterly 72,00%, 63%, 58%, 58%, 58%, 58%, 58%, 58%, 58%, 58	21	Satisfaction that the home provided is well-maintained	Quarterly	72.00%	65%	68%				75%	\odot	
24 Settlection that the landard leages tenures informed about things that matter to them Quarterly 25 Agreement that the landard leages tenures fairly and with respect Quarterly 26 Settlection with the bandard's approach to handling of complaints Quarterly 27 Settlection with the bandard's approach to handling of complaints Quarterly 28 Settlection that the landard heaps communial mass clean, safe and well maintened Quarterly 27 Settlection that the landard heaps communial mass clean, safe and well maintened Quarterly 75 SON 61% 58% 59% 78% 69% 69% 69% 69% 69% 69% 69% 6	22	Satisfaction that the home is safe	Quarterly	82.90%	79%	77%				79%	<u></u>	\longrightarrow
25 Agreement that the landford brasis tearists Sally and with respect 26 Sallstaction with the landford supercart to handling of complaints 27 Sallstaction with the landford supercart to handling of complaints 28 Sallstaction that the landford wasper communical artises clear, usfe and well maintained 29 Sallstaction that the landford makes a possible contribution to neighbourhoods 20 Sallstaction that the landford makes a possible contribution to neighbourhoods 29 Sallstaction that the landford makes a possible contribution to neighbourhoods 20 Sallstaction with the landford supercarts to the handling of artisocial behaviour 20 Sallstaction with the landford supercarts to the handling of artisocial behaviour 20 Sallstaction with the landford supercarts to the handling of artisocial behaviour 20 Sallstaction with the landford per 1,000 homeo) 30a Salge I Complaints relative to size of the landford (per 1,000 homeo) 30b Salge I Complaints relative to size of the landford (per 1,000 homeo) 30c Salge I Complaints residue to size of the landford (per 1,000 homeo) 31a Salge I Complaints residue to size of the landford (per 1,000 homeo) 31b Salge I Complaints residue to size of the landford (per 1,000 homeo) 31a Salge I Complaints residue to size of the landford (per 1,000 homeo) 31b Salge I Complaints residue to size of the landford (per 1,000 homeo) 31c Salge I Complaints residue to size of the landford (per 1,000 homeo) 31c Salge I Complaints residue to size of the landford (per 1,000 homeo) 31c Salge I Complaints residue to size of the landford (per 1,000 homeo) 31c Salge I Complaints residue to size of the landford (per 1,000 homeo) 31d Salge I Complaints residued to size of the landford (per 1,000 homeo) 31d Salge I Complaints residued to size of the landford (per 1,000 homeo) 31d Salge I Complaints residue to size of the landford (per 1,000 homeo) 31d Salge I Complaints residue to size of the landford (per 1,000 homeo) 31d Salge I Complaints residue to size of the landford (per 1,000 h	23	Satisfaction that the landlord listens to tenants views and acts upon them	Quarterly	72.00%	63%	58%				58%		\longrightarrow
28 Sanisfaction with the bandor's approach to handling of complaints: 29 Sanisfaction that the bandor's approach to handling of complaints: 20 Sanisfaction that the bandor's approach to handling of complaints: 20 Sanisfaction that the bandor's approach to an explaint contribution to neighbourhoods 21 Sanisfaction with the bandor's approach to the handling of anti-social balandors 22 Sanisfaction with the bandor's approach to the handling of anti-social balandors 23 Sanisfaction with the bandor's approach to the handling of anti-social balandors 24 Sanisfaction with the bandor's approach to the handling of anti-social balandors 25 Sanisfaction with the bandor's approach to the handling of anti-social balandors 26 Sanisfaction with the bandor's approach to the handling of anti-social balandors 28 Sanisfaction with the bandor's approach to the handling of anti-social balandors 29 Sanisfaction with the bandor's approach to the handling of anti-social balandors 20 Sanisfaction with the bandor's approach to the bandling of anti-social balandors 29 Sanisfaction with the bandors's approach to the bandling of anti-social balandors 29 Sanisfaction with the bandors's approach to the bandling of anti-social balandors 20 Sanisfaction with the bandors's approach to the bandling of anti-social balandors 20 Sanisfaction with the bandors's approach to the bandling of anti-social balandors 20 Sanisfaction with the bandors's approach to the bandling of anti-social balandors 20 Sanisfaction with the bandors's approach to the bandling of anti-social balandors 20 Sanisfaction with the bandors's approach to the bandling of anti-social balandors 20 Sanisfaction with the bandors's approach to the bandors's app	24	Satisfaction that the landlord keeps tenants informed about things that matter to them	Quarterly	82.30%	73%	74%				72%		\rightarrow
27 Selfdertion that the landford large communical areas clean, selfs and well maintained Quarterly 75.50% 61% 55% 28 Selfdertion that the landford makes a positive contribution to neighbourhoods Quarterly 69.10% 77.5% 24% 69% 250 Selfdertion with the landford makes a positive contribution to neighbourhoods Quarterly 69.00% 66% 55% 69% 69% 30a Segal 1 Complaints relative to size of the landford (per 1,000 homes) Quarterly N/A 10.9 11.3 10.04 11.3 2.5 2.9 11.3 10.05	25	Agreement that the landlord treats tenants fairly and with respect	Quarterly	87.30%	79%	78%				76%		\longrightarrow
28 Sansfaction that the landsrof makes a positive contribution to neighbourhoods Quarterly 69.30% 72% 79% 72% 79% 72% 79% 72% 79% 72% 79% 72% 79% 79	26	Satisfaction with the landlord's approach to handling of complaints	Quarterly	55.90%	21%	19%				45%		\rightarrow
29 Salestaction with the landford's approach to the handling of anti-social behaviour Quarterly 49 00% 58% 69% 69% 69% 69% 69% 69% 69% 6	27	Satisfaction that the landlord keeps communal areas clean, safe and well maintained	Quarterly	75.90%	61%	58%				59%		\rightarrow
30a Stage 1 Complaints reliative to size of the landlord (per 1,000 homes) Quarterly N/A 10.9 11.3 100.4 30b Stage 2 Complaints reliative to size of the landlord (per 1,000 homes) Quarterly N/A 1.88 2.5 2.9 31a Stage 1 Complaints responsed to within Complaint Handling Code Timescales Quarterly 100% 96.15% 98.15%	28	Satisfaction that the landlord makes a positive contribution to neighbourhoods	Quarterly	69.10%	72%	79%				74%	<u></u>	\rightarrow
30b Stage 2 Complaints relative to size of the landsord (per 1,000 horwer) Quarterly N/A 1.88 2.5 2.9 31a Stage 1 Complaints responsed to within Complaint Handling Code Timescales Quarterly 100% 96.15% 96.15%	29	Satisfaction with the landlord's approach to the handling of anti-social behaviour	Quarterly	69.00%	66%	58%				69%	<u></u>	
31a Cage 1 Complaints responded to within Complaint Handling Code Timescales Quarterly 100% 96.13% 98.19%	30a	Stage 1 Complaints relative to size of the landford (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		
31b Stage 2 Compliants responded to within Compliant Handling Code Timescales Quarterly 100% 100% 75.0%	31a	Stage 1 Complaints responded to within Complaint Handling Code Timescales	Quarterly	100%	96.15%	98.15%				97.70%	<u></u>	\longrightarrow
	31b	Stage 2 Complaints responded to within Complaint Handling Code Timescales	Quarterly	100%	100%	75.0%				92.9%		\rightarrow

32 Provide	Anti-Social Behaviour cases relative to size of Landlord safe, decent homes for our cutomers with all new homes built to high quality design standards	Quarterly	N/A	13.6	12.3				9.6		
33	Appointable repair jobs completed in target	Quarterly	90%	91.29%	92.43%	87.40%	89.04%	88.80%	88.44%	<u></u>	
34	% of Emergency Repairs Responded to on Time	Quarterly	100%	100.00%	100%	100%	100%	100%	100%	(3)	\rightarrow
35	% Repairs completed at first visit	Quarterly	93%	92.12%	94.65%	96.7%	97.5%	97.25%	97%	(1)	\longrightarrow
36	Average number of void days	Quarterly	28	34	23	19	32	34	28	(1)	\longrightarrow
37	N of properties that had a gas safety check & record completed by anniversary date	Quarterly	100%	100%	100%	100%	100%	100%	100%	\odot	\longrightarrow
38	N 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%		\longrightarrow
39	% of homes with EPC Band C rating and above	Quarterly	55%	56%	60%	60%	62%	62%	62%	(1)	\longrightarrow
40	Number of hate crime incidents	Quarterly	N/A	2	1	0	0	0	0		
Home Sal	ety Check - Gas and Electric	1				ı		I			
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	9	—
41d Fire Safet	Number of Electrical Home Safety Checks not completed	Quarterly	0	0	0	0	1	1	2	•	
42a	Percentage of communal areas with Fire Risk Assessments	Quarterly	100%	100%	100%	100%	100%	100%	100%	<u></u>	\rightarrow
42b	Percentage of Fire Risk Assessment overdue	Quarterly	0%	0%	0%	0%	0%	0%	0%	<u></u>	\longrightarrow
42c	Number of recommended remedial actions classed as Priority I (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		
421	Number of outstanding remedials	Quarterly	N/A		8				23		
Asbestos											
43a	Percentage of communal areas surveyed for arbeistos	Quarterly	100%	100%	100%	100%	100%	100%	100%	<u></u>	\longrightarrow
43b	Percentage of commutal asbestos surveys overdue for review	Quarterly	0%	0%	100%	0%	0%	0%	100%	<u></u>	\longrightarrow
43c	Number of recommended remedial actions (removal action)	Quarterly	N/A	0	2	1	1	1	3		
43d	Number of outstanding remedals	Quarterly	N/A		1				1		
Legionell											
442	Percentage of properties with communal water facilities that have been risk assessed	Quarterly	100%	100%	100%	100%	100%	100%	100%	<u></u>	\rightarrow
44b	Percentage of risk assessments overdue for review	0.00%	0%	0%	0%	0%	0%	0%	0%	<u></u>	\rightarrow
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		
441	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 I	lectrical Testing										
46a	Number of properties not surveyed for electrical safety within the last 5 years	Quarterly	0	386	275	90	103	115	308		

										,	ı
46b	Percentage of properties surveyed for electrical safety within the last 5 years	Quarterly	100%	97%	98%	98%	97%	97%	97%		\longrightarrow
46c	Percentage of C1, C2 or C3 actions not completed	Quarterly	0%	1.44%	2.38%	3.20%	1.02%	1.32%	1.32%		\longrightarrow
46d	Number of outstanding remedials	Quarterly	N/A		94				62		
Passager lifts											
47a	Percentage of service due completed	Quarterly	100%	100%	100%	100%	100%	100%	100%	<u></u>	\rightarrow
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%	<u></u>	\rightarrow
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 exictions - income	Monthly	N/A	5	2	0	2	0	2		
55	Number of existions - 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%	\odot	\longrightarrow
57b	Appointable repair jobs completed in target	Quarterly	90%	91.29%	92.43%				88.44%	<u></u>	
58	% of homes that have all necessary gas safety checks	Quarterly	100%	100%	100%				100%	<u></u>	\longrightarrow
59	% of homes that have all necessary Fire safety checks	Quarterly	100%	100%	100%				100%	<u></u>	\rightarrow
60	% of homes that have all necessary asbestos management surveys or reinspections	Quarterly	100%	100%	100%				100%	\odot	\Longrightarrow
61	% of homes that have had all necessary legionalia risk assessments	Quarterly	100%	100%	100%				100%	<u></u>	\longrightarrow
62 A well o	% of homes in buildings where communal passenger lifts have had all the necessary safety checks	Quarterly	100%	100%	100%				100%	<u></u>	\longrightarrow
63	Voluntary staff turnover	Quarterly	17.5%	15.34%	2.40%	1.20%	3.60%	1.20%	6.00%	<u></u>	\rightarrow
64	Percentage working hours lost to sickness	Quarterly	2.6%	N/A	3.46%	3.10%	3%	2.10%	2.67%	<u>•</u>	\rightarrow
65	Time to hire	Quarterly	49 days	N/A	20 days				31.6 days	<u></u>	\rightarrow
66	Employer HB.S - Riddor Reporting Notiflable 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%	<u></u>	\rightarrow
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%	0	\longrightarrow
78	Current Level of Bad Debt Wirze Off	Quarterly	3%	50%	0.22%	0.90%	0.72%	1.16%	1.16%	0	\rightarrow
80	Former Tenant Arrears as a % of Debit	Monthly	N/A	N/A	1.15%	1.06%	1.06%	1.08%	1.08%		
81	FT Write offs as a % of debit	Monthly	N/A	N/A	0.06%	0.15%	0.04%	0.03%	0.03%		
82	Rechargeable Repairs Write Offs as a % of recharge debt	Monthly	N/A	N/A	3.69%	0.71%	2.58%	2.97%	2.97%		
83	Number of HHSRS category 1 breaches	Quarterly	N/A	0	0				0		