

No	KPI	23/24 Target	Q4	Apr-23	May-23	Jun-23	Q1	July	Aug	Sept	Q2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Status	Year end
1	% Customer complaints resolved at Stage 1 of complaint process	91%	76.92%	75.00%	71.43%	84.21%	77.78%	68.42%	90.91%	76.92%	76.74%	88.20%	100.00%	100.00%	96.36%	94.12%	56.25%	96.55%	87.34%		85.28%
2	% Satisfied with Repairs Service (Transactional)	90%	85.20%	77.30%	88.00%	90.60%	85.30%	89.40%	83.00%	92.90%	88.40%	81.98%	89.00%	83.70%	84.90%	94.00%	81.60%	84.30%	86.60%		86.90%
3	% Tenancies sustained in the first 12 months	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%	100%	100.00%	100.00%	100.00%	100.00%		100.00%
4	Rent Collected	99.60%	104.84%	96.03%	99.37%	99.82%	99.82%	104.12%	99.27%	98.50%	98.50%	99.36%	102.32%	106.17%	106.17%	94.90%	101.08%	106.44%	106.44%		106.44%
5	Total Number of Complaints Received	N/A	52	20	15	19	54	19	11	13	43	17	23	15	55	34	16	29	79		231
6	Complaints Responded to within Target	100%	96.15%	95.00%	100.00%	100%	98.15%	94.74%	100%	100%	97.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		99.13%
7	Total Number of contact communications received by Customer Experience Team	N/A	N/A	9444	9610	10799	29853	12248	12036	11639	35923	10771	10681	10360	31812	10661	9627	9990	30278		127886
8	Percentage of Calls answered by Front line teams	95%	94%	98%	99%	98%	97.00%	98%	98%	98%	97.92%	97.13%	95.74%	93.00%	95.90%	95.00%	96.00%	96.43%	96.59%		97.18%
9	Average call wait time	N/A	02:50	03:52	03:30	03:48	03:43	04:05	03:56	04:14	04:05	03:51	06:05	03:47	04:34	03:54	03:06	04:07	03:42		04:01
10	Average call time	N/A	05:27	05:50	05:43	05:12	05:35	05:20	04:05	06:02	05:09	05:52	05:40	04:19	05:17	04:15	04:01	03:57	04:04		05:01
11	% of calls that pass the quality monitoring checks	92%	90.17%	97%	98%	95%	96.67%	98%	97%	95%	96.67%	94%	95%	96%	95.00%	96%	95%	96%	96.59%		97.18%
12	% of Tenants satisfied with repair service	90%	85.20%	77.30%	88.00%	90.60%	85.30%	89.40%	83.00%	92.90%	88.40%	81.89%	89.00%	83.70%	85.60%	94.00%	81.60%	84.30%	86.60%		86.90%
13	% of Tenants satisfied with condition of home at time of letting	80%	79.40%	72.70%	62.50%	55.60%	63.60%	53.80%	54.50%	73.70%	60.70%	100.00%	No data	90.90%	95.50%	100.00%	100.00%	88.30%	96.10%		73.60%
14	% of Tenants satisfied with recent improvements to their home	90%	78.20%	83.30%	71.40%	No data	77.40%	71.40%	100%	100%	90.50%	100.00%	62.50%	85.70%	85.60%	85.70%	90.00%	75.00%	83.60%		82.90%
15	% of Tenants satisfied with the overall quality of their new home	100%	100%	No data	0%	0%	0%	No data	No data	No data	No data	No data	No data	100.00%	100.00%	No data	No data	No data	No data		78.00%
16	% of Tenants satisfied with their home safety check	97%	94%	100%	94.60%	94.70%	96.40%	97%	94.30%	93.30%	94.90%	95.38%	93.80%	94.80%	94.80%	92.90%	91.80%	96.80%	93.80%		94.90%
17	Amount of financial gains secured for customers through the Tenancy Sustainment Team	£1,800,000	£455,800.00	£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	£138,291.34	£154,035.62	£508,567.27	£182,365.29	£205,971.96	£340,529.65	£728,866.90		£2,157,526.15
18	Overall Satisfaction	79.30%	75%				71%				73%				74%				77%		74%
19	Satisfaction with repairs	84.90%	75%				74%				71%				76%				79%		75%
20	Satisfaction with time taken to complete most recent repair	75.80%	68%				70%				71%				72%				76%		72%
21	Satisfaction that the home provided is well-maintained	72.00%	65%				68%				75%				81%				74%		74%
22	Satisfaction that the home is safe	82.90%	79%				77%				79%				85%				74%		78%
23	Satisfaction that the landlord listens to tenants views and acts upon them	72.00%	63%				58%				58%				72%				67%		63%
24	Satisfaction that the landlord keeps tenants informed about things that matter to them	82.30%	73%				74%				72%				80%				75%		75%
25	Agreement that the landlord treats tenants fairly and with respect	87.30%	79%				78%				76%				83%				87%		81%
26	Satisfaction with the landlord's approach to handling of complaints	55.90%	21%				19%				45%				53%				42%		40%
27	Satisfaction that the landlord keeps communal areas clean, safe and well maintained	75.90%	61%				58%				59%				76%				65%		74%
28	Satisfaction that the landlord makes a positive contribution to neighbourhoods	69.10%	72%				79%				74%				73%				64%		73%
29	Satisfaction with the landlord's approach to the handling of anti-social behaviour	69.00%	66%				58%				69%				74%				67%		67%
30a	Stage 1 Complaints relative to size of the landlord (per 1,000 homes)	N/A	10.9				11.3				10.04				11.5				16.5		48.3
30b	Stage 2 Complaints relative to size of the landlord (per 1,000 homes)	N/A	1.88				2.5				2.9				0				2.09		7.94
31a	Stage 1 Complaints responded to within Complaint Handling Code Timescales	100%	96.15%				98.15%				97.70%				100.0%				100.0%		99.1%
31b	Stage 2 Complaints responded to within Complaint Handling Code Timescales	100%	100%				75.0%				92.9%				100.0%				100.0%		89.5%
32	Anti-Social Behaviour cases relative to size of Landlord	N/A	13.6				12.3				9.6				10.6				11.9		44.33
Homes and place to be proud of																					
33	Appointable repair jobs completed in target	90%	91.29%	94.29%	89.73%	93.35%	92.43%	87.40%	89.04%	88.80%	88.44%	91.67%	82.87%	77.01%	83.06%	84.20%	87.02%	86.06%	85.88%		86.65%
34	% of Emergency Repairs Responded to on Time	100%	100.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100%	100%	100%	100%	100%		100%
35	% Repairs completed at first visit	93%	92.12%	92.2%	95.5%	96.10%	94.65%	96.7%	97.5%	97.25%	97.16%	97.20%	96.07%	96.16%	96.49%	97.05%	96.76%	97.88%	97.22%		96%
36	Average number of void days	28	34	19	28	23	23	19	32	34	28	39	35	47	40	53	31	37	40		33.8
37	% of properties that had a gas safety check & record completed by anniversary date	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100.00%	100%	100%		100%

38	% of properties that had an electrical safety check & record completed by anniversary date	100%	100%	100%	100%	99.96%	99.98%	99.98%	99.98%	99.96%	99.96%	99.98%	99.98%	99.98%	99.98%	99.94%	99.96%	100%	99.95%		100%
39	% of homes with EPC Band C rating and above	55%	56%	57%	58.7%	60%	60%	60%	62%	62%	62%	63%	63%	63.00%	63%	64%	64.6%	65%	65%		65%
40	Number of hate crime incidents	N/A	2	0	1	0	1	0	0	0	0	1	0	0	1	1	1	0	2		4
Home Safety Check - Gas and Electric																					
41a	Home Safety Check due	N/A	1066	444	536	450	1430	441	412	393	1246	439	435	339	1213	385	352	371	1108		1108
41b	Home safety checks completed within the month	N/A	1066	444	536	450	1430	441	411	392	1244	438	434	399	1271	382	352	371	1105		1105
41c	Number of Gas Home Safety Checks not completed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
41d	Number of Electrical Home Safety Checks not completed	0	0	0	0	0	0	0	1	1	2	1	1	0	2	3	2	1	3		3
41e	Number of outstanding at risk actions	0					0				4				1				3		3
Fire Safety																					
42a	Percentage of communal areas with Fire Risk Assessments within required category timeframes	0	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%
42b	Percentage of Fire Risk Assessments overdue	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%
42c	Number of recommended remedial actions classed as Priority 1 (High Risk)	0%	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0		0
42d	Number of recommended remedial actions classed as Priority 2 (Medium Risk)	0	11	0	0	0	0	2	0	4	6	2	6	6	16	10	4	6	20		20
42e	Number of recommended remedial actions classed as Priority 3 (Low Risk)	N/A	101	10	9	8	27	11	8	8	27	9	10	12	21	20	16	13	49		49
42f	Number of outstanding remedials	0					8				23				8				4		4
Asbestos																					
43a	Percentage of communal areas surveyed for asbestos within 5 year anniversary	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%
43b	Percentage of communal asbestos surveys overdue for review	0%	0%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%		0%
43c	Number of recommended remedial actions (removal action)	N/A	0	0	1	1	2	1	1	1	3	1	0	0	1	0	0	0	0		0
43d	Number of outstanding remedials	N/A					1				1				0				0		0
Legionella																					
44a	Percentage of properties with communal water facilities inspected and risk assessed	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%
44b	Percentage of risk assessments overdue for review	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%
44c	Number of recommended remedial actions classed as PCAF (Immediate risk)	N/A	1	0	0	3	3	0	0	0	0	0	0	0	1	0	5	6		6	
44d	Number of recommended remedial actions classed as High Risk	N/A	10	9	3	13	25	0	0	7	7	22	11	11	22	0	0	10	10		10
44e	Number of recommended remedial actions classed as Medium Risk	N/A	1	1	27	33	61	1	1	12	14	61	59	37	157	6	5	6	17		17
44f	Number of outstanding remedials	N/A					0				0				7				0		0
Disrepair																					
45	YTD - Number of disrepair claims received	N/A	7	4	1	2	7	2	1	2	5	4	3	2	9	5	4	4	13		34
45a	Number of reported damp and mould cases	N/A		32	47	33	112	20	30	28	78	34	101	70	205	79	71	61	211		606
Periodic Electrical Testing																					
46a	Number of domestic properties not surveyed for electrical safety within the last 5 years	0	386	97	88	90	275	90	103	115	308	95	96	114	305	94	92	67	253		253
46b	Percentage of domestic properties surveyed for electrical safety within the last 5 years	100%	97%	98%	98%	98%	98%	98%	97%	97%	97%	97%	97%	97%	97%	97%	97%	98%	98%		98%
46c	Percentage of C1, C2 or C3 actions not completed	0%	1.44%	1.90%	1.97%	2.38%	2.38%	3.20%	1.02%	1.32%	1.32%										
46d	Number of unsatisfactory properties with remedial actions	0										175	156	145	476	159	153	99	99		99
46e	Number of outstanding remedials	N/A					94				61				97				78		78
46f	Number of communal properties not surveyed for electrical safety within the last 5 years	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
46g	Percentage of communal properties surveyed for electrical safety within the last 5 years	100%		100%	100%	100%	100%	100%	100%	100%	100	100%	100%	100%	100%	100%	100%	100%	100%		100%
46h	Number of unsatisfactory properties with remedial actions	0										9	9	6	24	3	1	0	100%		100%
46i	Number of outstanding remedials	N/A													4	3	1	0	0		0
Passenger lifts																					
47a	Percentage of monthly services due completed	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%

	Percentage of LOLER inspections due completed	100%												100%	100%	100%	100%	100%	65%	65%		65%
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	0	0	0	0	0	0	0	0	0		0
47c	Number of recommended remedial actions (monthly and LOLER) classed as a priority 2 (Medium Risk)	N/A	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0		0
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	21	21	21	15	14	11	11				11
47e	Number of outstanding remedials (monthly and LOLER)	N/A					0							0						0		0
48	All current ASB cases	N/A	63	69	66	75	75	42	39	39	39	37	34	37	37	40	42	39	39			39
49	ASB New cases Opened (Minor and Major)	N/A	65	12	26	21	59	17	12	17	46	20	19	11	50	22	19	16	57			212
50	% of ASB cases closed as resolved	81%	93%	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	
51	Number of reported domestic abuse incidents	N/A	40	8	7	17	32	11	9	13	33	15	15	8	38	15	13	13	39			144
52	Emergency Repairs as percentage of total repairs completed	N/A	27%	29%	28%	30%	29%	34%	37%	35%	36%	33%	31%	35%	33%	35%	33%	29%	32%			32%
53	No of voids	N/A	57	31	21	26	78	30	26	19	75	20	16	13	49	24	26	17	67			269
54	Number of evictions - Income	N/A	5	0	0	2	2	0	2	0	2	1	0	0	1	0	2	0	2			5
55	Number of evictions - Homes and Neighbourhoods	N/A	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1			1
56	Homes that do not meet the Decent Homes Standard	0%																				0.2%
57a	Emergency Repairs completed within target timescale	100%	100%				100%				100%				100%				100%		100.00%	
57b	Appointable repair jobs completed in target	90%	91.29%				92.43%				88.44%				83.06%				85.88%		86.65%	
58	% of homes that have all necessary gas safety checks	100%	100%				100%				100%				100%				100%		100%	
59	% of homes that have all necessary Fire safety checks	100%	100%				100%				100%				100%				100%		100%	
60	% of homes that have all necessary asbestos management surveys or reinspections	100%	100%				100%				100%				100%				100%		100%	
61	% of homes that have had all necessary legionella risk assessments	100%	100%				100%				100%				100%				100%		100%	
62	% of homes in buildings where communal passenger lifts have had all the necessary safety checks	100%	100%				100%				100%				100%				100%		100%	
A well governed, efficient and financially strong organisation																						
63	Voluntary staff turnover	17.5%	15.34%	0.00%	1.80%	0.60%	2.40%	1.20%	3.60%	1.20%	6%	0.00%	2.90%	1.20%	4%	1.20%	1.10%	3.40%	5.70%		18.20%	
64	Percentage working day lost to sickness	2.6%	N/A	3.70%	4%	2.80%	3.46%	3.10%	3%	2.10%	2.67%	3.70%	3.40%	3.60%	3.60%	5.30%	4.80%	5.00%	5.30%		4.20%	
65	Time to hire	49 days	N/A				20 days				31.6 days				30 days				29 days		27.65 days	
66	Employer H&S - Riddor Reporting Notifiable Events: Minor & Major	N/A	0				1				2				1				0			4
67	Employee Diversity	Improvement	N/A																			
68	Employer Engagement Scoring	Improvement	N/A																			1 star - 668.1
75	EDI Data Completion	N/A	N/A	72%	74.30%	74.30%	74.30%	75.40%	74.20%	73.50%	73.50%	74.10%	83.80%	86.60%	86.60%				92%			92%
Sustainable, innovative and resilient business																						
76	Rent Loss on Voids	1.4%	2.59%	1.56%	1.81%	0.82%	1.27%	1.18%	1.10%	1.07%	1.14%	1.14%	1.10%	1.00%	1.08%	1.05%	1.03%	1.12%	1.07%		1.14%	
77	Rent arrears as a proportion of total rent due	<2.5%	1.86%	1.95%	1.93%	2.10%	2.10%	1.98%	2.02%	2.07%	2.07%	2.02%	2.12%	1.93%	1.93%	2.12%	2.07%	1.84%	1.84%		1.84%	
78	Current Level of Bad Debt Write Off	3%	50%	0.72%	0.40%	0.22%	0.22%	0.90%	0.72%	1.16%	1.16%	1.00%	1.00%	1.00%	1.00%	1.00%	1.20%	1.00%	1.00%		1.00%	
79	% of responsive repairs to planned maintenance spend	30%																				22.30%
80	Former Tenant Arrears as a % of Debit	N/A	N/A	1.12%	1.08%	1.15%	1.15%	1.06%	1.06%	1.08%	1.08%	0.91%	0.99%	0.70%	0.70%	0.75%	0.76%	0.59%	0.59%			0.59%
81	FT Write offs as a % of debit	N/A	N/A	0.02%	0.10%	0.06%	0.06%	0.15%	0.04%	0.03%	0.03%	0.06%	0.09%	0.04%	0.04%	0.11%	0.29%	0.11%	0.11%			0.11%
82	Rechargeable Repairs Write Offs as a % of recharge debt	N/A	N/A	1.48%	1.17%	3.69%	3.69%	0.71%	2.58%	2.97%	2.97%	1.57%	0.73%	0.13%	0.13%	7.43%	14.19%	1.84%	1.84%			1.84%
83	Number of HHSRS category 1 breaches	N/A	0				0				0				1				0			1
84	Number of reported near misses	N/A					0				1				2				5			8