

KPIs for Housing Services

Symbol	Description	Qtr 1	Qtr 2	Qtr 3	Qtr 4	End of Year
★	Performance exceeds target	6	6	6		
✓	Performance on target	9	9	9		
▲	Performance < 5% below target	0	0	1		
✗	Performance > 5% below target	2	2	1		
N/A	Reported Annually / Not Applicable	7	7	7		
	TOTAL	24	24	24		24

Note: Figures cumulative to date, unless period end.

Item No. 10.23
Appendix 2

Indicator	Year End 24/25	Target 25/26	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 25/26	Rating Symbol	Comments
Housing Repairs									
% emergency repairs completed in time	100%	100%	100%	100%	100%			✓	
% of non-emergency repairs completed in time	73.82%	75%	81.91%	81.65%	78.82%			★	Revised to exclude Planned Priority jobs.
Building Safety/Decency									
% of properties with a valid annual landlord Gas Safety Record	100%	100%	100%	100%	100%			✓	
% of properties with a valid Electrical Certificate (within 5 years)	100%	100%	100%	100%	100%			✓	
% of passenger lifts that have a valid 6 monthly thorough examination record	100%	100%	100%	100%	100%			✓	
% of buildings that have a current Legionella risk assessment	100%	100%	100%	100%	100%			✓	
% of buildings that have a current Fire risk assessment	100%	100%	100%	100%	100%			✓	
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	100%	100%	100%			✓	
Proportion of homes that do not meet the Decent Homes Standard at year end.	0.7%	0%						N/A	Measure only - Annual figure.

Note: Figures cumulative to date, unless period end.

Item No. 10.24
Appendix 2

Indicator	Year End 24/25	Target 25/26	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 25/26	Rating Symbol	Comments
Tenancy Management									
Housing Applications Processed within 28 days	80%	95%	99%	99%	100%				99.6%, but reported to zero decimal place, therefore rounded up.
% of Mutual Exchange applications determined (approved or refused) within 42 days	96%	100%	100%	100%	100%				
% of dwellings that are vacant and available for let (at period end)	0.70%	N/A	0.94%	0.74%	0.74%			N/A	Measure only. Equates to 37 properties.
Average re-let time for Voids (calendar days)	53.59	40.00	61.90	59.20	60.20				A decline in Q3 and still above target time. Note: median benchmark figure for peer organisations is 67 calendar days. Q3 has seen standard (minor) work voids completed quickly and continued performance in Q4 should contribute to keeping overall relet times down. Major voids have been a challenge due to the condition of

Note: Figures cumulative to date, unless period end.

Item No. 10.25
Appendix 2

Indicator	Year End 24/25	Target 25/26	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 25/26	Rating Symbol	Comments
No. of tenants benefiting from disabled facilities work (major and minor)	241	146	48	74	106				voids being returned and the amount of upgrade works being required. Changes have been made in operational delivery and are now starting to show through December's figures. Team to continue and focus on maintaining performance. 110 is proportioned Q3 target, so completions dropped but still anticipated to meet target level at year end. Lack of OT provider has meant less approved works for completion have come through to the contractor. New OT provider to be secured in Q4.

Note: Figures cumulative to date, unless period end.

Item No. 10.26
Appendix 2

Indicator	Year End 24/25	Target 25/26	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 25/26	Rating Symbol	Comments
No. of tenants awaiting disabled facilities work (registered and work approved (major and minor)) (at period end)	41	<17	27	23	5			★	Note, referrals received can fluctuate and this is out of our control. A number of applicants are awaiting OT assessments (see above) and once these have progressed and had work approved, the awaiting works figure may rise. However, we are confident the contractor can complete works and closely match awaiting once works approved to keep awaiting numbers below the target.
Rent collected as proportion of rent due	100.67%	100%	100.18%	100.19%	100.05%			★	
% of Former Tenant Arrears (FTA) collected as a proportion of total FTA	10.24%	6%	1.82%	5.39%	10.54%			★	

Note: Figures cumulative to date, unless period end.

Item No. 10.27
Appendix 2

Indicator	Year End 24/25	Target 25/26	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 25/26	Rating Symbol	Comments
Number of ASB cases opened per 1,000 homes by or on behalf of the registered provider during the reporting year	12.77	N/A	4.80	10.01	16.42			N/A	Measure only Increase being seen in ASB cases, partly down to methodology, now counting correctly.
Number of ASB cases which involve hate incidents	1.20	N/A	0	0	0			N/A	Measure only
Housing Complaints									
Stage one complaints received per 1,000 homes during the reporting year.	8.98	N/A	1.20	3.60	5.40			N/A	Measure only
Proportion of Stage one complaints responded to within 10 days	93%	95%	100%	100%	100%			★	
Stage two complaints received per 1,000 homes during the reporting year.	1.40	N/A	0.60	1.40	2.00			N/A	Measure only
Proportion of Stage two complaints responded to within 20 days	100%	100%	100%	100%	100%			✓	
No. of escalations to the Ombudsman (LGO or Housing Ombudsman)	5	N/A	0	0	1			N/A	Measure only. At end of Q3, 1 case currently being investigated by Housing Ombudsman.

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