








## KPIs for Housing Services

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

Indicator	Year End 24/25	Target 25/26	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 25/26	Rating Symbol	Comments
<b>Housing Repairs</b>									
% emergency repairs completed in time	100%	100%	100%	100%				✓	
% of non-emergency repairs completed in time	73.82%	75%	81.91%	80.38%				★	Revised to exclude Planned Priority jobs.
<b>Building Safety/Decency</b>									
% of properties with a valid annual landlord Gas Safety Record	100%	100%	100%	100%				✓	
% of properties with a valid Electrical Certificate (within 5 years)	100%	100%	100%	100%				✓	
% of passenger lifts that have a valid 6 monthly thorough examination record	100%	100%	100%	100%				✓	
% of buildings that have a current Legionella risk assessment	100%	100%	100%	100%				✓	
% of buildings that have a current Fire risk assessment	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%				✓	
Proportion of homes that do not meet the Decent Homes Standard at year end.	0.7%	0%						N/A	Measure only - Annual figure.

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%				★	
% of Mutual Exchange applications determined (approved or refused) within 42 days	96%	100%	100%	100%				✓	
% of dwellings that are vacant and available for let (at period end)	0.70%	N/A	0.94%	0.74%				N/A	Measure only. Equates to 37 properties.

Indicator	Year End 24/25	Target 25/26	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 25/26	Rating Symbol	Comments
Average re-let time for Voids (calendar days)	53.59	40.00	61.90	56.50					<p>An improvement in Q2 but still above target time.</p> <p>Changes now actioned to the Team structure, both operatives and Supervisor support.</p> <p>Q2 included some older major works voids and hard to let voids. This has hindered the improvements for relet time in Q2.</p> <p>Once these older major works voids are out of the system Q3 figures should show further reductions to the average re-let time.</p>
No. of tenants benefiting from disabled facilities work (major and minor)	241	146	48	74					73 is proportioned Q2 target, so exceeded.

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))	41	<17	27	23					<p>Slight reduction at end of Q2 and remain on target to reduce by end Q4.</p> <p>Currently the contractor, Dodd Group, has reduced DFW teams working due to the inconsistent work flow as a result of Occupational Therapist Provider, NRS going into liquidation.</p> <p>Currently onboarding new OT provider until the end of 25/26. Once in place, we may see an influx of Tenants awaiting works in Q3 while Dodds ramp up to more teams again and then they will work to reduce numbers awaiting to meet the target in Q4.</p> <p>Note, referrals received can fluctuate and this is out of our control.</p>

Indicator	Year End 24/25	Target 25/26	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 25/26	Rating Symbol	Comments
Rent collected as proportion of rent due.	100.67%	100%	100.18%	100.19%				★	
% of Former Tenant Arrears (FTA) collected as a proportion of total FTA	10.24%	6%	1.82%	5.39%				★	3% is proportioned quarterly target, so exceeded.
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	5.21				N/A	Measure only
Number of ASB cases which involve hate incidents.	1.20	N/A	0	0				N/A	Measure only
<b>Housing Complaints</b>									
Stage one complaints received per 1,000 homes during the reporting year.	8.98	N/A	1.20	2.40				N/A	Measure only
Proportion of Stage one complaints responded to within 10 days	93%	95%	100%	100%				★	
Stage two complaints received per 1,000 homes during the reporting year.	1.40	N/A	0.60	0.80				N/A	Measure only
Proportion of Stage two complaints responded to within 20 days	100%	100%	100%	100%				✓	
No. of escalations to the Ombudsman (LGO or Housing Ombudsman)	5	N/A	0	0				N/A	Measure only.