No	KPI	Reporting Frequency	24/25 Target	Q2	Oct	Nov	Dec	Qtr 3	Status	Status Change Q2 - Q3
Customer Experience - Customer Service - Repairs - Tenancy - Financial Inclusion										
1	% Customer complaints resolved at Stage 1 of complaint process.	Quarterly	95%	96.76%	88.20%	100.00%	100.00%	96.98%		
2	% Satisfied with Repairs Service (Transactional)	Quarterly	90%	88.40%	81.98%	89.00%	81.70%	84.90%		
3	% Tenancies sustained in the first 12 months.	Quarterly	96%	100%	100.00%	100.00%	100.00%	100%		
4	Rent Collected	Quarterly	99.40%	98.50%	99.86%	102.12%	106.17%	106.17%		
5	Total Number of Complaints Received	Monthly	N/A	63	17	23	15	55		
6	Complaints Responded to within Target	Monthly	100%	97.47%	100.00%	100.00%	100.00%	100.00%		
7	Total Number of contact communications received by Customer Experience Team	Monthly	N/A	39919	10771	10681	10460	31912		
8	Percentage of Calls answered by Front Ser teams.	Monthly	95%	97.92%	97.13%	95.74%	93.00%	95.90%		
9	Average call wait time	Monthly	N/A	04:05	03:51	06:05	05:47	04:34		
10	Average call time	Monthly	N/A	05:09	05:52	05:40	06:19	05:57		
11	% of calls that pass the quality monitoring checks.	Monthly	92%	96.67%	94%	95%	96%	95.00%		
12	% of Tenants satisfied with repair service	Monthly	90%	88.40%	81.89%	89.00%	81.70%	85.60%		
13	% of Tenants satisfied with condition of home at time of letting	Monthly	80%	83.70%	100.00%	No data	90.90%	95.50%		
14	% of Tenants satisfied with recent improvements to their home	Monthly	90%	90.50%	100.00%	62.50%	85.70%	85.60%		
15	% of Tenants satisfied with the overall quality of their new home	Monthly	100%	No data	No data	No data	100.00%	100.00%		
16	% of Tenants satisfied their home safety check	Monthly	97%	94.90%	95.88%	93.80%	94.80%	94.80%		
17	Amount of financial gains secured for customers through the Tenancy Sustainment Team	Monthly	£1,800,000	£603,567.98	£216,240.31	£138,291.56	£154,035.63	£508,567.27		
18	Overall Satisfaction	Quarterly	79.30%	75%				76%		
19	Satisfaction with repairs	Quarterly	84.90%	71%				76%		
20	Satisfaction with time taken to complete most recent repair	Quarterly	75.80%	71%				72%		
21	Satisfaction that the home provided is well maintained	Quarterly	72.00%	75%				81%		
22	Satisfaction that the home is safe	Quarterly	82.90%	79%				85%		
23	Satisfaction that the landlord listens to tenants views and acts upon them	Quarterly	72.00%	58%				72%		
24	Satisfaction that the landlord keeps tenants informed about things that matter to them	Quarterly	82.30%	72%				80%		
25	Agreement that the landlord treats tenants fairly and with respect	Quarterly	87.50%	76%				80%		
26	Satisfaction with the landlord's approach to handling of complaints	Quarterly	55.90%	45%				50%		
27	Satisfaction that the landlord keeps communal areas (ways, safe and well maintained	Quarterly	75.90%	59%				76%		
28	Satisfaction that the landlord makes a positive contribution to neighbourhoods	Quarterly	69.10%	76%				70%		
29	Satisfaction with the landlord's approach to the handling of anti-social behaviour	Quarterly	69.20%	68%				74%		
30a	Stage 1 Complaints relative to size of the landlord (per 1,000 homes)	Quarterly	N/A	10.04				11.3		
30b	Stage 2 Complaints relative to size of the landlord (per 1,000 homes)	Quarterly	N/A	2.9				0		
31a	Stage 1 Complaints responded to within Complaint Handling Code Timescales	Quarterly	100%	97.70%				100.0%		
31b	Stage 2 Complaints responded to within Complaint Handling Code Timescales	Quarterly	100%	92.9%				100.0%		
32	Anti-Social Behaviour cases relative to size of Landlord	Quarterly	N/A	9.6				10.6		
Homes are place to be proud of										
33	Appointable repair jobs completed in target	Quarterly	90%	88.64%	91.67%	82.87%	77.01%	83.06%		
34	% of Emergency Repairs Responded to on Time	Quarterly	100%	100%	100%	100%	100.00%	100%		
35	% Repairs completed at first visit	Quarterly	93%	97.16%	97.20%	96.07%	96.16%	96.89%		
36	Average number of void days.	Quarterly	28	28	39	35	47	40		
37	% of properties that had a gas safety check & record completed by anniversary date	Quarterly	100%	100%	100%	100%	100%	100%		
38	% of properties that had an electrical safety check & record completed by anniversary date	Quarterly	100%	99.96%	99.98%	99.98%	99.98%	99.98%		
39	% of homes with EPC Band C rating and above	Quarterly	55%	62%	60%	62%	63.00%	63%		
40	Number of Solar crime incidents	Quarterly	N/A	0	1	0	0	1		
Home Safety Check - Gas and Electric										
41a	Home safety Check due	Quarterly	N/A	1266	439	435	389	1263		
41b	Home safety checks completed within the month	Quarterly	N/A	1266	438	434	399	1271		
41c	Number of Gas Home Safety Checks not completed	Quarterly	0	0	0	0	0	0		
41d	Number of Electrical Home Safety Checks not completed	Quarterly	0	2	1	1	0	2		
41e	Number of outstanding at risk actions	Quarterly	0	4				1		
Fire Safety										
42a	Percentage of communal areas with Fire Risk Assessments within required category timeframes	Quarterly	0	100%	100%	100%	100%	100%		
42b	Percentage of Fire Risk Assessments overdue	Quarterly	100%	0%	0%	0%	0%	0%		
42c	Number of recommended remedial actions closed as Priority 1 (High Risk)	Quarterly	0%	0	0	0	1	1		
42d	Number of recommended remedial actions closed as Priority 2 (Medium Risk)	Quarterly	0	6	2	6	8	16		
42e	Number of recommended remedial actions closed as Priority 3 (Low Risk)	Quarterly	N/A	27	9	10	12	21		
42f	Number of outstanding remedials	Quarterly	0	23				8		
Asbestos										
43a	Percentage of communal areas surveyed for asbestos within 5 year anniversary	Quarterly	100%	100%	100%	100%	100%	100%		

43b	Percentage of communal asbestos surveys overdue for review	Quarterly	0%	100%	0%	0%	0%	0%		
43c	Number of recommended remedial actions (removal action)	Quarterly	N/A	3	1	0	0	1		
43d	Number of outstanding remedials	Quarterly	N/A	1				0		
Legionella										
44a	Percentage of properties with communal water facilities inspected and risk assessed	Quarterly	100%	100%	100%	100%	100%	100%		
44b	Percentage of risk assessments overdue for review	0.00%	0%	0%	0%	0%	0%	0%		
44c	Number of recommended remedial actions closed as PCAF (Immediate risk)	Quarterly	N/A	0	0	0	0	0		
44d	Number of recommended remedial actions closed as High Risk	Quarterly	N/A	7	22	11	11	22		
44e	Number of recommended remedial actions closed as Medium Risk	Quarterly	N/A	14	61	59	37	157		
44f	Number of outstanding remedials	Quarterly	N/A	0				7		
Damp&M										
45	YTD - Number of damp&mould claims received	Quarterly	N/A	5	4	0	2	9		
45a	Number of reported damp and mould cases	Quarterly	N/A	79	34	101	70	205		
Periodic Electrical Testing										
46a	Number of domestic properties not surveyed for electrical safety within the last 5 years	Quarterly	0	308	95	96	114	305		
46b	Percentage of domestic properties surveyed for electrical safety within the last 5 years	Quarterly	100%	97%	97%	97%	97%	97%		
46c	Percentage of C1, C2 or C3 actions not completed	Quarterly	0%	1.92%						
46d	Number of unsatisfactory properties with remedial actions	Quarterly	0		171	156	145	476		
46e	Number of outstanding remedials	Quarterly	N/A	61				97		
46f	Number of communal properties not surveyed for electrical safety within the last 5 years	Quarterly	0	0	0	0	0	0		
46g	Percentage of communal properties surveyed for electrical safety within the last 5 years	Quarterly	100%	100	100%	100%	100%	100%		
46h	Number of unsatisfactory properties with remedial actions	Quarterly	0		9	9	6	24		
46i	Number of outstanding remedials	Quarterly	N/A					6		
Passenger lifts										
47a	Percentage of monthly services due completed	Quarterly	100%	100%	100%	100%	100%	100%		
	Percentage of LOLER inspections due completed	Quarterly	100%		100%	100%	100%	100%		
47b	Number of recommended remedial actions (monthly and LOLER) closed as priority 1 (Health and Safety Issue)	Quarterly	N/A	0	0	0	0	0		
47c	Number of recommended remedial actions (monthly and LOLER) closed as a priority 2 (Medium Risk)	Quarterly	N/A	0	1	0	0	0		
47d	Number of recommended remedial actions (monthly and LOLER) data as a priority 3 (Low Risk)	Quarterly	N/A	0	24	21	21	21		
47e	Number of outstanding remedials (monthly and LOLER)	Quarterly	N/A	0				0		
48	All current ASB cases	Monthly	N/A	39	37	36	37	37		
49	ASB New cases Opened (Minor and Major)	Monthly	N/A	66	20	19	11	50		
50	% of ASB cases closed as resolved	Monthly	85%	100%	100%	100%	100%	100%		
51	Number of reported domestic abuse incidents	Monthly	N/A	33	15	15	8	38		
52	Emergency Repairs as percentage of total repairs completed	Monthly	N/A	36%	33%	31%	35%	33%		
53	No of voids	Monthly	N/A	75	20	16	13	49		
54	Number of evictions - Income	Monthly	N/A	2	1	0	0	1		
55	Number of evictions - Homes and Neighbourhoods	Monthly	N/A	0	0	0	0	0		
57a	Emergency Repairs completed within target timescale	Quarterly	100%	100%				100%		
57b	Appointable repair jobs completed in target	Quarterly	90%	88.44%				80%		
58	% of homes that have all necessary gas safety checks	Quarterly	100%	100%				100%		
59	% of homes that have all necessary Fire safety checks.	Quarterly	100%	100%				100%		
60	% of homes that have all necessary asbestos management surveys or reinspections	Quarterly	100%	100%				100%		
61	% of homes that have had all necessary legionella risk assessments.	Quarterly	100%	100%				100%		
62	% of homes in buildings where communal passenger lifts have had all the necessary safety checks	Quarterly	100%	100%				100%		
People (Human Resources & Staff Survey Data, H&S and HR)										
63	Voluntary staff turnover	Quarterly	17.5%	8%	0.80%	2.90%	1.20%	6%		
64	Percentage working hours lost to sickness	Quarterly	2.4%	2.67%	3.70%	3.40%	3.60%	3.60%		
65	Time to hire	Quarterly	69 days.	51.6 days				50 days		
66	Employer H&S - Riddor Reporting Notifiable Events: Minor & Major	Quarterly	N/A	2				1		
75	EDI Data Completion	Quarterly	N/A	75.50%	76.10%	83.80%	86.60%	86.60%		
Customers, Innovation and Resident Business										
76	Rent Loss on Voids	Quarterly	1.4%	1.14%	1.14%	1.10%	1.00%	1.08%		
77	Rent arrears as a proportion of total rent due	Quarterly	<2.5%	2.07%	2.03%	2.11%	1.96%	1.93%		
78	Current Level of Bad Debt Write Off	Quarterly	3%	1.16%	1.00%	1.00%	1.00%	1.00%		
80	Former Tenant Arrears as a % of Debt	Monthly	N/A	1.08%	0.91%	0.09%	0.70%	0.70%		
81	FT Write offs as a % of debt	Monthly	N/A	0.03%	0.00%	0.09%	0.00%	0.00%		
82	Rechargeable Repairs Write Offs as a % of recharge debt	Monthly	N/A	2.97%	1.57%	0.73%	0.13%	0.13%		
83	Number of HHSRS category 1 breaches	Quarterly	N/A	0				1		
84	Number of reported near misses	Quarterly	N/A	1				2		