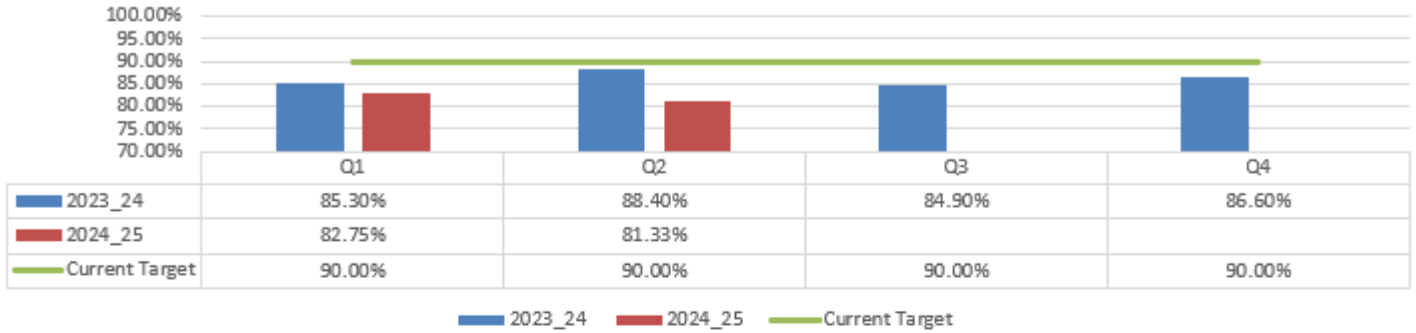


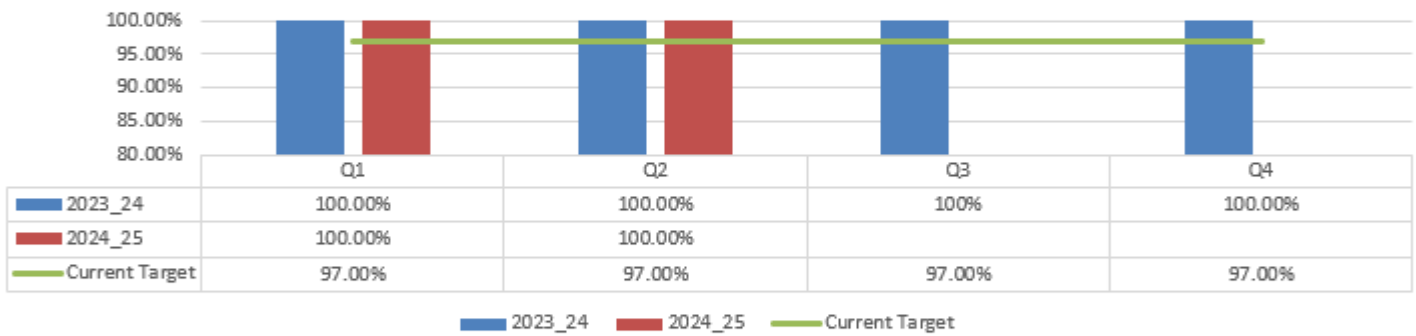
KPI REPORTING 2024-2025 – YEAR TO DATE

Deliver valued services that meet our Customers' needs and expectations

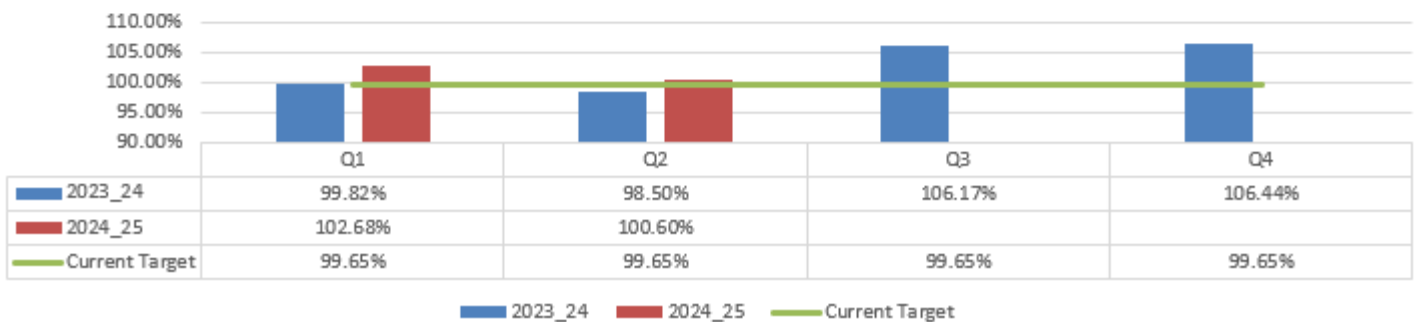
B1 - % Satisfied with Repairs Service (Transactional)



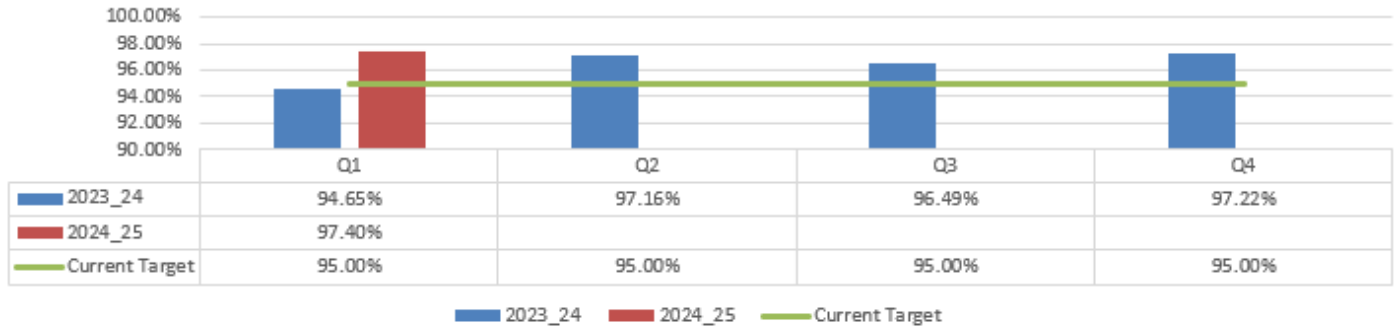
B2 - Tenancies sustained in the first 12 months



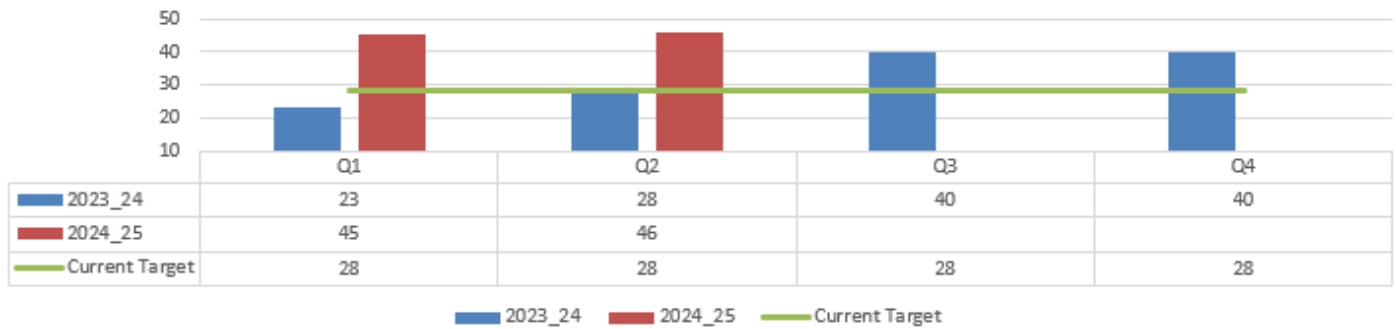
B3 - Rent Collected



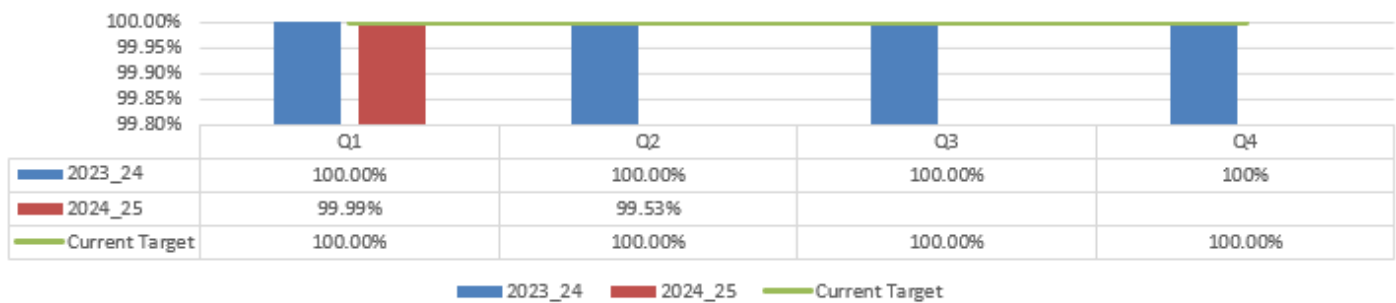
B4 - % Repairs completed at first visit



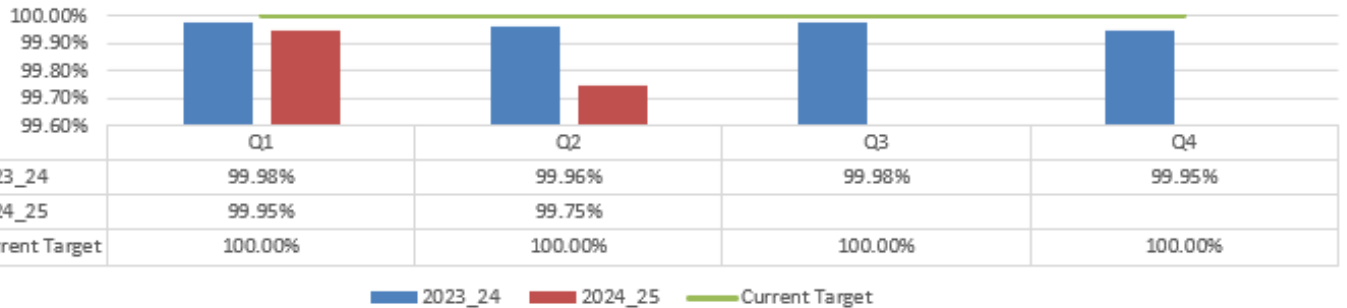
B5 - Average number of void days



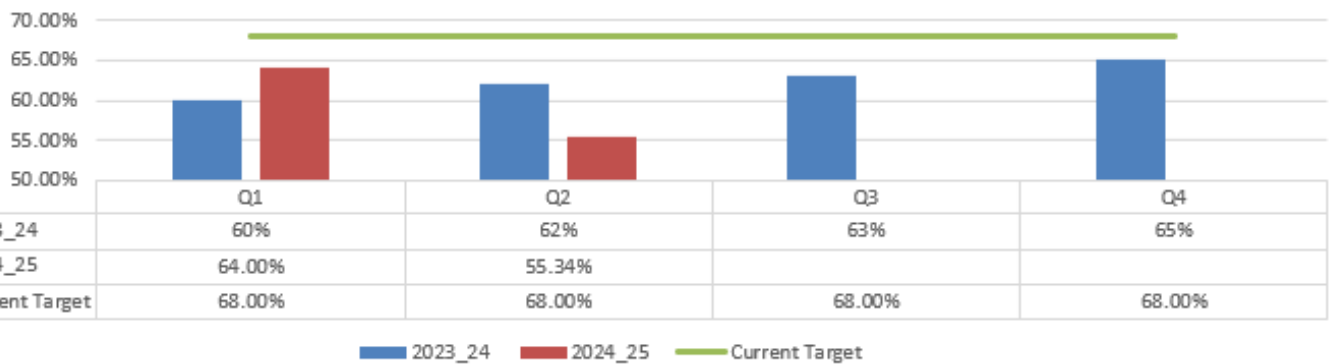
B6 - % of properties that had a gas safety check & record completed by anniversary date



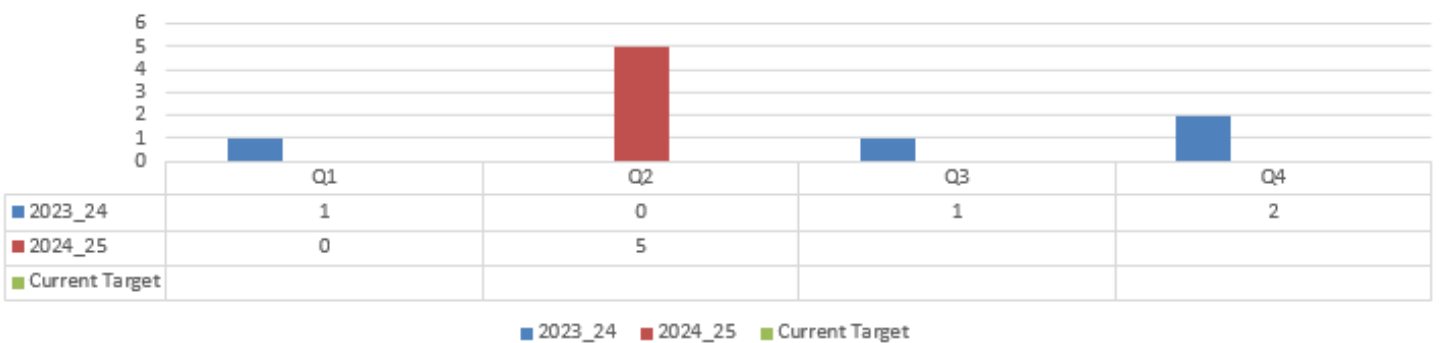
B7 - % of properties that had an electrical safety check & record completed by anniversary date



B8 - % of homes with EPC Band C rating and above

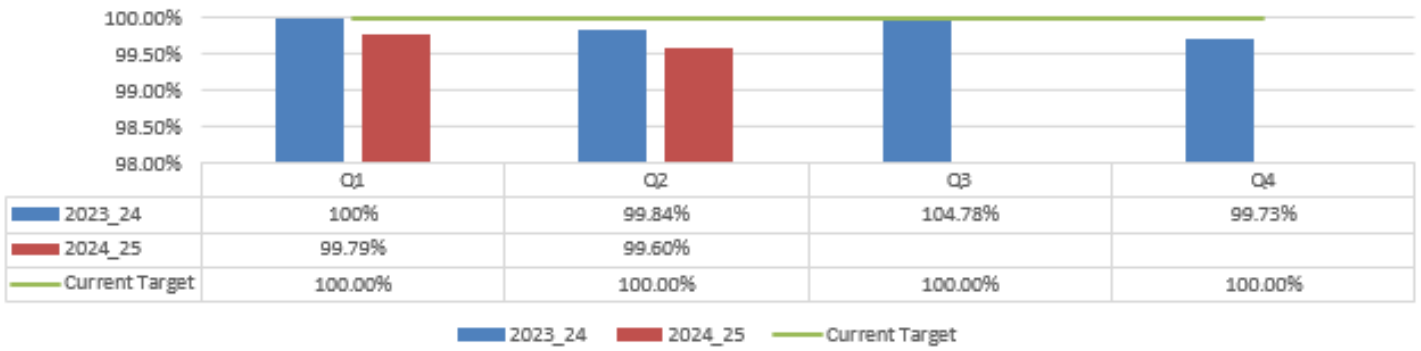


B9 - Number of hate crime incidents



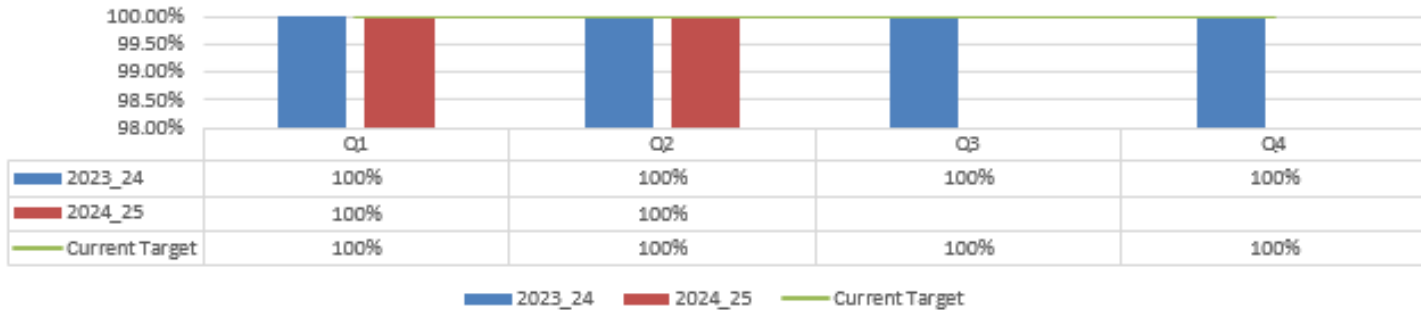
Home Safety Check - Gas and Electric B10a-e

B10b - % Home safety checks completed within the month



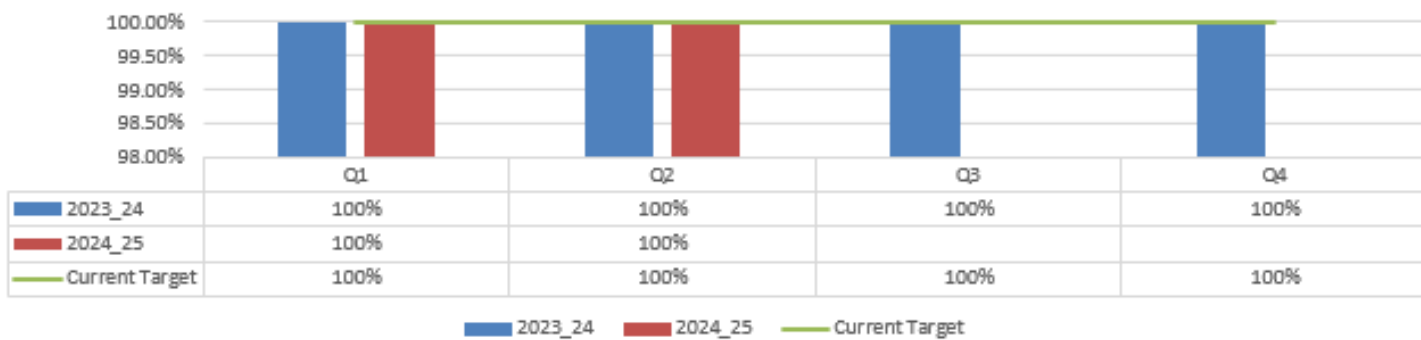
Home Safety Check - Fire Safety

B11a - Percentage of communal areas with Fire Risk Assessments within required category timeframes



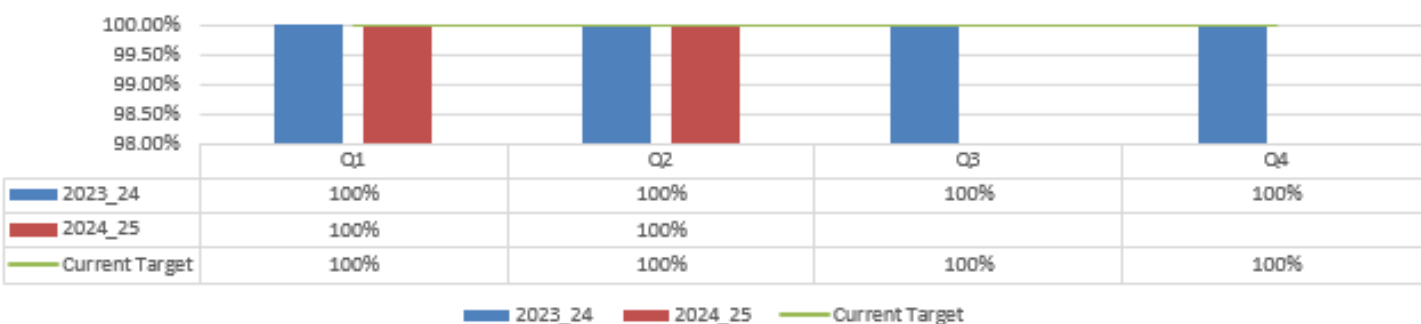
Home Safety Check - Asbestos

B12a - Percentage of communal areas surveyed for asbestos

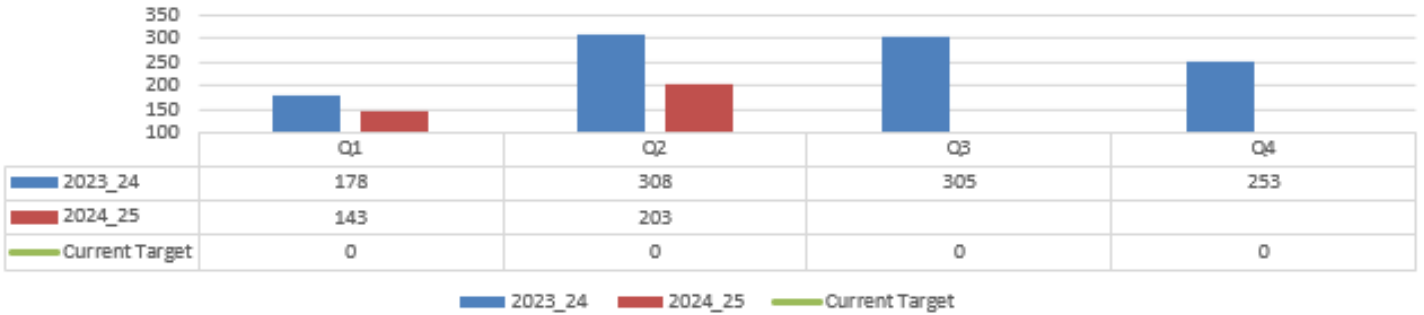


Home Safety Check - Legionella

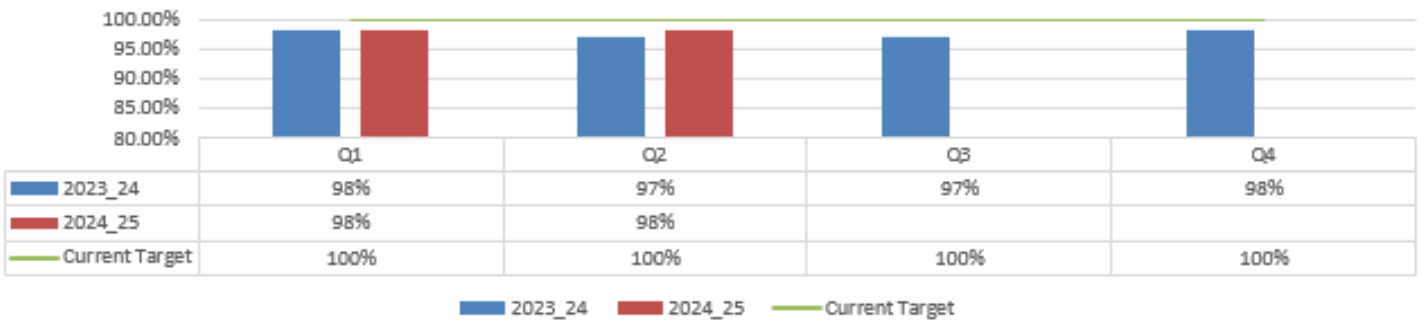
B13a - Percentage of properties with communal water facilities that have been risk assessed



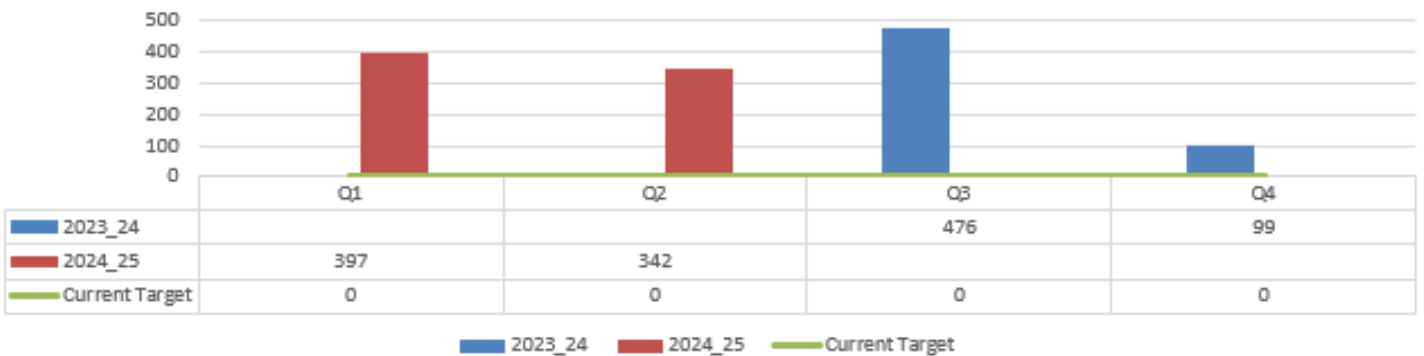
B14a - Number of domestic properties not surveyed for electrical safety within the last 5 years



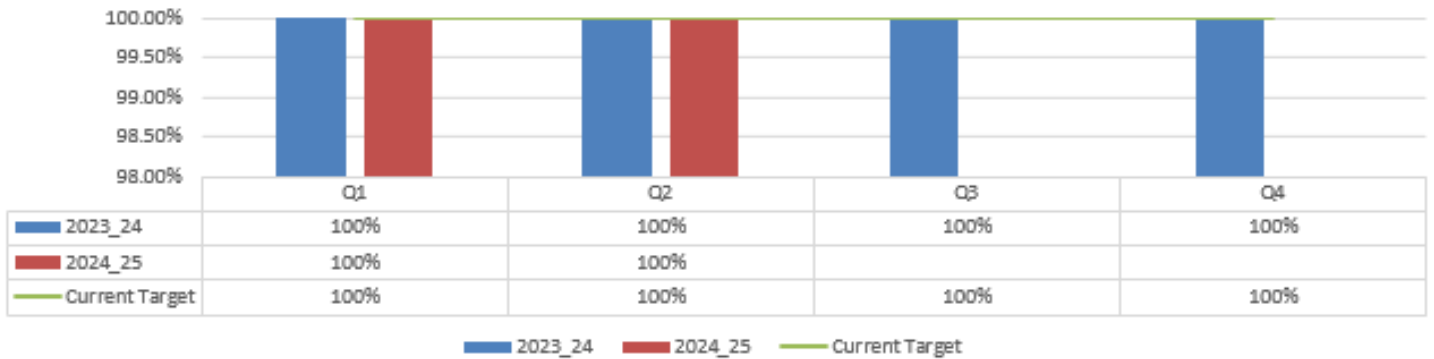
B14b - Percentage of domestic properties surveyed for electrical safety within the last 5 years



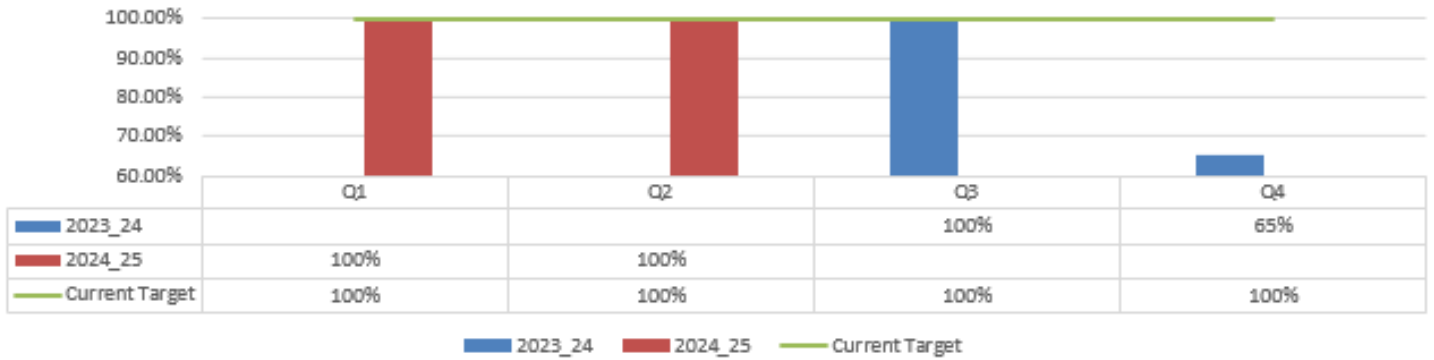
B14c - Number of unsatisfactory domestic properties with remedial actions



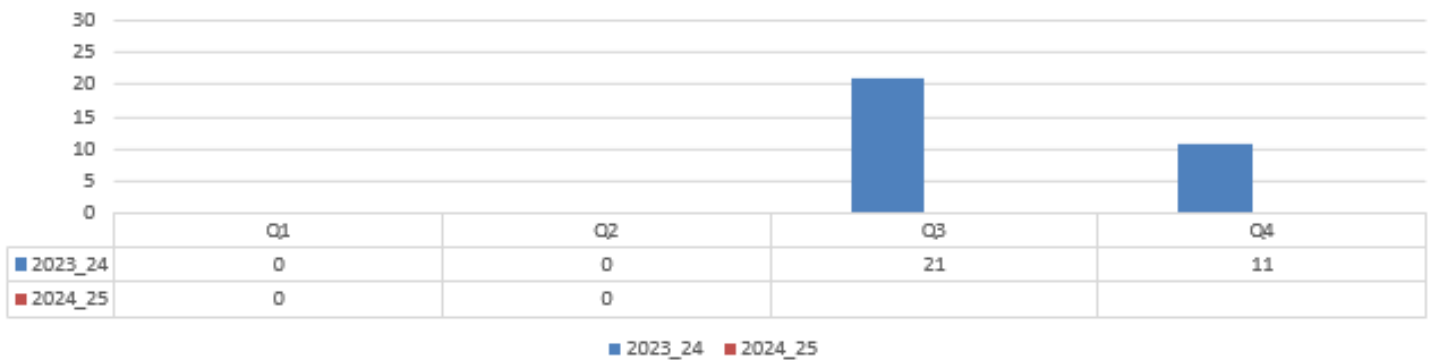
B15a - Percentage of monthly services due completed



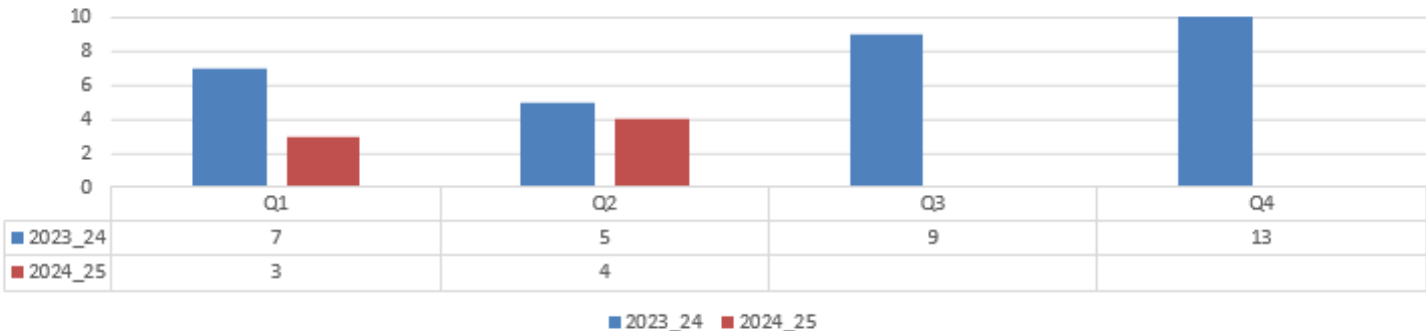
B15a - Percentage of LOLER inspections due completed



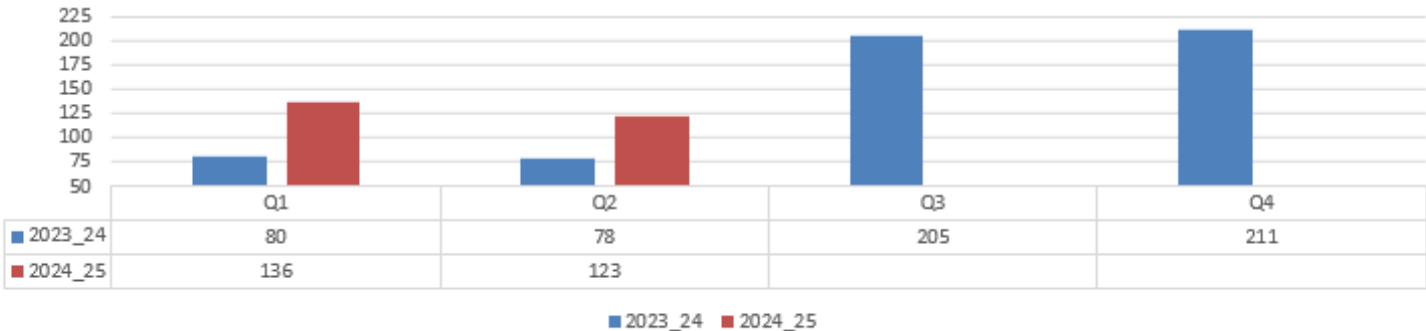
B15d - Number of recommended remedial actions class as a priority 3 (Low Risk)



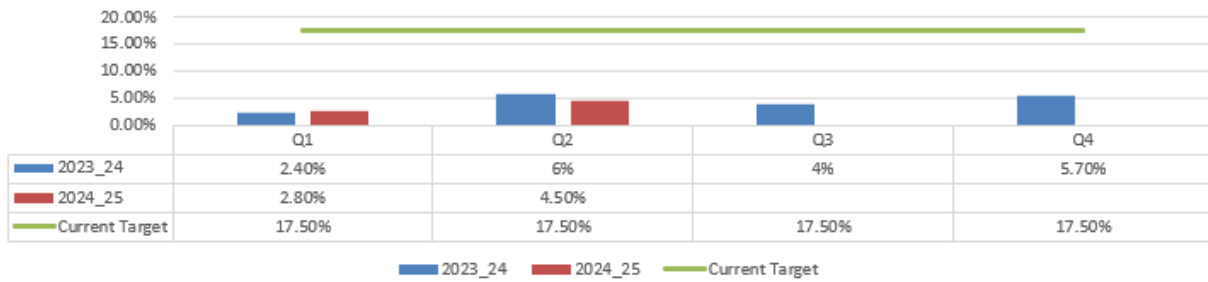
B16 - Number of disrepair claims received



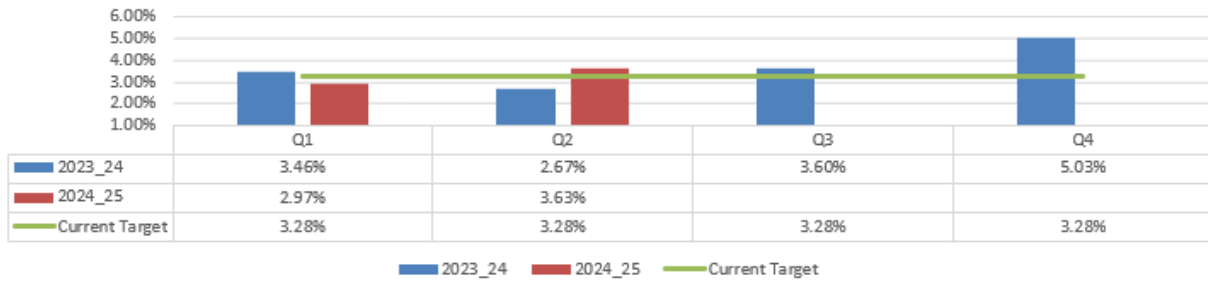
B17a - Number of reported damp and mould cases



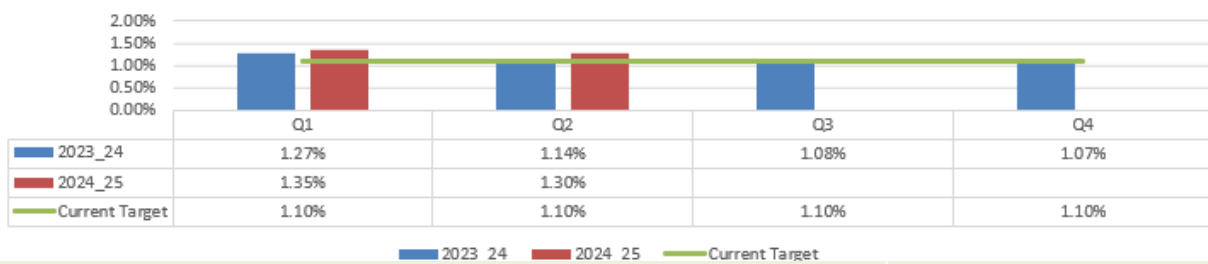
B22 - Voluntary staff turnover



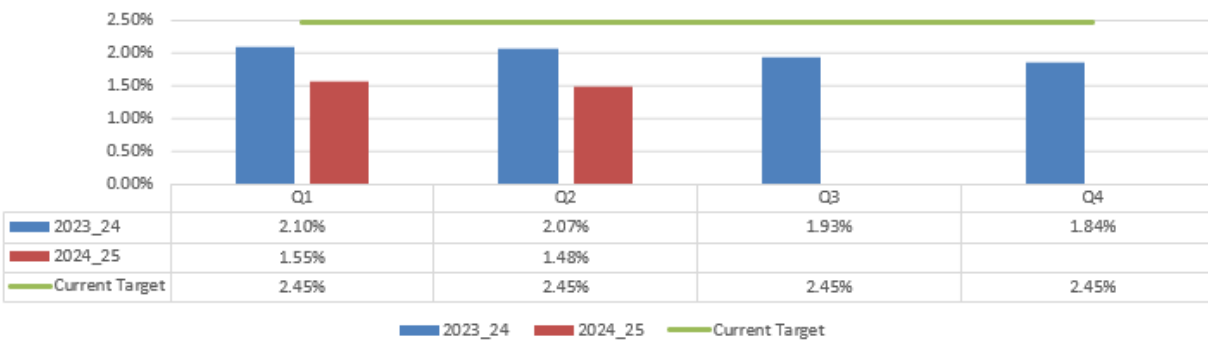
B23 - Percentage working days lost to sickness



B28 - Rent Loss on Voids



B29 - Rent arrears as a proportion of total rent due



B30 - Current Level of Bad Debt Write Off

