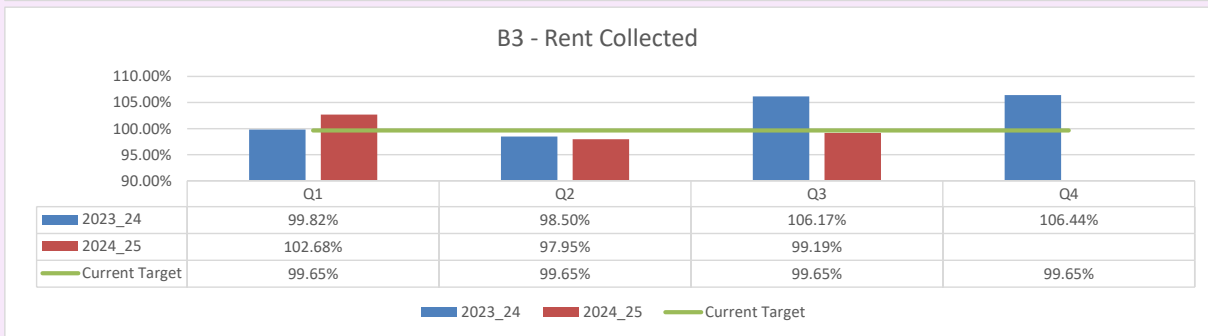
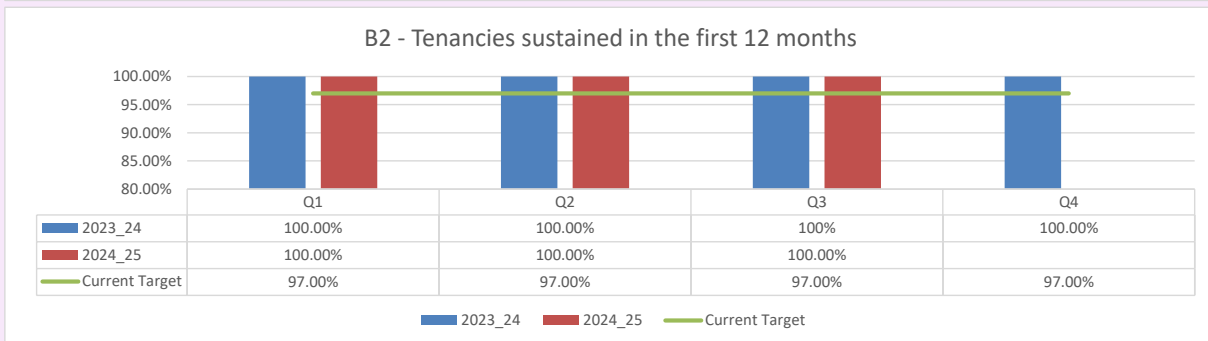
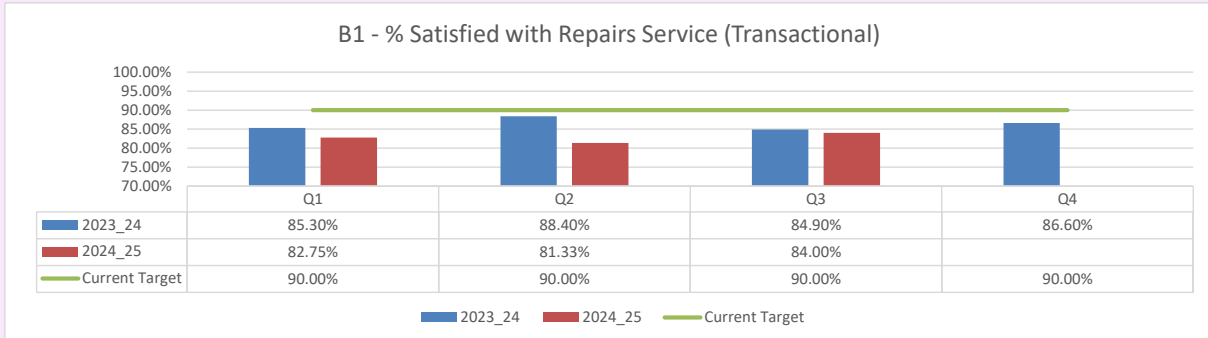


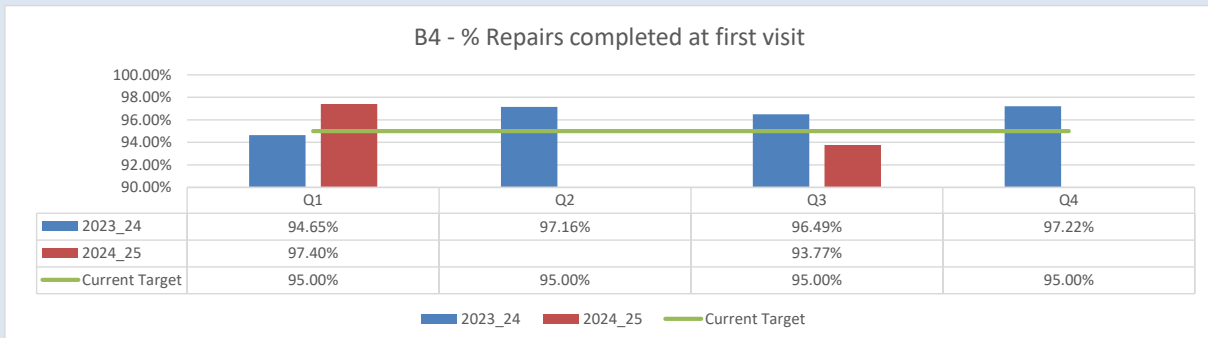


# KPI REPORTING 2024-2025 - YEAR TO DATE

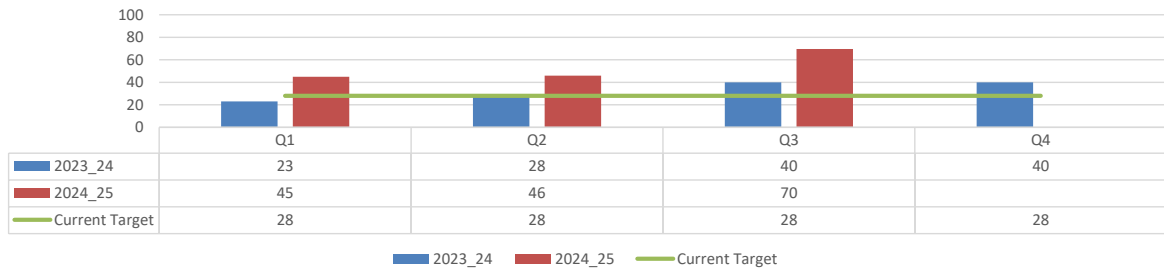
Deliver valued services that meet our Customers' needs and expectations



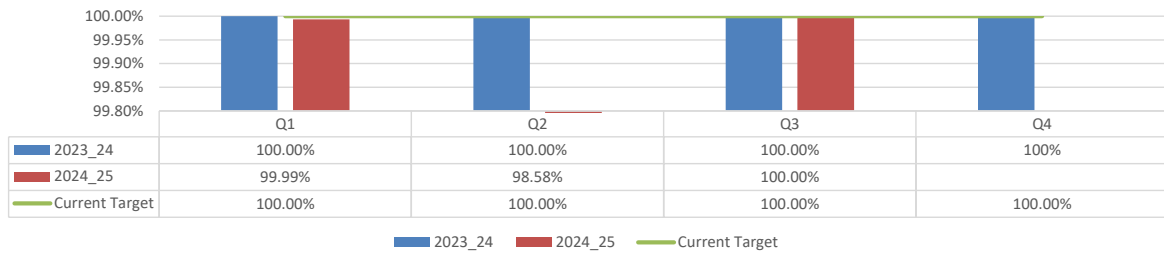
Provide safe, decent homes for our customers with all new homes built to high quality design standards



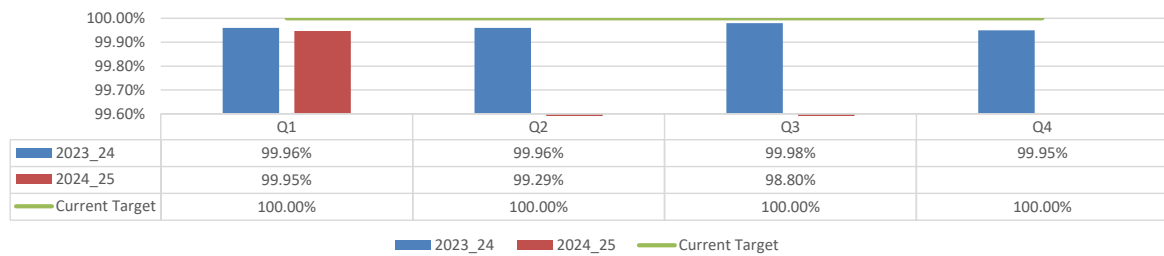
B5 - Average number of void days



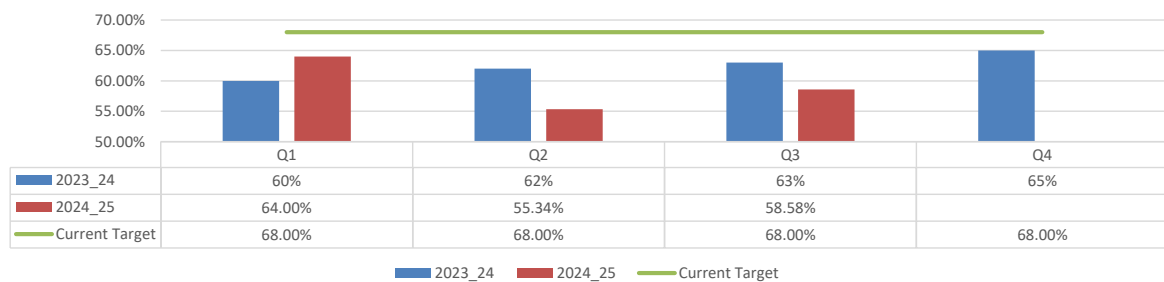
B6 - % of properties that had a gas safety check & record completed by anniversary date



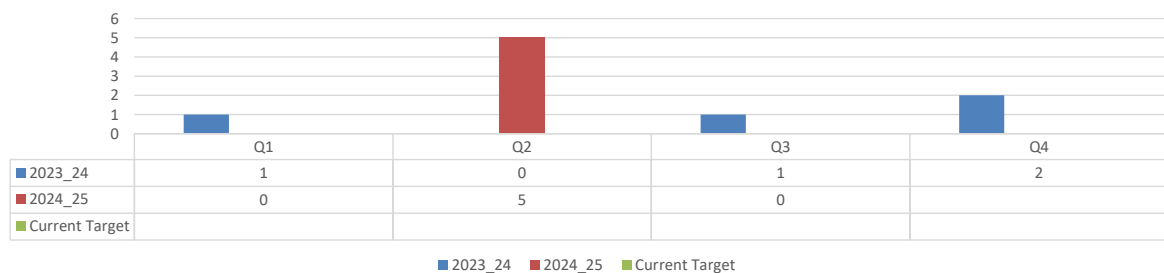
B7 - % of properties that had an electrical safety check & record completed by anniversary date



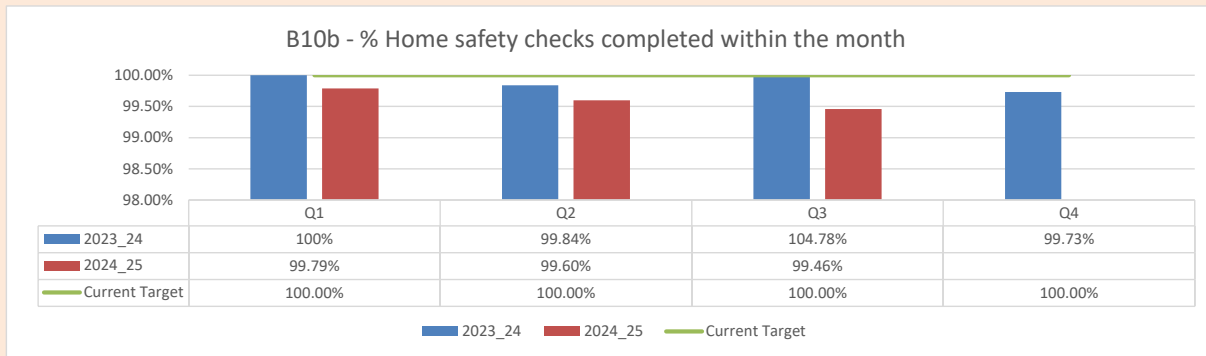
B8 - % of homes with EPC Band C rating and above



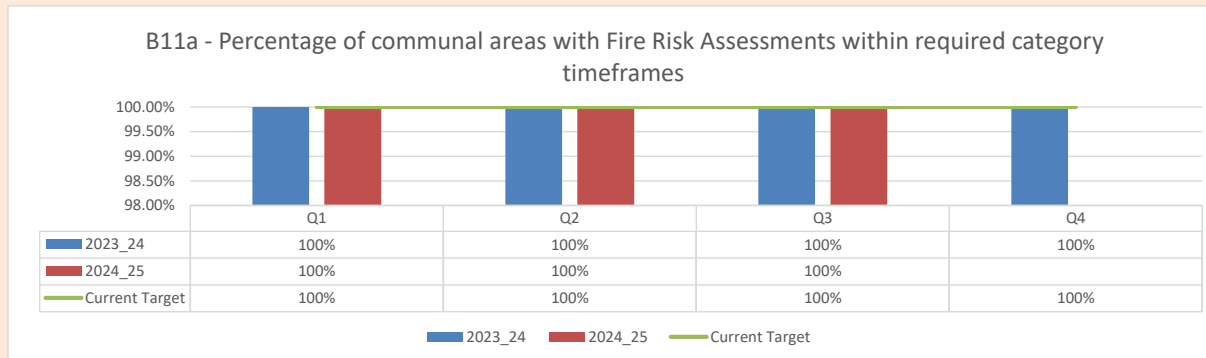
B9 - Number of hate crime incidents



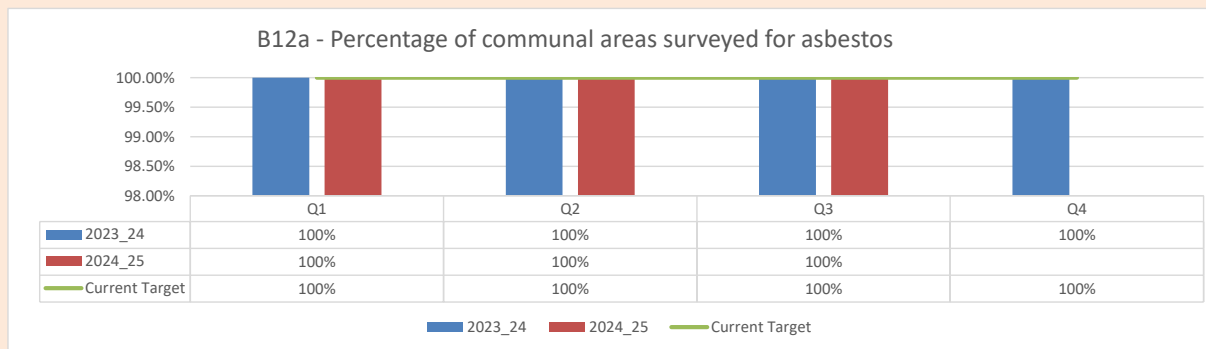
**Home Safety Check - Gas and Electric**



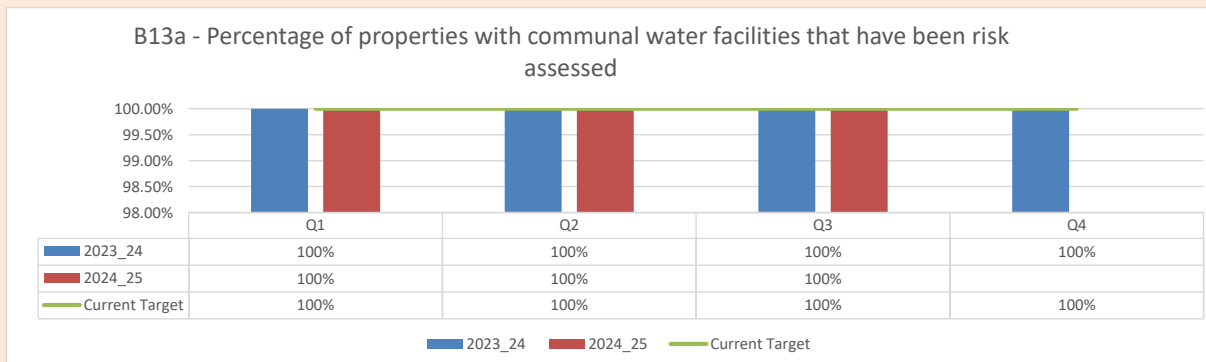
**Home Safety Check - Fire Safety**



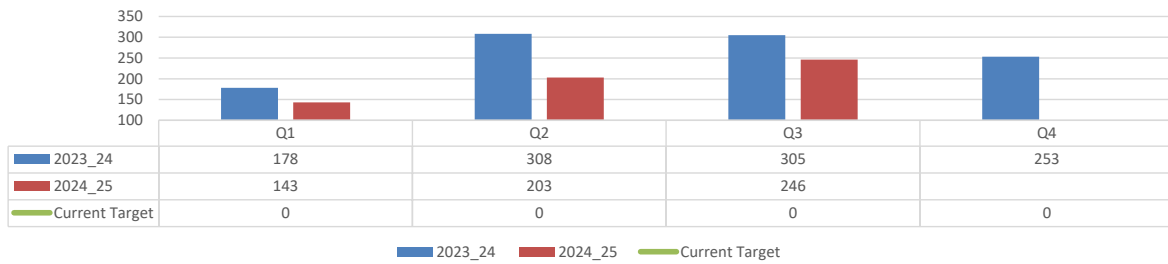
**Home Safety Check - Asbestos**



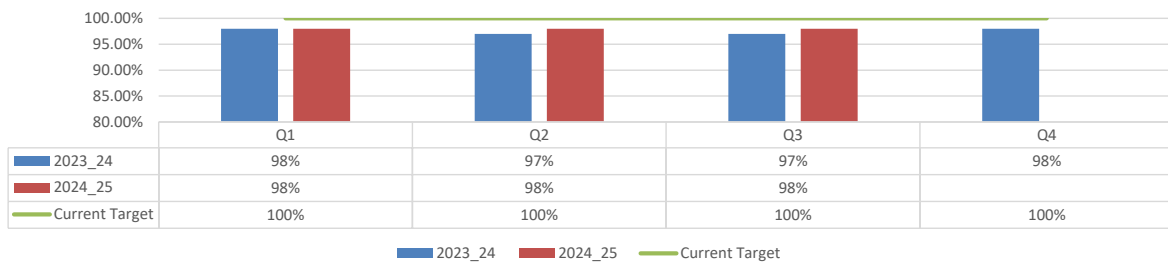
**Home Safety Check - Legionella**



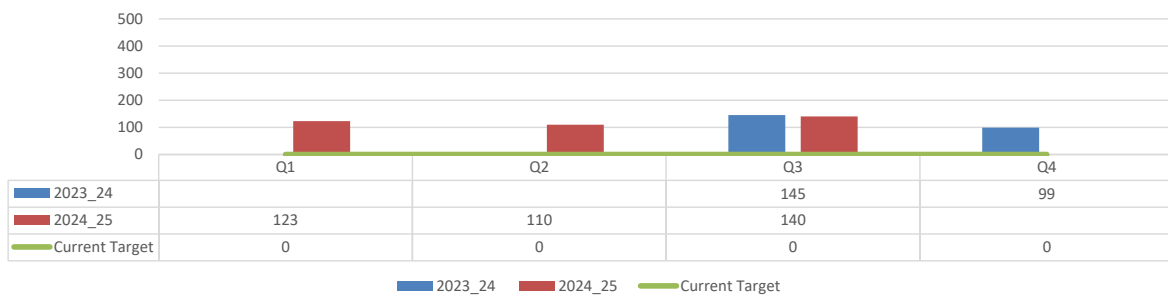
B14a - Number of domestic properties not surveyed for electrical safety within the last 5 years



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

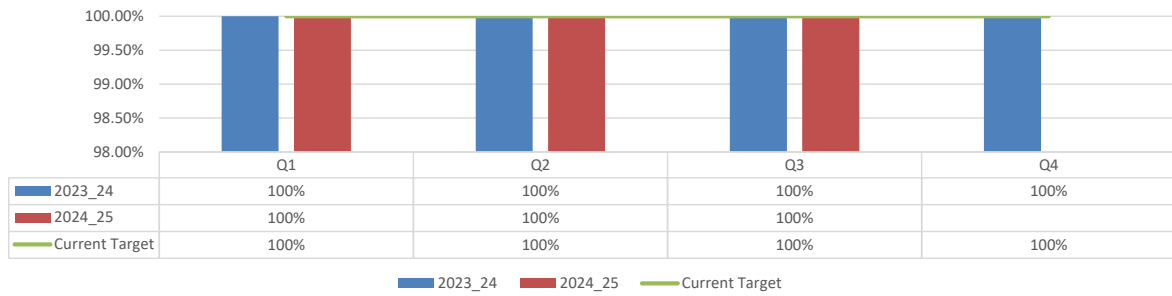


B14c - Number of unsatisfactory domestic properties with remedial actions

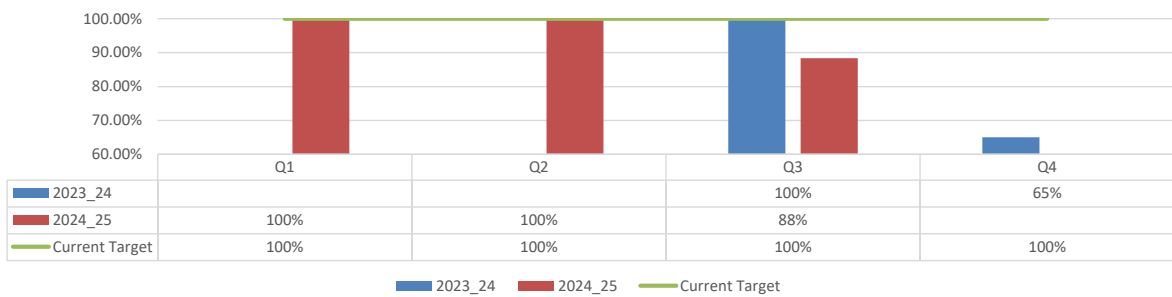


Home Safety Check - Passenger lifts

B15a - Percentage of monthly services due completed

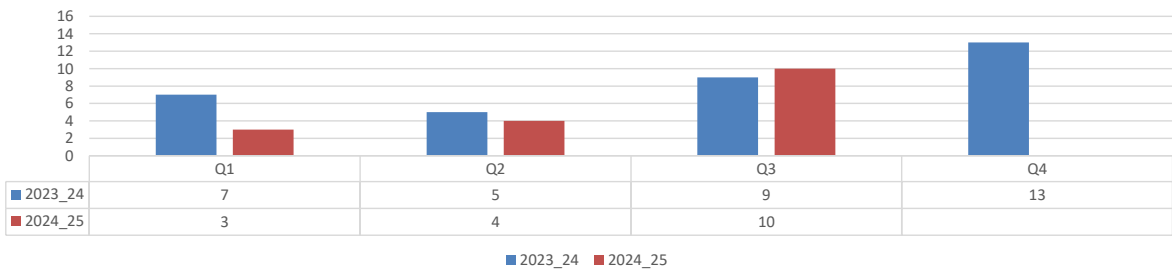


B15a - Percentage of LOLER inspections due completed

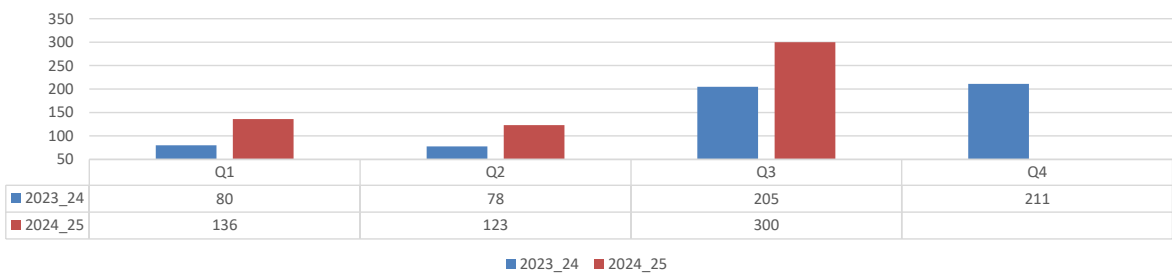


Home Safety Check - Disrepair

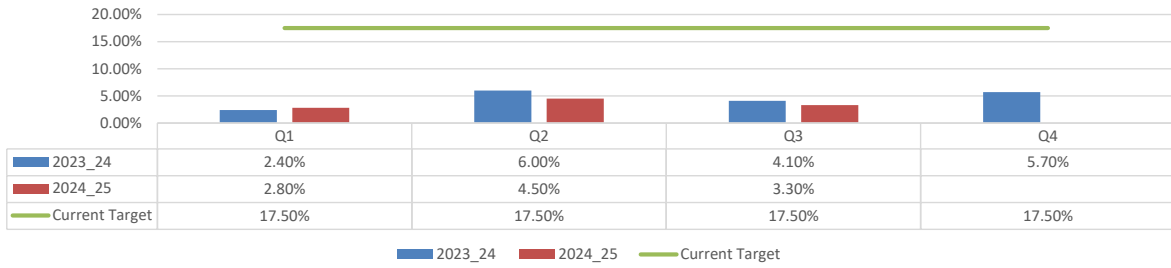
B16 - Number of disrepair claims received



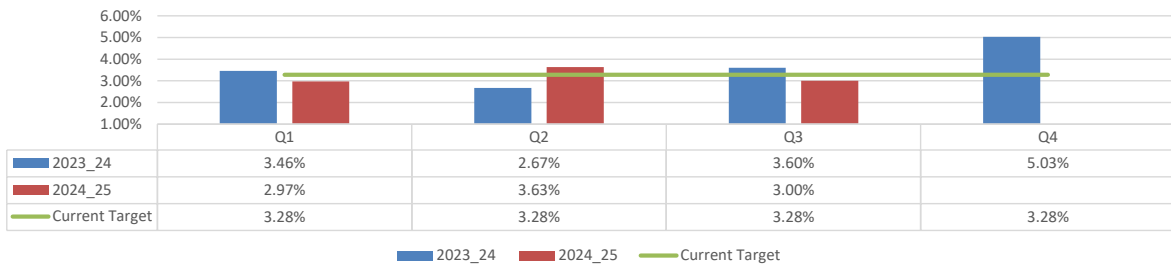
B17a - Number of reported damp and mould cases



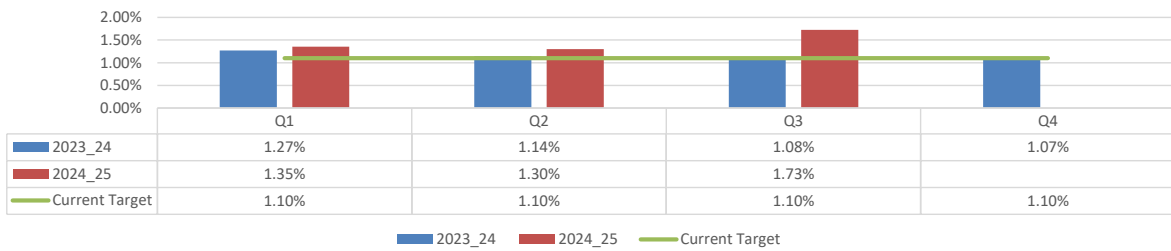
### B22 - Voluntary staff turnover



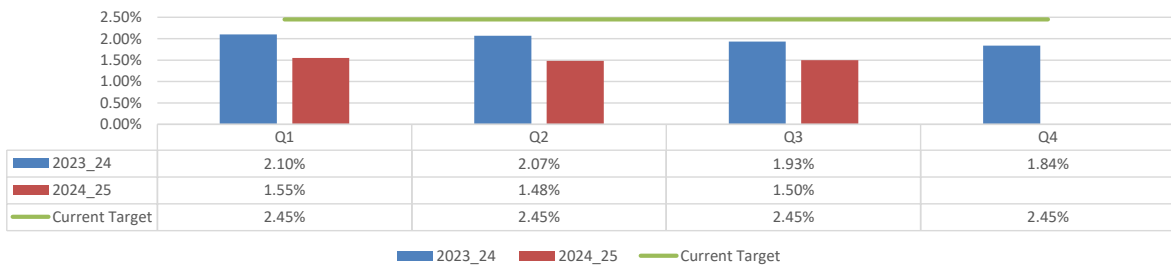
### B23 - Percentage working days lost to sickness



### B28 - Rent Loss on Voids



### B29 - Rent arrears as a proportion of total rent due



### B30 - Current Level of Bad Debt Write Off

