

Q3 & Q4 KPI Performance Report 2025–26

Resident Safety

KPI	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Proportion of communal blocks FRA to be carried out	100%	100%	100%	100%	100%
Asbestos (Communal)	100%	100%	100%	100%	100%
Legionella	100%	100%	100%	100%	100%
Lift safety check	100%	100%	100%	100%	100%
LGSR (GAS)	100%	98.53%	99.60%	99.40%	99.20%
EICR over 5 years	100%	94.94%	98.30%	98.30%	96.10%

Responsive Repairs and Void Properties

KPI	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Average time to complete repairs job	7 days	7 days	10.41 days	9.5 days	11.31 days
% damp and mould repairs completed on time	100%	66%	97%	100%	100%
Non-emergency repairs completed on time	95%	76%	92%	93%	93%
Emergency repairs completed on time	100%	100%	100%	98%	99%
Repair completed right first time*	80%	NR	73.88%	95%	98.3%*
Void turnaround times	28 days	29 days	33 days	71 days	68 days
% void loss	1%	1.19%	1.11%	1.16%	1%
% voids ready to let GN	90%	92%	94%	97%	84%
% properties not meeting Decent Homes standards	5%	5%	4%	1.53%	0.44%
% customers satisfied with repair quality	80%	67%	63%	52%	56%
% satisfaction with contractor politeness/helpfulness	80%	69%	68%	NR	78%
% satisfied property was left clean/tidy	80%	NR	58%	NR	57%
% satisfied with communication on repair	80%	53%	64%	53%	52%
% reported contractor kept appointment	80%	58%	60%	41%	58%
Average time to remove/treat mould	10 days	NR	13.6 days	44.5	10 days
Number of disrepair cases logged quarterly cumulative	n/a	70	92	100	112
Number of new disrepair cases included within figure above	n/a	7	22	8	12
Number of disrepairs closed	n/a	0	8	9	8
Number in disrepair cases in progress	n/a	70	84	91	104

*NR - Not recorded

*n/a - Not available

*RFT%- Based on our main responsive contractor, Chigwell

We are currently validating our secondary contractor MNM's data return.

Planned Maintenance

KPI	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New kitchens delivered against programme	39	5	23	32	53
New bathrooms delivered against programme	51	0	2	34	83
New boilers delivered against programme	N/A	NR	21	28	65
New windows delivered against programme	187	0	3	32	81

Housing Management

KPI	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of ASB reported cases	n/a	14	27	35	66
Number of ASB cases opened per 1,000 homes	n/a	7.47	14.4	18.8	35.23
% satisfied with outcome of ASB case	70%	NR	62%	44%	57.14%
Number of Hate Crimes cases	n/a	0	1	1	1
Number of Safeguarding cases	n/a	1	7	7	10
% residents satisfied with cleaning service	70%	61%	59%	NR	65%
% satisfied with grounds maintenance	70%	61%	59%	NR	65%

Complaints

KPI	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of complaints received	n/a	29	55	91	127
Number of stage 1 complaints per 1,000 homes	n/a	15.47	29.34	48.9	68.8
Number of stage 2 complaints per 1,000 homes	n/a	11.74	9.6	17.1%	27.7%
% stage 1 complaints responded within timescale	100%	100%	100%	100%	100%
% stage 2 complaints responded within timescale	100%	100%	100%	100%	100%

Income Management

KPI	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
% Collection rate	101%	96.92%	92.69%	96.2%	96.55%
% Current arrears	7.5%	10.11%	9.65%	8.62%	9.37%
% Former tenant arrears	3%	NR	2.42%	2.24%	2.80%
% Leaseholders' arrears	5%	1.61%	1.07%	3.89%	0.37%
% arrears over 8 weeks	n/a	5.36%	5.57%	5.83%	7.23%
Number of evictions per 1,000 homes	n/a	0	0	0	0

**NR - Not recorded*

**n/a - Not available*