

Q2 KPI Performance Report 2025–26

Resident Safety

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

Responsive Repairs and Void Properties

KPI	Target	Quarter 1	Quarter 2
Average time to complete repairs job	7 days	7 days	10.41 days
% damp and mould repairs completed on time	100%	66%	97%
Non-emergency repairs completed on time	95%	76%	92%
Emergency repairs completed on time*	100%	100%	100%
Repair completed right first time	80%	TBC	73.88%
Void turnaround times	28 days	29 days	33 days
% void loss	1%	TBC	1.09%
% voids ready to let GN	90%	92%	94%
% properties not meeting Decent Homes standards	5%	5%	4%
% customers satisfied with repair quality	80%	67%	63%
% satisfaction with contractor politeness/helpfulness	80%	69%	68%
% satisfied property was left clean/tidy	80%	TBC	58%
% satisfied with communication on repair	80%	53%	64%
% reported contractor kept appointment	80%	58%	60%
Average time to remove/treat mould	10 days	TBC	13.6 days
Number of disrepair cases	n/a	70	59
Number of disrepairs closed	n/a	4	9
Number of new disrepair cases	n/a	2	7

**KPI reconciliation carried out by Head of Repairs for Q1 and Q2 because we reached the half year mark within the financial year.*

Planned Maintenance

KPI	Target	Quarter 1	Quarter 2
New kitchens delivered against programme	39	5	23
New bathrooms delivered against programme	51	0	2
New boilers delivered against programme	N/A	TBC	21
New windows delivered against programme	187	0	3

Housing Management

KPI	Target	Quarter 1	Quarter 2
Number of ASB reported cases	n/a	14	27
Number of ASB cases opened per 1,000 homes	n/a	7.47	14.4
% satisfied with outcome of ASB case	70%	TBC	62%
Number of Hate Crimes cases	n/a	0	1
Number of Safeguarding cases	n/a	1	7
% residents satisfied with cleaning service	70%	61%	59%
% satisfied with grounds maintenance	70%	61%	59%

Complaints

KPI	Target	Quarter 1	Quarter 2
Number of complaints received	n/a	29	55
Number of stage 1 complaints per 1,000 homes	n/a	15.47	29.34
Number of stage 2 complaints per 1,000 homes	n/a	11.74	9.6
% stage 1 complaints responded within timescale	100%	100%	100%
% stage 2 complaints responded within timescale	100%	100%	100%

Income Management

KPI	Target	Quarter 1	Quarter 2
% Collection rate	101%	96.92%	92.69%
% Current arrears	7.5%	10.11%	9.65%
% Former tenant arrears	3%	TBC	2.42%
% Leaseholders' arrears	5%	0.61%	1.07%
% arrears over 8 weeks	n/a	TBC	TBC
Number of evictions per 1,000 homes	n/a	0	0