

Q1 KPI Performance Report 2025–26

Resident Safety

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

Responsive Repairs and Void Properties

KPI	Target	Performance
Average time to complete repairs job	7 days	TBC
% damp and mould repairs completed on time	100%	66%
Non-emergency repairs completed on time	95%	76%
Emergency repairs completed on time	100%	99%
Repair completed right first time	80%	TBC
Void turnaround times	28 days	29 days
% void loss	1%	TBC
% voids ready to let GN	90%	92%
% properties not meeting Decent Homes standards	5%	5%
% customers satisfied with repair quality	80%	67%
% satisfaction with contractor politeness/helpfulness	80%	69%
% satisfied property was left clean/tidy	80%	TBC
% satisfied with communication on repair	80%	53%
% reported contractor kept appointment	80%	58%
Average time to remove/treat mould	10 days	TBC
Number of disrepair cases	n/a	70
Number of disrepairs closed	n/a	4
Number of new disrepair cases	n/a	2

Planned Maintenance

KPI	Target	Performance
New kitchens delivered against programme	39	5
New bathrooms delivered against programme	51	0
New boilers delivered against programme	N/A	TBC
New windows delivered against programme	187	0

Housing Management

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

Complaints

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

Income Management

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