

# Landlord Services Performance Exceptions Report

Reporting period: 1 June 2025 to 30 June 2025

Ref.	Performance indicator	Jun-25	Target	Performance against target
HE01	Percentage of homes for which all required electrical installation condition reports have been carried out	97.88%	99.5%	Target within tolerance
The number of homes without EICRs has reduced from 314 in October 2024 to 101 in June 2025. Letters to all tenants without EICRs have been hand delivered which have resulted in some booked appointments. The approach to the non-compliant homes is being reviewed. Weekly compliance meetings with teams and senior managers are continuing.				
HW03	Number of overdue remedial actions from water (legionella) risk assessments	390	N/A	N/A
The number of water safety overdue remedial actions has reduced from 930 in October 2024 to 390 in June 2025. The procurement process is underway and the target for completion of all remedial actions is by March 2026. The mitigation plan in place includes letters sent to affected tenants and water safety testing. Weekly compliance meetings with teams and senior managers are continuing.				
HS01	Percentage of homes for which all required smoke alarms have been installed	97.08%	99.5%	Target within tolerance
The number of homes with out-of-date smoke detectors have reduced from 491 in October 2024 to 140 in June 2025. The approach to the non-compliant homes is being reviewed. Weekly compliance meetings with teams and senior managers are continuing.				
IW01	Percentage of emergency responsive repairs completed within 2 hours (Ian Williams)	98.43%	100%	Target within tolerance
IW02	Percentage of non-emergency responsive repairs completed within 28 calendar days (Ian Williams)	88.13%	95%	Target not met
IW04	Percentage of responsive repairs jobs not completed within 28 calendar days (Ian Williams)	10.30%	10%	Target within tolerance
IW05	Number of overdue responsive repairs (Ian Williams)	30	N/A	N/A
IW06	Percentage of respondents who report that they are satisfied with the last repair service received (Ian Williams)	71.95%	85%	Target not met
IW07	Percentage of respondents who report that the repair was completed on the first visit (Ian Williams)	64.63%	78%	Target not met
The above targets will be raised at the Strategic meeting on 18 June 2025.				
AL02	Average number of working days to re-let a 'normal void' (empty) property	33 working days	25 working days	Target not met
The number of average number of working days taken to re-let a 'normal void' property has reduced from 55 days in October 2024 to 33 days in June 2025. This continues to be a priority and the teams remain focused on delivering the actions to improve the average re-let time of void properties. The recruitment of a dedicated Voids Manager is underway.				