





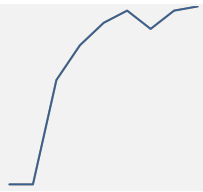

Landlord Services Performance Scorecard 2025-26

Reporting Period: 1 to 30 June 2025

| Ref | Performance indicator | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Trend | What better looks like | Target | Tolerance | Performance against target |
|--|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|------------------------|--------|-----------|----------------------------|
| Safety and Quality Standard – To ensure the safety and quality of tenants’ homes | | | | | | | | | | | | | | | |
| Stock quality | | | | | | | | | | | | | | | |
| SQ01 | Percentage of homes with stock condition surveys completed within the last 3 years | 84.53% | 71.09% | 84.99% | 84.99% | 84.93% | 84.99% | 85.01% | - | - |  | High | 85% | 5% | Target met |
| SQ02 | Percentage of homes with energy performance ratings of C or above | 67.90% | 71.09% | 71.09% | 71.09% | 71.34% | 75.32% | 71.93% | - | - |  | High | 75% | 3% | Target within tolerance |
| Decency | | | | | | | | | | | | | | | |
| DE01 | Percentage of homes that meet the Decent Homes Standard | 85.10% | - | - | - | 94.69% | 94.69% | 94.69% | - | - |  | High | 100% | 3% | Target not met |


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| Health and safety | | | | | | | | | | | | | | | |
| HG01 | Percentage of homes for which all required gas safety checks have been carried out | 99.95% | 99.95% | 99.91% | 99.95% | 99.98% | 99.88% | 99.91% | 99.86% | 99.93% |  | High | 99.5% | 5% | Target met |
| HG02 | Number of homes for which all required gas safety checks are non-compliant | 2 | 2 | 4 | 2 | 1 | 5 | 4 | 6 | 3 | | N/A | N/A | N/A | N/A |
| HE01 | Percentage of homes for which all required electrical installation condition reports have been carried out | 93.59% | 93.59% | 96.11% | 96.94% | 97.49% | 97.78% | 97.34% | 97.78% | 97.88% |  | High | 99.5% | 5% | Target within tolerance |
| HE02 | Number of homes for which all required electrical installation condition reports are non-compliant | 314 | 314 | 186 | 146 | 120 | 106 | 127 | 106 | 101 | | N/A | N/A | N/A | N/A |
| HF01 | Percentage of homes for which all required fire risk assessments have been carried out | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |  | High | 99.5% | 5% | Target met |
| HF02 | Number of homes for which all required fire risk assessments are non-compliant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | N/A | N/A | N/A | N/A |




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|------|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---|------------------------|--------|-----------|----------------------------|
| HF03 | Number of overdue remedial actions from fire risk assessments | 121 | 121 | 155 | - | - | 58 | 0 | 0 | 0 | | N/A | N/A | N/A | N/A |
| HW01 | Percentage of homes for which all required water (legionella) risk assessments have been carried out | 94.15% | 94.15% | 98.15% | 95.80% | 96.05% | 96.60% | 89.34% | 100.00% | 100.00% |  | High | 99.5% | 5% | Target met |
| HW02 | Number of homes for which all required water (legionella) risk assessments are non-compliant | 38 | 38 | 12 | 28 | 27 | 20 | 63 | 0 | 0 | | N/A | N/A | N/A | N/A |
| HW03 | Number of overdue remedial actions from water (legionella) risk assessments | 930 | 930 | 493 | 455 | 295 | 301 | 498 | 394 | 390 | | N/A | N/A | N/A | N/A |
| HL01 | Percentage of homes for which all required communal passenger lift safety checks have been carried out | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | High | 99.5% | 5% | Target met |
| HL02 | Number of homes for which all required communal passenger lift safety checks are non-compliant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | N/A | N/A | N/A | N/A |

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|------|--|---------|---------|---------|---------|---------|--------|---------|---------|---------|---|------------------------|--------|-----------|----------------------------|
| HA01 | Percentage of homes for which all required asbestos management surveys or re-inspections have been carried out | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.34% | 100.00% | 100.00% | 100.00% |  | High | 99.5% | 5% | Target met |
| HA02 | Number of asbestos re-inspections overdue | 0 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 0 | | N/A | N/A | N/A | N/A |
| HS01 | Percentage of homes for which all required smoke alarms have been installed | 89.97% | 89.97% | 89.97% | - | 94.13% | 96.19% | 96.34% | 97.08% | 97.08% |  | High | 99.5% | 5% | Target within tolerance |
| HS02 | Number of homes for which all required smoke alarm installations are non-compliant | 491 | 491 | 491 | - | 279 | 180 | 174 | 138 | 140 | | N/A | N/A | N/A | N/A |
| HC01 | Percentage of homes for which all required with carbon monoxide detectors have been installed | 99.60% | 99.60% | 99.84% | 99.84% | 99.84% | 99.95% | 100.00% | 100.00% | 100.00% |  | High | 99.5% | 5% | Target met |
| HC02 | Number of homes for which all required carbon monoxide detector installations are non-compliant | 17 | 17 | 7 | 7 | 7 | 2 | 0 | 0 | 0 | | N/A | N/A | N/A | N/A |




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|------|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|------------------------|--------|-----------|----------------------------|
| DM01 | Number of new damp and mould cases | - | - | - | - | - | - | 9 | 8 | TBC | | N/A | N/A | N/A | N/A |
| DM02 | Number of new damp and mould cases assessed as HHSRS Category 1 hazards | - | - | - | - | - | - | 0 | 0 | TBC | | N/A | N/A | N/A | N/A |
| DM03 | Number of open damp and mould cases | 28 | 27 | 40 | 43 | 49 | 67 | 44 | 30 | TBC | | N/A | N/A | N/A | N/A |
| DM04 | Number of open damp and mould cases assessed as HHSRS Category 1 hazards | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | TBC | | N/A | N/A | N/A | N/A |

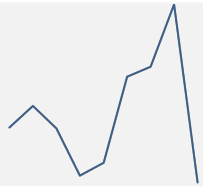
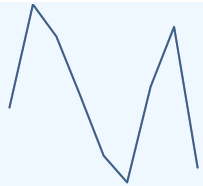
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|---|---|--------|--------|--------|--------|--------|---------|--------|--------|--------|---|------------------------|------------------|----------------|----------------------------|
| Repairs, maintenance and planned improvements | | | | | | | | | | | | | | | |
| IW01 | Percentage of emergency responsive repairs completed within 2 hours (Ian Williams) | 97.20% | 97.60% | 97.00% | 98.00% | 98.00% | 100.00% | 97.50% | 99.20% | 98.43% |  | High | 100% | 5% | Target within tolerance |
| IW02 | Percentage of non-emergency responsive repairs completed within 28 calendar days (Ian Williams) | - | - | - | - | - | - | 92.10% | 93.54% | 88.13% |  | High | 95% | 5% | Target not met |
| IW03 | Average number of days to complete non-emergency responsive repairs (Ian Williams) | - | - | - | - | - | - | 15.5 | 11.6 | 15.0 |  | Low | 15 calendar days | 1 calendar day | Target met |
| IW04 | Percentage of responsive repairs jobs not completed within 28 calendar days (Ian Williams) | 33.00% | 17.00% | 27.00% | 15.00% | 17.00% | 9.00% | 9.18% | 5.47% | 10.30% |  | Low | 10% | 2% | Target within tolerance |
| IW05 | Number of overdue responsive repairs (Ian Williams) | - | - | - | - | - | - | 48 | 30 | 30 | | N/A | N/A | N/A | N/A |




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|--|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|---|------------------------|--------|-----------|----------------------------|
| IW06 | Percentage of respondents who report that they are satisfied with the last repair service received (Ian | 77.09% | 79.10% | 77.00% | 72.60% | 73.80% | 81.80% | 82.73% | 88.54% | 71.95% |  | High | 85% | 5% | Target not met |
| IW07 | Percentage of respondents who report that the repair was completed on the first visit (Ian Williams) | 68.60% | 75.45% | 73.33% | 69.47% | 65.42% | 63.64% | 70.00% | 73.96% | 64.63% |  | High | 78% | 5% | Target not met |
| Neighbourhood and Community Standard – To work with other organisations to help ensure tenants live in safe neighbourhoods | | | | | | | | | | | | | | | |
| Anti-social behaviour and hate incidents | | | | | | | | | | | | | | | |
| AS01 | Number of new anti-social behaviour cases | - | - | - | - | - | - | 2 | 1 | 12 | | N/A | N/A | N/A | N/A |
| AS02 | Number of new anti-social behaviour cases that involve hate incidents | - | - | - | - | - | - | 0 | 0 | 0 | | N/A | N/A | N/A | N/A |
| AS03 | Number of anti-social behaviour cases open for >3 months | - | - | - | - | - | - | 8 | 8 | 5 | | N/A | N/A | N/A | N/A |

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| Tenancy Standard – To effectively allocate, let homes and manage tenancies | | | | | | | | | | | | | | | |
| Allocations and lettings | | | | | | | | | | | | | | | |
| AL01 | Number of 'normal void' (empty) properties re-let | 18 | 25 | 21 | 26 | 23 | 26 | 17 | 17 | 30 | | N/A | N/A | N/A | N/A |
| AL02 | Average number of working days to re-let a 'normal void' (empty) property | 40 | 55 | 53 | 43 | 37 | 37 | 35 | 38 | 33 | | Low | 25 working days | 1 working day | Target not met |
| AL03 | Percentage of rent loss due to void (empty) properties | 1.77% | 1.41% | 1.80% | 1.43% | 1.30% | 1.22% | 1.44% | 1.46% | 1.27% |  | Low | 1.30% | 0.20% | Target met |
| Tenancy sustainment and evictions | | | | | | | | | | | | | | | |
| TS01 | Current tenant arrears as a percentage of the total estimated gross debt | 1.45% | 1.43% | 1.50% | 1.47% | 1.46% | 1.34% | 1.33% | 1.39% | 1.37% |  | Low | 1.40% | 0.20% | No data provided |
| TS02 | Percentage of tenancy visits completed against a target of 200 visits completed per month | - | - | - | - | - | - | 106.00% | 91.50% | 109.50% |  | High | 95% | 5% | Target met |

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| Transparency, Influence and Accountability Standard – To provide information, listen to tenants, and act on their views | | | | | | | | | | | | | | | |
| Complaints | | | | | | | | | | | | | | | |
| CM01 | Number of level one complaints received | 24 | 30 | 18 | 34 | 50 | 43 | 22 | 36 | 27 | | N/A | N/A | N/A | N/A |
| CM02 | Percentage of level one complaints responded to within 10 working days of the complaint received | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | | High | 95% | 5% | Target met |
| CM03 | Number of level one complaints upheld | 22 | 20 | 17 | 28 | 24 | 47 | 15 | 21 | 21 | | N/A | N/A | N/A | N/A |
| CM04 | Number of level two complaints received | 9 | 7 | 8 | 6 | 11 | 9 | 6 | 15 | 10 | | N/A | N/A | N/A | N/A |
| CM05 | Percentage of level two complaints responded to within 20 working days of the complaint received | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 90.00% | 100.00% | 100.00% | | High | 95% | 5% | Target met |
| CM06 | Number of level two complaints upheld | 9 | 4 | 4 | 6 | 5 | 4 | 5 | 7 | 5 | | N/A | N/A | N/A | N/A |
| CM07 | Number of Housing Ombudsman complaints received | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | | N/A | N/A | N/A | N/A |