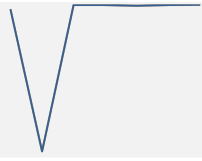





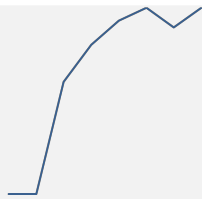
# Landlord Services Performance Scorecard 2025-26

Reporting Period: 1 to 31 May 2025

Ref	Performance indicator	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-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


## Landlord Services Performance Scorecard 2025-26

Reporting Period: 1 to 31 May 2025

Ref	Performance indicator	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Trend	What better looks like	Target	Tolerance	Performance against target
<b>Health and safety</b>														
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%		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		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%		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		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%		High	99.5%	5%	Target met



# Landlord Services Performance Scorecard 2025-26

Reporting Period: 1 to 31 May 2025

Ref	Performance indicator	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Trend	What better looks like	Target	Tolerance	Performance against target
HF02	Number of homes for which all required fire risk assessments are non-compliant	0	0	0	0	0	0	0	0		N/A	N/A	N/A	N/A
HF03	Number of overdue remedial actions from fire risk assessments	121	121	155	-	-	58	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%		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		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		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%		High	99.5%	5%	Target met


# Landlord Services Performance Scorecard 2025-26

Reporting Period: 1 to 31 May 2025

Ref	Performance indicator	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Trend	What better looks like	Target	Tolerance	Performance against target
HL02	Number of homes for which all required communal passenger lift safety checks are non-compliant	0	0	0	0	0	0	0	0		N/A	N/A	N/A	N/A
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%		High	99.5%	5%	Target met
HA02	Number of asbestos re-inspections overdue	0	0	0	0	0	12	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%		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		N/A	N/A	N/A	N/A





# Landlord Services Performance Scorecard 2025-26

Reporting Period: 1 to 31 May 2025

Ref	Performance indicator	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Trend	What better looks like	Target	Tolerance	Performance against target
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%		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		N/A	N/A	N/A	N/A
DM01	Number of new damp and mould cases	-	-	-	-	-	-	9	8		N/A	N/A	N/A	N/A
DM02	Number of new damp and mould cases assessed as HHSRS Category 1 hazards	-	-	-	-	-	-	0	0		N/A	N/A	N/A	N/A
DM03	Number of open damp and mould cases	28	27	40	43	49	67	44	30		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		N/A	N/A	N/A	N/A


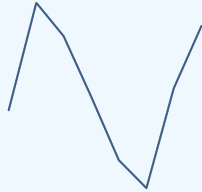
# Landlord Services Performance Scorecard 2025-26

Reporting Period: 1 to 31 May 2025

Ref	Performance indicator	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Trend	What better looks like	Target	Tolerance	Performance against target
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%		High	100%	5%	Target met
IW02	Percentage of non-emergency responsive repairs completed within 28 calendar days (Ian Williams)	-	-	-	-	-	-	92.10%	93.54%		High	95%	5%	Target within tolerance
IW03	Average number of days to complete non-emergency responsive repairs (Ian Williams)	-	-	-	-	-	-	15.5	11.6		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%		Low	10%	2%	Target met
IW05	Number of overdue responsive repairs (Ian Williams)	-	-	-	-	-	-	48	30		N/A	N/A	N/A	N/A

## Landlord Services Performance Scorecard 2025-26

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Ref	Performance indicator	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Trend	What better looks like	Target	Tolerance	Performance against target
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%		High	85%	5%	Target 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%		High	78%	5%	Target within tolerance

### 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		N/A	N/A	N/A	N/A
AS02	Number of new anti-social behaviour cases that involve hate incidents	-	-	-	-	-	-	0	0		N/A	N/A	N/A	N/A
AS03	Number of anti-social behaviour cases open for >3 months	-	-	-	-	-	-	8	8		N/A	N/A	N/A	N/A

# Landlord Services Performance Scorecard 2025-26

Reporting Period: 1 to 31 May 2025

Ref	Performance indicator	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Trend	What better looks like	Target	Tolerance	Performance against target
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		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		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%		Low	1.30%	0.20%	Target within tolerance
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%		Low	1.40%	0.20%	Target met
TS02	Percentage of tenancy visits completed against a target of 200 visits completed per month	-	-	-	-	-	-	106.00%	91.50%		High	95%	5%	Target within tolerance



# Landlord Services Performance Scorecard 2025-26

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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		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%		High	95%	5%	Target met
CM03	Number of level one complaints upheld	22	20	17	28	24	47	15	21		N/A	N/A	N/A	N/A
CM04	Number of level two complaints received	9	7	8	6	11	9	6	15		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%		High	95%	5%	Target met
CM06	Number of level two complaints upheld	9	4	4	6	5	4	5	7		N/A	N/A	N/A	N/A
CM07	Number of Housing Ombudsman complaints received	0	0	1	0	0	1	1	1		N/A	N/A	N/A	N/A