

## Landlord Services Performance Scorecard 2025-26

Reporting Period: 1 to 30 September 2025

Ref	Performance indicator Description of what is being measured	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	What better looks like	Target Expected level of performance	Tolerance Acceptable range above or below the target	Performance against target
<b>Safety and Quality Standard</b>																	
<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%	99.93%	99.79%	99.75%	99.75%	High	99.5%	5% (performance of lower than 94.5% would be red rated)	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	9	11	11	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%	98.03%	97.74%	98.03%	High	99.5%	5% (performance of lower than 94.5% would be red rated)	Target within tolerance

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HE02	Number of homes for which all required electrical installation condition reports are non-compliant	314	314	186	146	120	106	127	106	101	94	108	108	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%	100.00%	100.00%	98.33%	High	99.5%	5% (performance of lower than 94.5% would be red rated)	Target within tolerance
HF02	Number of homes for which all required fire risk assessments are non-compliant	0	0	0	0	0	0	0	0	0	0	0	2	N/A	N/A	N/A	N/A
HF03	Number of overdue remedial actions from fire risk assessments	121	121	155	-	-	58	0	0	279	236	230	373	N/A	N/A	N/A	N/A

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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%	96.00%	96.40%	98.18%	High	99.5%	5% (performance of lower than 94.5% would be red rated)	Target within tolerance
HW02	Number of homes for which all required water (legionella) risk assessments are non-compliant	38	38	12	28	27	20	63	0	0	4	4	2	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	575	609	440	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%	100.00%	100.00%	100.00%	High	99.5%	5% (performance of lower than 94.5% would be red rated)	Target met

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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	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%	100.00%	99.43%	99.43%	99.42%	High	99.5%	5% (performance of lower than 94.5% would be red rated)	Target within tolerance
HA02	Number of asbestos re-inspections overdue	0	0	0	0	0	12	0	0	0	26	26	26	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%	97.48%	98.31%	98.31%	High	99.5%	5% (performance of lower than 94.5% would be red rated)	Target within tolerance

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HS02	Number of homes for which all required smoke alarm installations are non-compliant	491	491	491	-	279	180	174	138	140	119	80	0	0	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%	99.98%	100.00%	100.00%	High	99.5%	5% (performance of lower than 94.5% would be red rated)	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	0	1	0	N/A	N/A	N/A	N/A
DM01	Number of new damp and mould cases	-	-	-	-	-	-	9	8	31	11	14	17	N/A	N/A	N/A	N/A
DM02	Number of new damp and mould cases assessed as HHSRS Category 1 hazards	-	-	-	-	-	-	0	0	0	0	2	1	N/A	N/A	N/A	N/A

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DM03	Number of open damp and mould cases	28	27	40	43	49	67	44	30	21	11	16	15	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	0	0	1	0	N/A	N/A	N/A	N/A

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<b>Safety and Quality Standard</b>																	
IW01	Percentage of emergency responsive repairs responded to within 2 hours (Ian Williams)	97.20%	97.60%	97.00%	98.00%	98.00%	100.00%	97.50%	99.20%	98.43%	99.00%	99.00%	99.00%	High	100%	5% (performance of lower than 95% would be red rated)	Target met
IW02	Percentage of non-emergency responsive repairs completed within 28 calendar days (Ian Williams)	-	-	-	-	-	-	92.10%	93.54%	88.13%	93.50%	93.30%	87.70%	High	95%	5% (performance of lower than 90% would be red rated)	Target not met
IW03	Average number of days to complete non-emergency responsive repairs (Ian Williams)	-	-	-	-	-	-	15.5	11.6	15	14.1	14.3	14.5	Low	15 calendar days	1 calendar day (performance of 17 calendar days or more would be red rated)	Target within tolerance
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%	6.50%	6.70%	10.80%	Low	10%	2% (performance of 12% or more would be red rated)	Target met

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IW05	Number of overdue responsive repairs (Ian Williams)	-	-	-	-	-	-	48	173	143	35	25	206		N/A	N/A	N/A	N/A
IW06	Percentage of respondents who report that they are satisfied with the last repair service received (Ian Williams)	77.09%	79.10%	77.00%	72.60%	73.80%	81.80%	82.73%	88.54%	71.95%	81.80%	78.20%	85.20%		High	85%	5% (performance of lower than 80% would be red rated)	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%	64.63%	87.00%	86.00%	86.00%		High	78%	5% (performance of lower than 73% would be red rated)	Target met

Anti-social behaviour and hate incidents																		
AS01	Number of new anti-social behaviour cases	-	-	-	-	-	-	2	1	12	12	3	2		N/A	N/A	N/A	N/A
AS02	Number of new anti-social behaviour cases that involve hate incidents	-	-	-	-	-	-	0	0	0	1	0	0		N/A	N/A	N/A	N/A
AS03	Number of anti-social behaviour cases open for >3 months	-	-	-	-	-	-	8	8	5	5	7	10		N/A	N/A	N/A	N/A

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<b>Tenancy Standard</b>																																			
<b>Allocations and lettings</b>																																			
AL01	Number of 'normal void' (empty) properties re-let	18	25	21	26	23	26	17	17	30	26	14	21	N/A	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	41	28	33	Low	25 working days	1 working day (performance of 27 days or more would be red rated)	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%	1.52%	0.99%	0.93%	Low	1.30%	0.2% (performance of higher than 1.50% would be red rated)	Target met																		
<b>Tenancy sustainment and evictions</b>																																			
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%	1.34%	1.46%	1.40%	Low	1.40%	0.2% (performance of 1.60% or more would be red rated)	Target met																		
TS02	Percentage of tenancy visits completed against a target of 200 visits completed per month	-	-	-	-	-	-	106.00%	91.50%	109.50%	106.00%	115.00%	83.00%	High	95%	5% (performance of 90.2% or less would be red rated)	Target not met																		

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		Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25									
<b>Transparency, Influence and Accountability Standard</b>																						
<b>Complaints</b>																						
CM01	Number of level one complaints received	24	30	18	34	50	43	22	36	27	27	32	26	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%	96.70%	84.40%	96.00%	High	95%	5% (performance of 90.3% or lower would be red rated)	Target met					
CM03	Number of level one complaints upheld	22	20	17	28	24	47	15	21	21	18	21	10	N/A	N/A	N/A	N/A					

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		Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25				
CM04	Number of level two complaints received	9	7	8	6	11	9	6	15	10	12	13	13	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%	100.00%	100.00%	67.00%	High	95%	5% (performance of 90.3% or lower would be red rated)	Target not met
CM06	Number of level two complaints upheld	9	4	4	6	5	4	5	7	5	6	7	2	N/A	N/A	N/A	N/A
CM07	Number of Housing Ombudsman complaints received	0	0	1	0	0	1	1	1	1	0	1	1	N/A	N/A	N/A	N/A