

**Nottingham City Council Housing Services
Overall Balanced Scorecard Report - March 2026**

Ref.	Performance Indicator	Good Perf. Is	Resp. Person	Mar-25	Dec-25	Jan-26	Feb-26	Mar-26	25/26 Year End (TSM Survey Only)	25/26 Target	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
FINANCE													
HIM6	Rent collection (YTD figure)	Higher	RH	100.50%	100.81%	100.52%	100.48%	100.14%	-	100%	N/A		
HIM11a	Current Tenant Arrears	Lower	RH	£3,090,497	£2,667,690	£2,727,936	£2,598,828	£2,639,494	-	£3,432,530	N/A		
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	86.67%	59.05%	63.91%	68.89%	78.95%	-	85.0%	N/A		
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.38%	2.05%	2.10%	2.00%	2.03%	-	2.9%	N/A		
PEOPLE													
S1	Ave sick days per employee (rolling 12 months)	Lower	TBA	13.34	13.75	13.74	13.89	13.96	-	10.2	N/A		
OPERATIONS & CUSTOMER EXPERIENCE													
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	PS	97.20%	94.9%	93.2%	93.7%	94.7%	-	97.0%	N/A		
TP02	Satisfaction with Repairs	Higher	DS	67.0%	71.0%	N/A	N/A	73.0%	69.0%	67.0%	66.0%	71.7%	77.9%
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	Lower	DS	42.80	11.05	11.89	11.88	13.88	-	28	N/A		
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	Lower	DS	N/A	0.68	0.56	0.46	0.83	-	1	N/A		
R5COM-P2	Ave days to complete Urgent Responsive repairs (Priority 2)	Lower	DS	N/A	4.21	6.49	4.93	4.58	-	7	N/A		
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3)	Lower	DS	N/A	18.78	21.47	20.59	23.43	-	28	N/A		
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4)	Lower	DS	N/A	43.33	41.69	38.21	38.31	-	90	N/A		
RP02(1)	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	Higher	DS	85.9%	86.0%	89.0%	86.0%	87.0%	-	87.0%	N/A		
RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	85.2%	84.0%	90.0%	89.0%	90.0%	-	100.0%	88.0%	94.9%	98.9%
RP02.2 (P2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	Higher	DS	N/A	88.0%	87.0%	85.0%	90.0%	-	100.0%	75.7%	84.0%	90.8%
RP02.2 (P3)	Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord's target timescale.	Higher	DS	N/A	87.0%	86.0%	82.0%	81.0%	-	85.0%			
RP02.2 (P4)	Proportion of Planned Responsive repairs (Priority 4) completed within the landlord's target timescale.	Higher	DS	N/A	92.0%	92.0%	91.0%	93.0%	-	85.0%			
TP09	Satisfaction with Complaint handling	Higher	PS	37.0%	32.0%	N/A	N/A	29.0%	32.0%	36.0%	26.1%	31.3%	36.8%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	41.88	43.28	43.59	43.64	40.32	-	42	N/A		
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	N/A	KS	26.7	27.73	26.80	26.26	26.90	-	45	23.0	37.4	61.6
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	Higher	ML	52.0%	55.0%	N/A	N/A	59.0%	54.0%	53.0%	50.2%	57.2%	64.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Higher	KS	59.0%	63.0%	N/A	N/A	69.0%	63.0%	62.0%	57.2%	63.1%	69.6%
TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	Higher	KS	59.0%	63.0%	N/A	N/A	67.0%	63.0%	63.0%	55.0%	62.0%	67.9%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Higher	KS	63.0%	62.0%	N/A	N/A	64.0%	62.0%	66.0%	50.8%	57.2%	61.4%
TP01	Overall satisfaction	Higher	PS	62.0%	65.0%	N/A	N/A	68.0%	64.0%	64.0%	61.1%	68.5%	74.8%
COMPLIANCE													
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	98.94%	98.90%	98.79%	97.51%	97.51%	-	100.0%	99.8%	99.9%	100.0%
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	Higher	DS	99.35%	99.32%	99.27%	99.01%	99.52%	-	100.0%	N/A		
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SE	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	99.9%	100.0%	100.0%
FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	SE	0	0	0	0	0	-	0	N/A		
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SE	0	0	0	0	0	-	0	N/A		

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C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	SE	48	1	3	1	2	-	0	N/A		
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	0.3%	0.5%	0.4%	0.3%	0.2%	-	0.0%	1.1%	3.2%	6.7%
DM01	NEW - Awaab's Law: Emergency repairs investigated within 24 hours	Higher	DS	N/A	TBC	TBC	TBC	99%	-	100.0%	N/A		
DM02	NEW - Awaab's Law: Significant hazards investigated within 10 days	Higher	SE	N/A	88%	79%	91%	91%	-	100.0%	N/A		
AW3	NEW - Awaab's Law: Written findings issued within 3 days	Higher	SE	N/A	100%	100%	100%	100%	-	100.0%	N/A		
DM04	NEW - Awaab's Law: Works started within 12-week long-stop	Higher	SE	N/A	N/A	N/A	N/A	100%	-	100.0%	N/A		
CUSTOMER PERCEPTION													
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	Higher	PS	71.0%	76.0%	N/A	N/A	77.0%	75.0%	74.0%	61.6%	69.1%	74.3%
TP08	Agreement that the landlord treats tenants fairly and with respect	Higher	PS	73.0%	79.0%	N/A	N/A	78.0%	76.0%	78.0%	68.8%	74.8%	80.3%
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	97.96%	96.47%	96.94%	94.06%	98.10%	-	99.0%	64.0%	81.8%	93.9%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	Lower	PS	42.8	39.6	40.9	40.7	44.7	-	55	28.6	44.8	64.2
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	4.2	7.52	7.57	7.52	8.49	-	7	4.8	7.6	11.7
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	PS	75.0%	100.0%	100.0%	100.0%	100.0%	-	99.0%	58.5%	82.7%	97.9%
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	99.98%	99.99%	99.99%	99.99%	99.99%	-	98.0%	N/A		
HOME STANDARD													
BS03-NCC	Asbestos safety checks	Higher	SE	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	Higher	SE	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	Higher	SE	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	559	517	500	429	356	-	To reduce	N/A		
D0	No Access Properties <i>Only those that have gone through the 3 stage process e.g. carded, letter, calls or onhold and is documented</i>	Lower	SE	N/A	N/A	208	146	158	-				
D3.1	≤ 1 month from letter of claim	Lower	SE	37	22	25	24	11	-				
D3.2	1 - 3 months	Lower	SE	64	72	28	32	59	-				
D3.3	3 - 6 months	Lower	SE	98	130	39	36	21	-				
D3.4	6 - 12 months	Lower	SE	168	208	74	57	34	-				
D3.5	12 months +	Lower	SE	192	85	126	134	73	-				
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE	1085	370	291	212	181	-	To reduce	N/A		
DM1.1	≤ 1 month	Lower	SE		0	0	0	0	-				
DM1.2	1 - 3 months	Lower	SE		36	3	0	2	-				
DM1.3	3 - 6 months	Lower	SE		32	1	36	26	-				
DM1.4	6 - 12 months	Lower	SE		172	85	33	24	-				
DM1.5	12 months +	Lower	SE		130	202	143	129	-				
TP03	Satisfaction with time taken to complete recent repair	Higher	DS	59.0%	68.0%	N/A	N/A	69.0%	63.0%	61.0%	62.8%	67.5%	75.6%
TP04	Satisfaction that the home is well maintained	Higher	SE	65.0%	66.0%	N/A	N/A	71.0%	68.0%	67.0%	61.5%	68.1%	74.3%
TP05	Satisfaction that the home is safe	Higher	SE	74.0%	75.0%	N/A	N/A	77.0%	75.0%	77.0%	68.8%	74.3%	79.9%

