



Ref.	Performance indicator	Good Performance Is	Resp. Person	23/24 Outturn	Aug-24	Sep-24	Oct-24	24/25 YTD	24/25 Target
RP02.2	Emergency Repairs in time	Higher	AB (DS)	Not available	Not available	Not available	Not available	Not available	100.0%
V1	No of New Voids	N/A	SG (RH)	TBA	54	83	76	519	N/A
V3	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	SG (RH)	7.99	38.62	39.59	40.48	43.94	45.00
<b>COMPLIANCE</b>									
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	AB (DS)	99.99%	99.89%	99.66%	99.18%	N/A	100.0%
EICR001	Dwellings with a satisfactory EICR in last five years	Higher	AB (SE)	99.40%	99.49%	99.32%	99.20%	N/A	100.0%
BS02	% Fire Risk Assessments completed in target	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
FIRE006	Overdue High Risk Fire Risk Assessment Actions	Lower	AB (SE/DS)	0	0	0	0	N/A	0
C5	Overdue Medium Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	19	0	0	0	N/A	0
C6	Overdue Low Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	265	379	168	159	N/A	0
RP01	% of stock that is categorised as a non-decent home	Lower	AB (SE)	0.50%	6.80%	3.72%	3.81%	N/A	0.00%
<b>TENANT INVOLVEMENT &amp; EMPOWERMENT</b>									
CH02	Complaints responded to within the timescale	Higher	PS	84.70%	91.36%	88.46%	95.35%	90.36%	100.0%

Ref.	Performance indicator	Good Performance Is	Resp. Person	23/24 Outturn	Aug-24	Sep-24	Oct-24	24/25 YTD	24/25 Target
Tenant	Data profiling on our customers is complete	Higher	PS	99.96%	99.97%	99.97%	99.97%	N/A	98.0%
CH02b	Escalation of complaints to Stage Two (rolling year)	Lower	PS	15.5%	13.23%	11.82%	12.22%	N/A	N/A

Ref.	Performance indicator	Good Performance Is	Resp. Person	23/24 Outturn	Aug-24	Sep-24	Oct-24	24/25 YTD	24/25 Target
<b>HOME STANDARD</b>									
<b>BS03</b>	Asbestos safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
<b>BS04</b>	Water safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
<b>BS05</b>	Lift safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	N/A	100.0%