

Housing KPI Dashboard for discussion	Corporate KPI?	Heading	Team	how often?	Type	Proposed Target	Tolerance	current trend	Commentary	Apr-25	May-25
<b>DELIVERING SAFE, DECENT HOMES FOR TENANTS</b>											
S1	yes	Homes that meet the decent homes standard	Asset Management	quarterly?	Target	100% by 2026					
S2		Resident satisfaction that the home is safe	Performance	yearly	Target	90%					
S3		Homes with Gas Safety Certification	Compliance	monthly	Target	100%					
S4		Required Fire Risk Assessments Completed	Compliance	monthly	Target	100%					
S5		Homes with a valid 5 year electrical certificate	Compliance	monthly	Target	100%					
S6		Homes with Inspected Carbon Monoxide Detectors	Compliance	monthly	Target	100%					
<b>DELIVERING AN EFFICIENT REPAIRS AND MAINTENANCE SERVICE</b>											
R1	yes	Percentage of responsive repairs completed on time	Repairs	monthly	Target	90%					
R2	yes	Percentage of high priority repairs completed on time	Repairs	monthly	Target	90%					
R3		Tenant satisfaction with repairs	Performance	monthly	Target	85%					
R4		Reported Damp and Mould Cases	Repairs	monthly	info	Reduce by 30% year on year					
<b>WELL GOVERNED, EFFICIENT, AND FINANCIALLY VIABLE</b>											
V1		Percentage of rent collected	Neighbourhoods	monthly	Target	95%					
V2		Leaseholders in Arrears as a percentage of all leaseholders	Neighbourhoods	monthly	Target	Below 5%					
V3	yes	Voids as a percentage of total stock	Repairs & Lettings	monthly	Target	Below 3% by year end					
V4		Void rent loss	Repairs & Lettings	monthly	Target	Below 2% of annual rental income					
V5		Number of long term voids	Repairs	monthly	info	Reduce by 50% by year end					
V6		Satisfaction with lettings process (part of satisfaction surveys for 25/6)	Performance	yearly	Target	95%					
<b>DELIVERING SERVICES THAT MEET CUSTOMERS' NEEDS AND EXPECTATIONS</b>											
C1	yes	Complaints responded to within target times	Performance	monthly	Target	95%					
C3	yes	Stage 1 complaints upheld or partially upheld	Performance	monthly	Target	55%					
C4	yes	Number of Ombudsman Complaints	Performance	monthly	info	info					
C5		Satisfaction with complaint handling	Performance	yearly	Target	75%					
C6		Satisfaction that we listen and act	Performance	yearly	Target	75%					
<b>SUSTAINING TENANCIES AND SUPPORTING COMMUNITIES</b>											
AS1		Number of ASB Cases resolved in target time	Neighbourhoods	quarterly	Target	90%					
AS2		??suggest % of tenancy visits completed??? Anti-social behaviour handling satisfaction	Performance	yearly	Target	75%					
<b>REDUCING HOMELESSNESS AND MEETING HOUSING NEEDS</b>											
LA1	yes	Homeless Prevention: Percentage of prevention and relief cases, where a duty exists, with positive outcomes	Homelessness	quarterly	Target	55%					
LA2	yes	Number in temporary accommodation	Homelessness	monthly	Target	Lower than 55					
LA3	yes	Numbers of placements in emergency B&B accommodation	Homelessness	monthly	Target	15					
LA4	yes	Number of new affordable homes delivered	Enabling	quarterly	info	Corp performance are waiting for a target for 25/6 from housing					