

Quarter 3 KPIs

KPI1 has been updated to net margin to reflect a more meaningful indicator for the board

Staffing (BP Objectives 1,2 & 3)

The results of the staff annual survey were positive and there has been an improvement in the overall satisfaction from 80% to 82.5%.

Vacant Properties (BP Objectives 3 & 4)

Average relet days	21.76	Green	<40 days	Down	24.34 days	40.6 days	46 days	38 days	79.09	56.57	31.60
Percentage of properties vacant and available to let	1.60%	Yellow	<0.88%	Up	1.34%	1.16%	0.93%	1.17%	1.54%	0.88%	0.32%
Percentage of properties vacant	4.18%	Yellow	<4%	Down	4.54%	4.58%	4.64%	3.76%	2.34%	1.66%	0.88%
% of voids completed on time	95.90%	Green	>80%	Up	88.65%	88.27%	76.28%	83.45%			

Quarter 3 KPIs

There has been continued improvement on repairs performance with all repairs related indicators now in the upper quartile.

Quarter 3 KPIs

	Sep 2025 Actual	Compare to target	2025 Target	Trend to last qtr	Jun 2025 Actual	Mar 2025 Actual	Dec 2024 Actual	Sep 2024 Actual	Housemark		
									Lower	Median	Upper
Compliance (BP Objective 1)											
% of homes for which all required gas safety checks have been carried out	99.86%		100.00%		99.95%	99.95%	99.90%	99.90%	99.87%	99.91%	100.00%
% of domestic properties with a satisfactory EICR up to five years old	99.49%		100.00%		99.77%	99.21%	99.06%	98.77%	97.80%	98.97%	99.80%
% 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%
% of homes for which all required legionella risk assessments have been carried out	100.00%		100.00%		100.00%	100.00%	100.00%	100.00%	98.03%	100.00%	100.00%
% 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%	100.00%	100.00%	100.00%	100.00%
% 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%
There are three outstanding gas certificates and eleven outstanding EICR's											
ASB (BP Objectives 1 & 2)											
Number of anti-social behaviour cases, opened per 1,000 homes	33		36		32	35	36	31	10.59	27.27	43.00
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0		0		0	0	0	0	0.00	0.29	0.65