

action	Measure	Sep-25	Oct-25	Nov-25	Dec-25	Target	MLAP	RAG rating	Performance Trend	Accountable Manager	Responsible Officer	Comments
Estates and Cleaning												
1	Percentage of estate inspections (including H&S checks required in blocks) completed that were due during period	0%	0%	0%	0%	100%	N/A	N/A		Jason Grace		Collection to start in April 2026
2	Average weighted score for all internal inspections (A, B, C, Ds) as a numerical score (4, 3, 2, 1 points respectively) divided by total number completed	n/a	n/a	n/a	n/a	Zero D's	N/A	N/A		Jason Grace		Collection to start in April 2026
3	Number of H&S breaches picked up during the above inspections (both internal and external)	n/a	n/a	n/a	n/a	Tracker	N/A	Tracker		Jason Grace		Collection to start in April 2026
4	Satisfaction with how we keep the communal areas clean and tidy during period	N/A	n/a	n/a	n/a	N/A	N/A	N/A		Jason Grace		Collection to start in April 2026
Rent and Income												
5	Current arrears as a percentage of annual debit	6.40%	6.68%	6.66%	5.03%	5.17%	N/A		↑	Lydia Bradbury	LC	Arrears have decreased due to tenants continuing to make payments over the rent free period at Christmas.
6	Rent collected as a percentage of rent owed (excluding current arrears brought forward)	96.20%	94.30%	94.71%	99.61%	99%	N/A		↑	Lydia Bradbury	LC	Additional staff now in place to support tenants, therefore we expect a positive impact on rent collection, which helps keep tenants out of debt.
7	Total number of garages let	1171	1151	1168	1165	1291	N/A		↓	Simon Burgess	SB	We continue to advertise all empty garages and consolidate non-viable garage sites by selling at auction.
Tenancy Management												
8	Number of open fraud cases	17	17	20	18	N/A	N/A	Tracker	N/A	Lydia Bradbury	HA	Slight decrease in number of referrals, but SAFS have advised referrals are of higher quality i.e. more likely to lead to a successful outcome
9	Number of properties recovered due to SAFS intervention	0	0	2	0	N/A	N/A	Tracker	N/A	Lydia Bradbury	HA	2 properties have been returned due to Shared Anti-Fraud Service involvement which can now be let to families off the waiting lists
10	Percentage of new tenancy visits completed against a target of 100% for the month	43%	24%	48%	58%	100%	N/A		↑	Lydia Bradbury	AS	Seen a significant increase in welcome visits completed within time and expect to be at 100% by the end of this financial year.
Temporary Accommodation												
11	Average time spent in TA (for those leaving TA during the period)-weeks	31	35	36	39	N/A	N/A	Tracker	N/A	David Reavill	KP/LW	Slight increase in numbers as we prioritise households in hotels who have less secure accommodation.
12	Number of households in B&B at end of period	93	61	44	30	40	N/A		↑	David Reavill	KP/LW	Numbers reducing linked to comment above.
13	Total number of households with children in Hotels over 6 weeks	39	24	15	7	0	N/A		↑	David Reavill	KP/LW	Numbers reducing linked to comment above.
Safer Communities												
14	Percentage of safeguarding enquiries responded to on time (section 17's & 47's)	100%	100%	100%	100%	95%	N/A		N/A	Lydia Bradbury	KK	
15	Percentage of ASB reports actioned within target timeframes (24hrs/3 working days initial response to complainant)	100%	100%	100%	100%	90%	N/A		N/A	Lydia Bradbury	KK	

16	Satisfaction with ASB case handling (cases closed during period)	*47%	*47%	*47%	*47%	N/A	N/A	N/A	N/A	Lydia Bradbury	KK	*These results are based on TSM results from Nov 24 - transactional satisfaction surveys to be reported from April 2026.
16a	Number of 'Hate' Incidents reported during the month	1	0	0	0	N/A	N/A	N/A	N/A	Lydia Bradbury	KK	This is also reported up to Community Safety Partnership and Housing & Inclusion Committee
Asset Management												
17	Percentage of emergency repairs responded to within timescale during period	97.04%	95.85%	96.43%	95.95%	97%	95%		↓	Jason Grace	GH	All emergencies were attended to, however over the 2 bank holidays there were slightly reduced recourses leading some slippage in response times. This was also hampered by supply chains shutting down due to the Christmas and boxing day break.
18	Percentage of all repairs responded to within target timescale during period	85.41%	87.61%	88.89%	90.97%	97%	95%		↑	Jason Grace	GH	Data based on 1,066 repairs raised within the month. Contractor performance is being closely monitored via a joint improvement plan.
19	Percentage of first time fixes during the period	83.00%	81.69%	82.67%	89.00%	85%	80%		↑	Jason Grace	GH	The Kpi improved once again from demonstrating positive trends as the improvement plan is being delivered.
20	Satisfaction with repairs completed by Morgan Sindall during the period	4	4.3	4.1	4.2	4.3	4		↑	Jason Grace	GH	The average score for December 2025 was 4.2 out of 5 based on 123 surveys returned.
21	Number of Out Of Hours calls received	74	84	121	81	N/A	N/A	Tracker	N/A	Jason Grace	GH	
22	Percentage of Out Of Hours repair calls answered	100.00%	100.00%	100.00%	97.50%	100%	N/A		↓	Jason Grace	GH	Of the offered 81 calls, 79 were answered and 2 were abandoned after a short period (tenants hung up after a short time), this will be monitored moving forward to ensure all are answered.
23	Percentage of Out Of Hours repair calls responded to in time (Morgan Sindall)	100.00%	100.00%	100.00%	100.00%	100%	N/A		→	Jason Grace	GH	All 79 out of hours calls answered were responded to in time
	Social Housing De-Carbonisation Fund Works - satisfaction in how the works were managed by CCS	58%	60%	50%	50%	90%	N/A		→	Jason Grace	RR	The reduction in satisfaction is being discussed with the contractor and monitored closely. Changes in personnel within the contract will assist improving this measure. However, the contract is finalising March 26. Lessons learned from this contract will be evaluated and actioned under the new contract to help improve the customer experience.
Lettings												
25	Average void period (key to key) for all re-lets during the month (in calendar days to two decimal points)	59.5	70.77	75.55	88.58	42 days	N/A		↓	David Reavill	DT/VB	DR 9/1-Performance impacted by property being with MS average 84 days in December. December included 3 capital voids (average time with Allocations team 13 days).
26	Average void period (key to key) during the month for *standard re-lets	68	68.46	34.86	53	42 days	N/A		↓	David Reavill	DT/VB	Performance impacted by property being with contractor for longer than expected. The average time with Allocations team was 13 days.
27	Average time to re-let adapted properties in the period	42.5	82.33	254.6	72	42 days	N/A		↑	David Reavill	DT/VB	These are for any property that is let as adapted or has been adapted during the void work (not for properties let with a view to new tenant having adaptations made once tenancy starts).
28	Satisfaction with Lettings during the period	N/A	100%	67%	100%	N/A	N/A		↑	David Reavill		Allocations and Lettings satisfaction survey went live October 2025.
Compliance												
29	Percentage of homes with a valid gas safety certificate	99.72%	99.80%	99.81%	99.75%	100%			↓	Jason Grace	KK	Continuing to work with tenancy and legal to 'force' entry where necessary, and appointing a new surveyor for help.
30	Percentage of domestic properties with a satisfactory EICR up to 5 years old	98.02%	97.67%	98.10%	98.10%	100%	N/A		→	Jason Grace	EM	New legislation in November to make EICR's mandatory every five years, revised draft electrical policy to reflect these changes, revised legal approach being developed to get no access cases into the legal process sooner and more effectively.

31	Percentage of non-domestic properties with a satisfactory EICR up to 5 years old	66%	100%	100%	100%	100%	N/A		➡	Jason Grace	EM	All non-domestic areas have in date certification.
32	Percentage of 'Housing Block Communal Area' FRAs that are 'in-date'	100%	100%	100%	100%	100%	N/A		➡	Jason Grace	MJ	All 'Housing Block Communal Area' FRAs (External Specialist) are in date as per policy, as are any necessary Annual Interim FRA Reviews (SADC Officer/s)
33	Percentage of FRA 'High' risk actions outstanding	0%	0%	0%	0%	0%	N/A		➡	Jason Grace	MJ	No outstanding High Risk Actions as at 31/12/25
34	Proportion of homes which all required legionella risk assessments have been carried out	100%	100%	100%	100%	100%	N/A			Jason Grace	KK	Training/development on contractor site/software required. Awaiting appointment of new surveyor.
35	Proportion of lifts having safety inspections that need them within the last 12 months	100%	100%	100%	100%	100%	N/A		➡	Jason Grace	EM	LOLER inspections complete
36	Proportion of sites having had an asbestos management survey or re-inspection within last 12 months	100%	100%	100%	100%	100%	N/A		➡	Jason Grace	GH	All communal validation surveys complete.
37	Number of 'raised' Damp / Mould / Condensation cases	12	31	43	60	Tracker	N/A	Tracker		Jason Grace	GH	There has been a further increase in the number of mould and damp cases raised within the month following the change of season. Measures in place to manage the implementations from Awaab's law.
38	Average time taken to resolve Damp / Mould / Condensation cases (for closed cases)	20 Days	17 Days	8 Days	18 Days	13 days	N/A		⬇	Jason Grace	GH	There has been an increase of 10 days from the previous month due to the shorter working time frame in December and residents hesitancy to schedule works from the 20th December to the 1st January.
Customer Service												
39	Percentage of Stage 1 and 2 complaints responded to on time during the month	80%	75%	71.4%	83.3%	70%	N/A		⬆	Julie Young		From January 2026 weekly review meeting takes place to monitor and manage all complaints and Ombudsman cases through to completion.
40	Percentage of respondents satisfied with complaint handling during the period (transactional) Via CX Feedback	23.50%	50.00%	50.00%	50.00%	33%	N/A		➡	Julie Young		CX-Feedback now operational to collect data and insights.
41	Call handling average wait-time in Customer Delivery and back office Teams	2 mins 27 secs	2 mins 33 secs	2 mins 42 secs	1 min 59 secs	2 mins	N/A		⬆	Jamie Goodwins		
42	Abandonment rate for Customer Delivery and back office Teams	15%	12%	14%	10%	15%	N/A		⬆	Jamie Goodwins		Includes Housing Contracts Admin, Register & Income Duty Line
43	Morgan Sindall average call handling wait-time	00:00:53	00:01:16	00:02:18	00:04:44	4 mins	4 mins		⬇	Jason Grace		There has been an increase in the average answer time due to annual leave and sickness. The contact centre are trying to recruit additional temporary staff.
44	Morgan Sindall percentage of abandoned calls	3.2%	3.9%	9.1%	11.6%	5%	7%		⬇	Jason Grace		The abandonment increased again for the second month due to sickness and leave. This will be flagged at core group to bring performance back on track and understand the measures in place to address/manage.