



Falcon Housing Association Key Performance Indicators

As we approach the close of the **2024–2025** fiscal year, I am pleased to introduce the Key Performance Indicators (KPIs) that will underpin and measure our continued progress. These KPIs are strategically aligned to drive improvement across our core **priorities—ensuring** the delivery of high-quality, affordable housing and outstanding care services.

Our focus areas include enhancing tenant satisfaction, reducing maintenance response times, improving energy efficiency across our property portfolio, and deepening community engagement. These metrics not only reflect our operational goals but also our broader social purpose.

In line with the expectations and standards of the Regulator of Social Housing, we remain firmly committed to upholding the highest standards of safety, quality, transparency, and accountability. Through this commitment, FHA continues to foster a culture of continuous improvement, sustainability, and meaningful impact.

Sharon Bannister Scollen

Chief Executive

Risk Description	Performance Indicator	Target 24/25	Current RAG Status	Trend Q2	Trend Q3	Trend Q4	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25
Reactive Repairs	%/No reactive repairs completed within timescales	98%					82%	90%	91.30%	94.10%
	%/No of reactive repairs completed within timescale- 1 day	100%					87.3	91%	91.60%	93.30%
	%/No of reactive repairs completed within timescale- 7 days	98%					74.3	88.10%	91.60%	91.10%
	%/No of reactive repairs completed on within timescale- 28 days	98%					86.4	92%	90.90%	97.10%
	%/No of repairs complete first time	90%					35.6	73.4	93%	95%
	Average days to repair 1 day	1 day					2.7	1.1	1.8	1.3
	Average days to repair 7 day	7 days					11.8	6.9	6	6.9
	Average days to repair 28 day	28 days					21.8	13.8	14.1	12.5
H&S Compliance & PPM Remedials	%/No Gas Safety Certificates, completed within due dates.	100%					100%	100%	100%	100%
	%/No Electrical Installation Condition Report (EICR) completed within due dates	100%					100%	100%	100%	100%
	%/No FRAs completed within due dates	100%					100%	100%	99%	100%
	%/No Fire safety PPMs completed within due dates	100%					99%	95.20%	94%	75% (96% completed by the end of the month due)
	%/No Legionella Risk Assessments completed within due dates	100%					99%	95.2	100%	100%
	%/No Legionella & water hygiene PPMs completed within due dates	100%					-	95.5	91%	55% (100% completed by month end)
	%/No Lift thorough examination and inspection completed within due dates	100%					85%	85%	85%	100%
	%/No Lift annual services completed within due dates	100%					85%	85%	85%	100%
	%/No Asbestos checks completed within due dates	100%					100%	85%	94%	99%
	Total number of damp and mould cases						37	34	41	28
Net Zero	EPCs at C or above	55%					50%	50%	50%	50%
	Average CSH performance satisfaction score	9.5					8.6	8.5	7.72	8.75
Customer Services Hub	Total No of incoming calls						2072	1352	1257	1278

Housing Management	Number of new tenants (excluding transfers)						17	23	23	17
	Occupancy	90%					84%	86%	81%	81.20%
	Voids as a % of bed spaces						16%	14%	19%	18.80%
Complaints	Complaints closed within target	100%					4	2	3	1
	Stage 1 complaints resolved satisfactorily	100%					4 (100%)	2 (100%)	2 (66%)	1 (100%)
	Stage 2 complaints resolved satisfactorily	100%					-	-	1	-
Tenant Reports	Total No of tenant reports made e.g. ASB, DV, accident, hate incidents						21	17	19	15
	No of domestic abuse reports						0	0	0	0
	No ASB reports						21	17	18	15
	No of hate related reports						0	0	1	0
	No of safeguarding reports						0	0	0	0
Tenant Satisfaction	Satisfaction with the repairs service (2023/24 results)						74%	74%	74%	74%
	Satisfaction the home is well maintained (2023/24 results)						80%	80%	80%	80%
	Satisfaction that landlord treats tenants fairly and with respect (2023/24 results)						94%	94%	94%	94%
	Satisfaction with overall landlord service (2023/24 results)						82%	82%	82%	82%
	Percentage of TSM's Complete (2023/24 results)						33%	33%	33%	33%
Training	Professional qualifications - CIH	80%					50%	50%	62.50%	62.50%
	Job related training	100%					94%	93.00%	98%	100%