



## **Falcon Housing Association Key Performance Indicators**

### **Message from the Chief Executive**

#### **Introduction to 2025–2026 Key Performance Indicators**

I am pleased to present FHA's Key Performance Indicators (KPIs) for 2025–2026, which have been carefully shaped to reflect our ambitions, responsibilities, and the impact we strive to achieve across the communities we serve.

These KPIs are not just metrics, they are a strategic framework that drives performance across our core priorities, including the delivery of safe, high-quality housing, the provision of exceptional care services, and the promotion of tenant wellbeing. They reflect the outcomes that matter most: enhancing tenant satisfaction, improving response times, raising energy efficiency standards, and strengthening our engagement with the people and places at the heart of FHA.

Each KPI has been aligned with both our organisational values and the expectations of the Regulator of Social Housing, supporting a culture of transparency, accountability, and continuous improvement. They serve as both a barometer of our current performance and a catalyst for innovation and progress.

As we look ahead, we do so with clarity and purpose. These measures will be monitored and refreshed on a quarterly basis, ensuring they remain relevant, responsive, and ambitious. Together, with our teams, partners, and stakeholders, we will work not only to meet these standards, but to exceed them wherever possible, reaffirming our commitment to delivering meaningful, lasting impact for the people and communities we are proud to support.

*Sharon Bannister Scollen*

Chief Executive

Risk Description	Performance Indicator	Target 25/26	Q1 2025/2026	Q2 2025/2026	Q3 2025/2026	Q4 2025/2026	Current Trend	Q1 25/26	Q2 25/26	Q3 25/26
Reactive Repairs	%/No reactive repairs completed within timescales	100%	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>		<span style="color: orange;">●</span>	94.40%	95.60%	93.70%
	%/No of reactive repairs completed within timescale- 1 day	100%	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>		<span style="color: orange;">●</span>	87.40%	93.50%	91.60%
	%/No of reactive repairs completed within timescale- 7 days	98%	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>		<span style="color: orange;">●</span>	89.90%	92.20%	88.30%
	%/No of reactive repairs completed on within timescale- 28 days	98%	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>		<span style="color: orange;">●</span>	98.40%	97.70%	97.70%
	%/No of repairs complete first time	100%	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>		<span style="color: green;">●</span>	88%	90%	90%
	Average days to repair 1 day	1 day	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: green;">●</span>		<span style="color: green;">●</span>	1	1.2	0.9
	Average days to repair 7 day	7 days	<span style="color: green;">●</span>	<span style="color: green;">●</span>	<span style="color: green;">●</span>		<span style="color: green;">●</span>	5.8	5.3	5.8
	Average days to repair 28 day	28 days	<span style="color: green;">●</span>	<span style="color: green;">●</span>	<span style="color: green;">●</span>		<span style="color: green;">●</span>	12.1	16.2	13.9
H&S Compliance & PPM Remedials	%/No Gas Safety Certificates completed within due dates	100%	<span style="color: green;">●</span>	<span style="color: green;">●</span>	<span style="color: green;">●</span>		<span style="color: green;">●</span>	100%	100%	100%
	%/No Electrical Installation Condition Report (EICR) completed within due dates	100%	<span style="color: green;">●</span>	<span style="color: green;">●</span>	<span style="color: green;">●</span>		<span style="color: green;">●</span>	100%	100%	100%
	%/No FRAs completed within due dates	100%	<span style="color: green;">●</span>	<span style="color: green;">●</span>	<span style="color: green;">●</span>		<span style="color: green;">●</span>	100%	100%	100%
	%/No Fire safety PPMs completed within due dates	100%	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>		<span style="color: orange;">●</span>	76% (96% completed by the end of the month due)	92% (96% using month end)	87.5% (91% using month end)
	%/No Legionella Risk Assessments completed within due dates	100%	<span style="color: green;">●</span>	<span style="color: orange;">●</span>	<span style="color: red;">●</span>		<span style="color: red;">●</span>	100% (subject to paperwork)	98% (subject to paperwork) 4 overdue	36% (93% subject to paperwork) one overdue
	%/No Legionella & water hygiene PPMs completed within due dates	100%	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>		<span style="color: green;">●</span>	92% (100% completed by month end)	95%	97% (100% completed by month end)
	%/No Lift thorough examination and inspection completed within due dates	100%	<span style="color: green;">●</span>	<span style="color: orange;">●</span>	<span style="color: green;">●</span>		<span style="color: green;">●</span>	100%	66% (2 out of 3 completed on time, the other was completed but late)	100%
	%/No Lift annual services completed within due dates	100%	<span style="color: green;">●</span>	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>		<span style="color: orange;">●</span>	100%	90% (9 out of 10 completed on time, the other was completed late)	80% (4 out of 5, one completed 4 days late)
	%/No Asbestos checks completed within due dates	100%	<span style="color: orange;">●</span>	<span style="color: green;">●</span>	<span style="color: orange;">●</span>		<span style="color: green;">●</span>	99%	100%	98% (2 overdue)
	Total number of damp and mould cases		<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>		<span style="color: orange;">●</span>	25	22	43
Net Zero	%/No of damp and mould cases remediated within specified timescales	100%	<span style="color: green;">●</span>	<span style="color: green;">●</span>	<span style="color: orange;">●</span>		<span style="color: orange;">●</span>	100%	100%	95%
	EPCs at C or above	65%	<span style="color: red;">●</span>	<span style="color: red;">●</span>	<span style="color: orange;">●</span>		<span style="color: orange;">●</span>	50%	50%	50%
	Average CSH performance satisfaction score		<span style="color: orange;">●</span>	<span style="color: red;">●</span>	<span style="color: orange;">●</span>		<span style="color: orange;">●</span>	8.7	7.07	8.14
Customer Services Hub	Total No of incoming calls		<span style="color: green;">●</span>	<span style="color: green;">●</span>	<span style="color: green;">●</span>		<span style="color: green;">●</span>	808	989	924
	Number of new tenants (excluding transfers)		<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>		<span style="color: green;">●</span>	14	15	27
	Occupancy	93%	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: red;">●</span>		<span style="color: red;">●</span>	83.52%	83.90%	82.70%
Housing Management	Voids as a % of bed spaces		<span style="color: orange;">●</span>	<span style="color: orange;">●</span>			<span style="color: orange;">●</span>	16.48%	16.10%	17.30%

Complaints	Complaints closed within target	100%						2 (100%)	2 (100%)	5 (100%)
	Stage 1 complaints resolved satisfactorily	100%						2	2	5
	Stage 2 complaints resolved satisfactorily	100%						-	-	-
Tenant Reports	Total No of tenant reports made e.g. ASB, DV, accident, hate incidents							20	13	8
	No of domestic abuse reports							0	0	0
	No ASB reports							20	13	8
	No of hate related reports							0	0	0
	No of safeguarding reports							0	0	0
Tenant Satisfaction	Satisfaction with the repairs service							69%	79%	77%
	Satisfaction the home is well maintained							91%	87%	88%
	Satisfaction that landlord treats tenants fairly and with respect							93%	95%	95%
	Satisfaction with overall landlord service							82%	89%	90%
	Percentage of TSM's Complete							5%	18%	24%
Training	Professional qualifications - CIH	80%						62.50%	57%	57%
	Job related training	100%						100%	100%	100%