

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	Q4 25/26
Reactive Repairs	%/No reactive repairs completed within timescales	100%	●	●	●	●	●	94.4%	95.6%	93.7%	94%
	%/No of reactive repairs completed within timescale- <1 day	100%	●	●	●	●	●	87.4%	93.5%	91.6%	95.9%
	%/No of reactive repairs completed within timescale- 7 days	98%	●	●	●	●	●	89.9%	92.2%	88.3%	91.6%
	%/No of reactive repairs completed on within timescale- 28 days	98%	●	●	●	●	●	98.4%	97.7%	97.7%	95%
	%/No of repairs complete first time	100%	●	●	●	●	●	88%	90%	90%	93%
	Average days to repair 1 day	1 day	●	●	●	●	●	1	1.2	0.9	1.2
	Average days to repair 7 day	7 days	●	●	●	●	●	5.8	5.3	5.8	6.4
	Average days to repair 28 day	28 days	●	●	●	●	●	12.1	16.2	13.9	14.2
H&S Compliance & PPM Remedials	%/No Gas Safety Certificates, completed within due dates.	100%	●	●	●	●	●	100%	100%	100%	91% (50 out of 55), all fully complete
	%/No Electrical Installation Condition Report (EICR) completed within due dates	100%	●	●	●	●	●	100%	100%	100%	66% (2 out of 3) Now fully complete
	%/No FRAs completed within due dates	100%	●	●	●	●	●	100%	100%	100%	100%
	%/No Fire safety PPMs completed within due dates	100%	●	●	●	●	●	76% (96% completed by the end of the month due)	92% (96% using month end)	87.5% (91% using month end)	69% (92% using month end) Now fully complete
	%/No Legionella Risk Assessments completed within due dates	100%	●	●	●	●	●	100% (subject to paperwork)	98% (subject to paperwork) 4 overdue	36% (93% subject to paperwork) one overdue	100%
	%/No Legionella & water hygiene PPMs completed within due dates	100%	●	●	●	●	●	92% (100% completed by month end)	95%	97% (100% completed by month end)	20% (out of 223) - 81% by month end. Now fully complete
	%/No Lift thorough examination and inspection completed within due dates	100%	●	●	●	●	●	100%	66% (2 out of 3 completed on time, the other was completed but late)	100%	100%
	%/No Lift annual services completed within due dates	100%	●	●	●	●	●	100%	90% (9 out of 10 completed on time, the other was completed late)	80% (4 out of 5, one completed 4 days late)	100%
	%/No Asbestos checks completed within due dates	100%	●	●	●	●	●	99%	100%	98% (2 overdue)	100%
	Total number of damp and mould cases		●	●	●	●	●	25	22	43	42
	%/No of damp and mould cases remediated within specified timescales	100%	●	●	●	●	●	100%	100%	95%	83% (35 of 42, remaining 7 in date)
Net Zero	EPCs at C or above	65%	●	●	●	●	●	50%	50%	50%	50%
Customer Services Hub	Average CSH performance satisfaction score		●	●	●	●	●	8.7	7.07	8.14	6.4
	Total No of incoming calls		●	●	●	●	●	808	989	924	895
Housing Management	Number of new tenants (excluding transfers)		●	●	●	●	●	14	15	27	20
	Occupancy	93%	●	●	●	●	●	83.5%	83.9%	82.7%	82.0%
	Voids as a % of bed spaces		●	●	●	●	●	16.5%	16.1%	17.3%	18.0%

Complaints	Complaints closed within target	100%						2 (100%)	2 (100%)	5 (100%)	3 (100%)
	Stage 1 complaints resolved satisfactorily	100%						2	2	5	3
	Stage 2 complaints resolved satisfactorily	100%						-	-	-	-
Tenant Reports	Total No of tenant reports made e.g. ASB, DV, accident, hate incidents							20	13	8	6
	No of domestic abuse reports							0	0	0	0
	No ASB reports							20	13	8	6
	No of hate related reports							0	0	0	0
	No of safeguarding reports							0	0	0	0
Tenant Satisfaction	Satisfaction with the repairs service							69%	79%	77%	76%
	Satisfaction the home is well maintained							91%	87%	88%	85%
	Satisfaction that landlord treats tenants fairly and with respect							93%	95%	95%	95%
	Satisfaction with overall landlord service							82%	89%	90%	90%
	Percentage of TSM's Complete							5%	18%	24%	29%
Training	Professional qualifications - CIH	80%						62.5%	57%	57%	71%
	Job related training	100%						100%	100%	100%	97%