

Risk Description	Performance Indicator	Target 26/27	Green	Amber	Red	Q1 2026/2027	Q2 2026/2027	Q3 2026/2027	Q4 2026/2027	Q1 26/27 Figures	Q2 26/27 Figures
Repairs	% of reactive repairs completed within timescales	>98%	>98%	94% - 98%	<94%					95%	95%
	% of reactive repairs completed within timescale- - 24 hours (emergency)	100%	100%	98% - 100%	<98%					97.5%	96.5%
	% of reactive repairs completed within timescale- 7 days (urgent)	98%	>98%	96% - 98%	<96%					93.2%	93.3%
	% of reactive repairs completed on within timescale- 28 days (routine)	98%	>98%	94-97%	<94%					95.2%	94.9%
	% of repairs complete first time	85%	>85%	75-85%	<75%					94%	91%
	Average days to repair - emergency	1 day	<1	1-2	>2					0.6	0.4
	Average days to repair - urgent	7 days	<7	7-9	>9					5.7	4.7
	Average days to repair - routine	28 days	<28	28-32	>32					14.3	14.1
	Total number of damp and mould cases		Number only	Number only	Number only					20	16
	Percentage of damp and mould cases remediated within specified timescales	100%	100%	97% - 99%	<97%					80.7% (21 of 26)	92.3% (12 of 13)
Customer Services	Average CSH performance satisfaction score	9	10	8-9.99	<8					8.5 out of 10	8.6 out of 10
	Total No of incoming calls	Info only	Info only	Info only	Info only					882	821
Compliance	Percentage Gas Safety Certificates, completed within due dates.	100%	100%	97% - 99%	<97%					96.6% (29 out of 30), 1 completed late.	100.0%
	Percentage Electrical Installation Condition Report (EICR) completed within due dates	100%	100%	97% - 99%	<97%					100% completed on time. In addition, 1 open awaiting certificate.	100%
	Percentage FRAs completed within due dates	100%	100%	97% - 99%	<97%					98.7% (75 out of 76), 1 completed late. In addition, 2 are open awaiting certificate	100%
	Percentage Fire safety PPMs completed within due dates	100%	100%	97% - 99%	<97%					90.6% (48 out of 53), 5 completed late, a further 3 open awaiting certificate	91.2% (104 out of 114)
	Percentage Legionella Risk Assessments completed within due dates	100%	100%	97% - 99%	<97%					100%	83.7% (36 of 43)
	Percentage Legionella & water hygiene PPMs completed within due dates	100%	100%	97% - 99%	<97%					69.4% (25 out of 36), 11 completed late	87.9% (58 out of 66)
	Percentage Lift thorough examination and inspection completed within due dates	100%	100%	97% - 99%	<97%					100%	66% (2 out of 3)
	Percentage Lift annual services completed within due dates	100%	100%	97% - 99%	<97%					88.89% (8 out of 9)	62.5% (5 out of 8)
Asset Management	Percentage of EPCs at C or above	65%	>65%	50% - 65%	<50%					50%	51%
	Percentage of EPCs at D or below	35%	<35%	35% - 50%	>50%					50%	49%
Housing Management	Number of new tenants		Numbers only	Numbers only	Numbers only					21	36
	Occupancy	93%	93+%	88% - 93%	<88%					82.4%	83.4%
Tenant Complaints	Percentage of complaints closed within timescale	100%	100%	95% - 100%	<95%					100%	None during quarter
	Percentage of stage 1 complaints resolved satisfactorily	100%	100%	95% - 100%	<95%					66% (2 out of 3)	None during quarter
	Percentage of stage 2 complaints resolved satisfactorily	100%	100%	95% - 100%	<95%					100%	None during quarter

Tenant Reports	Total No of tenant reports made e.g. ASB, DV, accident, hate incidents		Numbers only	Numbers only	Numbers only					4	2
	No of domestic abuse reports		Numbers only	Numbers only	Numbers only					0	0
	No of ASB reports		Numbers only	Numbers only	Numbers only					3	1
	No of hate related reports		Numbers only	Numbers only	Numbers only					1	1
	No of safeguarding reports		Numbers only	Numbers only	Numbers only					0	0
Tenant Satisfaction	Satisfaction with the repairs service		>90%	80% - 90%	<80%					76% (2025-2026 figures)	76% (2025-2026 figures)
	Satisfaction the home is well maintained		>90%	80% - 90%	<80%					85% (2025-2026 figures)	85% (2025-2026 figures)
	Satisfaction that landlord treats tenants fairly and with respect		>90%	80% - 90%	<80%					95% (2025-2026 figures)	95% (2025-2026 figures)
	Satisfaction with overall landlord service		>90%	80% - 90%	<80%					90% (2025-2026 figures)	90% (2025-2026 figures)
	Percentage of TSM's Complete		>33%	25% - 33%	<25%					35% (2025-2026 figures)	35% (2025-2026 figures)
Employees	Professional qualifications - CIH	80%	80%+	50%-80%	<80%					71%	86%
	Job related training	100%	100%	90%-100%	<90%					100%	100%