Resident KPI Scorecard 2025-2026 Q1

Q1	Quarter 1 - April, May & June
Q2	Quarter 2 - July, August & September
Q3	Quarter 3 - October, November & December
Q4	Quarter 4 - January, February & March

STATUS
On Target
Off Target but will recover by Yr End
Off Target and will not recover by Yr End

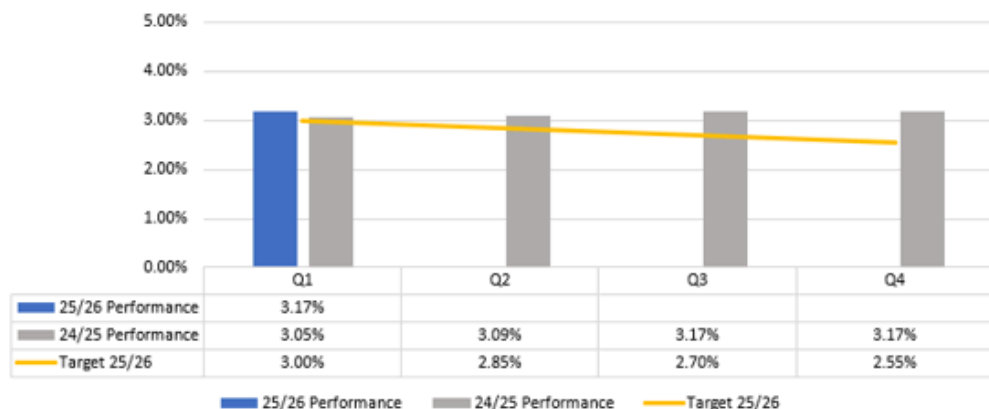| Core KPIs	Definition	Q4 24/25	Q1 25/26	Year To Date (YTD) Outturn 25/26	Q Target	YTD Status (RAG)
True Arrears (Graph 1)	True Arrears are the Total Arrears minus Housing Benefit due and any other invoiced amounts that usually others, such as social services, pay.	3.17% (£684,748)	3.17% (£708,770)	3.17% (£708,770)	3.00%	
% Complaints Responded to in time (Landlord only) - Stage 1 (Graph 2)	Total % of Stage 1 Complaints that were due a response and responded to in time	100%	88%	88%	100%	
% Complaints Responded to in time (Landlord only) - Stage 2 (Graph 2)	Total % of Stage 2 Complaints that were due a response and responded to in time	100%	80%	80%	100%	
BS01: Gas safety checks (Graph 3)	% of checks completed on time	100%	100%	100%	100%	
BS02: Fire safety checks (Graph 4)	% of checks completed on time	100%	100%	100%	100%	
RP02 (1) - % Jobs Completed in Time - Urgent & Routine (Graph 5)	Total Monthly % and YTD % of responsive repairs completed in time	86%	89%	89%	80%	
RP02 (2) - % Jobs Completed in Time - Emergency (Graph 5)	Total Monthly % and YTD % of responsive repairs completed in time	88%	88%	88%	85%	

Resident KPI Graphs 2025-2026 Q1

True Arrears 25/26 - Graph 1

	Q1	Q2	Q3	Q4
25/26 Performance	3.17%			
24/25 Performance	3.05%	3.09%	3.17%	3.17%
Target 25/26	3.00%	2.85%	2.70%	2.55%

% Stage 2 Complaints (Landlord only) - Responded to in Time 25/26 - Graph 2

	Q1	Q2	Q3	Q4
% responded to in time 24/25	80%			
% responded to in time 24/25	0%	100%	100%	100%
Target 25/26	100%	100%	100%	100%

% Stage 1 Complaints (Landlord only) - Responded to in Time 25/26 - Graph 2

	Q1	Q2	Q3	Q4
% responded to in time 25/26	88%			
% responded to in time 24/25	80%	94%	96%	100%
Target 25/26	100%	100%	100%	100%
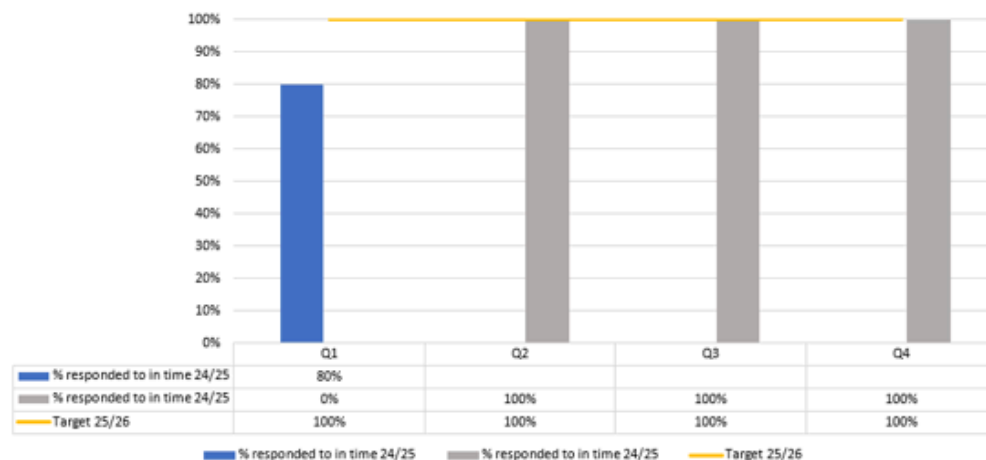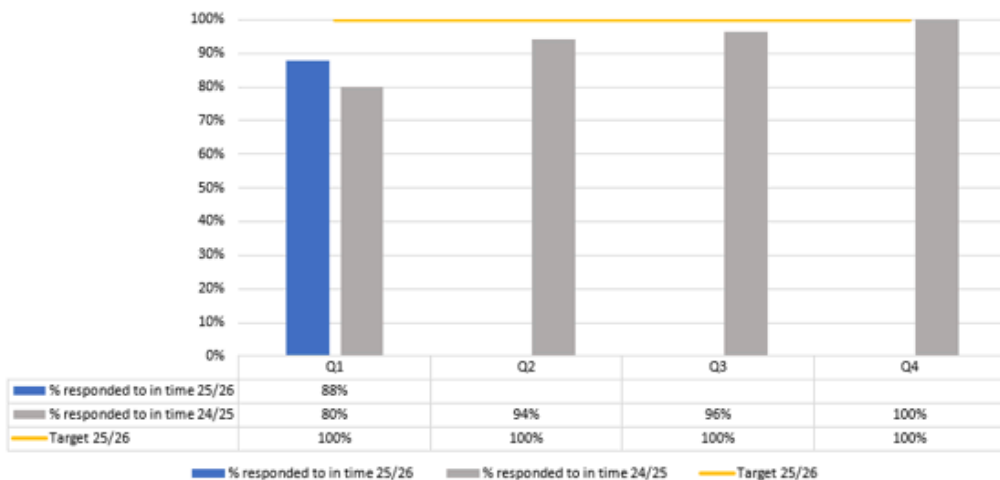
Q1 All Complaints 25/26

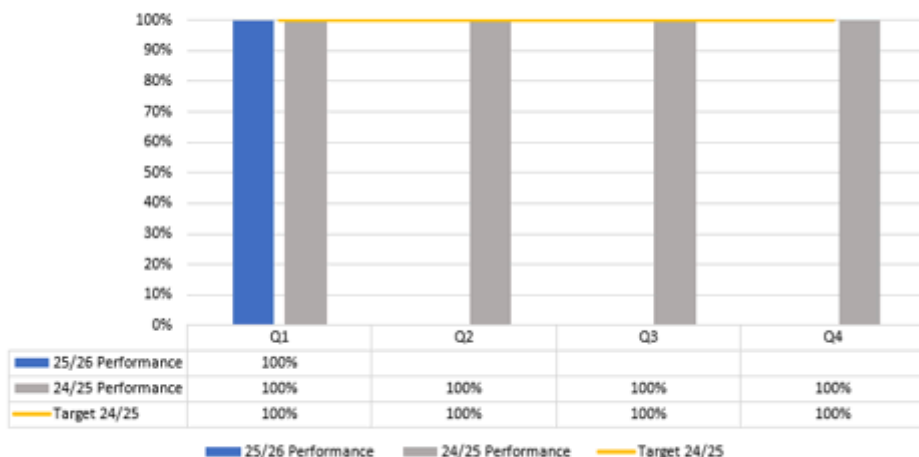| Stage 1	Q1 25/26 Outturn
Total No. due for response in month	26
Total No. responded to in time within 10 working days	23
% responded to in time 24/25	88%
Stage 2	Q1 25/26 Outturn
Total No. due for response in month	5
Total No. responded to in time within 10 working days	4
% responded to in time 24/25	80%

Resident KPI Graphs 2025-2026 Q1

Gas Safety Checks 25/26 - Graph 3

	Q1	Q2	Q3	Q4
25/26 Performance	100%			
24/25 Performance	100%	100%	100%	100%
Target 24/25	100%	100%	100%	100%

Legend: 25/26 Performance | 24/25 Performance | Target 24/25

Fire Risk Assessments 25/26 - Graph 4

	Q1	Q2	Q3	Q4
25/26 Performance	100%			
24/25 Performance	100%	100%	100%	100%
Target 24/25	100%	100%	100%	100%

Legend: 25/26 Performance | 24/25 Performance | Target 24/25 | Linear (25/26 Performance)
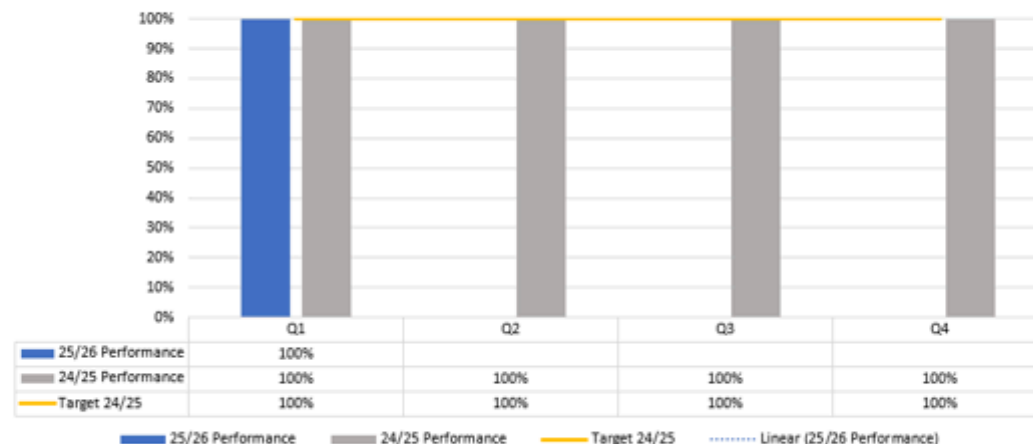
RP02 (1) - Urgent and Routine - % Completed in Time 25/26 - Graph 5

	Q1	Q2	Q3	Q4
% Completed in Time 25/26	89%			
% Completed in Time 24/25	52%	55%	67%	86%
Target 25/26	80%	80%	80%	80%

Legend: % Completed in Time 25/26 | % Completed in Time 24/25 | Target 25/26
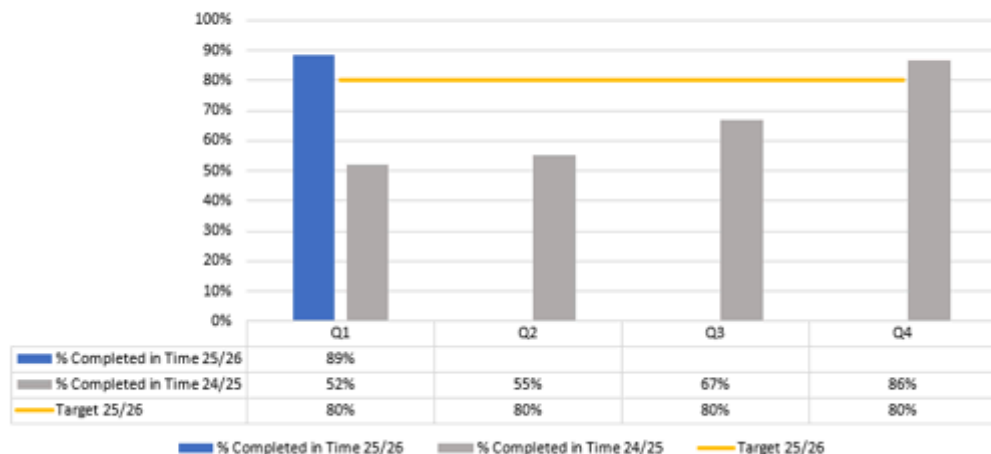
RP02 (2) - Emergency Repairs - % Completed in Time 25/26 - Graph 5

	Q1	Q2	Q3	Q4
% Completed in Time 25/26	88%			
% Completed in Time 24/25	47%	8%	42%	88%
Target 25/26	85%	85%	85%	85%

Legend: % Completed in Time 25/26 | % Completed in Time 24/25 | Target 25/26