Resident KPI Scorecard 25/26

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Q1	April, May & June
Q2	July, August & September
Q3	October, November & December
Q4	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	Q1 25/26	Q2 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% (£708,770)	2.78% (£659,742)	2.78% (£659,742)	2.85%	
% 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	88%	93%	91%	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	80%	100%	88%	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	89%	94%	91%	80%	
RP02 (2) – % Jobs Completed in Time - Emergency (Graph 5)	Total Monthly % and YTD % of responsive repairs completed in time	88%	100%	89%	85%	

True Arrears 25/26

YMCA | Here for young people
Here for communities
Here for you
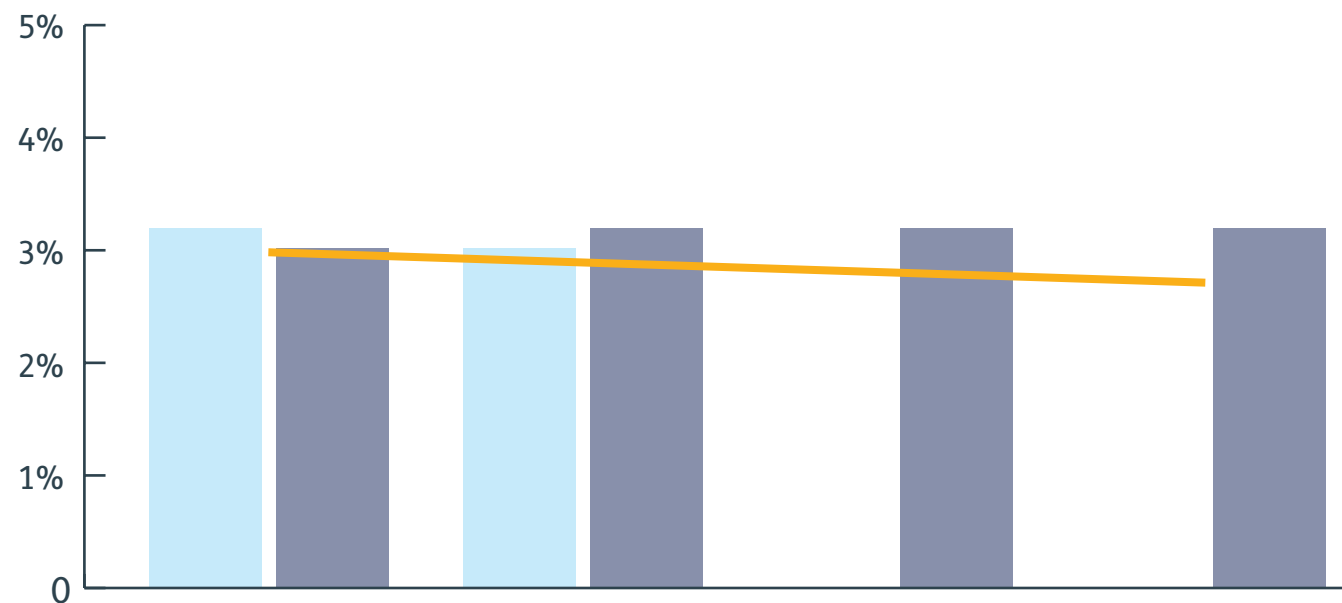
	Q1	Q2	Q3	Q4
25/26 Performance	3.17%	2.78%		
24/25 Performance	3.05%	3.09%	3.17%	3.17%
Target 25/26	3.00%	2.85%	2.70%	2.55%

Landlord Complaints Response Time 25/26

% Stage 1 Complaints (Landlord) responded in time 25/26
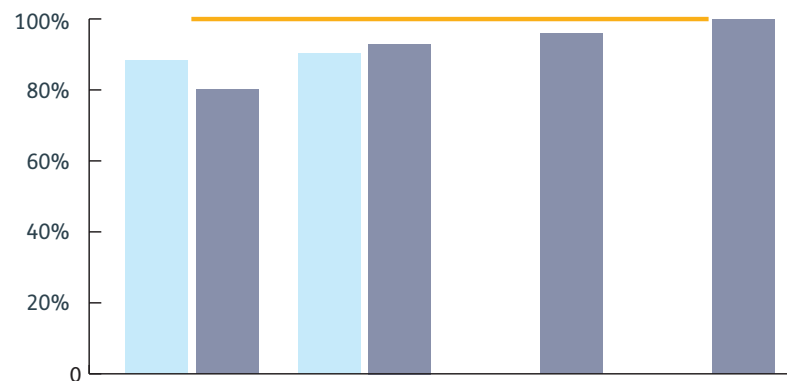
	Q1	Q2	Q3	Q4
25/26 Performance	88%	93%		
24/25 Performance	80%	94%	96%	100%
Target 25/26	100%	100%	100%	100%

% Stage 2 Complaints (Landlord) responded in time 25/26
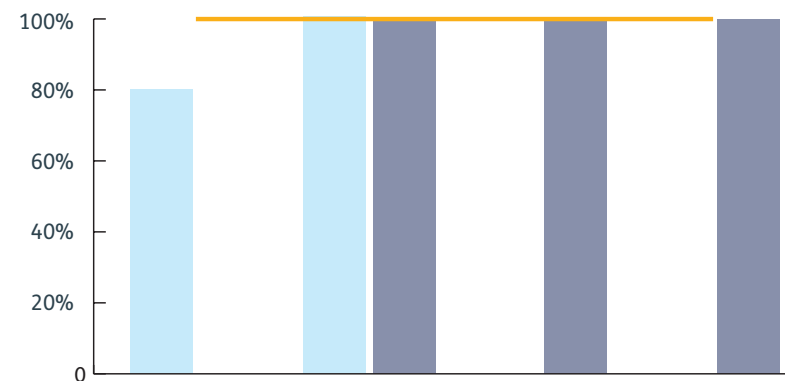
	Q1	Q2	Q3	Q4
25/26 Performance	80%	100%		
24/25 Performance	0%	100%	96%	100%
Target 25/26	100%	100%	100%	100%

Stage 1 Landlord related	Q1	Q2	Q3	Q4
Total No. due for response in month	25	28		
Total No. responded to in time within 10 working days	22	26		
% responded to in time 25/26	88%	93%		
% responded to in time in 24/25	80%	94%	96%	100%
Target 25/26	100%	100%	100%	100%

Stage 2 Landlord related	Q1	Q2	Q3	Q4
Total No. due for response in month	5	3		
Total No. responded to in time within 10 working days	4	3		
% responded to in time 25/26	80%	100%		
% responded to in time in 24/25	0%	100%	100%	100%
Target 25/26	100%	100%	100%	100%
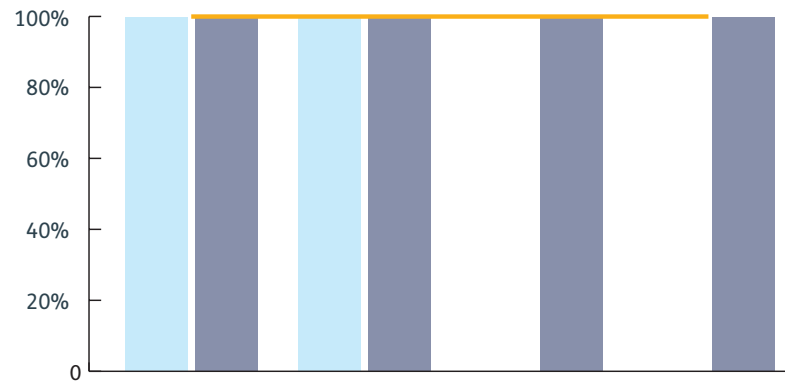
Compliance and Repairs 25/26

Gas Safety Checks 25/26

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

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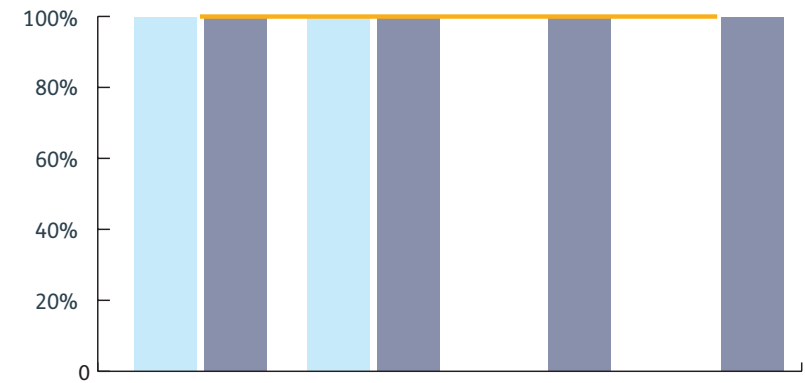
	Q1	Q2	Q3	Q4
25/26 Performance	100%	100%		
24/25 Performance	100%	100%	100%	100%
Target 25/26	100%	100%	100%	100%

Urgent and Routine - % completed in time 25/26
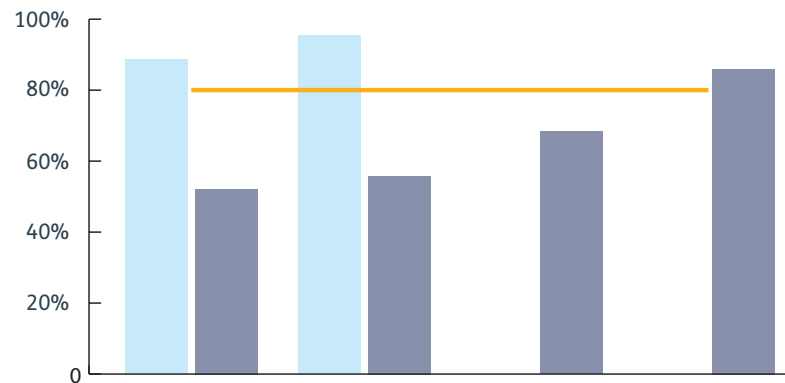
	Q1	Q2	Q3	Q4
25/26 Performance	89%	94%		
24/25 Performance	52%	55%	67%	86%
Target 25/26	80%	80%	80%	80%

Emergency Repairs - % completed in time 25/26
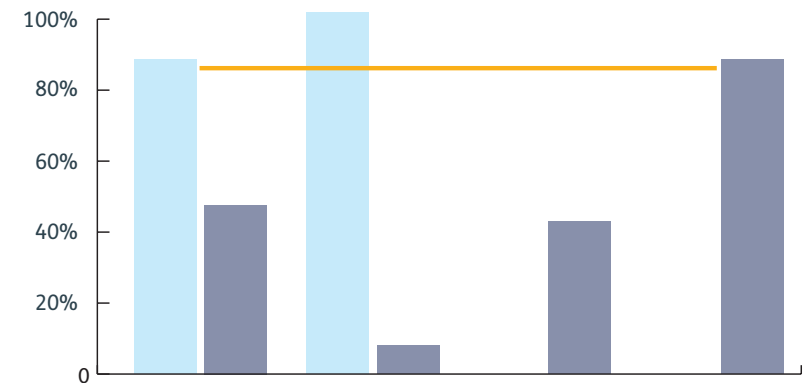
	Q1	Q2	Q3	Q4
25/26 Performance	88%	100%		
24/25 Performance	47%	8%	42%	88%
Target 25/26	85%	85%	85%	85%