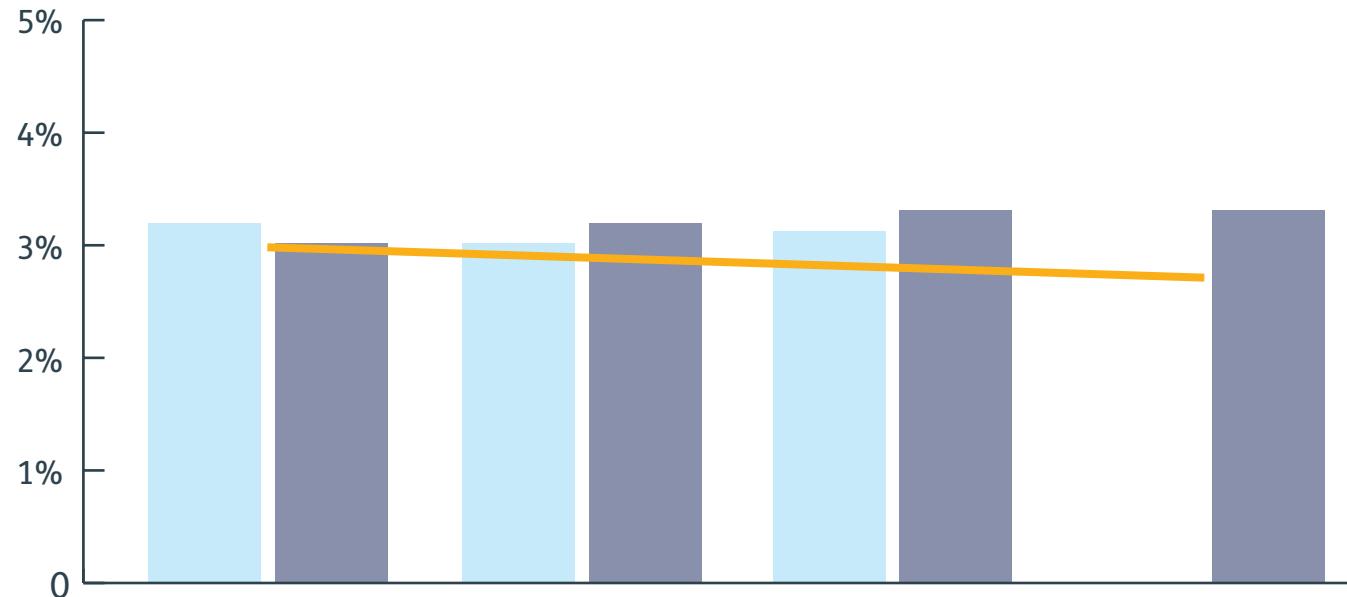


Q1	April, May & June
Q2	July, August & September
Q3	October, November & December
Q4	January, February & March

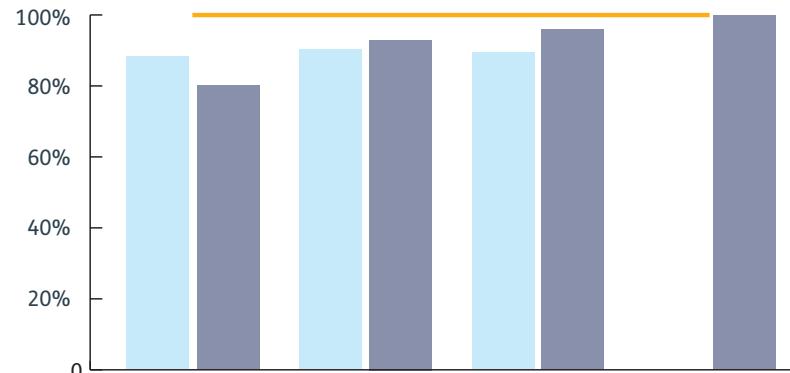
Status
On Target
Off Target but will recover by Yr End
Off Target and will not recover by Yr End

Core KPIs	Definition	Q2 25/26	Q3 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.	2.78% (£659,742)	2.84% (£673,403)	2.84% (£673,403)	2.7%	<span style="background-color: #a9f5d0; color: black; padding: 2px 5px;">On Target</span>
% 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	93%	92%	91%	100%	<span style="background-color: #ffccbc; color: black; padding: 2px 5px;">Off Target but will recover by Yr End</span>
% 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%	100%	89%	100%	<span style="background-color: #ffccbc; color: black; padding: 2px 5px;">Off Target but will recover by Yr End</span>
BS01: Gas safety checks (Graph 3)	% of checks completed on time	100%	100%	100%	100%	<span style="background-color: #a9f5d0; color: black; padding: 2px 5px;">On Target</span>
BS02: Fire safety checks (Graph 4)	% of checks completed on time	100%	100%	100%	100%	<span style="background-color: #a9f5d0; color: black; padding: 2px 5px;">On Target</span>
RP02 (1) - % Jobs Completed in Time - Urgent & Routine (Graph 5)	Total Monthly % and YTD % of responsive repairs completed in time	94%	96%	93%	80%	<span style="background-color: #a9f5d0; color: black; padding: 2px 5px;">On Target</span>
RP02 (2) - % Jobs Completed in Time - Emergency (Graph 5)	Total Monthly % and YTD % of responsive repairs completed in time	100%	92%	92%	85%	<span style="background-color: #a9f5d0; color: black; padding: 2px 5px;">On Target</span>

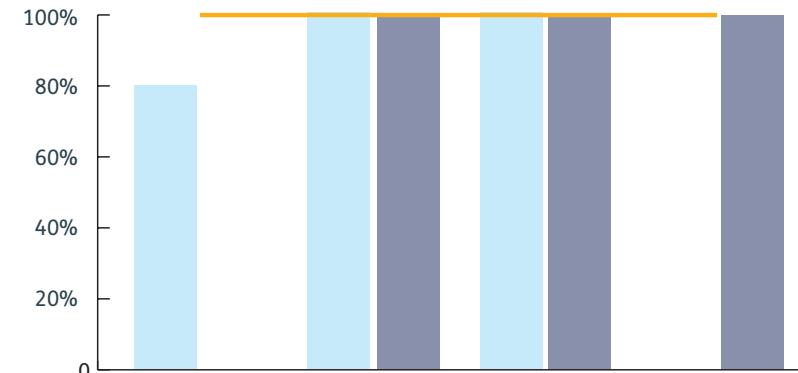


	Q1	Q2	Q3	Q4
25/26 Performance	3.17%	2.78%	2.84%	
24/25 Performance	3.05%	3.09%	3.17%	3.17%
Target 25/26	3.00%	2.85%	2.70%	2.55%

% Stage 1 Complaints (Landlord) responded in time 25/26



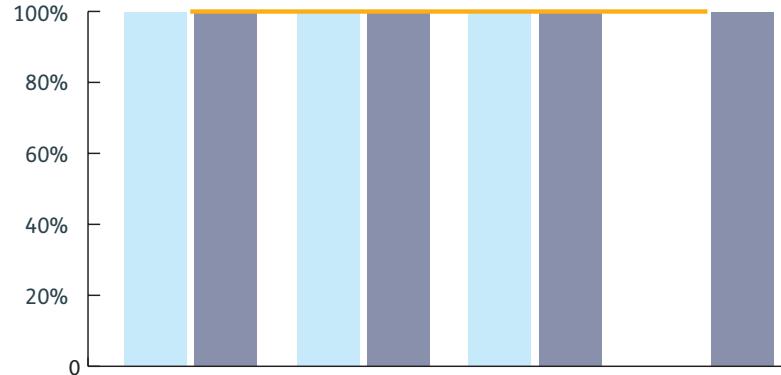
% Stage 2 Complaints (Landlord) responded in time 25/26



Stage 1 Landlord related	Q1	Q2	Q3	Q4
Total No. due for response in month	25	28	25	
Total No. responded to in time within 10 working days	22	26	23	
% responded to in time 25/26	88%	93%	92%	
% responded to in time in 24/25	80%	94%	96%	100%
Target 25/26	100%	100%	100%	100%

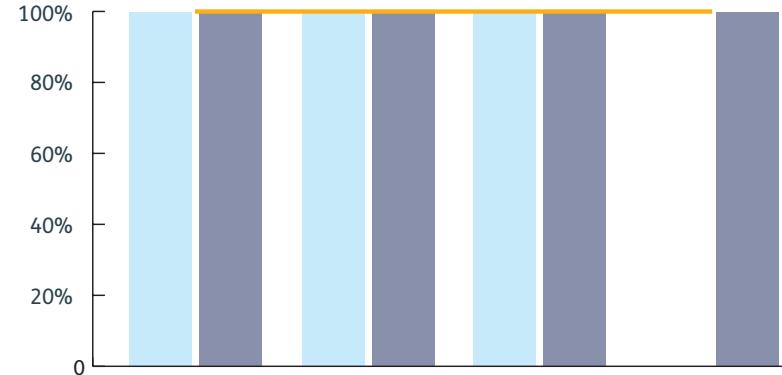
Stage 2 Landlord related	Q1	Q2	Q3	Q4
Total No. due for response in month	5	3	1	
Total No. responded to in time within 10 working days	4	3	1	
% responded to in time 25/26	80%	100%	100%	
% responded to in time in 24/25	0%	100%	100%	100%
Target 25/26	100%	100%	100%	100%

## Gas Safety Checks 25/26



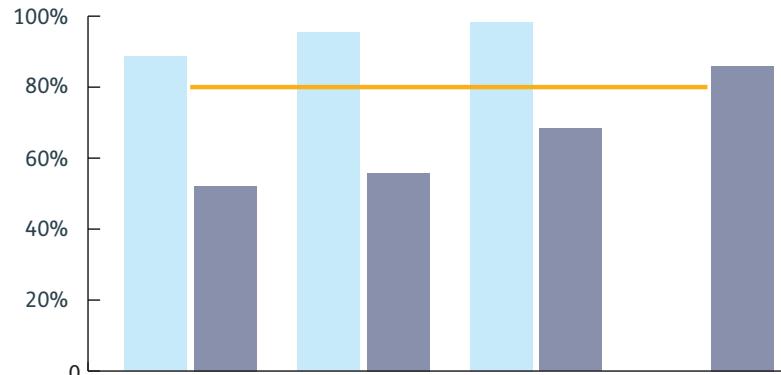
	Q1	Q2	Q3	Q4
25/26 Performance	100%	100%	100%	
24/25 Performance	100%	100%	100%	100%
Target 25/26	100%	100%	100%	100%

## Fire Risk Assessments 25/26



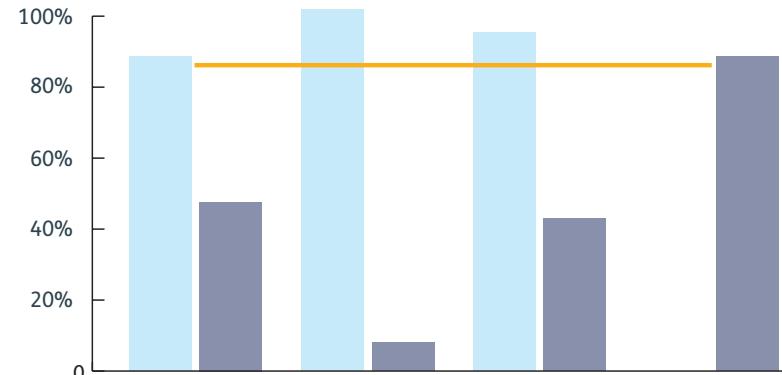
	Q1	Q2	Q3	Q4
25/26 Performance	100%	100%	100%	
24/25 Performance	100%	100%	100%	100%
Target 25/26	100%	100%	100%	100%

## Urgent and Routine - % completed in time 25/26



	Q1	Q2	Q3	Q4
25/26 Performance	89%	94%	96%	
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%	92%	
24/25 Performance	47%	8%	42%	88%
Target 25/26	85%	85%	85%	85%