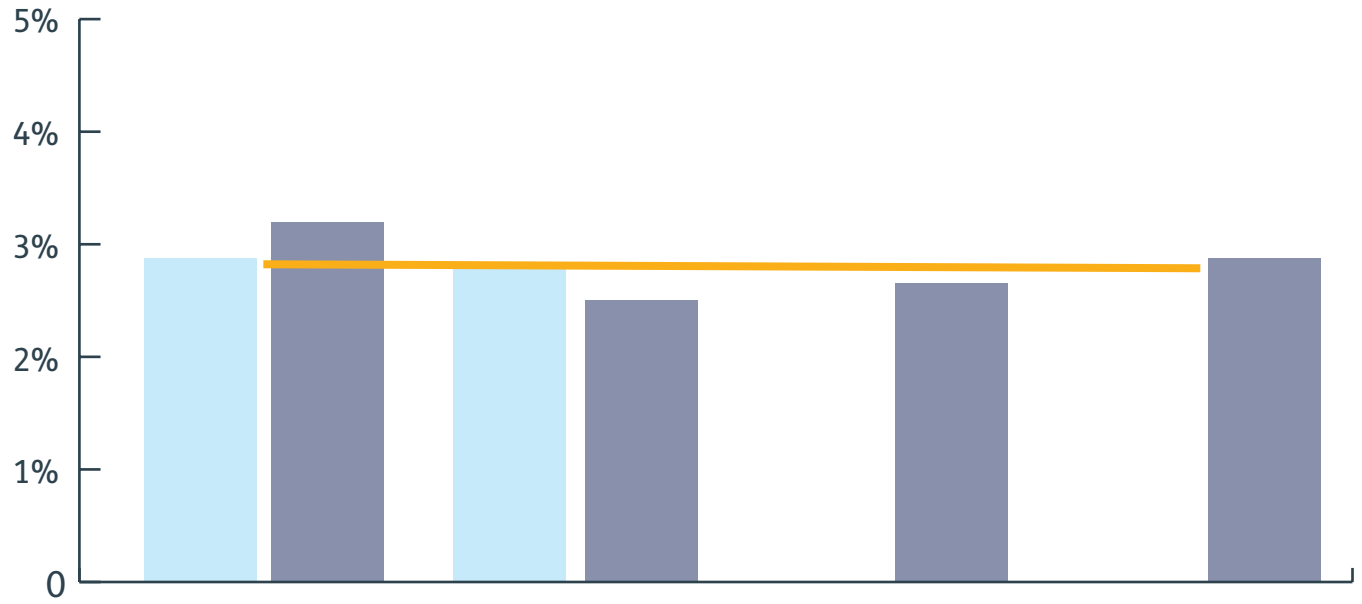
Resident KPI Scorecard 26/27

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 26/27	Q2 26/27	Year To Date (YTD) Outturn 26/27	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.	2.81% (£703,059)	2.80% (£698,451)	2.80% (£698,451)	2.80%	
% 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%	97%	98%	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%	100%	100%	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	99%	96%	97%	90%	
RP02 (2) - % Jobs Completed in Time - Emergency (Graph 5)	Total Monthly % and YTD % of responsive repairs completed in time	99%	99%	99%	90%	

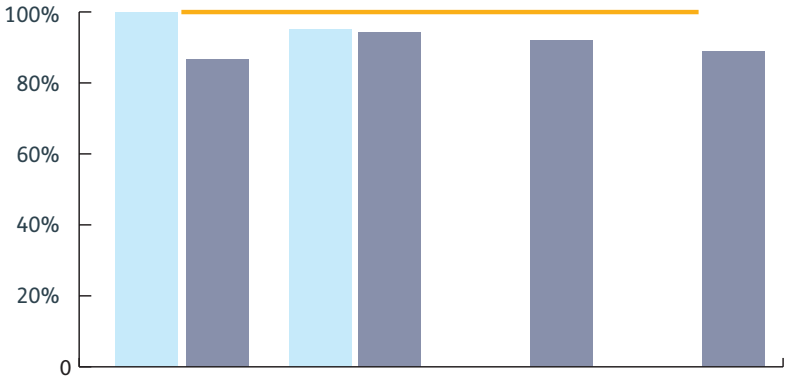
True Arrears 26/27



	Q1	Q2	Q3	Q4
26/27 Performance	2.81%	2.80%		
25/26 Performance	3.17%	2.78%	2.84%	2.95%
Target 26/27	2.80%	2.80%	2.80%	2.80%

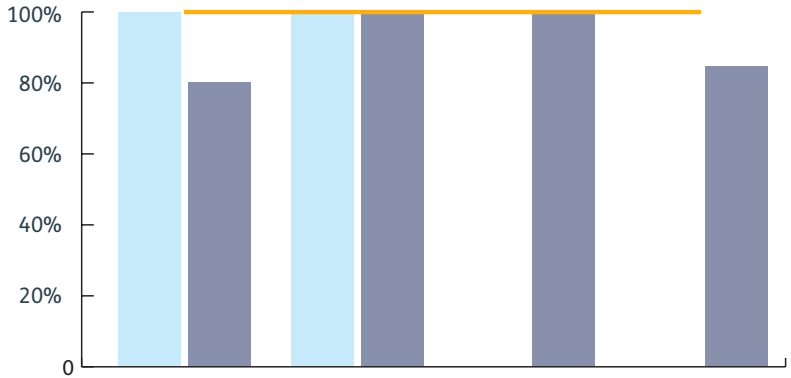
Landlord Complaints Response Time 26/27

% Stage 1 Complaints (Landlord) responded in time 26/27



	Q1	Q2	Q3	Q4
26/27 Performance	100%	93		
25/26 Performance	88%	93%	92%	90%
Target 26/27	100%	100%	100%	100%

% Stage 2 Complaints (Landlord) responded in time 26/27



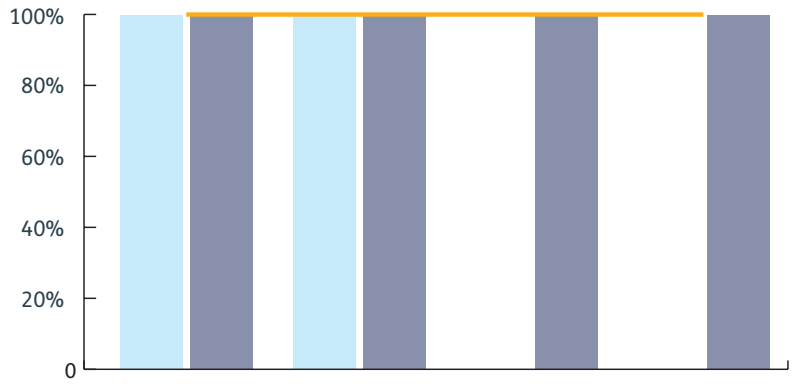
	Q1	Q2	Q3	Q4
26/27 Performance	100%	100%		
25/26 Performance	80%	100%	100%	80%
Target 26/27	100%	100%	100%	100%

Stage 1 Landlord related	Q1	Q2	Q3	Q4
Total No. due for response in month	5	34		
Total No. responded to in time within 10 working days	5	33		
% responded to in time 26/27	100%	97%		
% responded to in time in 25/26	80%	97%	92%	90%
Target 26/27	100%	100%	100%	100%

Stage 2 Landlord related	Q1	Q2	Q3	Q4
Total No. due for response in month	5	10		
Total No. responded to in time within 10 working days	5	10		
% responded to in time 26/27	100%	100%		
% responded to in time in 25/26	80%	100%	100%	86%
Target 26/27	100%	100%	100%	100%

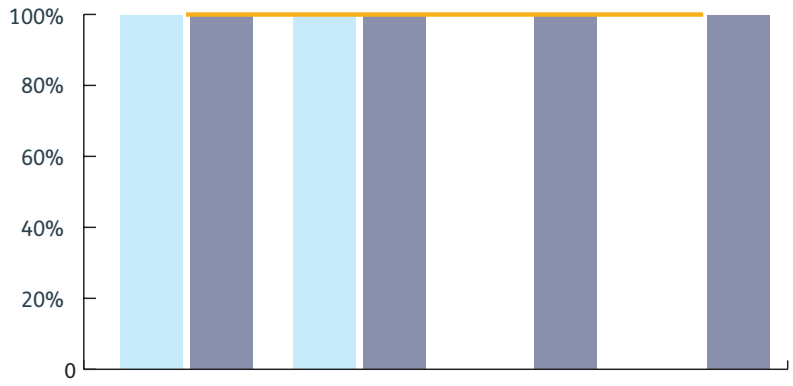
Compliance and Repairs 26/27

Gas Safety Checks 26/27



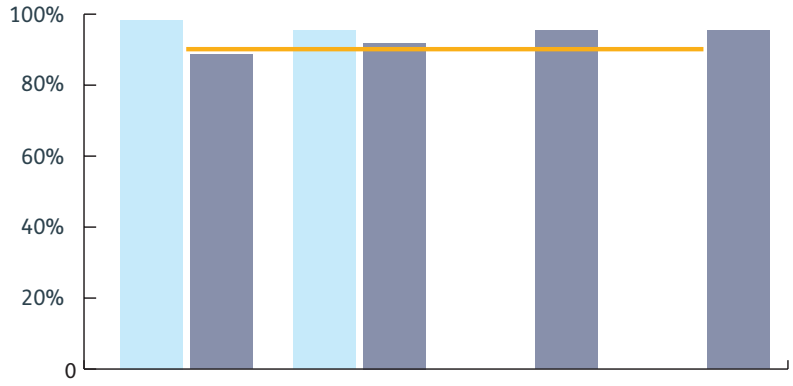
	Q1	Q2	Q3	Q4
26/27 Performance	100%	100%		
25/26 Performance	100%	100%	100%	100%
Target 26/27	100%	100%	100%	100%

Fire Risk Assessments 26/27



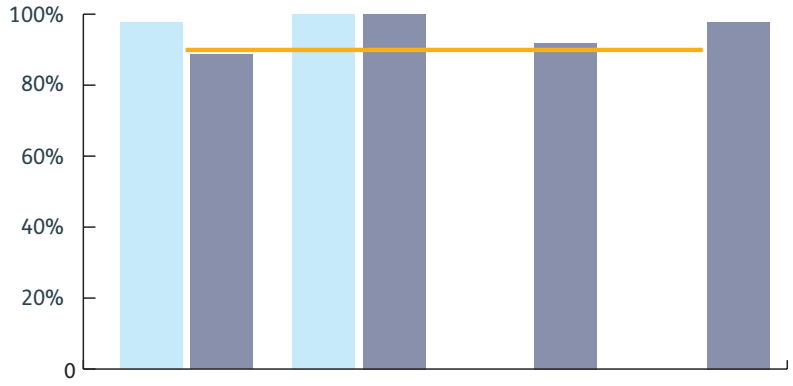
	Q1	Q2	Q3	Q4
26/27 Performance	100%	100%		
25/26 Performance	100%	100%	100%	100%
Target 26/27	100%	100%	100%	100%

Urgent and Routine - % completed in time 26/27



	Q1	Q2	Q3	Q4
26/27 Performance	99%	96%		
25/26 Performance	89%	94%	96%	95%
Target 26/27	90%	90%	90%	90%

Emergency Repairs - % completed in time 26/27



	Q1	Q2	Q3	Q4
26/27 Performance	99%	99%		
25/26 Performance	88%	100%	92%	96%
Target 26/27	90%	90%	90%	90%