

<b>MONTHLY PERFORMANCE SCORECARD 2024-25</b> <i>Up to month end</i>	<b>Measure</b>	<b>Proposed Target or Metric</b>	<b>Responsible</b>
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Properties

Blocks

**58 residential blocks**

<b>INCOME</b>			
	Rent collected (%)	100%	Income Manager
	Rent arrears (current total in £)	No target	Income Manager
	Former tenant arrears (£)	£85,000	Income Manager
	Tenants paying rent by DD/SO (%) (Secure tenants only)	60%	Income Manager
	Parking Arrears (£)	£5,000	Income Manager
	Shed Arrears (£)	£4,000	Income Manager
	Notice of Seeking Possession (NSPs)	No target	Income Manager
	Notice of Possession Proceedings (NPPs)	No target	Income Manager
	Evictions	No target	Income Manager
	Households in arrears (%)	TBC	Income Manager
	Households in 8+ weeks' arrears (number)	TBC	Income Manager
	Households in 8+ weeks' arrears (%)	TBC	Income Manager
	Suspended Possession Orders	No target	Income Manager
	Outright Possession Orders	No target	Income Manager
	Parking applications processed within 10 working days	100%	Income Manager
	Decorations allowance - % of payments requested within 10 working days of sign-up	100%	Income Manager

<b>ALLOCATIONS</b>			
	Housing Register Total	No target	Housing Needs Manager
	Housing Register Non-tenants (current total)	No target	Housing Needs Manager
	Housing Register Transfers (current total)	No target	Housing Needs Manager
	Properties offered within 5 days of bid end (%)	90%	Housing Needs Manager
	Properties let after one offer (%) (YTD)	90%	Housing Needs Manager
	New applications received	No target	Housing Needs Manager
	New applications accepted	No target	Housing Needs Manager

	Applications cancelled (non-let reasons)	No target	Housing Needs Manager
	Applications processed within 30 working days (%)	95%	Housing Needs Manager
	Number of properties let (CBL)	No target	Housing Needs Manager
	Number of properties let (management transfer/direct offer)	No target	Housing Needs Manager
	Properties offered within 10 days of handover (YTD)	90%	Housing Needs Manager
	Properties refused due to quality or condition (number - YTD)	No target	Housing Needs Manager

<b>ESTATE SERVICES</b>	Monthly playground inspections completed %	100%	Estate Services Manager
	Hazards identified	No target	Estate Services Manager
	Quarterly fire door checks completed %	100%	Estate Services Manager
	Monthly Secure Information Box Checks Completed %	100%	Estate Services Manager
	Quarterly Estate Grounds Inspections completed each period (%)	100%	Estate Services Manager
	Monthly Internal Inspections completed each period (%)	100%	Estate Services Manager
	Estate Grounds Inspections meeting minimum standard (%)	100%	Estate Services Manager
	Internal inspections meeting minimum standard (%)	100%	Estate Services Manager
	Average Grounds Inspection Score (%)	80%	Estate Services Manager
	Average Internal Inspections Score (%)	80%	Estate Services Manager

<b>TENANCY MANAGEMENT</b>	Introductory tenancy visits completed (6 weeks) (%)	100%	Area Managers
	Six month visits completed (%)	100%	Area Managers
	Nine month visits completed (%)	100%	Area Managers
	Nine month reviews completed (%)	100%	Area Managers
	Viewings arranged within 3 working days of notification	100%	Area Managers
	Tenancy Audits completed	50	Area Managers
	Tenancy changes processed within 20 working days	1	Area Managers
	New ASB cases in period	No target	Area Managers
	Closed cases in period	No target	Area Managers
	<b>Satisfaction with way ASB case has been handled</b>	<b>100</b>	<b>ACUITY</b>
	Noise App Cases Open 30+ days	0	Area Managers
	Satisfaction with quality of new home (%)	85%	Area Managers



	<b>No completed satisfaction surveys</b>		ACUITY
	<b>% customer satisfaction with repairs overall</b>		ACUITY
	<b>% customer satisfaction appointment kept</b>		ACUITY
	<b>% customer satisfaction first time fix</b>		ACUITY
	<b>No. post inspections (responsive repairs contract only)</b>		Property Services Team Manager
	<b>% post inspections passed</b>		Property Services Team Manager
<b>Repairs Service Desk</b>	Disrepair/HFH cases	No target	Customer & Support Manager
	<b>No. incoming calls received</b>		Customer & Support Manager
	<b>% incoming calls answered</b>	<b>100%</b>	Customer & Support Manager
	<b>% calls answered in 30 seconds</b>		Customer & Support Manager
	<b>Average no. seconds to answer a call</b>		Customer & Support Manager
	<b>Average call handling time</b>		Customer & Support Manager
	<b>No satisfaction surveys completed</b>		<b>Acuity</b>
	<b>% customers satisfied with how the RSD handled their repair request</b>	<b>100%</b>	<b>Acuity</b>
<b>EMPTY PROPERTIES</b>	Average void time (routine voids)(days)	10	Customer & Support Manager
	Average void time (complex voids)(days)	28	Customer & Support Manager
	Average void turnaround time (contractor only)(days)	25	Customer & Support Manager
	Total voids (number)	No target	Housing Needs Manager
	Voids pre-handover inspections completed (%)	100%	Repairs Team Manager
	Voids meeting Letting Standard at handover	100%	Repairs Team Manager
<b>GAS SAFETY TSM BS01</b>	No. of homes requiring annual CP12	1702	Head of Repairs & Maintenance
	Number of Properties without a valid CP12	0	Head of Repairs & Maintenance
	Proportion of homes with valid CP12 (%)	100%	Head of Repairs & Maintenance
	No. of blocks with communal boilers	7	Head of Repairs & Maintenance
	No. of communal boilers with valid safety certificates	7	Head of Repairs & Maintenance
	Proportion of communal boilers which are compliant	100%	Head of Repairs & Maintenance
	<b>No gas repair callouts - Domestic</b>		Head of Repairs & Maintenance
	<b>Gas repairs - % of calls attended in target response time</b>		Head of Repairs & Maintenance

<b>WATER SAFETY</b> <b>TSM BS04</b>	No. of homes requiring Legionella Risk Assessments	2837	Head of Repairs & Maintenance
	No. of homes with valid Legionella Risk Assessment	2837	Head of Repairs & Maintenance
	Proportion of properties with Legionella Risk Assessment (%)	100%	Head of Repairs & Maintenance
	Cold Water Storage Tanks	253	Head of Repairs & Maintenance
	Cold Water Storage Tanks with valid Legionella Risk Assessment	253	Head of Repairs & Maintenance
	Proportion of Cold Water Storage Tanks which are compliant	100%	Head of Repairs & Maintenance
<b>ELECTRICAL SAFETY</b>	No. of blocks requiring EICR certificate	58	Head of Major Works
	No. of blocks with valid EICR certificate	58	Head of Major Works
	Proportion of blocks with a valid EICR certificate (%)	100%	Head of Major Works
	Homes requiring an EICR certificate	2837	Head of Major Works
	Homes with a valid EICR certificate	2837	Head of Major Works
	Proportion of homes with a valid EICR certificate	100%	Head of Major Works
<b>LIFT SAFETY</b> <b>TSM BS05</b>	No. of passenger lifts in operation requiring LOLER inspections	51	Head of Repairs & Maintenance
	No. of passenger lifts in operation with valid LOLER inspection	51	Head of Repairs & Maintenance
	No. of homes within blocks (HRA) requiring LOLER inspections	1487	Head of Repairs & Maintenance
	No. of homes within blocks with valid LOLER inspections in timescale	1487	Head of Repairs & Maintenance
	Proportion of homes for which LOLER inspections completed (%)	100%	Head of Repairs & Maintenance
	<b>No lift callouts</b>		Head of Repairs & Maintenance
	<b>Lifts - % of calls attended in target response time (4 hours)</b>		Head of Repairs & Maintenance
	<b>No blocks without lift service for more than 48 hours in period</b>		Head of Repairs & Maintenance
	<b>No lift entrapments</b>		
<b>FIRE SAFETY</b> <b>TSM BS02</b>	No. of homes within blocks requiring a Fire Risk Assessment	1874	Business Support Manager
	No. of homes within blocks with a current Fire Risk Assessment	1874	Business Support Manager
	Proportion of homes for which FRAs have been carried out (%)	100%	Business Support Manager
	<b>No FRA actions created in each month</b>		Business Support Manager
	<b>Of which, high priority</b>		Business Support Manager

	Of which, medium priority		Business Support Manager
	Of which, low priority		Business Support Manager
	Of which, 1a/b/c/d		Business Support Manager
	Of which, 2a/b/c/d		Business Support Manager
	Of which 3a/b/c/d		Business Support Manager
	Info only		Business Support Manager
	<b>No FRA actions completed in each month</b>		
	Of which, high priority		Business Support Manager
	Of which, medium priority		Business Support Manager
	Of which, low priority		Business Support Manager
	Of which, 1a/b/c/d		Business Support Manager
	Of which, 2a/b/c/d		Business Support Manager
	Of which 3a/b/c/d		Business Support Manager
	Info only		Business Support Manager
	<b>No FRA actions outstanding (incl those overdue) at month end</b>		
	Of which, high priority		Business Support Manager
	Of which, medium priority		Business Support Manager
	Of which, low priority		Business Support Manager
	Of which, 1a/b/c/d		Business Support Manager
	Of which, 2a/b/c/d		Business Support Manager
	Of which 3a/b/c/d		Business Support Manager
	Info only		Business Support Manager

<b>ASBESTOS CHECKS TSM BS03</b>	Blocks requiring asbestos surveys/re-inspection	58	Head of Repairs & Maintenance
	No. of blocks with valid asbetos survey/re-inspection	58	Head of Repairs & Maintenance
	Proportion of blocks with valid asbestos survey/inspection (%)	100%	Head of Repairs & Maintenance
	Homes (LCRA) in blocks requiring asbestos survey/re-inspection	857	Head of Repairs & Maintenance
	Homes (LCRA) with valid asbestos survey/re-inspection	857	Head of Repairs & Maintenance
	No. of homes in blocks requiring an AMS or re-inspection	1874	Head of Repairs & Maintenance

	No. of homes in blocks with valid AMS or re-inspection	1874	Head of Repairs & Maintenance
	Proportion of homes (LCRA) in blocks with valid AMS or re-inspection (%)	100%	Head of Repairs & Maintenance
<b>HEALTH AND SAFETY</b>	Health and Safety Near Misses	No target	Business Support Manager
	Health and Safety Incidents	No target	Business Support Manager
	RIDDOR reportable incidents	No target	Business Support Manager
<b>DECENT HOMES</b>	No. of homes to which DH Standard applies	1932	Head of Major Works/APM
<b>TSM RP01</b>	No. of homes which fail to meet DH Standard (exc. refusals)	0	Head of Major Works/APM
	Proportion of homes which comply with DH Standard (%)	100%	Head of Major Works/APM
<b>COMPLAINTS</b>	<b>No. of compliments received in month</b>		
<b>TSM CH01</b>	Stage One Complaints (HRA only)	No target	Quality & Performance Manager
	Stage Two Complaints (HRA only)	No target	Quality & Performance Manager
	Complaints about repairs (HRA only)	No target	Quality & Performance Manager
	Complaints about housing management (HRA only)	No target	Quality & Performance Manager
<b>TSM CH02</b>	% Complaints acknowledged in 5 working days	100%	Quality & Performance Manager
	% Stage One complaints responded to in 10 days	100%	Quality & Performance Manager
	% Stage Two complaints responded to in 20 days	100%	Quality & Performance Manager
	Complaints upheld or partially upheld (Stage One)	No target	Quality & Performance Manager
	Complaints not upheld (Stage One)	No target	Quality & Performance Manager
	Complaints upheld or partially upheld (Stage Two)	No target	Quality & Performance Manager
	Complaints Not Upheld (Stage Two)	No target	Quality & Performance Manager
	Complaints referred to Ombudsman (HRA only)	No target	Quality & Performance Manager
	Complaints upheld by Ombudsman (HRA only)	No target	Quality & Performance Manager
	Compensation paid (all complaints - HRA only)	No target	Quality & Performance Manager
	Compensation paid following Ombudsman finding (HRA only)	No target	Quality & Performance Manager
<b>RESIDENT INVOLVEMENT</b>	GLCC - total hours of use	No target	Resident Involvement Manager
	GLCC - % of available time that is booked	TBC	Resident Involvement Manager

	GLCC - % of free community use vs overall use	TBC	Resident Involvement Manager
	GLCC - Income	TBC	Resident Involvement Manager
	GLCC - Communications Sent	No target	Resident Involvement Manager
	GLCC - Engagement exercises (AB meetings, surveys sent etc.)	No target	Resident Involvement Manager
	PCC - Total hours of use	No target	Resident Involvement Manager
	PCC - % of available time that is booked	TBC	Resident Involvement Manager
	PCC - % of free community use vs overall use	TBC	Resident Involvement Manager
	PCC - Income	TBC	Resident Involvement Manager
	PCC - Communications Sent	No target	Resident Involvement Manager
	PCC - Engagement exercises (AB meetings, surveys sent etc.)	No target	Resident Involvement Manager
	Other community spaces - total hours of use	No target	Resident Involvement Manager
	Other community centres - income	TBC	Resident Involvement Manager
<b>Resident involvement - general</b>	Engagement opportunities advertised	No target	Resident Involvement Manager
	Number of residents engaged	No target	Resident Involvement Manager
	Resident Communications sent	No target	Resident Involvement Manager
	<b>Registered Residents Associations</b>	No target	Resident Involvement Manager
	<b>Registered Resident Association AGM take place</b>	No target	Resident Involvement Manager

<b>Major Works</b>			
	<b>Performance against budget</b>		Head of Major Works
	<b>Performance against time</b>		Head of Major Works
	<b>Resident satisfaction with Major Works Projects</b>	<b>95%</b>	Head of Major Works

	<b>CDM toolkit?</b>		
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<b>Disrepair</b>	<b>No. open disrepair claims at month end</b>		<b>Head of Repairs &amp; Maintenance</b>
	<b>Average calendar days since claim received</b>		<b>Head of Repairs &amp; Maintenance</b>
	<b>No. disrepair claims opened in month</b>		<b>Head of Repairs &amp; Maintenance</b>
	<b>No. disrepair claims closed in month</b>		<b>Head of Repairs &amp; Maintenance</b>
	<b>No settlement claims agreed in month</b>		<b>Head of Repairs &amp; Maintenance</b>
	<b>Value of settlement claims agreed</b>		<b>Head of Repairs &amp; Maintenance</b>