

Title of Indicator	Target from 2021/22	Apr- Jun 24	July - Sep 24	Oct - Dec 24	Jan - Mar 25	COMMENT
Customer Care						
To respond to complaints no later than 10 working days from the date of acknowledgement.	100%	50%	50%	90%	64%	14 Complaints received. 9 were responded to in time (5 extended - complainant informed) 13 of 14 acknowledged within 5 working days.
Complaints Escalated beyond stage one	na	2	0	2	2	
Complaints Breakdown	na	XX	XX	XX		4x other, 3x R&M, 2x Lifts, 2x rent & service charge, 1x ASB, 1x comms,1x contractor
Repairs & Maintenance						
Repairs by Ttype breakdown (see sheet 2)	na					
% 'Urgent' repairs (complete within 24 hours)	95%	80.88%	88.85%	94.48	84.5	
P2, P3 P4 combined	95%	86.10%	93.67%	95.4	80.9	
Availability % of Barbican lifts (Q3 Staircase - top, Corridor - middle, Tower- bottom)	99%	99.50%	99.30%	97.44%	n/a	Lift Reporting data not available due to issues with reporting system which is in the process of being updated.
	99%	98.00%	94.30%	96.30%	n/a	
	99%	83.80%	77.70%	83.68%	n/a	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% / Partial 90%	0	0	41*	32	*32 of 79 heating orders to the Engineers, job description includes No Heat or loss of heat in one or more areas.
No. of requests for heating adjustments	na	1	0	118	79	this covers adjustment and or faults
How many jobs failed inspection?	na					
Estate Management						
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good standard to outstanding	90%	80%	76%	83%	87.5	Joao Pereira (Supervisor) has been carrying out inspections to assist the House Officer, these have not been completed with Residents
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	80%	N/A	N/A	4	3	2x complaint about being windows not done or missed, 1x complaint about streaks/misses left after clean. All reported to Services and Window Cleaning Manager and resolved within 3 days
No. of Out of Hours reports	na	163	156	189	187	
No. of Home Improvement Applications received	na	12	10		11	several incomplete applications 'awaiting Building Safety Regulator acceptance letter' still pending
No. of residents signed up to the BEO bulletin	na	57 (2103)	31 (2134)	52(2163)	76 (2298)	
Open Spaces						
Major Works						
Short Term Holiday Lets	na	2	0			
Lease Enforcement cases						