Barbican KPIs 2025-2026

Title of Indicator	Target from 2021/22	Apr- Jun 25	July - Sep 25	Oct - Dec 25	Jan - Mar 26	COMMENT
Customer Care						
To respond to complaints no later than 10 working days from the date of acknowledgement.	100%	57%	88%	**80%**		Q3 Stage 1: 5 of 7 in 10 working days (71%) Stage 2: 3 of 3 (100%) in 20 working days **Overall: 80%**
Complaints Escalated beyond stage one	na	1	1	**3**		Q3: 1 on policies, 1 on lifts, 1 misc (electrical usage charges)
Complaints Breakdown	na	XX	XX	**XX**		5x Communications/Customer Service, 2x R&M, 1x Communal Outages (lighting), 1x Policies, 1x other/misc
Repairs & Maintenance						
Repairs by Type breakdown (see sheet 2)	na					
% 'Urgent' repairs **(**complete within 24 hours, D&P, P0, P1 - **As of Q3 P1 Emergency)**	95%	24.3%	65.00%	**77.1**		Out of 153 P1 Orders raised, 35 were not completed in target
P2, P3 P4 combined **(As of Q3 - P2 Non Emergency)**	95%	65.50%	82.00%	**82.4**		Out of 854 P2 Orders raised, 103 were not completed in target
Availability % of Barbican lifts (Staircase - top, Corridor - middle, Tower- bottom) (Lift Charts provided on next tab)	99%	96.45%	97.72%	**94.12%**		**Staircase Blocks;** Lift 39 Andrewes, Lift 10 Defoe, Lift 55 John Trundle, Lift 18 Thomas More, Lift 23 Thomas More, were the worst performing with significant time out of service. **Corridor Blocks;** Lift 62 & 63 Ben Jonson, Lift 59 Bunyan, Lifts 13 & 14b Seddon, Lift 35a & Lift 36 Willoughby were the worst performing with significant time out of service. **TVC (Thames Valley Controls) EMUs (Elevator Monitoring Units) are now ageing and obsolete, the accuracy of this information may be limited. We are currently working with colleagues across the City to secure funding to upgrade these systems at no cost to leaseholders - DC**
	99%	90.05%	87.04%	**74.90%**		
	99%	99.94%	99.03%	**99.98%**		
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% / Partial 90%	3	N/A	**71**		**71 reports of failures**
No. of requests for heating adjustments	na	16	N/A	**146**		This covers total number of requests for adjustments and or faults; **76 requests for adjustments and 71 reports of failures**
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%	95%	TBC	**N/A**		**New inspection regime will commence in Q1 2026-27 (April)**
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	80%	N/A	N/A	**N/A**		**3x complaints received (3x missed) all reported to Services Manager and Window Cleaning Manager and resolved within 7 days**
No. of Out of Hours reports	na	148	138	**157**		
No. of Home Improvement Applications received	na	22	21	**16**		
No. of residents signed up to the BEO bulletin	na	58 (2300)	53 (2351)	**220 (2505)**		
Open Spaces						
Major Works						
Short Term Holiday Lets	na	1	1	**1**		1x has reoccurred, currently being dealt with by C&CS **(ongoing from Q2)**
Lease Enforcement cases						