

# Performance - Quarter One 2024/25

Please note all performance is reported at a combined group level for NEDDC and RHL properties for Tenant Satisfaction Measures (TSM's).

MI = Management Information

Indicator		2023/24 Performance	Quarter 1 Performance 2024/25	Target
<b>Repairs and Maintenance</b>				
1.	<b>TSM BS01</b> Proportion of homes for which all required gas safety checks have been carried out.	99.9%	99.9%	100%
2.	<b>TSM BS02</b> Proportion of homes for which all required fire risk assessments have been carried out.	99.2%	100%	100%
3.	<b>TSM BS03</b> Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	100%
4.	<b>TSM BS04</b> Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	100%
5.	<b>TSM BS05</b> Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	100%	100%
6.	% of properties with a satisfactory electrical installation certificate.	94%	96.20%	100%
7.	% of blocks of flats with communal areas with monthly fire safety check.	100%	100%	100%
8.	<b>TSM RP02a</b> % of Emergency Repairs completed within target timescale.	98.1%	98.05%	98%
9.	<b>TSM RP02b</b> % of Non- Emergency Repairs completed within target timescale.	98.2%	95.93%	97%
10.	% of tenants satisfied with capital work programmes.	97.39%	100%	95%
<b>Income Collection</b>				
11.	Rent collected as a % of rent due for period (ex-brought forward) BVPI66a.	98.97%	96.74%	97%
12.	<b>Registered Provider</b> Rent collected as a % of rent due for period (ex-brought forward) BVPI66a.	98.93%	96.73%	96.90%
<b>Voids/Empty Properties</b>				
13.	Average re-let time in days (standard re-lets).	31.5 Days	50 Days	40 days
14.	% of customers satisfied with the Lettable Standard.	100%	100%	95%
<b>Stock Condition</b>				
15.	% of customers satisfied with Adaptation installation	New Indicator	100%	100%
<b>Anti Social Behaviour</b>				
16.	<b>TSM NM01a</b>	8.9	9.61	MI

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	Number of Anti-social behaviour cases, opened per 1,000 homes.			
17.	<b>TSM NM01b</b> Number of Anti-social behaviour cases that involve hate incidents per 1,000 homes.	0.1	0.27	MI
<b>Contact Centre</b>				
18.	% of calls answered.	94.9%	94%	85%
19.	Average time taken to answer inbound telephone calls.	57 seconds	1m 12s	2 mins
20.	% Satisfaction with call-handling.	99.8%	99%	90%
<b>Complaints</b>				
21.	<b>TSM CH01</b> Number of Stage One complaints received per 1,000 homes	7.0	2.10	MI
22.	<b>TSM CH01</b> Number of Stage Two complaints received per 1,000 homes.	1.00	1.05	MI
23.	<b>TSM CH02</b> Proportion of Stage One complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	100%	85%
24.	<b>TSM CH02 –</b> Proportion of Stage Two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	90.9%	100%	85%