

# Performance - Quarter Three 2025/26

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		2024/25 Performance	Q3 Performance 2025/26	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.	100%	99.96%	100%
2.	<b>TSM BS02</b> Proportion of homes for which all required fire risk assessments have been carried out.	100%	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.	98.06%	98.83%	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.	99.18%	98.94%	98%
9.	<b>TSM RP02b</b> % of Non- Emergency Repairs completed within target timescale.	97.44%	96.66%	97%
10.	% of tenants satisfied with capital work programmes.	98%	100%	95%
<b>Income Collection</b>				
11.	Rent collected as a % of rent due for period (ex-brought forward) BVPI66a.	98.81%	98.25%	97%
12.	<b>Registered Provider</b> Rent collected as a % of rent due for period (ex-brought forward) BVPI66a.	98.38%	98.30%	96.90%
<b>Voids/Empty Properties</b>				
13.	Average re-let time in days (standard re-lets).	47.3 days	53 days	40 days
14.	% of customers satisfied with the Lettable Standard.	100%	100%	95%
<b>Stock Condition</b>				
15.	% of properties with an Energy Performance Rating of C or above	33%	60%	Band C by 2030

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16.	% of customers satisfied with Adaptation installation	98.87%	100%	95%
<b>Anti Social Behaviour</b>				
17.	<b>TSM NM01a</b> Number of Anti-social behaviour cases, opened per 1,000 homes.	53.7	13.04	MI
18.	<b>TSM NM01b</b> Number of Anti-social behaviour cases that involve hate incidents per 1,000 homes.	0.5	0.13	MI
<b>Contact Centre</b>				
19.	% of calls answered.	94.3%	93.3%	85%
20.	Average time taken to answer inbound telephone calls.	64 seconds	80 seconds	2 mins
21.	% Satisfaction with call-handling.	94.3%	95.9%	90%
<b>Complaints</b>				
22.	<b>TSM CH01</b> Number of Stage One complaints received per 1,000 homes	11.54	3.03	MI
23.	<b>TSM CH01</b> Number of Stage Two complaints received per 1,000 homes.	3.41	1.45	MI
24.	<b>TSM CH02</b> Proportion of Stage One complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	95.6%	85%
25.	<b>TSM CH02 –</b> Proportion of Stage Two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	92.31%	81.8%	85%