

Performance - Quarter Four 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	Year end Performance 2024/25	Target
Repairs and Maintenance				
1.	TSM BS01 Proportion of homes for which all required gas safety checks have been carried out.	99.9%	100%	100%
2.	TSM BS02 Proportion of homes for which all required fire risk assessments have been carried out.	99.2%	100%	100%
3.	TSM BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	100%
4.	TSM BS04 Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	100%
5.	TSM BS05 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%	98.06%	100%
7.	% of blocks of flats with communal areas with monthly fire safety check.	100%	100%	100%
8.	TSM RP02a % of Emergency Repairs completed within target timescale.	98.1%	99.18%	98%
9.	TSM RP02b % of Non- Emergency Repairs completed within target timescale.	98.2%	97.44%	97%
10.	% of tenants satisfied with capital work programmes.	97.39%	98.87%	95%
Income Collection				
11.	Rent collected as a % of rent due for period (ex-brought forward) BVPI66a.	98.97%	98.31%	97%
12.	Registered Provider Rent collected as a % of rent due for period (ex-brought forward) BVPI66a.	98.93%	98.38%	96.90%
Voids/Empty Properties				
13.	Average re-let time in days (standard re-lets).	31.5 Days	47.3 days	40 days
14.	% of customers satisfied with the Lettable Standard.	100%	100%	95%
Stock Condition				
15.	% of properties with an Energy Performance Rating of C or above	New Indicator	TBC	Band C by 2030
16.	% of customers satisfied with Adaptation installation	New Indicator	98%	

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Anti Social Behaviour				
17.	TSM NM01a Number of Anti-social behaviour cases, opened per 1,000 homes.	8.9	53.7	MI
18.	TSM NM01b Number of Anti-social behaviour cases that involve hate incidents per 1,000 homes.	0.1	0.5	MI
Contact Centre				
19.	% of calls answered.	94.9%	94.3%	85%
20.	Average time taken to answer inbound telephone calls.	57 seconds	64 seconds	2 mins
21.	% Satisfaction with call-handling.	99.8%	94.3%	90%
Complaints				
22.	TSM CH01 Number of Stage One complaints received per 1,000 homes	7.0	11.54	MI
23.	TSM CH01 Number of Stage Two complaints received per 1,000 homes.	1.00	3.41	MI
24.	TSM CH02 Proportion of Stage One complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	100%	85%
25.	TSM CH02 – Proportion of Stage Two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	90.9%	92.31%	85%