

# SCH Strategic Performance Report - April 2025



	11	<p><b>Recoverable:</b>                  CH02a -Complaints resolved in timescale (Stage 1)                  CH02b - Complaints resolved in timescale (Stage 2)                  CR36 - Contact Centre Average Seconds to Answer (ASA)                  H01 - Average stay in temporary accommodation (all) - days                  H01a - Average stay in temporary accommodation (families with children) - days                  RP02b - Repairs completed within target timescale (non-emergency)                  BS01 - Percentage of properties with valid gas certificate                  BS02 - Percentage non-domestic assets covered by a valid FRA                  AM1b - Percentage domestic properties with a satisfactory Electrical Installation Condition Report                  DM1 - Percentage Damp and Mould Inspections completed within timescale                  DM2 - Percentage Damp and Mould remedials completed within timescale                  AM1k - Percentage of fire safety remedial actions completed to timescale</p> <p><b>Non Recoverable:</b>                  At this stage, pending mitigating actions all KPIs could be recovered.</p>
	2	<p><b>Downward Trend:</b>                  RP01 - Homes that do not meet the Decent Homes Standard                  RP02a - Repairs completed within target timescale (emergency)</p>
	7	

**Upward trend:**  
**CH02a - Complaints resolved in timescale (Stage 1)** - Whilst still below target, this indicator has seen an improvement in April following implementation of the centralised complaints team.  
**H05 - Percentage of homeless approaches where prevention or relief achieved** - Performance in April was above target for the first time in over 12 months, particularly attributed to positive prevention outcomes.  
**DM1&2 - Percentage Damp and Mould inspections and remedials completed within timescales** - Whilst still below target, there has been an improvement across both inspections and remedials, and this is expected to continue into the summer.

\* Descriptions for headers included on definitions page at end of report

Customer & Corporate Services Dashboard

			Feb-25	Mar-25	Apr-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	4.61	3.48	3.69	3.69	N/A	43.02	21.60	N/A	During April, there were 36 complaints received which met the TSM definition. In total, there were 46 stage 1 complaints raised in month to be investigated. This is a similar number to March, where there were 34 TSM complaints and 44 overall.
CH01b	Stage 2 complaints per 1,000 properties	TSM MI	0.00	0.31	0.21	0.21	N/A	5.43	3.52	N/A	During April, there were 2 stage 2 complaints received which met the TSM definition. In total, there were 7 stage 2 complaints raised in month to be investigated. This is a similar number to March, where there were 3 TSM complaints and 6 overall.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	53.33%	70.59%	77.78%	77.78%	85.00%	73.57%	86.80%	↑	<p><b>Issue:</b> Of the 36 TSM complaints received during April, 28 had been closed within their target timescales at the point of reporting. There were four complaints which had been closed outside of target, and four which remain open with due dates in May.</p> <p><b>Mitigating Actions:</b> The complaints team is now operational, meaning that complaints are being handled within a centralised team to ensure consistency to approach.</p> <p><b>Timeframe:</b> Improvement has already been seen in completion of complaints, and this is anticipated to continue.</p> <p><b>Forecast:</b> If the remaining open complaints from April are closed within target, the in month outturn would be 88.89%, and above target.</p>
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	NA	100.00%	0.00%	0.00%	96.00%	86.79%	99.40%	↓	<p><b>Issue:</b> Of the 2 TSM complaints received during April, both remained open at the point of reporting but both had future due dates.</p> <p><b>Mitigating Actions:</b> The complaints team is now operational, meaning that complaints are being handled within a centralised team to ensure consistency to approach.</p> <p><b>Timeframe:</b> Improvement has already been seen in completion of complaints in terms of stage 1 complaints, and this is anticipated to be seen for stage 1s also.</p> <p><b>Forecast:</b> If the two open complaints from April are closed within target, the in month outturn would be 100%, and above target.</p>
TP01	Overall satisfaction with services provided by SCH	TSM P	-	74.32%	-	-	80.00%	77.18%	78.00%	↓	Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -4.06% vs Q3 2024/25. 110 out of 148 respondents were satisfied in Q4. Further analysis and follow up calls have been completed to understand if there are any themes in dissatisfaction. It has been identified that most of the change has been an increase in respondents having a neutral response, rather than this being an increase in dissatisfaction.
TP06	Satisfaction that SCH listens to and acts upon tenants' views	TSM P	-	58.82%	-	-	71.00%	67.18%	65.40%	↓	Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -11.98% vs Q3 2024/25. 70 out of 119 respondents were satisfied in Q4. From initial analysis, we can see most dissatisfaction is coming from residents in houses and in Shirley.
TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	-	73.39%	-	-	79.00%	76.58%	73.90%	↓	Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -3.85% vs Q3 2024/25. 91 out of 124 respondents were satisfied in Q4.
TP08	Satisfaction that SCH treats me fairly and with respect	TSM P	-	81.16%	-	-	85.00%	83.85%	81.20%	↓	Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -3.80% vs Q3 2024/25. 112 out of 138 respondents were satisfied in Q4.
TP09	Satisfaction with SCH's approach to handling complaints	TSM P	-	38.46%	-	-	45.00%	37.84%	36.90%	↑	Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 +14.46% vs Q3 2024/25. 10 out of 26 respondents were satisfied in Q4.
WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	-	-	-	-	94.00%	95.28%	N/A		No survey returns for 25/26 as yet.
CR2	Overall satisfaction (transactional)	SCH KPI	84.21%	87.50%	95.51%	95.51%	87.00%	85.69%	N/A	↑	Meets target. Returns based on repairs transactional surveys, awaiting further survey responses.
CR36	Contact centre ASA	SCH KPI	325	460	377	377	210	273	258	↑	<p><b>Issue:</b> Whilst the ASA improved in April, it is still above target. This was impacted by resourcing in April, as there were three vacancies (two part time and one full time) and one new starter which was in training.</p> <p><b>Mitigating Actions:</b> Recruitment is underway for vacant posts. One full time post has been recruited to, and the other two are in the process of being advertised.</p> <p><b>Timeframe:</b> Performance is expected to be impacted during May, as two vacancies remain.</p> <p><b>Forecast:</b> This indicator has seen an improvement, which is anticipated to continue with vacancies filled</p>

\*Benchmark based on top quartile performance from 2023/24 Housemark benchmarking

\*\*Direction of Travel - an up arrow indicates improving performance, and a down arrow represents worsening performance between the previous two months.

Housing Services Dashboard			Feb-25	Mar-25	Apr-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
NM01	ASB cases per 1,000 properties	TSM MI	1.54	1.64	2.87	2.87	N/A	22.84	29.29	N/A	There were 28 ASB cases received in April, which is an increase on previous months.
NM01a	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.00	0.00	0.00	0.00	N/A	0.41	0.35	N/A	There were no ASB cases related to hate crime received in April.
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	-	62.32%	-	-	70.00%	66.67%	72.80%	↓	Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -3.31% vs Q3 2024/25. 43 out of 69 respondents were satisfied in Q4.
TP11	Satisfaction that SCH makes a positive contribution to neighbourhood	TSM P	-	70.41%	-	-	74.00%	74.74%	68.80%	↑	Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 +1.26% vs Q3 2024/25. 69 out of 98 respondents were satisfied in Q4.
TP12	Satisfaction with SCH's approach to handling ASB	TSM P	-	60.81%	-	-	60.00%	59.58%	61.50%	↓	Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -2.68% vs Q3 2024/25. 45 out of 74 respondents were satisfied in Q4.
VL13	Percentage of rent loss due to voids	SCH KPI	1.22%	1.28%	1.09%	1.09%	1.25%	1.28%	1.80%	↑	Meets target.
WR15	Current tenant arrears as % of rent debit	SCH KPI	4.12%	2.75%	2.98%	2.98%	3.50%	2.75%	1.67%	↓	Meets target. This is an increase on the previous months position, however an improvement on the position at the end of April 2024, which was 3.43%
HO1	Average stay in temporary accommodation (all) - days	SCH KPI	164	152	233	233	80	143	N/A	↓	<p><b>Issue:</b> The average stage in TA remains outside of the KPI target of 80. At 233, this is much over the target. To provide context to this, those moved on from TA during this month included four vacations that were over 2 years.</p> <p><b>Mitigating Actions:</b> Whilst important to move the households remaining in TA the longest into long term housing solutions, the implication is that it will keep the total higher and outside of the target. However, where we can drive up the outcomes in the relief stage, this should additionally work to balance the median dates, with a positive contribution to the overall KPI. Much of the training, and management direction encourages frontline staff to consider alternative short-term options for applicants to reduce the subsequent pressure on TA. Further work continues to address barriers such as arrears, to create common-sense planning and reduce the long-term TA use, with the subsequent and multiple issues that brings.</p> <p><b>Timeframe:</b> Ongoing work continues to address barriers such as arrears, to create common-sense planning and reduce the long-term TA use, with the subsequent and multiple issues that brings.</p> <p><b>Forecast:</b> Where we continue to seek long term housing solutions for applicants who have been in TA the longest, the average stay KPI is likely to remain above target for a while yet.</p>
HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	208	198	303	303	95	183	N/A	↓	<p><b>Issue:</b> Given that those in TA are predominantly families, and some have been there for some considerable time, where we look to move them on, this will directly affect this target. However, the more that we try to resolve in the relief stage and as early as we can in the TA stay, the more that this will offer a counterbalance on the overall average outcome.</p> <p><b>Mitigating Actions:</b> For this reason, the targeting of HO5, and relief will, first and foremost seek the most positive and timely outcomes for households with children and affect the overall KPI.</p> <p><b>Timeframe:</b> The changes to the allocations policy, due to be implemented this year, will support such endeavours but cannot be the only solution. It will need to go together with a development of the links in the private rented sector to complement the offer.</p> <p><b>Forecast:</b> As above, we continue to seek long term housing solutions for applicants who have been in TA the longest, the average stay KPI is likely to remain above target for a while yet.</p>
HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	53.77%	57.55%	61.90%	61.90%	60.00%	49.06%	N/A	↑	<p>Meets target. This is the first month in over a year that we have been above target. This is a positive outcome and reflective of the push from the management team in this area, and the response of the staff to chase outcomes.</p> <p>As ever, the prevention outcomes are the highest contributor, though there has been an improvement in the relief. To achieve outcomes in the relief period is more difficult, as options are more limited. As a local authority area with high-cost private rented accommodation and where the local housing allowance sits adrift of that, the private rented sector is much less accessible than in other LA areas. Despite this, it is encouraging to see the tenacity in sourcing accommodation for households in the PRS, and this is further supported by the message being given from the application outset. The difficulties remain in moving on families, particularly larger families with a limited income. The privately rented sector is often unaffordable, and the reduced priority and lack of available properties to bid on via the CBL has and will continue to present an issue in this area.</p>

\*Benchmark based on top quartile performance from 2023/24 Housemark benchmarking

\*\*Direction of Travel - an up arrow indicates improving performance, and a down arrow represents worsening performance between the previous two months.

Asset Management Dashboard

			Feb-25	Mar-25	Apr-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	2.23%	2.36%	2.38%	2.38%	2.00%	2.36%	0.47%	↓	<p><b>Issue:</b> There has been an increase in the number of properties which are non decent, to 232 at the end of April, compared with 230 at the end of March. This is primarily where properties have suffered early component failure through use. The most common failures are kitchen, bathroom or windows.</p> <p><b>Mitigating Actions:</b> This increase is in part due to the accelerated stock condition surveying programme.</p> <p><b>Timeframe:</b> Following the conclusion of the stock condition contract in June, a mass update will be completed in OpenHousing.</p> <p><b>Forecast:</b> As surveys continue to be completed at pace, it is anticipated that this position may still increase.</p>
RP02a	Repairs completed within target timescale (emergency)	TSM MI	91.45%	92.80%	91.38%	91.38%	95.50%	91.83%	98.80%	↓	<p><b>Issue:</b> During April, in terms of non emergencies 356 of the 1652 completed in month were out of target. For emergencies 80 of the 928 jobs completed in month being out of target. For in house operatives, performance for emergency jobs is above target (99.76%) but below target (71.56%) for non emergency jobs, though the non emergency position has seen a slight improvement from March. For contractors, the case is the opposite with 84.63% of emergency jobs being completed in timescale with 91.08% of non emergency works completed in timescale.</p> <p><b>Mitigating Actions:</b> Following the SCHape panel review, the panel have reviewed categorisation of works which will make positive changes in ensuring adequate time is available to complete works. This work is due to be implemented by the end of June 2025, Housing IT are supporting this work. The colocation of contact centre staff has also now been completed, and its impact will be reviewed at regular intervals. A number of jobs which had been confirmed as complete, but hadn't updated in OpenHousing are also being manually updated to reflect the correct completion date. This is due to be complete by the end of May.</p> <p><b>Timeframe:</b> Looking to implement any changes to service delivery in 2025/26, detailed target dates of individual actions are recorded in the repairs tracker.</p> <p><b>Forecast:</b> Work so far has had a positive impact on WIP, and the recategorisation will further support the repairs service to prioritise works.</p>
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	82.18%	79.29%	78.45%	78.45%	85.00%	81.61%	88.50%	↓	<p><b>Issue:</b> During April, in terms of non emergencies 356 of the 1652 completed in month were out of target. For emergencies 80 of the 928 jobs completed in month being out of target. For in house operatives, performance for emergency jobs is above target (99.76%) but below target (71.56%) for non emergency jobs, though the non emergency position has seen a slight improvement from March. For contractors, the case is the opposite with 84.63% of emergency jobs being completed in timescale with 91.08% of non emergency works completed in timescale.</p> <p><b>Mitigating Actions:</b> Following the SCHape panel review, the panel have reviewed categorisation of works which will make positive changes in ensuring adequate time is available to complete works. This work is due to be implemented by the end of June 2025, Housing IT are supporting this work. The colocation of contact centre staff has also now been completed, and its impact will be reviewed at regular intervals. A number of jobs which had been confirmed as complete, but hadn't updated in OpenHousing are also being manually updated to reflect the correct completion date. This is due to be complete by the end of May.</p> <p><b>Timeframe:</b> Looking to implement any changes to service delivery in 2025/26, detailed target dates of individual actions are recorded in the repairs tracker.</p> <p><b>Forecast:</b> Work so far has had a positive impact on WIP, and the recategorisation will further support the repairs service to prioritise works.</p>
TP02	Satisfaction with repair in the last 12 months	TSM P	-	77.01%	-	-	80.00%	77.90%	78.50%	↑	<p>Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 +0.87% vs Q3 2024/25. 67 out of 87 respondents were satisfied in Q4.</p>
TP03	Satisfaction with time taken to complete the last repair	TSM P	-	77.53%	-	-	76.00%	80.17%	74.70%	↓	<p>Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -2.02% vs Q3 2024/25. 69 out of 89 respondents were satisfied in Q4.</p>
TP04	Satisfaction that home is well maintained	TSM P	-	73.10%	-	-	80.00%	74.10%	76.80%	↓	<p>Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -1.03% vs Q3 2024/25. 106 out of 145 respondents were satisfied in Q4.</p>

\*Benchmark based on top quartile performance from 2023/24 Housemark benchmarking

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Building Safety & Compliance Dashboard

		Feb-25	Mar-25	Apr-25	YTD	Target	Previous Year	Benchmark*	DoT	Comment	
BS01	Percentage of properties with valid gas certificate	TSM MI	99.96%	99.90%	99.98%	99.98%	100.00%	99.90%	99.93%	↑	<p><b>Status:</b> At the time of reporting, there was one high rise flat and one low rise flat with an outstanding gas safety check. For one of these the gas safety due date was 17th April 2025, and 29th April 2025 for the other.</p> <p><b>Mitigating Actions:</b> As at 13th May the high rise property had been completed. For the one property remaining a legal pack has been requested, SCH are in contact with tenants mother to assist in attempting to make access. A Building Safety Manager is also now in post to oversee both gas and electrical servicing programmes.</p> <p><b>Timeframe:</b> Following the legal process for legal action is anticipated to take eight to ten weeks to gain access and complete the service.</p> <p><b>Forecast:</b> As at the 13th May, there were 10 properties due to go out of compliance in the next seven days.</p>
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	97.79%	100.00%	99.95%	99.95%	100.00%	100.00%	100.00%	↓	<p><b>Status:</b> There was one low rise block with an outstanding FRA at the end of April. This FRA was due on 22nd April 2025.</p> <p><b>Mitigating Actions:</b> Tersus have been issued the full years FRA schedule in advance, and any delays in completions are addressed through contract management meetings. Tersus have confirmed the delay was due to staff sickness.</p> <p><b>Timeframe:</b> The FRA was completed by Tersus on 13th May 2025, and certification has now been received by SCH.</p> <p><b>Forecast:</b> All FRAs are due to be compliant for the May report.</p>
BS03	Percentage known asbestos locations re-inspected within benchmarked period (communal areas)	TSM MI	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	↔	Meets target.
BS04	Percentage of relevant water installations covered by a risk assessment	TSM MI	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	↔	Meets target.
BS05	Percentage communal passenger lifts that require a thorough examinations (LOLER)	TSM MI	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	↔	Meets target.
TP05	Satisfaction that home is safe	TSM P	-	77.40%	-	-	81.00%	80.07%	80.60%	↓	Quarterly surveys are not yet due to be completed for Q1 25/26. Q4 -3.72% vs Q3 2024/25. 113 out of 146 respondents were satisfied in Q4.
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	98.65%	98.68%	98.71%	98.71%	100.00%	100.00%	100.00%	↑	<p><b>Status:</b> There were 126 properties with an outstanding EICR at the time of reporting. This is an improvement in terms of domestic properties. As at 14th May, there remains 7 properties without a valid EICR in the last 10 years (oldest being 24th October 2004). In terms of the other 119 properties, the oldest due date is March 2020.</p> <p><b>Mitigating Actions:</b> Of the 7 properties past the 10 year legal term, one has a servicing appointment for 20th May and another has a rewire scheduled from 27th May. For the remaining properties, for one property an application has been made to court to serve an injunction, two others are going through the legal process, one has an appointment to assess property condition before rewire required and for the final property the Building Safety team are working with Housing Services to try and open communication with the tenant. For other properties which are overdue, the building safety team continue working closely with other teams within SCH to gain access, and attending where other appointments are booked. The team are also working to better evaluate risks prior to a property becoming non compliant.</p> <p><b>Timeframe:</b> Access remains a challenge, however team are working towards having similar performance as in gas by Q2.</p> <p><b>Forecast:</b> Work continues on the 7 properties which are over 10 years, the electrical compliance tracker indicates anticipated completion in June for six of the seven properties.</p>
DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	44.12%	70.41%	83.33%	83.33%	100.00%	79.86%	N/A	↑	<p><b>Status:</b> The accelerated stock condition surveys has continued to lead to an increase in the reports. The team is currently ensuring they meet the requirements of Awaab's Law, and whilst it is anticipated we are compliant the full guidance is due to be circulated in September 2025. In terms of open inspections, there are 81 open at the end of April relating to 80 properties. For remedial works, there 472 jobs open relating to 399 properties.</p> <p><b>Mitigating Actions:</b> The Repairs, Capital and BI teams are working to triangulate data from Stock Condition Surveys to produce proactive programmes by property archetype. We have agreed a new structure that will help improve performance. This consists of a new Healthy</p>

DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	33.04%	30.59%	38.67%	38.67%	100.00%	32.30%	N/A	↑	<p>Homes Manager; this will lead to an additional inspector that we believe will meet our requirements.</p> <p><b>Timeframe:</b> As anticipated in the previous report, there has been some improvement and expect this to continue as we move into the summer period.</p> <p><b>Forecast:</b> Improved performance is anticipated to continue as a result of available resources and the summer period.</p>
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	35.37%	49.48%	52.21%	52.21%	80.00%	68.21%	N/A	↑	<p><b>Status:</b> Whilst there has been an improvement in completions within timescale, there are a number of overdue actions. Of the 274 overdue actions, 142 relate to flat front door replacements. These works are being undertaken by Absolute, but are currently having some issues with access. There are also 59 actions relating to flat front door repairs, 47 for communal fire door repairs, and six relate to trivial breach. The remainder relate to façade, compartmentation, records, glazing, and signage. The oldest action due date is February 2024.</p> <p><b>Corrective action required:</b> Majority of actions are glazing and fire door repairs. Building Safety and Compliance Team have received high number of dwelling fire door replacement completions which are being processed. Fire Door works have been issued to Absolute, and so far 79 of 171 domestic doors and 13 of 30 communal doors have been completed. SCH is waiting for certification in order to close down the actions. Any further orders will be issued to Dodds.</p> <p><b>Forecast:</b> Delivery of the fire remediation actions is anticipated by 31st July. However, most of the actions relate to fire doors for which access is required, so delivery to programme is dependent on access being granted.</p>

\*Benchmark based on top quartile performance from 2023/24 Housemark benchmarking

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## Definitions



Recoverable		Front page	Indicators where it is anticipated target can be met by the end of financial year
Non Recoverable		Front page	Indicators where it is not anticipated target can be met by the end of financial year
Downward trend		Front page	Indicators which are within tolerance of target, and performance is worsening
Upward trend		Front page	Indicators which may or may not be meeting target, but are seeing a positive improvement in performance
CH01a	Stage 1 complaints per 1,000 properties	TSM	Number of stage 1 complaints which meet the TSM definition received in month, scaled by stock number
CH01b	Stage 2 complaints per 1,000 properties	TSM	Number of stage 2 complaints which meet the TSM definition received in month, scaled by stock number
CH02a	Complaints resolved in timescale (Stage 1)	TSM	Percentage of stage 1 complaints meeting the TSM definition received in month completed in target timescale
CH02b	Complaints resolved in timescale (Stage 2)	TSM	Percentage of stage 2 complaints meeting the TSM definition received in month completed in target timescale
NM01	ASB cases per 1,000 properties	TSM	Number of Public ASB cases received in month, scaled by stock number
RP01	Homes that do not meet the Decent Homes Standard	TSM	Percentage of stock which fails Decent Homes Standard
RP02a	Repairs completed within target timescale (emergency)	TSM	Percentage of emergency responsive repairs completed in month which have met their target timescale
RP02b	Repairs completed within target timescale (non-emergency)	TSM	Percentage of non-emergency responsive repairs completed in month which have met their target timescale
BS01	Percentage of properties with valid gas certificate (AM1a)	TSM	Percentage of properties on the gas contract which had a valid gas certificate at the end of reporting month
BS02	Percentage non-domestic assets covered by a valid FRA (AM1c)	TSM	Percentage of properties which require an FRA which have a valid assessment at the end of reporting month
BS03	Percentage known asbestos locations re-inspected within benchmarked period (communal areas) (AM1d)	TSM	Percentage of properties which require an asbestos inspection which have a valid inspection at the end of reporting month
BS04	Percentage of relevant water installations covered by a risk assessment (AM1e)	TSM	Percentage of properties which require a legionella check which have a valid assessment at the end of reporting month
BS05	Percentage communal passenger lifts that require a thorough examinations (LOLER) (AM1f)	TSM	Percentage of properties with use of a passenger lift which have a valid examination at the end of reporting month

TP01	Overall satisfaction with services provided by SCH	TSM	Quarterly satisfaction survey completed by Acuity
TP02	Repair in the last 12 months	TSM	Quarterly satisfaction survey completed by Acuity
TP03	Time taken to complete the last repair	TSM	Quarterly satisfaction survey completed by Acuity
TP04	Home is well maintained	TSM	Quarterly satisfaction survey completed by Acuity
TP05	Home is safe	TSM	Quarterly satisfaction survey completed by Acuity
TP06	Landlord listens to and acts upon tenants' views	TSM	Quarterly satisfaction survey completed by Acuity
TP07	Landlord keeps you informed about things that matter to you	TSM	Quarterly satisfaction survey completed by Acuity
TP08	Landlord treats me fairly and with respect	TSM	Quarterly satisfaction survey completed by Acuity
TP09	SCH approach to handling complaints	TSM	Quarterly satisfaction survey completed by Acuity
TP10	Landlord keeps communal areas clean and safe	TSM	Quarterly satisfaction survey completed by Acuity
TP11	SCH makes a positive contribution to neighbourhood	TSM	Quarterly satisfaction survey completed by Acuity
TP12	SCH approach to handling ASB	TSM	Quarterly satisfaction survey completed by Acuity
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	Percentage of properties which have a valid 5 year test certificate at the end of reporting month
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	Percentage of remedial actions completed in month, within their target timescale
DM1	Percentage Damp and Mould inspections completed within timescale	Awaabs Law	Percentage of damp inspections completed in month which have met their target timescale
DM2	Percentage Damp and Mould remedials completed within timescales	Awaabs Law	Percentage of damp remedial works completed in month which have met their target timescale
VL13	Percentage of rent loss due to voids	SCH KPI	Percentage of rent loss from void properties, excluding non lettable properties
WR15	Current tenant arrears as % of rent debit	SCH KPI	Snapshot position at the end of the month of current tenant arrears of total rent debit
HO1	Average stay in temporary accommodation (all) - days	SCH KPI	Average stay in TA for households which have left during reporting month
HO1a	Average stay in temporary accommodation (families with children) days	SCH KPI	Average stay in TA for households with dependents which have left during reporting month
HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	Percentage of relief and prevention cases which have ended in month with a successful outcome
WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	From transactional wellbeing survey
CR2	Overall satisfaction (transactional)	SCH KPI	From all transactional surveys completed in month, overall satisfaction with service provided by SCH
CR36	Contact centre ASA	SCH KPI	Average seconds to answer incoming calls to contact centre