

SCH Strategic Performance Report - August 2025

	Recoverable:	Commentary	Relevant to Regulation	
14	Ch02b. Complaints resolved in timescale stage 2	The indicator is showing an upward trend in performance and is above target in month. Should SCH continue to receive 20 Stage 2 complaints a quarter, therefore a total of 80 across the year there is a tolerance of 4 complaints going out of service. Therefore the position is recoverable to achieve the 96% target.	x	
	WR15 Current tenant arrears	forecasting is based on tracking the trajectory of month arrears, in comparison to previous years. Based on this, it is anticipated that arrears will exceed the yearend target.	x	
	AM1b Percentage of properties with valid EICR	Access remains a challenge, however the team are working towards having similar performance as gas by end of Q2.	x	
	Non recoverable:			
	HO1 Average stay in temporary accommodation	Because of the ongoing movement of long stayers, this KPI will not be recoverable in this financial year.		
	HO1a Average stay in temporary accommodation (families with children)	Because of the ongoing movement of long stayers, this KPI will not be recoverable in this financial year.		
	Percentage of damp and mould inspections completed within timescale	Existing works orders will be completed by the end of September. Work has been completed to implement changes to ensure compliance with Awaab's Law, and this will be reflected in performance from September onwards. However, it is unlikely target will be achieved because of performance in the first 6 months of the year	x	
	Percentage of damp and mould remedials completed within timescale	Existing works orders will be completed by the end of September. Work has been completed to implement changes to ensure compliance with Awaab's Law, and this will be reflected in performance from September onwards. However, it is unlikely target will be achieved because of performance in the first 6 months of the year	x	
	Further analysis required			
	Overall satisfaction with services provided by SCH	Work is underway to undertake a more detailed analysis of the data to understand key drivers and sentiment. This will help to inform our forecasting of TSM measures.	x	
	Satisfaction that SCH keeps you informed about things that matter to you		x	
	Satisfaction that SCH treats me fairly and with respect		x	
	Satisfaction with SCH's approach to handling complaints		x	
	Satisfaction that SCH makes a positive contribution to the neighbourhood		x	
Satisfaction that home is well maintained	x			
Satisfaction that home is safe	x			
Downward trend:				
10	RP02a Repairs completed within target (emergency) RP02b Repairs completed within target (non-emergency)		Because of the mitigating action in place, it is anticipated that target will be recoverable this financial year.	

Customer & Corporate Services Dashboard

			Jun-25	Jul-25	Aug-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	3.38	4.41	2.15	3.53	N/A	43.02	37.46	N/A	There were 21 stage 1 complaints registered in August. This is a decrease from July 43 complaints and June 33 complaints
CH01b	Stage 2 complaints per 1,000 properties	TSM MI	0.60	0.82	0.72	0.55	N/A	5.43	5.20	N/A	There were 7 Stage 2 complaint during August. Slight decrease from July
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	83.87%	86.11%	100.00%	84.06%	85.00%	73.57%	73.00%	↑	Issue: Target has been achieved in month,. It remains outside of target but within tolerance for year to date. Mitigation: Complaints team in place. A small number of complaints are still being handled by the operational areas to support with volume peaks during the holiday period, and where the complaints relate to specific members of staff. Timeframe: N/A Forecast: The target is recoverable, and it anticipated to be at or above target by September.
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	60.00%	100.00%	100.00%	84.62%	96.00%	86.79%	87.50%	↑	Issue: All stage one complaints closed in August were resolved within timescales. However, Year to date remains below target. Mitigation: Recruitment to the vacant Stage 2 manager post has now been completed and the postholder is in place. Timeframe: The team is now operating at full capacity. Forecast: Should SCH continue to receive 20-25 Stage 2 complaints a quarter, there is a tolerance of 45complaints going out of service. Therefore the position is recoverable to achieve the 96% target.
TP01	Overall satisfaction with services provided by SCH	TSM P	73.79%	-	-	73.79%	80.00%	77.18%	69.80%	↓	Issue: There is a declining trend in overall satisfaction. The overall position for 2024-25 was 77.18, and at the end of Q1 2025-26, satisfaction was at 73.79. We have also seen a quarter on quarter reduction in satisfaction for the last 3 quarters. Mitigation: Work is underway to undertake more detailed analysis of the data to understand key drivers and sentiment. This involves carrying out additional surveys with respondents. This will be undertaken for all 12 perception TSMs. Timeframe: Report to be taken to performance ELT in September Forecast: to be assessed after the detailed data analysis and insight exercise, and on receipt of Q2 data.
TP06	Satisfaction that SCH listens to and acts upon tenants' views	TSM P	66.37%	-	-	66.37%	71.00%	67.18%	57.40%	↑	Issue: Q1 satisfaction = 66.37%. It is an improved position compared to the previous quarter, below target, but within tolerance.
TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	72.65%	-	-	72.65%	79.00%	76.58%	65.70%	↓	Issue: Q1 satisfaction =72.65%. It is similar to the previous quarter, but a downward trend is noted from this time last year (78.74% in Q1 2024/25) See TP01 for mitigation, timeframe and forecast
TP08	Satisfaction that SCH treats me fairly and with respect	TSM P	79.69%	-	-	79.69%	85.00%	83.85%	74.40%	↓	Issue: Q1 satisfaction = 79.69%. A downward trend is noted from Q2 2024/25 (85.4%) See TP01 for mitigation, timeframe and forecast
TP09	Satisfaction with SCH's approach to handling complaints	TSM P	23.53%	-	-	23.53%	45.00%	37.84%	28.60%	↓	Issue: Q1 satisfaction -23.53%. This is significantly lower than the previous quarter (38.46%) and a downward trend is noted from the previous year (37.84%). It should be noted that follow up calls are carried with respondents who have expressed dissatisfaction. previous quarters have highlighted that no formal complaint had been made. See TP01 for mitigation, timeframe and forecast

WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	94.44%	66.67%	Not available	85.71%	94.00%	95.28%	N/A		Acuity have not completed the surveys for August , at the point of writing the report.
CR2	Overall satisfaction (transactional)	SCH KPI	87.34%	86.93%	91.67%	88.68%	87.00%	85.69%	N/A	↑	Data is incomplete as Acuity have not completed all August surveys. The data is based on repairs and new residents.
CR36	Contact centre ASA	SCH KPI	177	168	131	226	210	273	185	↑	<p>Status: August continues to see a successful performance, which has brought the YTD closer to target</p> <p>Mitigating Actions: Recruitment is almost complete with limited success, agency route is being considered to ready the team for the winter demand</p> <p>Timeframe: It remains unlikely that YTD will be recovered, it may be achieved at the end of September however it won't be possible to maintain.</p> <p>Forecast: It is not recoverable, the volume and the pattern of call arrival (such as Monday AM) mean that it's not possible to consistently underachieve the ASA and therefore achieve the YTD target.</p>

*Benchmark based on median 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

			Jun-25	Jul-25	Aug-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
NM01	ASB cases per 1,000 properties	TSM MI	3.69	3.28	2.15	2.99	N/A	22.84	40.46	N/A	The number has reduced.
NM01a	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.00	0.20	0.21	0.21	N/A	0.41	1.03	N/A	No Crimes were reported in August
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	65.22%	-	-	65.22%	70.00%	66.67%	65.00%	↑	Whilst target is not met, we continue to see an upward trend in satisfaction
TP11	Satisfaction that SCH makes a positive contribution to the neighbourhood	TSM P	65.26%	-	-	65.26%	74.00%	74.74%	59.30%	↓	Issue: Q1 satisfaction -65.26%. a downward trend is noted from this time last year (84.47% in Q1 2024/25) See TP01 for mitigation, timeframe and forecast
TP12	Satisfaction with SCH's approach to handling ASB	TSM P	57.35%	-	-	57.35%	60.00%	59.58%	53.30%	↓	Issue: Q1 satisfaction -65.26%. a downward trend is noted from Q2 2024/25 (67.12)% in Q1 2024/25) See TP01 for mitigation, timeframe and forecast
VL13	Percentage of rent loss due to voids	SOH KPI	1.12%	1.10%	1.12%	1.12%	1.25%	1.28%	2.34%	↔	Meets the target .
WR15	Current tenant arrears as % of rent debit	SOH KPI	3.38%	3.53%	3.74%	3.74%	3.50%	2.75%	2.37%	↓	Issue: August has seen a further increase on the end of Q1 figures to 3.74%. This is now 0.24% above the yearend target of 3.50%. End of August percentage to debit is a slight increase of 0.21% compared to the end of July, however we are still 0.30% better than the position reported in August 2024. This is still the best position reported despite the recent increase, for the last 6 years of records that I hold. A further point to note is that the last time <4% arrears recorded was in 2020-21 at 3.92%. As mentioned in previous returns, Q1 & Q2 have always historically been volatile due to seasonal and external challenges. There are increased financial pressures on families due to the school holidays and of course funding new school uniforms. Whilst I have previously reported the continual migration of UC, on average 30-35 new claimants per week, this causes delays of circa 5-6 weeks before the customer and we receive the first Housing Cost Element. It is also worth noting that migration continues at a steady pace, and that this migration will be a long term, and once complete will eventually capture most of our tenant base. Mitigation: To mitigate the increase in arrears, we are still utilising a daily arrears intervention to maximise revenue collection. As a result of increased arrears there has been a correlation in the number of notice's served on customers, although not at pre-2020 levels, we have served the same amount as August 2024-25, totalling 38 for this month. Tools that are the team are using to assist in the reduction of arrears. Rent Sense (Mobysoft): Active use this fiscal year and due to end June 2026. We are exploring and have had further demonstrations for a more efficient AI & Analytics tool: This will allow better targeted arrears action whilst it remains aligned with legal and policy frameworks, in addition to this I am looking at. Cost-Free Tools: Investigating reward-based solutions to support tenants and generate revenue. Despite seasonal and systemic challenges, performance remains stronger than the past six years and confidence remains on track to meet or exceed targets I would also like to put SCH back to the fore by displaying Innovation in practice leveraging data and tech to enhance collection efficiency and maintaining our Customer-Centric approach with balancing enforcement with support during financial hardship. Timeframe/A Forecast: Year end results will return results as per our yearend target.
HO1	Average stay in temporary accommodation (all) - days	SOH KPI	235	115	239	208	80	143	N/A	↑	Issue: The average stay in TA has shown an increase from that of last month, although it is consistent with much of this year and last month an anomaly. The notable jump in the average stay was impacted by the departure of 2 households who left TA after more than 3 years. In July this did not happen – we were unable to move any long stayers, and hence the more favourable monthly total, much closer to the target. Mitigation: We continue to focus on move on from TA for those people who have been there for the longest time. Where we can however drive up the positive outcomes earlier in the process, this should additionally work to balance the median dates, with a positive contribution to the overall KPI. Timeframe: Ongoing Forecast: The key message for the team is to seek outcomes in the prevention and relief duty wherever possible to avoid long stays.
HO1a	Average stay in temporary accommodation (families with children) - days	SOH KPI	327	138	348	281	95	183	N/A	↑	Issue: This indicator reflective of all households, whereby this KPI is targeting the average days spent in TA for families. This remains well astray of the 95-day target at 348 days, which as outlined in HO1 is affected by the move on of very long stayers. Mitigation: Given that those in TA are predominantly families, who have been there for some considerable time, where we look to move them on, this will directly affect this figure. Timeframe: Q4 2025/26 Forecast: Because of the ongoing movement of long stayers, this KPI will not be recoverable in this financial year.
HO5	Percentage of homeless approaches where prevention or relief achieved	SOH KPI	57.61%	58.82%	53.16%	58.51%	60.00%	49.06%	N/A	↓	Issue: For any homelessness service, prevention is the overall aim. The KPI of 60% is a challenging target in a difficult climate, and in the month of August this has dipped to 53.16%. though the year to date remains within tolerance at 58.51%. The prevention outcomes are higher with 60% of prevention cases having positive outcomes in the month. This does however represent a lower percentage than previous months. The relief outcomes this month are higher in August than the previous month at 46.15% however where combined have fallen short of the KPI target. Interestingly August represents the lowest number of TA placements so far in 2025/6. Mitigation: The push is for early notification from our wider partners and public bodies to provide the better opportunity to prevent homelessness wherever possible. We are consistent in the message that we do all we can to secure earlier outcomes, and this is being applied in case reviews and staff training. This is so important to avoid the subsequent burden that comes with main duty decisions. Timeframe: Ongoing Forecast: Recoverable

*Benchmark based on median performance from 2023/24 Housemark benchmarking

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Asset Management Dashboard

			Jun-25	Jul-25	Aug-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	2.36%	2.36%	2.38%	2.38%	2.00%	2.36%	2.35%	↑	<p>Issue: The indicator remains over target but within tolerance. Total number of homes not meeting decent homes = 232</p> <p>Mitigation: Over the last year there has been a significant programme of stock condition surveys, undertaken by Pennington Choices. Improvement works to these non-decent properties is programmed during 2025/26.</p> <p>Timeframe: by Q4 2025/26.</p> <p>Forecast: Target will be met by end of Financial Year</p>
RP02a	Repairs completed within target timescale (emergency)	TSM MI	93.46%	92.60%	92.59%	93.04%	95.50%	91.83%	95.80%	↔	<p>Issue: There has been a slight reduction in the number of emergency and non-emergency jobs not completed within target timescale. For emergency jobs, the DLO completed 99.45% by the target complete date. For external contractors, this falls to 86%. Performance for August is in line with the previous month.</p> <p>For non-emergency jobs, Performance has decreased over the last 2 months, although performance for August is in line with the previous month.</p> <p>Mitigating Actions: Review and monitor internal and contractor performance. Ongoing performance is being reviewed through the SPMP contract. Repairs continuous improvement plan is in development.</p> <p>Timeframe: End of Q4 2025</p> <p>Forecast: If the recent trajectory is maintained, it is anticipated that target could be recoverable this financial year. We will see the improvement in Non-emergency numbers over the coming month due to additional 175K.</p>
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	84.56%	81.37%	81.94%	81.63%	85.00%	81.61%	81.40%	↑	<p>Forecast: If the recent trajectory is maintained, it is anticipated that target could be recoverable this financial year. We will see the improvement in Non-emergency numbers over the coming month due to additional 175K.</p>
TP02	Satisfaction with repair in the last 12 months	TSM P	78.26%	-	-	78.26%	80.00%	77.90%	72.80%	↑	This indicator has remained fairly stable for the last 12 months, and is within tolerance of the target.
TP03	Satisfaction with time taken to complete the last repair	TSM P	80.00%	-	-	80.00%	76.00%	80.17%	67.70%	↑	Above target
TP04	Satisfaction that home is well maintained	TSM P	69.93%	-	-	69.93%	80.00%	74.10%	69.40%	↓	<p>Issue: Q1 satisfaction = 69.93%. A downward trend is noted from this time last year (76.87% in Q1 2024/25)</p> <p>See TP01 for mitigation, timeframe and forecast</p>

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Building Safety & Compliance Dashboard

			Jun-25	Jul-25	Aug-25	YTD	Target	Previous Year	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	99.99%	100.00%	99.96%	99.96%	100.00%	99.90%	99.93%	↔	<p>Status: Status - These 3 properties outstanding at the time of reporting were completed in the first week of September.</p> <p>Mitigating Actions: SCH's access procedure was adhered to.</p> <p>Timeframe: N/A</p> <p>Forecast: N/A</p>
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	100.00%	100.00%	99.85%	99.85%	100.00%	100.00%	100.00%	↓	<p>Status: 1 x Overdue FRA for Kinghurst House</p> <p>Mitigating Actions: Kinghurst House FRA was pulled forward before the anniversary date in 2025 due to the bridge works. On 365, 4 actions for Kinghurst House have been identified. 2 have been completed, 1 waiting for confirmation to be closed down (Fusible link survey which has now been complete by Hardells) and the last action has been ordered with Dodds to tidy up the loose wiring in the dry riser cupboards.</p> <p>Timeframe: October / November to bring in line with Type 3 FRA. Discussion with Tersus booked in for 17/09/2025</p> <p>Investigation Results: SCH have asked Tersus to cost Type 3 FRA's over the next 2 months. Once the Type 3 FRA's are complete, SCH propose to split the High Rise FRA's over a 12 month period rather than over the space of 2 months. This will allow SCH to better manage actions that are found on the FRA over 12 months than over 2 months.</p> <p>Forecast: SCH have a meeting with Tersus on 17/09/2025 to discuss the arrangements of the Type 3 FRA and start dates in line with the current due dates for the High Rise FRA's in October / November / December 2025.</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	75.18%	-	-	75.18%	81.00%	80.07%	75.20%	↓	<p>Issue: Q1 satisfaction = 75.18%. A downward trend is noted from Q2 2025/26 (81.25%).</p> <p>See TP01 for mitigation, timeframe and forecast.</p>

AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	98.81%	97.99%	97.98%	97.98%	100.00%	100.00%	95.40%	↑	<p>Status: There are 188 properties without a valid EICR. Of these, 5 have an EICR which is overdue beyond the 10 year statutory requirement. The oldest being 4 properties where no records of previous inspections could be identified and 1 property which reached went beyond the 10 year anniversary date in March 2025. Of these 2 properties have had the initial test completed and we are arranging for remedial works to be completed and 1 property has an injunction</p> <p>There is a further 9 properties which will reach the 10 year anniversary date within the next 12 months. Of these x1 property is an upcoming void, x1 property is at stage 15 of the access procedure, x2 properties are at stage 7, x5 properties are at stage 9. Note SCH operate a 15 stage access process which is in line with guidance provided by our Legal Team. 58 electrical inspections outstanding at the time of reporting have been confirmed as completed. System issues have delayed the receipt of EICRs. SCH's contractor is working hard to remedy this and send through the backlog.</p> <p>Mitigating Actions: All EICRs which are beyond the 5 year re-inspection requirement are part of performance improvement plan overseen by the Building Safety Manager.</p> <p>Management of the EICR programme is now mirroring the same resource and access process in place for gas to further improve the performance.</p> <p>Discussions ongoing with contractor to confirm a timescale when the system issues will be resolved. Forecast: Access remains a challenge, however the team are confident that all EICRs due beyond the 10 year statutory requirement will be completed by end of Q2.</p>
DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	86.96%	90.63%	97.92%	87.41%	100.00%	79.86%	N/A	↑	<p>Status: The number of damp and mould reports continue to reduce. Performance in August has improved to its highest position this year. whereby the number of inspections and remedials overdue have decreased during throughout July and August.</p> <p>Mitigating Actions: The Damp & Mould action tracker is in place and being managed centrally, this includes actions from audits and other service improvement initiatives. A new management structure in Asset Management & Development has been approved, with a focus upon Healthy Homes. The team will be led by a Healthy Homes Manager with increased resources for property inspections. In terms of works through the winter periods we will be supported by the wider DLO where necessary, however this will be at the detriment of none DMC works. We will also have the ability to call upon the new SPMP to deliver works beyond the capacity of the in-house team. This will however increase costs to our current budgets.</p>
DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	31.62%	39.69%	55.00%	39.10%	100.00%	32.30%	N/A	↑	<p>Timeframe: No new actions.</p> <p>Forecast: Existing works orders will be completed by the end of October. Work has been completed to implement changes to ensure compliance with Awaab's Law. However, it is unlikely target will be achieved due to performance in the first 6 months of the year.</p>
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	20.00%	73.33%	66.67%	51.45%	80.00%	68.21%	N/A	↓	<p>FRA Actions</p> <p>Status: There are 62 overdue FRA actions. Job orders required to address actions have been issued to contractors. Delays in completion paperwork to SCH still on-going. This has been caused by IT issues which the contractor is addressing.</p> <p>Mitigating action: An early warning notice has been issued to contractors to highlight concerns with the delay in completion evidence being issued. Successful follow up meetings have been held with contract managers which has already seen improved performance. A WIP report has also been put in place to enable improved tracking of job orders issued to contractors.</p> <p>Timeframe: All mitigating actions have been implemented.</p> <p>Forecast: We anticipate all overdue actions to be completed by end of Q2</p> <p>Fire Door Inspection Actions</p> <p>Status: There 192 overdue communal fire door remedial actions. Jobs orders for the work were raised and issued w/c 8th September following finalising of programme. Work is scheduled to commence 15th Sept.</p> <p>There are 72 overdue domestic fire door reduction which a reduction from 114 from the last report. Works . This is part of an on-going programme which had initial delays in the mobilisation stage. This has been further compounded by access issues which are being managed.</p> <p>Mitigating action: WIP report has been put in place to enable improved tracking of programme. This also enables contractor to update on access issues to allow early intervention. An access procedure has been put in place to address any access issues.</p> <p>Timeframe : All mitigating measures are in place.</p>

*Benchmark based on median 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