

SCH Strategic Performance Report - July 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 year end 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

			May-25	Jun-25	Jul-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	4.10	3.38	4.41	15.48	N/A	43.02	37.46	N/A	There were 43 stage 1 complaints registered in July. This is an increase from June where 33 Stage 1 were received.
CH01b	Stage 2 complaints per 1,000 properties	TSM MI	0.31	0.60	0.82	2.05	N/A	5.43	5.20	N/A	There were 8 Stage 2 complaint during July. An increase from May and June.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	87.50%	83.87%	86.11%	84.06%	85.00%	73.57%	73.00%	↑	<p>Issue: Target has been acheived in month,. It remains outside of targt but within tolerance for year to date.</p> <p>Mitigation: Complaints team in place. A small number of complaints are still being handled by the operational areas to support with voulme peaks during the holiday period, and where the complaints relate to specific members of staff.</p> <p>Timeframe: N/A</p> <p>Forecast: The target is recoverable, and it anticipated to be at or above target by September.</p>
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	100.00%	60.00%	100.00%	84.62%	96.00%	86.79%	87.50%	↑	<p>Issue: All stage one complaints closed in July were resolved within timescales. However, Year to date remains below target.</p> <p>Mitigation: Recruitment to the vacant Stage 2 manager post has now been completed and ithe postholder is in place.</p> <p>Timeframe: The team is now operating at full capacity.</p> <p>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.</p>
TP01	Overall satisfaction with services provided by SCH	TSM P	-	73.79%	-	73.79%	80.00%	77.18%	69.80%	↓	<p>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.</p> <p>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.</p> <p>Timeframe: Report to be taken to performance ELT in September</p> <p>Forecast: to be assessed after the detailed data analysis and insight exercise, and on receipt of Q2 data.</p>
TP06	Satisfaction that SCH listens to and acts upon tenants' views	TSM P	-	66.37%	-	66.37%	71.00%	67.18%	57.40%	↑	<p>Issue: Q1 satisfaction = 66.37%. It is an improved position compared to the previous quarter, below target, but within tolerance.</p>
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%	↓	<p>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)</p> <p>See TP01 for mitigation, timeframe and forecast</p>
TP08	Satisfaction that SCH treats me fairly and with respect	TSM P	-	79.69%	-	79.69%	85.00%	83.85%	74.40%	↓	<p>Issue: Q1 satisfaction = 79.69%. A downward trend is noted from Q2 2024/25 (85.4%)</p> <p>See TP01 for mitigation, timeframe and forecast</p>
TP09	Satisfaction with SCH's approach to handling complaints	TSM P	-	23.53%	-	23.53%	45.00%	37.84%	28.60%	↓	<p>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.</p> <p>See TP01 for mitigation, timeframe and forecast</p>

WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	-	94.44%	Not available	94.44%	94.00%	95.28%	N/A		Acuity have not completed the surveys for July, at the point of writing the report.
CR2	Overall satisfaction (transactional)	SCH KPI	88.03%	87.34%	94.62%	89.54%	87.00%	85.69%	N/A	↑	Data is incomplete as Acuity have not completed all July surveys. The data is based on repairs and new residents.
CR36	Contact centre ASA (Data provided by Claire)	SCH KPI	276	177	168	249	210	273	185	↑	<p>Status: YTD our vacancies and absence has meant the resource hasn't been robust enough to achieve target , however like June, July has been a turning point with the ASA achieved and the YTD ASA reducing by 28 seconds.</p> <p>Mitigating Actions: Recruitment is underway , onboarding likely to be October.</p> <p>Timeframe: October.</p> <p>Forecast: The volume and the pattern of call arrival (such as Monday AM) and the forecasted Winter volumes means that it's not possible to consistently underachieve the ASA and therefore achieve the 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

			May-25	Jun-25	Jul-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
NM01	ASB cases per 1,000 properties	TSM MI	2.97	3.69	3.28	9.53	N/A	22.84	40.46	N/A	This follows the expected seasonal rise in ASB reporting in the Summer months.
NM01a	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.10	0.00	0.10	0.10	N/A	0.41	1.03	N/A	One case of alleged racial abuse was reported during July. This is being actively investigated by SCH and the Police.
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	SCH KPI	1.16%	1.12%	1.10%	1.10%	1.25%	1.28%	2.34%	↑	
WR15	Current tenant arrears as % of rent debit	SCH KPI	3.11%	3.38%	3.53%	3.53%	3.50%	2.75%	2.37%	↓	Issue: July has seen a further increase in arrears to 3.53%. This is now 0.03% above the yearend target of 3.50%. However we are still 0.23% better than the position reported in July 2024. Mitigation: robust procedures in place to collect the most revenue possible. Actions can be hampered by the continual migration to UC as customers have to wait approximately 5-6 weeks for the first Housing Costs Element (HCE) of the claim. The migration is still on average circa 35 new UC claimants per week. 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, there has been 9 more served this month compared to the same time last year (totalling 53 for July). While we have the use of Mobysoft Rent Sense for this fiscal year, we are exploring other more efficient uses of AI analysed this month compared to the same time last year (totalling 53 for July). We are also exploring cost free tools such as reward based solutions to support tenants and generate income. Timeframe: N/A Forecast: Year end results will return results as per our year end target.
HO1	Average stay in temporary accommodation (all) - days	SCH KPI	210	235	115	202	80	143	N/A	↑	Issue: The average stay in TA this month is lower than previous months at 115 – much closer to the target of 80. This is to be viewed with some caution as much of the decrease is related to there being suitable move-on accommodation. In terms of social housing lets, the prominent churn is around 2 beds in the North, and these households are being housed in a timelier way. The vast majority of the longer stayers need larger 3 or 4 bed properties which are difficult to source in the PRS in terms of affordability and location. These are additionally the more elusive property types in social housing. Hence opportunity to move on some long stayers is often limited. When they are moved on, the number of days is impactful. The household that has been in TA for the longest time has been there for 1437 days. Mitigation: We are committed to move on households in the most proactive way. Some people have been in TA for a long time, therefore it is important we apply focus to move them on but where we can drive up the outcomes earlier in the process. The focus of the Team is to seek outcomes in the prevention and relief duty wherever possible. This should additionally work to balance the median dates, with a positive contribution to the overall KPI. Timeframe: Ongoing Forecast: 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) - days	SCH KPI	302	327	138	271	95	183	N/A	↑	Issue: This indicator remains above the 95-day target at 138 days, but is a significant improvement compared to the previous month (327). Again, this is because we are moving on short stayers via the PRS and smaller families into 2 bed social housing stock which is the most prominent in terms of turnover. In finding long term accommodation for those who have been in TA the longest, we can now start to see a reduction in the categories of longer stayers, and they are at least predominantly accommodated in our own stock or PSL. We work continually to focus on those in costly nightly rate accommodation. Mitigation: as per HO1. Additionally, We focus on the relief stage and as early as we can in the TA stay, as this will offer a counterbalance on the overall average outcome, as well as delivering better outcomes for families. The changes to the allocations policy 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. 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	SCH KPI	58.93%	57.61%	58.82%	59.49%	60.00%	49.06%	N/A	↑	Issue: Whilst this month the target has not been reached it is within tolerance at 58.82%, an increase from June. As to be expected, the prevention outcomes are higher with over two thirds having successful outcomes, 3 of those into the private rented sector via Solihome. Despite the challenges presented under the relief duty, it remains that around a third were ended successfully in July. These outcomes are having some effect at keep the number in TA stable, despite the number of homeless presentations remaining at a high level, which is positive. 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. Full duty acceptances show a very small decrease in July (18) from that of June (19). Mitigation: The directive remains to continue to in source accommodation for households in the PRS, and this is further supported by the message being given from the application outset. 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

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Asset Management Dashboard




			May-25	Jun-25	Jul-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	2.37%	2.36%	2.36%	2.36%	2.00%	2.36%	2.35%	↔	<p>Issue: The indicator remains over target but within tolerance.</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	95.05%	93.46%	92.60%	93.13%	95.50%	91.83%	95.80%	↓	<p>Issue: There has been a slight reduction in the number of emergency and non-emergency Emergency jobs not completed within target timescale. For emergency jobs, the DLO completed 99.45% by the target completion date. For External contractors, this falls to 86%. For non-emergency jobs, Performance has decreased over the last 3 months.</p> <p>Mitigating Actions: Review and monitor Internal and contractor performance. Ongoing performance is being reviewed through the SPMP contract. Review to be completed on data in preparation for August performance.</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.</p>
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	81.74%	84.56%	81.37%	81.57%	85.00%	81.61%	81.40%	↓	
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

			Apr-25	Jun-25	Jul-25	YTD	Target	Previous Year	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	99.81%	99.99%	100.00%	100.00%	100.00%	99.90%	99.93%	↔	<p>Status: N/A</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%	100.00%	100.00%	100.00%	100.00%	100.00%	↔	Meets target.
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	98.72%	98.81%	96.05%	96.05%	100.00%	100.00%	95.40%	↑	<p>Status: There were 156 properties with an outstanding EICR as at the ned of July.</p> <p>Of these, 9 had an EICR which is overdue beyond the 10 year statutory requirement. The oldest being 5 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. 5 have since been completed reducing the number to 4.</p> <p>There is a further 9 properties which will reach the 10 year anniversary date within the next 12 months.</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>Timeframe: N/A - Mitigation measures now in place</p> <p>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	82.26%	86.96%	90.63%	83.36%	100.00%	79.86%	N/A		<p>Status: The number of damp and mould reports continue to reduce. Performance in July has improved to its highest position this year. whereby the number of inspections and remedials overdue have decreased during throughout June and July.</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	31.54%	31.62%	39.69%	36.09%	100.00%	32.30%	N/A		<p>Timeframe: No new actions.</p> <p>Forecast: 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. 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	28.00%	20.00%	73.33%	51.45%	80.00%	68.21%	N/A		<p>Status: There are 60 overdue FRA actions. Job orders required to address actions have been issued to contractors</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 proposed mitigating actions are now in place.</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 are no overdue communal fire door actions. All 75 overdue actions relate to flat door replacements. Job orders have been issued to contractors to undertake the work. This is part of an on-going programme which had initial delays in the mobilisation stage. This has been further compounded by access issues.</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> <p>Forecast: Building Safety Team working towards all overdue actions being completed by end October 2025.</p>

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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