

	Recoverable:	Commentary	Relevant to Regulation
14	Ch02b Complaints resolved in timescale stage 2	If current performance is maintained, the position is recoverable to achieve the 96% target.	X
	Percentage of Properties with valid gas certificate	There was one gas safety check overdue as at the end of June which has since been completed.	X
	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	
	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		
10	Downward trend:	If the recent trajectory is maintained, it is anticipated that target would be recoverable this financial year.	
	Repairs completed within timescale (emergency)		
9			

CH02a/b - Complaints resolved in timescale (Stage 1) - Reporting methodology has been reviewed, and for monthly dashboards this indicator will be calculated based on complaints closed during the month.
 RP02b - Repairs completed within target timescale (non-emergency) - Performance in June is still below target, but is now within tolerance of target indicating an improvement in terms of completion within target for responsive repairs.
 CR36 - Contact Centre ASA - Whilst still below target, a positive improvement in the ASA was seen during June.

Customer & Corporate Services Dashboard

			Apr-25	May-25	Jun-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	3.69	4.10	3.38	11.06	N/A	43.02	37.46	N/A	In June there were 33 stage 1 complaints. This is a slight decrease from May where 39 Stage 1 were received
CH01b	Stage 2 complaints per 1,000 properties	TSM MI	0.31	0.31	0.60	1.23	N/A	5.43	5.20	N/A	In June there were 6 Stage 2 complaints which is higher than in April and May.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	77.78%	87.50%	83.87%	83.33%	85.00%	73.57%	73.00%	↑	<p>Issue: Improved position is noted compared to the previous year, however the target has not been achieved. This is due to the fact that the team continue to work through a legacy of historic complaints. In June, the complaints team completed 100% of all new complaints on time, with 6 to be completed at time of writing (still in target).</p> <p>Mitigation: Complaints team in place. There are 3 legacy complaints being worked through and these will be completed and closed by the end of July.</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	86.00%	75.00%	87.00%	84.00%	96.00%	86.79%	87.50%	↓	<p>Issue: Of the 19 Stage 2 complaints investigated YTD for Stage 2, 3 have been late. 2 of the 3 were late by 1 day, with the third being late by 2 days. Apologies were made to impacted customers. . It should be noted that Stage 2 complaints are low in volume, meaning the impact of the low volume that are late is significant.</p> <p>Mitigation: Recruitment to the vacant Stage 2 manager post has now been completed and will be in place by mid-August. SLT members have been asked to take a number of stage two to add resilience to the team whilst we operate at a lower capacity.</p> <p>Timeframe: The team will be operating at full capacity by mid-August.</p> <p>Forecast: 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 target. Therefore the position is recoverable achieve the 96% target.</p>
TP01	Overall satisfaction with services provided by SCH	TSM P	74.32%	-	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	58.82%	-	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	73.39%	-	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	81.16%	-	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	38.46%	-	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	100.00%	-	94.44%	94.44%	94.00%	95.28%	N/A	↓	
CR2	Overall satisfaction (transactional)	SCH KPI	92.16%	88.30%	87.34%	88.78%	87.00%	85.69%	N/A	↑	
CR36	Contact centre ASA	SCH KPI	377	276	177	278	210	273	185	↑	<p>Status: YTD our vacancies and absence has meant the resource hasn't been robust enough to achieve target , however June has been a turning point with a reduction in the incoming volume and therefore ASA has been achieved</p> <p>Mitigating Actions: Recruitment is underway , with shortlisting being completed (of 284 applicants) by Friday 25th July to allow for interviews to take place, onboarding likely to be October.</p> <p>Timeframe: Recruitment will be in place as soon as possible, however the winter months will increase demand therefore it is unlikely that YTD service can be recovered</p> <p>Forecast: it is not recoverable, the volume and the pattern of call arrival (such as Monday AM) means that the CC can't absorb the traffic. Netcall implementation should support a reduction in talk time, however initially there is likely to be some disruption with the go-live date planned for the 16th September.</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		Apr-25	May-25	Jun-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment	
NM01	ASB cases per 1,000 properties	TSM MI	2.87	2.97	3.69	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	0.00	0.10	0.00	0.10	N/A	0.41	1.03	N/A	related to one case
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	62.32%	-	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	70.41%	-	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	60.81%	-	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	1.09%	1.16%	1.12%	1.12%	1.25%	1.28%	2.34%	↑	
WR15	Current tenant arrears as % of rent debit	SCH KPI	2.98%	3.11%	3.38%	3.38%	3.50%	2.75%	2.37%	↓	Issue: Although a slight increase on end of May (1.75%) the overall return for arrears as a percentage of debit at the end of Quarter is 3.38%. This is an overall improvement on the figures which were returned in 2024-25 by 0.28%. We are currently 0.12% under the current yearend target for 2025-26 of 3.50%. 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 34 new UC claimants per week. Whilst we have the use of Mobysoft Rent Sense for this fiscal year, we are exploring other more efficient uses of analytical software packages, that will complement the traditional methods. Timeframe: N/A Forecast: Yearend results will return results as per our yearend target.
HO1	Average stay in temporary accommodation (all) - days	SCH KPI	233	210	235	226	80	143	N/A	↓	Issue: The average stay in the TA remains outside of the KPI target of 80. This is because the average is driven up when we move the longer staying households onto long term solutions. It is equally notable that a 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. Mitigation: We are committed to move on households in the most proactive way, Some households have been in TA for a significant amount of time, therefore it is important we apply focus to move them on but where we can drive up the outcomes earlier in the process, this should additionally work to balance the median dates, with a positive contribution to the overall KPI. Again, the key message for the team to seek outcomes in the prevention and relief duty wherever possible. 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	303	302	327	311	95	183	N/A	↓	Issue: This indicator remains above the 95-day target at 327 days, which is an increase from May (302). Of the vacations for families with children: -3 are over 2 years – including a large household who had been in TA over 4 years . -5 are over 1 year These 8 have had a big impact on the overall average. 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 (over 18 months), however attention is required in those in the 12-18 months category, which is increasing. 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.
H05	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	61.90%	58.93%	58.24%	59.70%	60.00%	49.06%	N/A	↔	Issue: Whilst this month(June) the target has not been reached it is within tolerance at 58.24%, similar to the figure recorded for May. The most positive outcomes are in the prevention period. Despite the challenges presented under the relief duty, it remains that around a third were ended successfully in June. 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. Main duty acceptances have however increased in June (19) from that of May (12) although is more consistent with other months and therefore May appeared to represent an anomaly 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

*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.

Asset Management Dashboard

		Apr-25	May-25	Jun-25	YTD	Target	Previous Year	Benchmark*	DoT**	Comment	
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	2.38%	2.37%	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. As a result of this survey data, there has only been a small increase in the number of properties showing as non-decent, which is positive and reflects the robustness of the previous data held. Improvement works to these non-decent properties is programmed during 2025/26. Total number of decent homes 230 .</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	91.38%	95.05%	93.46%	93.32%	95.50%	91.83%	95.80%	↓	<p>Issue: There has been a slight reduction in the number of emergency jobs attended to by timescale. for internal works, the percentage completed for June was 96.65% and for external contractors, the figure was 89.62% . For non-emergency jobs, we have seen an improving position over the last 3 months, and for June we are currently 0.44% off target.</p> <p>Mitigating Actions: review and monitor contractor performance. Ongoing performance is being reviewed through the SPMP contract.</p> <p>Timeframe: TBC.</p> <p>Forecast: If the recent trajectory is maintained, it is anticipated that target could be recoverable this financial year.</p> <p>Non-Emergency Totaljobs 1762 , top 3 categories which contribute to non-emergency repairs Plumbing 359, Gas and Heating 351 and Carpentry 203.</p>
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	78.45%	81.74%	84.56%	81.65%	85.00%	81.61%	81.40%	↑	
TP02	Satisfaction with repair in the last 12 months	TSM P	77.01%	-	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	77.53%	-	80.00%	80.00%	76.00%	80.17%	67.70%	↑	Above target
TP04	Satisfaction that home is well maintained	TSM P	73.10%	-	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>

*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.

Building Safety & Compliance Dashboard

			Mar-25	Apr-25	Jun-25	YTD	Target	Previous Year	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	99.98%	99.81%	99.99%	99.99%	100.00%	99.90%	99.93%	↑	<p>Status: There was one gas safety check overdue as at the end of June which has since been completed.</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	99.95%	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	77.40%	-	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	98.71%	98.72%	98.81%	98.81%	100.00%	100.00%	95.40%	↑	<p>Status: There were 116 properties with an outstanding EICR as at 30th of June. 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 went beyond the 10 year anniversary date in March 2025. 3 have since been completed reducing the number to 6. There are 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. 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 working towards having similar performance as gas by end of Q2.</p>

DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	83.33%	82.26%	86.96%	83.43%	100.00%	79.86%	N/A	↓	<p>Status: The number of damp and mould reports continue to reduce. We anticipate all outstanding inspections will be undertaken by the end of August. We have 29 properties in progress. There are 283 programmes remedial works. 121 are for mould treatment, 162 a larger more complex works and there are 37 properties with access issues. These have a target completion date of the end of September and they have all been appointed.</p> <p>Mitigating Actions: The Damp & Mould action tracker is also 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. The new structure is part of a wider MOC process which is targeted for full implementation by Q3. We will also review seasonal trends and seek to increase resources as needed through those periods.</p> <p>In addition, we have reviewed repair categorisations in partnership with the SCHape panel to provide capacity to move works between repair and planned works, which will allow for improved service delivery and ability to address matters related to DMC in a timelier manner in line with Awaabs Law October 27th .</p>
DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	38.67%	31.54%	31.62%	34.39%	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.</p>
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	52.21%	28.00%	20.00%	47.83%	80.00%	68.21%	N/A	↓	<p>Status: There are 33 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 114 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. 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>

*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.

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