SCH Strategic Performance Report - March 2026

	12	**Year end performance**	**Commentary**	**Relevant to Regulation**
		Contact Centre ASA	ASA for 2025/2026 = 404 seconds	
		Repairs completed within target timescale (emergency)	Performance below target across all four quarters	x
		Average stay in temporary accommodation	Above target because of the ongoing movement of long stayers,	
		Average stay in temporary accommodation (families with children)	Above target because of the ongoing movement of long stayers,	
		Percentage of properties with a valid gas certificate.	99.95% (4 properties)	x
		Percentage of properties with valid EICR	99.05% (92 properties)	x
		Percentage of damp and mould inspections completed within timescale	92.19% achieved throughout 2025/2026	x
		Percentage of damp and mould remedials completed within timescale	71.91% achieved throughout 2025/2026	x
		Percentage of fire safety remedial actions completed to timescale	42.21% achieved throughout 2025/2026	x
		Satisfaction with SCH's approach to handling complaints	11%below target at Year End	x
		Satisfaction that the home is well maintained	6.7% below target at Year End	x
		Satisfaction with SCH's approach to handling ASB	5.7% below target at Year End	x
	11			x
	11	**Items to note:**		
		Stage 1 complaints	Year End outurned above target	x
		Decent Homes	Continued reduction in properties not meeting decent home standard, to 1.55% at Year End	x
		Current tenant arrears as % of rent debit	Year End outearned below target	

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.

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

Customer & Corporate Services Dashboard

			Jan-26	Feb-26	Mar-26		Year end		Target	Previous Year	Benchmark*	DoT**	Comment
######	Stage 1 complaints per 1,000 properties	TSM MI	5.34	5.31	7.27		56.10		N/A	43.02	46.30	N/A	The number of complaints in March has increased by 39% compared to February, and is the highest monthly number on record. In March, 71 stage 1 complaints were received. This month the main drivers of complaints were repairs, damp and mould and compliance. For the year, 548 stage 1 complaints were received. This is a 30% increase compared to the previous year. (420) **To note: T**he numbers relate to complaints that come under the TSM definition. It excludes non-LCRA customers.
CH01b	Stage 2 complaints per 1,000 properties	TSM MI	1.34	1.43	2.66		14.13		N/A	5.43	7.70	N/A	There were 26 stage 2 complaints in March, the highest amount of complaints received during the year. 138 stage 2 complaints were received during 2025/26. This is a 160% increase on the previous year. **To note:** The numbers relate to complaints that come under the TSM definition. It excludes non-LCRA customers.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	100.00%	100.00%	98.36%		93.80%		85.00%	73.57%	85.90%	↓	**Issue**: Despite the higher volume of complaints, only 1 case was out of time in March. This reflects a strong year-end performance of 93.80%, which is above target and a significant improvement on last year's result of 73.57%. T**o note: Due to timeframes on complaints, not all complaints have been closed at the time of reporting. The reported figures assume all outstanding complaints will be completed by the due date. Final year end figures will be provided mid May.**
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	100.00%	100.00%	100.00%		94.20%		96.00%	86.79%	85.00%	↔	**Issue:** All stage 2 complaints completed in March have been completed on time. . At year end, performance is below target but within tolerance , and is above performance noted last year. **To note: Due to timeframes on complaints, not all complaints have been closed at the time of reporting. The reported figures assume all outstanding complaints will be completed by the due date. Final year end figures will be provided mid May.**
TP01	Overall satisfaction with services provided by SCH	TSM P	79.73%	-	78.62%		78.04%		80.00%	77.18%	71.10%	↓	**Issue:** Service performance has remained fairly consistent across Q2, Q3 and Q4, showing improvement from Q1 and a positive uplift compared with last year, though there is a slight decrease compared with 2023/24 figures. Overall tenant sentiment is mixed with a clear divide between those satisfied with fast emergency responses and those frustrated by slow, incomplete or repeated repair work. Emergency repairs, polite staff and annual safety checks are consistently praised, with many tenants noting same-day or prompt attendance when issues are urgent. Satisfaction was analysed by protected characteristics; It was identified that most dissatisfied varied by age, where younger customers were more dissatisfied than older customers. There was no difference in satisfaction by other protected characteristics.
TP06	Satisfaction that SCH listens to and acts upon tenants' views	TSM P	69.04%	-	71.43%		67.79%		71.00%	67.18%	59.10%	↑	**Issue**: Satisfaction has increased from the previous quarter and is within target. The Year End figure remains within tolerance, and overall performance is similar to last year. Sentiment analysis indicates that dissatisfaction is mainly driven by repair communication issues. **Mitigation:** This has been incorporated into the VOC work, and a task-and-finish group will be reviewing repairs communication.

TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	76.72%	-	79.59%		75.31%		79.00%	76.58%	68.50%		**Issue**: Satisfaction has increased since last quarter, and this quarter has now reached the target. As a result, the Year End figure has moved back within tolerance, but overall performance has very slightly decreased compared with last year. Sentiment analysis shows that the main driver of dissatisfaction continues to be repairs communication and follow-up within the repairs service. Tenants value the courtesy and responsiveness of frontline staff and appreciate regular communications. However, systemic issues—particularly around handovers between teams, follow-up and contractor management remain the key drivers of dissatisfaction. **Mitigation:** This has been incorporated into the VOC work, and a task-and-finish group will be reviewing repairs communication.
TP08	Satisfaction that SCH treats me fairly and with respect	TSM P	82.71%	-	84.56%		83.27%		85.00%	83.85%	77.00%		**Issue:** Performance has remained fairly consistent the last 3 quarters. . Performance has, however, improved significantly compared with Q1 (79.69%). The Year End performance is back within tolerance. Overall performance is broadly similar to last year. Sentiment analysis indicates that while many tenants feel they are treated fairly and with respect, dissatisfaction is still driven by repair communication issues and lack of follow-up within the repairs service. **Mitigation:** This has been incorporated into the VOC work, and a task-and-finish group will be reviewing repairs communication.
TP09	Satisfaction with SCH's approach to handling complaints	TSM P	37.04%	-	36.67%		34.78%		45.00%	37.84%	34.10%		**Issue:** Q4 has shown a slight decrease in performance compared with Q3. The Year End figure remains below target and reflects a decrease in performance compared with last year. Survey commentary indicates that dissatisfaction is largely driven by ineffective resolutions to anti-social behaviour, noisy neighbours and maintenance issues—highlighting the challenge of using this KPI to measure satisfaction with complaints handling. Sentiment analysis of complaints handling shows a broadly mixed customer experience. While some residents report prompt acknowledgements, helpful staff and occasional swift resolutions, the dominant themes are delays with ASB or repair issues. **Mitigation**: We will continue to call all residents who express dissatisfaction to understand the issues in more detail. Customers identified so far have not raised formal complaints. Insights from the sentiment analysis will continue to inform service improvements, particularly around communication, follow-up and the handling of ASB-related cases.
WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	100.00%	100.00%	100.00%		91.26%		94.00%	95.28%	N/A		**Issue:** Performance in Q4 reached 100%, but due to lower figures recorded throughout the year, the indicator for Year End is within tolerance but short of the 94% target. Significant waiting times for caseworker visits and assessments contribute to delays in service delivery. The average wait for a caseworker to visit a standard priority case is 6 months, and the average wait for an occupational therapy (OT) assessment is about 12 weeks. Additionally, customers often have heightened expectations that exceed the limitations of the Disabled Facilities Grant (DFG), leading to frequent refusals of requests that do not align with the DFG priorities. **Mitigation:** Community OT service are calling customers every 3 months to assess if their circumstances have changed and if they need to be reprioritised. Urgent cases are being dealt with immediately. Work is continuing with the OT service to ensure OTs are not recommending work that does not meet the DFG criteria and that they are not raising customer's expectations.
CR2	Overall satisfaction (transactional)	SCH KPI	85.04%	84.83%	85.02%		87.24%		87.00%	85.69%	N/A		Performance has remained fairly consistent across the quarter. The year end performance is above target, and is 1.55% higher than in the previous year.

CR36	Contact centre ASA	SCH KPI	996	624	663	407	210	273	185	↓	**Issue**: The ASA has slightly increased for March. Performance remains impacted due to ongoing staffing challenges. Performance figures have been adjusted to exclude call backs. **All calls**: 761 seconds **Calls Offered** : 10,529 **%Calls Answered**: 68.6% **% Abandoned:** 31.4% Lost hours for March – 322.5 total 148 AL, 140.5 Sickness, 30 EL and 8.5 Training. We also had the Customer experience training meaning the CC was closed for the AM, knock on effect of high call volumes in the afternoon and into the following week. We also introduced the new PCI Pal system, meaning advisors needed to be taken off calls for training. **Mitigating actions** . The contact centre is still carrying a number of vacancies, which have been recruited with start dates expected W/C 11th May.

*Benchmark based on median performance from 2024/25 RSH local authority and ALMO and benchmarking
**Direction of Travel - an up arrow indicates improving performance, and a down arrow represents worsening performance between the previous two months.

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Asset Management Dashboard

			Jan-26	Feb-26	Mar-26	Year End	Target	Previous Year	Benchmark*	DoT**	Comment
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	1.71%	1.66%	1.18%	1.18%	2.00%	2.36%	1.74%	↑	**Issue**: Performance is currently exceeding target with the total number of homes not meeting decent homes currently at 114. This KPI is based upon a snapshot in time and hence can vary month on month.
RP02a	Repairs completed within target timescale (emergency)	TSM MI	86.79%	91.23%	89.69%	90.16%	95.50%	91.83%	95.00%	↓	**Issue:** Year end figure remains below target and is 1.67% below previous years performance. Contractor performance decreased from 88.76% in February to 84.6% in March. Split by trades, electrical works out-turned at 82.28% and gas related repairs out-turned at 86.26% For the year, contactor performance is 84.5%. Internal performance improved from 98.49% in February to 99.10% in March. Year End performance is 97.17% **Mitigation:** Deep dive review needed. Need to investigate Dodd methodology in terms of measuring 24 hours to complete works.
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	81.26%	80.60%	85.06%	84.88%	85.00%	81.61%	84.80%	↑	Repairs data has been reviewed and target timeframes aligned to Urgent (5 days) routine (28 days) and planned (up to 90 days) . Changes have been reflected in the March figure, and Year end figure. Overall Performance has increased and whilst not at target, performance is within tolerance. External contractors performance for March out-turned at 96.35% and for Year end 95.39% For internal, performance, March out-turned at 76.7%, and for Year End 77.11%
TP02	Satisfaction with repair in the last 12 months	TSM P	75.53%	-	76.74%	78.51%	80.00%	77.90%	72.80%	↑	**Issue:** Q4 shows an improvement from Q3, reversing the earlier decline seen between Q1, Q2 and Q3. Both Q4 and the YTD figure are now within tolerance, with performance slightly above last year. Sentiment analysis indicates mixed experiences: operatives are frequently praised for professionalism and fast emergency responses, but delays, repeated visits, incomplete work and communication gaps remain the main drivers of dissatisfaction with repairs over the last 12 months. **Mitigation:** This has been incorporated into the VOC work, and a task-and-finish group will be reviewing repairs communication.
TP03	Satisfaction with time taken to complete the last repair	TSM P	76.34%	-	80.00%	80.17%	76.00%	80.17%	68.30%	↑	**Issue:** There was a slight downward trend during the first three quarters of 2025/26; however, Q4 shows an improvement, reaching 80%, which is above target and has brought the Year End figure back above target. The Year End result is in line with last year's performance. Sentiment analysis indicates that while emergency repairs are often completed quickly and praised for professionalism, dissatisfaction is driven by long waits for non-urgent repairs, repeated visits for unresolved issues, and poor communication or follow-up. **Mitigation:** This has been incorporated into the VOC work, and a task-and-finish group will be reviewing repairs communication.
TP04	Satisfaction that home is well maintained	TSM P	75.17%	-	72.03%	73.30%	80.00%	74.10%	71.00%	↓	**Issue**: This indicator has remained fairly stable over the last two quarters. Performance is below target, and the Year End figure shows a very slight decrease on last year. Sentiment analysis is mixed: tenants value routine safety checks (gas, fire, electrical), prompt emergency responses and the work of caretakers and cleaners in some areas. However, dissatisfaction is driven by slow or incomplete repairs, recurring damp and structural issues, inconsistent communal cleaning, and unresolved antisocial behaviour, all of which affect perceptions of overall home maintenance. **Mitigation:** Insights from the sentiment analysis will continue to inform improvements in repair timeliness, damp remediation, communal-area management and ASB responses.

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Housing Services Dashboard

			Jan-26	Feb-26	Mar-26	Year end	Target	Previous Year	Benchmark*	DoT**	Comment
NM01	ASB cases per 1,000 properties	TSM MI	2.05	2.67	2.56	31.32	N/A	22.84	43.40	N/A	**Issue:** ASB cases increased slightly in March, and the Year End total (307 cases) is significantly higher than last year (22.84 per 1,000 vs. 31.32 this year).
NM01a	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.10	0.20	0.10	0.71	N/A	0.41	0.50	N/A	Issue: There were 1 Hate Crime recorded in March .
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	73.85%	-	67.95%	70.91%	70.00%	66.67%	65.80%	↓	**Issue:** Q4 performance has dipped slightly and is now broadly in line with Q1, resulting in an amber rating. However, the Year End position remains strong, with satisfaction meeting the 70% target and outperforming last year's results. Sentiment analysis highlights a mixed tenant experience in relation to communal areas. While some blocks report regular, high-quality cleaning and well-maintained shared spaces, others describe infrequent or superficial cleaning, with dirty stairwells and lifts, poorly maintained bin areas, and issues with fly-tipping and rodents. External spaces such as gardens, hedges and pavements are also frequently described as neglected or overgrown, which contributes to lower satisfaction in certain locations.
TP11	Satisfaction that SCH makes a positive contribution to the neighbourhood	TSM P	74.71%	-	71.08%	70.00%	74.00%	74.74%	63.70%	↑	**Issue**: Satisfaction fell in Q4 and remains below target, but within tolerance for March, and at Year End. Year End performance is lower than last year. Sentiment analysis shows residents value routine maintenance like grass cutting, litter picking and fly-tipping removal, but dissatisfaction is driven by inconsistent service, unmanaged bins, overgrowth, pests, incomplete contractor work and ongoing ASB. These local problem areas continue to pull overall satisfaction down.
TP12	Satisfaction with SCH's approach to handling ASB	TSM P	60.38%	-	52.00%	54.34%	60.00%	59.58%	58.00%	↓	**Issue:** . In Q4, satisfaction has fallen to 52%, which is below the 60% target. The Yer End figure of 54.34% below target and lower than last year's figure of 59.58%. Sentiment analysis shows that while some residents report prompt responses, effective mediation and good confidentiality, most feedback highlights perceived inconsistent and ineffective ASB handling. Common concerns include long investigation times, limited follow-up, weak enforcement, poor communication, and vulnerable residents feeling unsupported. Reports of drug use, noise, vandalism and safety concerns contribute heavily to dissatisfaction. **Mitigation:** We will continue to review ASB processes, strengthen communication and follow-up, and use customer feedback to improve response times and enforcement pathways, with particular focus on supporting vulnerable residents.
VL13	Percentage of rent loss due to voids	SCH KPI	0.94%	0.93%	0.93%	0.93%	1.25%	1.28%	2.34%	↔	Postive outturn at Year End as we are better than target. Note that the percentage of rent loss due to voids has been recalculated , to exclude TA
WR15	Current tenant arrears as % of rent debit	SCH KPI	3.93%	3.97%	2.85%	2.85%	3.50%	2.75%	2.37%	↑	**Issue**: The March arrears position, which represents the year-end outcome, closed at 2.85%, reflecting a marginal increase of 0.10% compared to the previous year. It should be noted that the prior year benefited from an additional rent-free week. When reviewing performance at the end of March 2025, the arrears position had, in fact, improved by 0.20% overall. The final year-end figure remains 0.65% below the target of 3.50%, demonstrating strong financial control and effective income management despite a challenging operating environment. As reported throughout the year, arrears performance during the year was impacted by seasonal volatility and wider external pressures. While a slight increase was anticipated at the start of Q4, performance remained within expected parameters. **Mitigation**: The transition to Universal Credit (UC) concluded on 31 March 2026, although UC continues to exert upward pressure on arrears levels. Recent trends indicate that tenants with historically clear or credit balances may enter arrears during the initial UC waiting period. While the team continues to make effective use of Discretionary Housing Payments (DHP) to mitigate risk, this pressure is expected to persist until the usual seasonal reduction in arrears later in the year. To sustain performance and manage ongoing risk, a range of proactive and targeted interventions continues to be delivered:
HO1	Average stay in temporary accommodation (all) - days	SCH KPI	143	139	215	186	80	143	N/A	↓	**Issue:** After the decrease in previous months, the average stay in TA (all) increased in March to 215 nights. The calculation for March includes two vacations of over 3 years, two over 2 years and another seven over 1 year, which will impact upon the outcome. It is however incredibly positive to see the long stayers moving on to stable long-term accommodation and out of TA. The number in TA for 1 year or more has dropped from 78 at the end of February 2026 to 67 at the end of March 2026. Given the much-needed change in priority afforded to homeless households in the new Housing Allocation Scheme, we can now move people on from temporary accommodation more successfully.

HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	**265**	**339**	**322**		**264**		95	183	N/A	HO1 is an 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 322 days; whilst it demonstrates a decrease from February, it remains outside of target, largely due to the fact we are moving on long stayers which are predominantly families. Many are awaiting larger properties and invariably owed a full duty, and as such have and continue to be waiting predominantly for social housing allocation. Several households have additionally been prevented from moving on due to arrears, for which we are working to address and successfully move them on from TA. We continue to work with key partners in Income and Awards to remove barriers to do this which is having a direct positive income. The Year End figure is 264 nights, which is well outside of the target but the activity behind this is positive as we continue to move larger households out of TA.
HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	**55.05%**	**55.34%**	**50.52%**		**56.35%**		60.00%	49.06%	N/A	**Issue:** For any homelessness service, prevention is the overall aim. The KPI of 60% remains a challenging target in a difficult climate and represents the households that present to the homeless service but have a positive outcome in either the prevention or relief period. In March 2026, this was 50.52%, a reduction in these outcomes from last month (55.34%)and outside of tolerance. The Year End position is 56.35 %, which is within tolerance, and positive given the challenges that present. The prevention outcomes in March sees 32 successful outcomes equating to 62.75% .The Year End outturn is 70.51%, which is encouraging. In terms of individual households, 483 were prevented from becoming homeless over the year 2025/26.Relief outcomes are a little less than last month; 17 households were successfully helped in the relief period. Whilst this is lower than last month it is notably more difficult to move people on once they are homeless. The Year End position is 38.84% and has an overall effect on the KPI itself. Over the year, there have been 214 households successfully supported out of homelessness in the relief period, which is a good reflection of the team efforts. Solihome outcomes have contributed to this with three privately rented (PRS) properties secured in March, two of which were in the prevention period and one in main duty. So far this year, there has been 50 PRS outcomes through Solihome –and a further 6 via DELSA. It should be noted that the SMBC target for prevention and relief includes St Basils.

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Building Safety & Compliance Dashboard

			Jan-26	Feb-26	Mar-26	Year End	Target	Previous Year	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	100.00%	100.00%	99.95%	99.95%	100.00%	99.90%	99.97%	↓	**Issue:** Four properties did not have a valid gas certificate as at the 31st March All properties were completed in the first week of April. **Mitigation:** Robust policy and procedure in place which is followed
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	99.87%	98.69%	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	82.27%	-	79.56%	79.25%	81.00%	80.07%	77.30%	↓	**Issue:** Year end performance is 79.25%, just below the 81% target and slightly under last year's 80.07%. Feedback shows mixed sentiment; positive comments reference good caretaking, timely safety checks and responsive urgent repairs. Negative themes include slow or repeated repairs, unresolved leaks/structural issues, recurring damp/mould, inconsistent cleaning and grounds maintenance, and ASB linked to broken doors, vandalism and unauthorised access. All tenants who report dissatisfaction are contacted and any specific issues are followed up.
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	98.45%	98.91%	99.05%	99.05%	100.00%	98.68%	95.40%	↑	**Issue:** Performance is improving. There were 92 properties without a valid EICR at the 31st MArch 2026.. **Oldest Compliance Due Date :** The oldest overdue EICRs are the 4 properties which do not have record of a previous EICR. The next oldest overdue EICR was due on 19/11/2020 **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. A new access procedure which mirrors the gas compliance procedure is now in place. We have seen an increase in performance and access following the implementation of the new process. We are now in the process of recruiting the two vacant roles to support achieving targets, plus additional CLO support. three will be in post W/C 4th May, and one post is scheduled for interview W/C 27th April.
DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	97.83%	97.42%	92.97%	92.19%	100.00%	79.86%	N/A	↓	**Issue:** Performance for damp and mould inspections was 92.97% at the end of March. In total, 128 inspections were completed and 9 were completed outside of timescale. Perofrmance pre Awwabs law: Inspection (April - October) = 89.39% Inspection (November-March) = 93.98% **Mitigating Actions:** The team is now operating at full capacity, which is expected to support continued improvement in performance.

DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	**93.22%**	**92.78%**	**73.65%**		**71.91%**		100.00%	32.30%	N/A		New methodology has been applied as per the requirements of Awaab's Law, to link all required remedial works to one job, rather than measuring them individually. This has had an impact on the March and Year End figure. For example, if a case has four jobs linked to it, if any of those jobs are completed outside of the 5/60 day target, it will be considered completed out of target against the case. **Issue**: Performance for remedial works raised for March has decreased, but is not comparable to the previous two months due to the change in methodology. As Individual Jobs Remedials (pre Awwab Law)45.90% Remedials (Post Awaabs Law)88.84% As Cases Remedials (Pre Awabs Law)71.60% Remedials (Post Awaabs Law)72.14% **Mitigation**: A review of the root cause of out of target work is underway.
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	**0.00%**	**0.00%**	**59.29%**		**42.21%**		80.00%	68.21%	N/A		**Issue:** 113 actions completed in March, with 46 were completed past the action due date. Whilst a number of actions were completed after their original due dates, there has been a continued reduction in the overall volume of open and overdue remedial actions on the risk register. This indicates progress in risk reduction. **Mitigating Actions:** The Building Safety Team has completed a performance review of fire actions. The review has highlighted that the timescales provided for completing actions do not allow sufficient time for the recommendation to be carried out. A set of pragmatic timescales have been proposed alongside processes which provides assurance that residents are not put at risk.

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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	Awaab's 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