

Customer & Corporate Services Dashboard

			Apr-26	May-26	Jun-26	YTD	26/27 Target	25/26 Target	Benchmark*	DoT**	Comment
CH01a	Stage 1 complaints per 1,000 properties	TSM MI	5.22	3.69	8.71	17.62	N/A	N/A	46.30	N/A	Status: The 85 Stage 1 complaints received in June is the highest number on record (previously 71 in Jan-26). There is no obvious explanation for this spike in complaints, but there was a small increase in homelessness complaints, and the two bank holidays and school half term week in May could also be a factor. To note: The 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	1.74	1.74	1.90	5.38	N/A	N/A	7.70	N/A	Status: There were 19 stage 2 complaints in May, slightly over the 12 month rolling average of 15.
CH02a	Complaints resolved in timescale (Stage 1)	TSM MI	96.23%	98.11%	100.00%	98.05%	90.00%	85.00%	85.90%	↑	Status: 63 out of 63 Stage 1 complaints were completed on time, the second highest number resolved in a month Forecast : On target.
CH02b	Complaints resolved in timescale (Stage 2)	TSM MI	91.67%	93.33%	63.33%	77.19%	96.00%	96.00%	85.00%	↓	Status: 11 Stage 2 complaints were out of time in June. Issue: All 11 out of time complaints were due to the Acknowledgment target date not being met. Mitigation: Work has been done on Create to ensure that the correct acknowledgement target dates are always correct Forecast: The YTD target is achievable.
TP01	Overall satisfaction with services provided by SCH	TSM P			81.08%	81.08%	78.00%	80.00%	71.10%	↑	Status: 81.08% if the 2nd highest quarterly overall satisfaction achieved by SCH
TP06	Satisfaction that SCH listens to and acts upon tenants' views	TSM P	-	-	75.89%	75.89%	70.00%	71.00%	59.10%	↑	Status: The Q1 satisfaction score is 5% higher than in Q4 25/26 and the highest since Acuity surveys began
TP07	Satisfaction that SCH keeps you informed about things that matter to you	TSM P	-	-	79.49%	79.49%	77.00%	79.00%	68.50%	↓	Status: Satisfaction is over target and slightly lower than the 25/26 Q4 score of 80%
TP08	Satisfaction that SCH treats me fairly and with respect	TSM P	-	-	85.19%	85.19%	85.00%	85.00%	77.00%	↔	Status: Figure is over target and the same as the previous quarter.

TP09	Satisfaction with SCH's approach to handling complaints	TSM P	-	-	47.37%	-	47.37%	-	40.00%	45.00%	34.10%	↑	Status: 47% satisfaction is over target and the highest since 24/25 Q1, but the low number of surveys made on this TSM (19 this quarter) mean that this TSM value can very significantly across the year.
WB13	Customer satisfaction (disabled facilities grants)	SCH KPI	92.86%	100.00%	100.00%		96.55%		94.00%	94.00%	N/A	↔	Status: Meets target, with just one dissatisfied customer in Q1
CR2	Overall satisfaction (transactional)	SCH KPI	87.25%	80.08%	81.86%		83.19%		87.00%	87.00%	N/A	↑	Status: With 8/9 surveys received, transactional survey will finish below target in June Issue: Repairs and Contact Centre satisfaction has been below the 25/26 average for the last 2 months and with these containing over 80% of the total surveys, it has a big affect on the overall satisfaction Copilot was used to analyse comments from the previous and current years to investigate reasons for this drop and recommendations to improve customer satisfaction. These reports have been sent to the repsective managers. For repairs the two main themes given for the drop in satisfaction are long repair times and difficulty contacting SCH, the two top themes for Contact Centre are final outcome and wait times. Mitigating Actions: The above mentioned reports give a number of recommendations on ways to improve satisfaction. Forecast: The target is recoverable is Repairs and Contact Centre satisfaction can be improved to 2025/26 levels. The two main themse for the drop in Contact Centre satisfaction are the final outcome and speed of answer.
CR36	Contact centre ASA	SCH KPI	709	389	354		461		210	210	185	↑	Status: ASA improved again in June, despite there being slightly more calls per day than in May. ASA in June was the lowest since Aug-25. ASA 354 (excluding callback calls): 389 seconds Calls Offered : 9,209 calls (May 7,868) % Calls Answered: 76% (May 77%) Forecast: Due to the higher ASA across Q1 it is likely that this KPI is not recoverable, though the recent downward trends are encouraging.

*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.

Asset Management Dashboard

			<u>Apr-26</u>	<u>May-26</u>	<u>Jun-26</u>		<u>YTD</u>		<u>26/27 Target</u>	<u>25/26 Target</u>	<u>Benchmark*</u>	<u>DoT**</u>	<u>Comment</u>
RP01	Homes that do not meet the Decent Homes Standard	TSM MI	1.13%	1.21%	1.32%		1.32%		1.75%	2.00%	1.74%	↓	Status: Monthly reporting on this KPI reflects a snapshot in time and hence can vary month on month. Works to non-decent properties are being prioritised with the end of year target being maximum 1.75% non-decent.
RP02a	Repairs completed within target timescale (emergency)	TSM MI	89.28%	91.83%	93.95%		91.81%		95.50%	95.50%	95.00%	↑	Issue: 93.95% of emergency repairs were completed within target timescales in June. Performance for external emergency repairs was 85.92%, compared to 99.36% for internal repairs. Majority of external jobs relate to OOH, which may be administrative processes affecting performance reporting. Mitigation: This has been raised to Dodd Group to further investigate if this is an administrative process issue. A review of the external emergency repairs process is underway to identify the root causes and implement actions to improve performance. Timescales: Sept 2026
RP02b	Repairs completed within target timescale (non-emergency)	TSM MI	78.63%	80.63%	78.36%		79.19%		85.00%	85.00%	84.80%	↓	Status: 78.36% of non-emergency repairs were completed within target timescales in June. Performance for external non-emergency repairs was 91.68%, while internal repairs achieved 69.49%. Mitigating Actions: Temporary additional resources are supporting improvements in internal repairs performance following long term sick impacting on operative resource. A review of the overall service is underway to identify long-term solutions for sustained performance improvement. Timescales: Ongoing
TP02	Satisfaction with repair in the last 12 months	TSM P	-		80.21%		80.21%		80.00%	80.00%	72.80%	↑	Status: Figure is over target and 3% higher than the previous quarter.
TP03	Satisfaction with time taken to complete the last repair	TSM P	-		80.85%		80.85%		80.00%	76.00%	68.30%	↑	Status: Satisfaction is over target.
TP04	Satisfaction that home is well maintained	TSM P	-		77.62%		77.62%		75.00%	80.00%	71.00%	↑	Status: The figure is over target for Q1
	Percentage of homes with an EPC rate of C or above	SCH	75.00%	75.00%	75.00%		75.00%		76.00%	76.00%		↔	Status: The percentage stock EPC C and above is based upon 5,199 properties with a current EPC, 940 properties with an expired EPC, 3,529 properties with an RdSAP calculation and 7 properties with no SAP calculation.

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Housing Services Dashboard			Apr-26	May-26	Jun-26	YTD		26/27 Target	25/26 Target	Benchmark*	DoT**	Comment
NM01	ASB cases per 1,000 properties	TSM MI	2.56	2.46	1.82		6.91	N/A	N/A	43.40	N/A	Status: 18 ASB cases were recorded in June, lower than the 12 month average of 23.
NM01a	ASB cases per 1,000 properties (Hate Crime)	TSM MI	0.10	0.00	0.00		0.10	N/A	N/A	0.50	N/A	Status: There were 0 Hate Crimes recorded in June.
TP10	Satisfaction that SCH keeps communal areas clean and safe	TSM P	-	-	70.59%		70.59%	72.00%	70.00%	65.80%	↑	Status: Satisfaction is slightly below target, though up from 25/26 Q4 (68%).
TP11	Satisfaction that SCH makes a positive contribution to the neighbourhood	TSM P	-	-	72.36%		72.36%	70.00%	74.00%	63.70%	↑	Status: Q1 figures are above target and 2% higher than the previous quarter.
TP12	Satisfaction with SCH's approach to handling ASB	TSM P	-	-	58.33%		58.33%	60.00%	60.00%	58.00%	↑	Status: ASB Satisfaction for Q1 is slightly below target, but higher than the 25/26 year end figure of 54%
VL13	Percentage of rent loss due to voids(Exc. TA)	SCH KPI	0.89%	0.89%	0.91%		0.91%	1.25%	1.25%	2.34%	↓	Status: Meets Target
VL4	Percentage of dwellings vacant but available to let	SCH KPI	0.80%	0.79%	0.76%		0.76%	0.80%	N/A		↑	Status: Meets Target
VL1	Average relet time (all)	SCH KPI	54.40	60.20	53.03		56.19	60 days	N/A		↑	Status: Meets target. June re-let time was 6 days lower than in May.
WR15	Current tenant arrears as % of rent debit	SCH KPI	3.33%	3.43%	3.75%		3.75%	3.20%	3.50%	2.37%	↓	Status: As at June, rent arrears stand at 3.75%, representing an increase of 0.32% compared with May. Whilst this is 0.55% above the year-end target of 3.20%, the overall position should be viewed in the context of several significant operational and environmental factors. These include the annual rent increase, growth in Universal Credit (UC) caseloads, temporary staffing pressures, changes to patch allocations, and the withdrawal of RentSense as part of the transition back to Open Housing. Mitigation: To maintain performance and manage risk, the following measures remain in place: •Early intervention and daily arrears monitoring to maximise prevention opportunities and support rent collection. •Proportionate legal enforcement, with 49 notices issued in June, broadly in line with the previous year. A total of 108 notices have been issued during Q1, representing a reduction of 49 notices compared with the same period in 2025/26. •Successful cessation of RentSense (Mobyssoft) on 6 June 2026 and transition back to Open Housing. •Balanced weekly collection activity, combining firm enforcement where appropriate with targeted tenant support. •Continued partnership working with SMBC, particularly in relation to the effective application of Housing Payments. •Ongoing focus on system resilience following the MRI health check completed in January 2026. Whilst recommendations have been identified, implementation by MRI remains outstanding. •Continued automation improvements, including the introduction of the UC Bot in April 2026, which is already delivering efficiency gains and creating additional operational capacity Timeframe / forecast: Whilst cost of living pressures, seasonal trends, and increasing UC caseloads are expected to remain challenging, arrears performance remains broadly stable and is tracking closely to the position reported during 2024/25. Although the
HO1b	Average stay in temporary accommodation (adult only households) - days	SCH KPI	47	48	88		68	120	N/A	N/A	↓	Status: This KPI is within target, although shows an increase from last month. We have some more complex individuals in TA currently and all the move on is additionally impacted by a reduction in void properties suitable for the cohort, as well as staffing pressures in the team. Status: This is having an adverse effect upon the casework as staff are picking up additional duty and tasks. Mitigating Actions: We aren't complacent around this KPI despite being within target. Management need to carry out robust case reviews to ensure timely decision and robust well-informed decisions are made around priority need. We need to work in a timely way to avoid the burden of main duty decisions. Not least, we need to be striving for prevention outcomes in the first place. Given the staffing pressures, we cannot deal with presentations as quickly as we would like, but are always working on solutions to address this. Timeframe: We are within the KPI, but need to remain committed to this, and avoid slippage as seen this month. Forecast: As above, we need to work continually to keep this KPI in target and not let the good work slip back.

HO1a	Average stay in temporary accommodation (families with children) - days	SCH KPI	346	364	463		379	250	95	N/A		Status: The KPI of under 250 days for households with children remains a challenging one, given the number of households in TA and awaiting move-on. Equally, as this equates to an average stay and we are moving on long staying households – this month is no different. Impacting upon the average stay for families with children there were just 8 vacations, though one of which was 3 ½ years and another 4 over 1 year. Most notably however, year on year the number of households that have been in TA for 1 year or more has dropped from 70 to 59, a 16% decrease. This is a positive message. Mitigating Actions: As a result of the changes to the housing allocation scheme, many of these households are being matched to suitable tenancies and there is an increased move on from TA. We need to maximise our ability to prevent homelessness in the first place and consider and promote alternative outcomes of tenure such as the private rented sector. Timeframe: Mitigating actions around alternative tenures is ongoing and the hope is that we can, by being involved earlier, prevent more households from becoming homeless. Equally, the additionally priority from the housing allocation scheme will come to fruition with reducing numbers expected in TA over the next 12 months. Forecast: I expect a fair amount of fluctuation in this KPI over the next 12 months, particularly as the target is affected by the stay at the point in which they moved on from TA. Given the increased number of families matched to social housing properties, we are additionally managing increasing requests for a review on the basis of suitability, although in the main our decisions are being upheld which is positive.
HO5	Percentage of homeless approaches where prevention or relief achieved	SCH KPI	47.58%	49.41%	53.06%		50.00%	58.00%	60.00%	N/A		Status: Achieving positive outcomes in the prevention and relief period is more challenging to do. We try all we can through negotiation to prevent homelessness, however one they become homeless, then solutions are more difficult to achieve. Outcomes remain astray from the target of 58%. Looking at this more closely, 61.76% of positive outcomes were in the prevention period, compared to 41.8% in the relief period. Of these, two private sector tenancies were secured in the prevention period and 1 in relief via Solihome. Mitigating Actions: This has been and continues to be an area of focus, and the team are encouraged to be innovative, as well as carrying out more robust casework and making negative decisions where it is deemed to be the case. We have an in-house link to supported provision and the private rented sector which helps. The Team leaders carry out detailed case reviews, and this helps to identify solutions. Timeframe: All mitigating actions are in place; we just need to keep HO5 as an area of attention to keep the momentum. Forecast: We anticipate that throughout the year, and as the service restructure settles this will allow us to concentrate on KPIs and HO5, to achieve the target set.
HO8	Total households in temporary accommodation (all)	SCH KPI	204	202	207		207	-	N/A	N/A		Whilst there is a small increase of 3 households in TA, this is still evidencing that we are focusing on reducing the overall TA numbers. There is a real collaborative effort across the team to move households on. Again, a factor, whilst not an excuse, the staff levels supporting with TA due to team sickness are lower and thus inevitably slowing down processes.
HO8b	Total households in temporary accommodation with children(Hotel not included)	SCH KPI	178	176	179		179	-	N/A	N/A		After a reduction last month from 178 (April) to 176 (May), we have an increase of families with children in TA to 179 (3 from the previous month). At the close of May 429 children were in TA, and in the month of June 435 – an increase of 6.
*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.												

Building Safety & Compliance Dashboard

			Apr-26	May-26	Jun-26		YTD		26/27 Target	25/26 Target	Benchmark*	DoT	Comment
BS01	Percentage of properties with valid gas certificate	TSM MI	99.97%	99.97%	100.00%		100.00%		100.00%	100.00%	99.97%	↑	Meets target.
BS02	Percentage non-domestic assets covered by a valid FRA	TSM MI	100.00%	100.00%	97.35%		97.35%		100.00%	100.00%	100.00%	↓	Status: There were 18 fire risk assessment outstanding at the end of June. . Mitigation: All Fire Risk Assessment were completed by end of June.We continue to experience delays in the receiving of this data. SLA for provision of reports will continue to be monitored and any intervention required will be made. Timeframe: Ongoing
BS03	Percentage known asbestos locations re-inspected within benchmarked period (communal areas)	TSM MI	100.00%	99.27%	94.19%		94.19%		100.00%	100.00%	100.00%	↓	Status: There were 40 communal Asbestos re-inspections overdue at the end of June. Mitigating Actions: All overdue re-inspection are now complete. 33 of the overdue were completed within 3 days of end of month, with the remaining 8 re-inspections completed on 10/07/2026. Timeframe: These have all now been completed.
BS04	Percentage of relevant water installations covered by a risk assessment	TSM MI	100.00%	100.00%	84.62%		84.62%		100.00%	100.00%	100.00%	↓	Status: 8 WRAs are overdue at end June 2026. 6 were completed before the end of June but awaiting signoff by contractor. Oldest Compliance Due Date : The oldest overdue WRA has a due date of 14/06/2026. Mitigating Actions: No significant changes to the water system since the existing WRA was completed with remedial works continuing. Timeframe: Both overdue WRA are being completed on 18/07/2026.
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	-		81.82%		81.82%		80.00%	81.00%	77.30%	↓	Status: Meets target.
AM1b	Percentage domestic properties with a satisfactory Electrical Installation Condition Report	SCH KPI	98.77%	98.90%	98.83%		98.83%		100.00%	100.00%	95.40%	↑	Status: There were 113 properties overdue at the time of reporting. Of these 6 were confirmed as completed and awaiting certificates to be issued by the contractor. 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 08/10/2018 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. We have recruited a Legal Enforcement Officer, start date 07/07/2026. Following training, they're priority will be processing outstanding EICRs on a risk based priority. SCH have extended the remit for the Customer Experience team to include access, 2 Customer Liaison Officers have been appointed. They will work along side the Legal Enforcement Officer to gain access.
DM1	Percentage Damp and Mould inspections completed within timescale	Awaab's Law	97.98%	98.55%	89.04%		95.44%		100.00%	100.00%	N/A	↓	Status: Performance for damp and mould inspections was 89.04% at the end of June. In total, 74 inspections were completed and 8 were completed outside of timescale. Property 1 & 2 - Tenant requested to rebook Property 3, 4 & 5 - Not been possible to gain access Property 6 & 7 attended but mins/hours over 24 hour target Property 8 - missed job- has been scheduled Mitigating Actions: SCH are conducting deepdive into DMC and exploring developing case management software which will help to prevent any oversight and ensure compliance Timescales: phase 1 - Oct 26 phase 2 - Jan 27

DM2	Percentage Damp and Mould remedials completed within timescales	Awaab's Law	96.34%	91.67%	89.29%	92.48%	100.00%	100.00%	N/A	↓ Status: Performance for damp and mould remedials was 92.48% at the end of June. There were 84 remedial cases completed in the month of June, 9 remedial cases were completed outside of the target. Property 1 & 9 – delayed due to resources Property 2 & 3 - Dodds electrical Property 4 - Delayed roof & loft repair Property 5 & 6 –appointments offered within timeframe, rescheduled to suit tenant Property 7 - Dodds loft survey Property 8 - attended but 50 mins over target cut off Mitigating Actions: We are currently undertaking a detailed review of the process for damp and mould cases (DMC) and no access. A Healthy Homes Manager is expected to be in post by the end of July. We are also looking to implement a tracker for all DMC jobs to improve visibility. Note: 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. 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.
AM1k	Percentage of fire safety remedial actions completed to timescale	SCH KPI	74.36%	76.71%	81.18%	77.78%	100.00%	80.00%	N/A	↑ Status: 85 actions completed in June, with 16 completed past their action due date. Performance continues to improve month-on-month. 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: All mitigation actions are in place.
AM1ka	Percentage of all follow-on compliance actions completed on time	SCH KPI	94.05%	75.68%	95.58%	92.35%	100.00%	N/A	↑ Status : 588 actions completed in June, with 26 completed past their action due date. Mitigating Actions: All mitigation actions are in place.	

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

ELT Tracking Indicators			Apr-26	May-26	Jun-26	YTD		Target	Previous Year	Benchmark*	DoT**	Comment
AM7	Percentage of repairs completed right first visit	SCH KPI	78.80%	78.48%	78.09%		78.43%	91%	80.33%	N/A	↓	Performance stated similar compare to the previous month. The interface has been reviewed by IT with the support of an MRI consultant in relation to issues with OOH emergency jobs. An SCH project team has been assembled to scope out the requirements for MRI to design a new interface.
AM21	Overdue Works in Progress (WIP)	SCH KPI	809	1007	591		591	TBC	Total WIP 6128	N/A	↑	Issue: Overdue WIP has decrease in June . breakdown is as follows: External247 Internal344 A review of Internal resource is underway to ensure DLO has sufficient resource to deliver service. External jobs are being impacted by data transfer issues within the interface. A project is underway with the support of consultants to review the interface with the main aim being the development of a new interface.

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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