

Cabinet Housing Panel

KPI's 2024/25





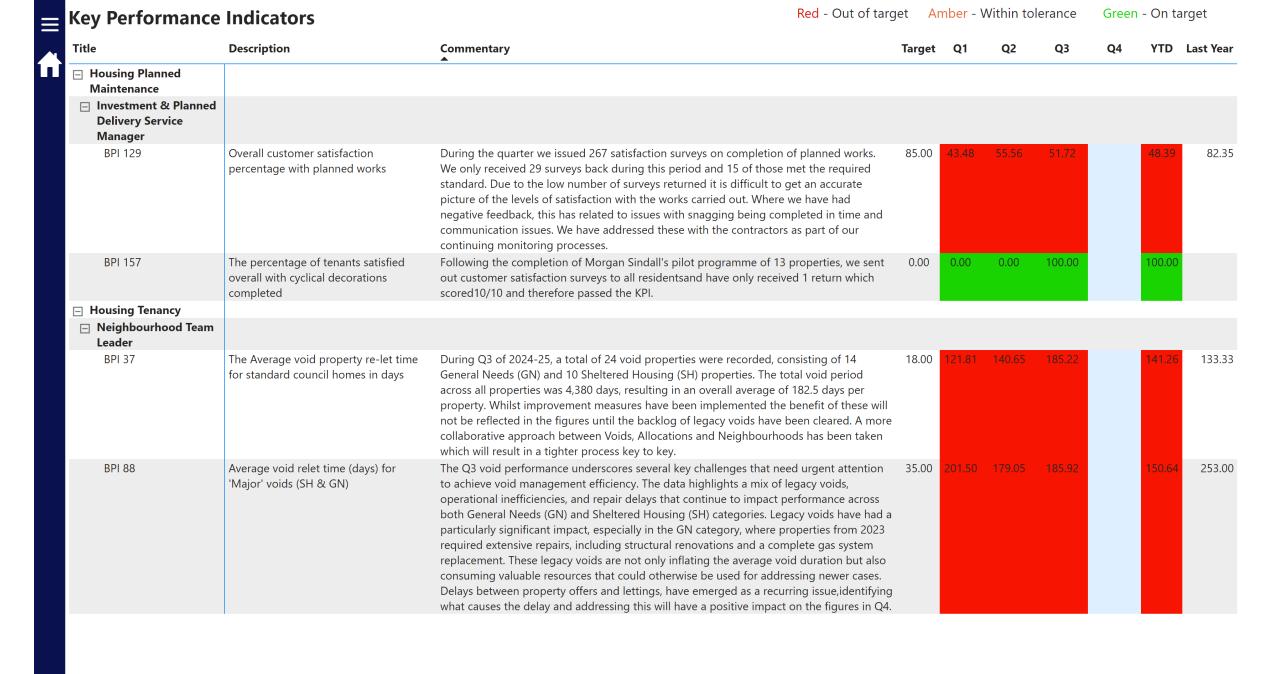


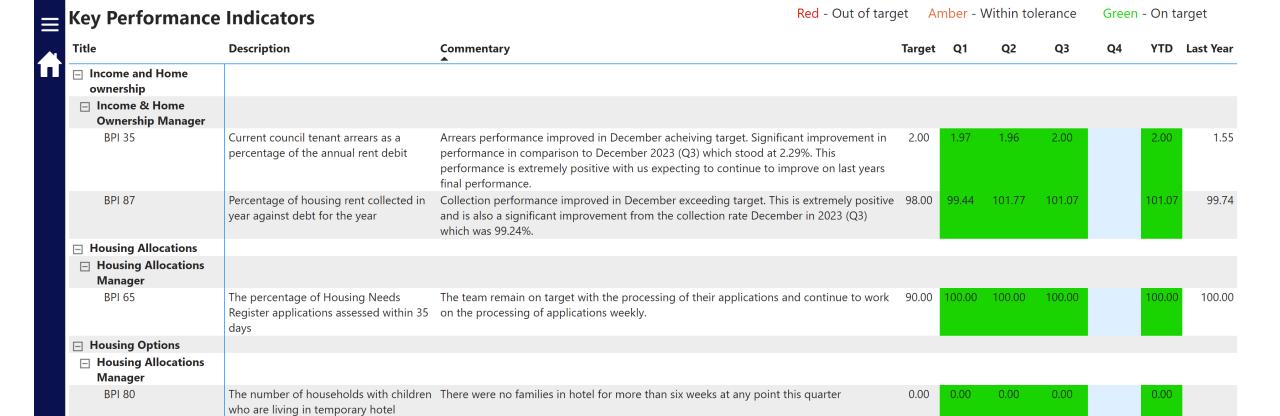
Red - Out of target Amber - Within tolerance

Green - On target

Title	Description	Commentary	Target	Q1	Q2	Q3	Q4	YTD	Last Year
☐ Housing Repairs									
Service Manager (Housing Repairs And Building Safety)									
BPI 33	The percentage of council tenants satisfied overall with the responsive repairs service	444 surveys were returned in Q3 and 371 tenant were satisfied with their repair.	85.00	88.80	87.00	83.56		85.44	86.79
BPI 152	Percentage of repairs not completed due to no access*	470 repairs were not completed in Quarter 3 due to no access from the tenant.		8.76	7.91	7.32		7.96	
BPI 111	The percentage of communal blocks with an asbestos survey/re-inspection	All asbestos inspections are completed.	100.00	100.00	100.00	100.00		100.00	100.00
BPI 110	The percentage of communal blocks with a current EICR	All block have a current EICR.	100.00	100.00	100.00	100.00		100.00	100.00
BPI 113	Percentage of communal blocks with a current FRA	all Blocks have a current FRA new FRA are currently being completed and we are reviewing actions.	100.00	100.00	100.00	100.00		100.00	100.00
BPI 115	Percentage of communal blocks with a current LOLER	All LOLER inspections have been carried.	100.00	100.00	100.00	100.00		100.00	100.00
BPI 114	Percentage of communal blocks with a current LRA	All LRAs have been completed all actions have been reviewed and are currently being quoted all are in date.	100.00	100.00	100.00	100.00		100.00	100.00
BPI 34	The percentage of council properties with a valid gas safety certificate	At the End of December there were 17 home with a valid gas safety certificate. A number of cases going through the legal to gain access.	100.00	99.84	99.83	99.84		99.84	99.91
BPI 133	The number of disrepair cases open for every 1,000 council properties	At the end of Quarter 3 we have 113 open cases and solutions are being investigated to fix the homes.	1.10	10.10	11.44	12.68		12.68	10.10
BPI 112	The percentage of domestic properties with a current EICR	In Quarter 3 there were some properties going through the legal process due to no access issues. Without those holding us back, we would have been at 100%.	100.00	98.72	98.52	98.45		98.54	99.22
BPI 130	Percentage of responsive repairs completed in time - Emergency*	In Quarter 3 we booked 2232 emergency repairs and completed 2200 in the agreed time.	99.00	98.59	99.16	98.57		98.77	97.63
BPI 151	The percentage of non-emergency repairs completed in target*	In Quarter 3 we booked 4173 non emergency repairs and completed 3860 in time.	95.00	72.96	77.72	92.50		81.30	
BPI 131	The percentage of repair appointments kept*	In Quarter 3 we booked 6539 appointments and kept 6139. Converstaions are ongoing with our repairs contractor to understand why.	95.00	97.96	97.18	93.88		96.34	97.44







accommodation for more than six weeks