

#### Appendix 4: Council Plan Targets and Supporting KPI's for 'Our Housing by delivering social and private sector housing growth.'

Target Status	Usage
Not Started	The target has yet to be started, but is well within the date for completion
On Track	The target is progressing well against the intended outcomes and intended date.
Not on Track	<ul style="list-style-type: none"> <li>The target is six months off the intended completion date and the required outcome may not be achieved</li> <li>To flag annual indicators within a council plan period that may not be met.</li> <li>To reflect any indicator that does not meet the expected outturn for the reporting period (quarterly).</li> </ul>
Achieved	The target has been successfully completed within the target date. Success to be celebrated.
Extended	The date for completion of this target has been formally extended by a Director and/or Members.
Achieved, behind target date	The target has been completed but outside the intended target date. Success to be celebrated but reason for late delivery should be acknowledged.
Suspended	The target has been temporarily suspended by a Director and/or Members due to an unforeseen issue. Recommendation needs to be made and discussed at SLT.
Withdrawn	The target has been recommended for withdrawal and discussed at SLT meeting. Cabinet Member and Deputy Leader need to be informed.
Failed	The target has failed to achieve what it set out to accomplish within the intended target date.

Key Council Target	Directorate	Status	Q4 1/1/26 – 31/3/26 inc.	Target Date
1 - Prepare and adopt new Council Housing Strategy by October 2024	Services Directorate	Achieved (behind target date)		Wed-30-Oct-24
2 - Deliver 200 new homes through a new Bolsover Homes Programme by March 2028	Services Directorate	Not on track	<p><b>Q4</b> - As per quarter 2 update in terms of schemes. 2 further properties have been handed over at Woburn with the remaining properties to be handed by end July 26. Alder to be handed over Mid May.</p> <p><b>Q3</b> – As per Quarter 2 update in terms of schemes. Note Slight delay to Phase 2 Woburn House scheme, Alder Close still on track for April 2026. Mill Lane progressing and other sites been explored.</p>	Fri-31-Mar-28

			<p><b>Q2</b> - 20 bed Independent Living Scheme and 8 bungalows handed over July 2025. Phase 2 is due for completion April 2026. On site at Alder Close, 9 properties, due for Completion April 2026. 38 dwellings on Mill Lane, Bolsover progressing Acquisition of 12 x 1 bed houses via s106 arrangements</p> <p>Q1 - Dragonfly Development are on site at Woburn and this will deliver 45 units comprising bungalows, houses and a newly built independent living scheme. Phase 1 20 bed Independent Living Scheme and 8 bungalows due end July 2025 and on track. Phase 2 is due for completion April 2026. On site at Alder Close, 9 properties, due for Completion April 2026. Further sites are being explored and will be presented in due course – including the potential for 38 dwellings on Mill Lane, Bolsover (which has not yet formally added to the new build programme).</p>	
<p>3 - Maintain high levels of tenant satisfaction with council housing and associated services as assessed under the annual Tenant Satisfaction Measures (TSM) with the aim to be above the national average.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p><b>Q4</b> (Jo Wilson) At close of the survey we have a total of 571 respondents which is above the required quota but less than last year. The TSM results for 25/26 will need to be weighted to take account of the higher responses from older persons. Prior to weighting the overall satisfaction is 87.9%. Initial analysis suggests that all 12 perception measures will have a higher outturn than last year. Both the complaints numbers and ASB cases are lower than the previous two years. All Management Measures with a target are exceeding performance, except Gas Safety which is 0.5% below target. One outturn is still being calculated.</p> <p><b>Q3</b> – (Jo Wilson) The 25/26 survey has commenced with over 500 responses so far, meaning we are almost at the required quota based on our stock size. Responses are currently significantly higher for</p>	<p>Thu-31-Mar-08</p>




			<p>tenants in our older persons stock which is not representative of our stock and creating inflated satisfaction levels. As such, it is likely that the final results will need to be weighted.</p> <p><b>Q2</b> – The 25/26 survey is being finalised and will be sent out in Q3.</p> <p><b>Q1</b> - the 2024/25 tenant perception survey has closed, we targeted all tenants and 681 responses were received, 9 removed as duplicates, 12 missing core data. This resulted in a 14.18% return.</p> <p>The final results were published on 30<sup>th</sup> June 2025. Overall satisfaction was 86%, this is very slightly less than 23/24 86.9% but significantly higher than the 23/24 national average of 71.3%</p> <p>All satisfaction levels were higher than the national average and save for satisfaction with the landlord's approach to complaints, was on par with last year's results.</p> <p><a href="https://www.bolsover.gov.uk/component/edocman/15295-tenant-satisfaction-measures-tenant-perception-survey-summary-report-2024-to-2025/download?Itemid=0">https://www.bolsover.gov.uk/component/edocman/15295-tenant-satisfaction-measures-tenant-perception-survey-summary-report-2024-to-2025/download?Itemid=0</a></p>	
<p>4 - Work towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p><b>Q4</b> We have increased frequency of meetings with RSH, and specific focus on a 1 regrade. Next meeting is 14<sup>th</sup> May. We have started our own in house stock condition surveys and the tenant census collection, to ensure we know our tenants and tailor our services is at 56%</p>	<p>Fri-31-Mar-28</p>

<p>5 - Commission and complete an appropriate council housing stock condition survey by April 2025, upon completion develop an improved rolling programme of stock inspections to inform future repairs and maintenance programme.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p><b>Q4</b> – in house stock condition surveys have commenced, ongoing recruitment to strengthen the team and delivery. Going forward we will aim to undertake 1000 surveys per year.  <b>Q3</b> – Report to be taken to Council in March 2026 to approve future delivery of the Stock Condition Survey.  <b>Q2</b> – Officers are being trained to be able to deliver these in house, outstanding properties to be completed by March 2026 and a new rolling programme to commence April 2026, 1000 properties per year.  <b>Q1</b> – Stock Condition survey completed. 350 properties to be surveyed in 25/26. Options appraisal to be presented to Exec in October to look at long term plan for Stock Condition Surveys.</p>	<p>Thu-30-Apr-26</p>
<p>6 - Annually monitor housing delivery in the district and take steps if required to continue to meet the annual target of 272 new homes set out in the Local Plan for Bolsover District.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p>Q4: Based on the latest quarterly information collected on major housing sites in relation to S106 Agreement monitoring, we are on track to meet the annual target when it is compiled in April 2026</p>	<p>Fri-31-Mar-28</p>
<p>7 - Commission and complete Local Housing Needs evidence by August 2024 to better understand the district's affordable housing needs</p>	<p>Services Directorate</p>	<p>Achieved</p>	<p>Local Housing Needs study completed and reported to Members at LPIAG meeting in February 2025.</p>	<p>Sun-31-Mar-24</p>
<p>8 - Work with partners to increase the supply, quality, and range of affordable housing to meet identified local needs.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p>Q4: Work underway and initial relationship building with Registered Providers in Bolsover District stage due to be completed by June 2026. Work on developing model planning obligations pack planned for delivery by December 2026.</p>	<p>Fri-31-Mar-28</p>



<p>9 - Develop strategies to support the private rented sector in supporting the Council in its duties.</p>	<p>Services Directorate</p>	<p>On Track</p>	<p>Q4 2025/26 Jo Wilson Internal staff training on the Renters Rights Act 2025 completed for Housing Options, Environmental Health and Housing Strategy staff. North Derbyshire Landlord Forum planned for April 2026 in conjunction with DASH/CB4YS and EMPO (East Midlands Property Owners). Year 1 of Warm Homes Local Grant delivered – 11 properties received grant funding for measures such as solar PV, ASHP, loft insulation and smart heating controls. Unfortunately, this delivery was owner occupier rather than private rented but delivery to that sector is planned for year 2 – there is currently low interest from landlords.</p> <p>Q3 2025/26 Further briefing available now from DASH in relation to the implementation of the Renters Rights Act 2025. Additional communication planned with local landlords/agents in advance of Phase 1 commencing in May 2026. Warm Homes: Local Grant progressing well for year 1 with properties receiving retrofit assessments and individual installation plans being created. (Jo Wilson)</p>	<p>Fri-31-Mar-28</p>
<p>10 - Deliver the actions within the Council's Homelessness Strategy by December 2027</p>	<p>Services Directorate</p>	<p>On Track</p>	<p><b>Q4 2025/26</b> (Michaela Jackson)</p> <ul style="list-style-type: none"> <li>• Health Needs Audit being undertaken across the county until 30<sup>th</sup> April 2026.</li> <li>• Partnership work ongoing for Supported Housing Strategy creation including with EMCCA, Public Health and Housing partners.</li> </ul>	<p>Fri-31-Dec-27</p>

			<ul style="list-style-type: none"> <li>Discussions with DHOG partners in relation to countywide RSI services ending and future provision of this service.</li> <li>Updated training on homeless legislation provided to Housing Options Team to refresh knowledge.</li> </ul> <p><b>Q3 2025/26</b></p> <ul style="list-style-type: none"> <li>Training provided on the new Renters Rights Act to be implemented from May 2026.</li> <li>Research beginning into a Derbyshire wide temporary accommodation framework.</li> <li>Representation by Bolsover District Council on behalf of Derbyshire homeless services at EMCCA meeting.</li> </ul>	
--	--	--	--	--

### Supporting Key Performance Indicators

<b>Target Status</b>		Usage
	Positive outturn	The outturn is above target or positive (for some targets a positive outturn requires the result to be below the target set).
	Within Target range	The outturn is within 10% of the target set. Indicator owner and lead officers
	Negative outturn	The outturn is below target or negative (for some targets exceeding the target results in a negative outturn).

### 01. Proportion of rent collected as a % of rent due in the financial year

Quarter	Value	Target	Status	Commentary
Q4/25/26	96%	92%		
Q3/25/26	96%	92%		

Q2/25/26	94%	92%	
Q1/25/26	87%	92%	
Q4/24/25	94%	92%	

**02. Percentage of rent lost through LA dwellings becoming vacant (void rent low)**

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26	2.64%	3.50%		
Q3/25/26	2.43%	3.50%		
Q2/25/26	2.63%	3.50%		
Q1/25/26	2.34%	3.50%		
Q4/24/25	3.20%	3.50%		

**03. Former tenants' arrears as a % of rent due in the financial year.**

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26	2.25%	2%		As previous quarter we are currently working on a large write off for submission to Executive which will hopefully show at the end of quarter one. We are also in the process of revising the working procedures for both current and former arrears following the introduction of the revised Rent Collection Policy
Q3/25/26	2.11%	2%		
Q2/25/26	2.18%	2%		
Q1/25/26	2.33%	2%		
Q4/24/25	2.00%	2%		

**04. Current tenants' arrears as a % of rent due in the financial year**

Quarter	Value	CAP	Status	Commentary
Q4/25/26	3.46%	4%	Green	
Q3/25/26	3.66%	4%	Green	
Q2/25/26	4.58%	4%	Red	
Q1/25/26	4.59%	4%	Red	
Q4/24/25	4.00%	4%	Green	

#### 05. Allocations - from Dragonfly handover to relet - 14 working days

Quarter	Value	CAP	Status	Commentary - Negative Target
Q4/25/26	28	14	Red	This figure includes the allocation of 2 long term ILS voids and a sensitive management allocation taking considerably longer. With these 3 properties removed the figure would be reduced to 15 days.
Q3/25/26	11	14	Red	
Q2/25/26	25	14	Red	
Q1/25/26	40	14	Red	
Q4/24/25	16	14	Red	

#### 06. Homelessness successful prevention cases

Quarter	Value	Target	Status	Commentary
Q4/25/26	89%	75%	Green	Of 58 cases closed under prevention duties, 52 were successful housing outcomes. Totalling 89% of cases closed in Q4 that were successful prevention cases.

Q3/25/26	82%	75%		
Q2/25/26	79%	75%		
Q1/25/26	76%	75%		
Q4/24/25	69%	75%		

#### 07. Homelessness successful relief cases

Quarter	Value	Target	Status	Commentary
Q4/25/26	79%	45%		Of 29 cases closed under relief duties, 23 were successful housing outcomes.
Q3/25/26	67%	45%		
Q2/25/26	78%	45%		
Q1/25/26	75%	45%		
Q4/24/25	62%	45%		

#### 08. % of Stage 1 housing complaints responded to within 10 working days

Quarter	Value	Target	Status	Commentary
Q4/25/26	100%	100%		18 stage one complaints all responded to in time
Q3/25/26	100%	100%		
Q2/25/26	100%	100%		
Q1/25/26	100%	100%		
Q4/24/25	100%	100%		

#### 09. % of Stage 2 housing complaints responded to within 20 working days

Quarter	Value	Target	Status	Commentary
---------	-------	--------	--------	------------

Q4/25/26	100%	100%	Green	3 stage 2 complaints all responded to in time
Q3/25/26	100%	100%	Green	
Q2/25/26	100%	100%	Green	
Q1/25/26	100%	100%	Green	
Q4/24/25	80%	100%	Red	

#### 10. Emergency Repairs completed within target timescale (TSM RP02)

Quarter	Value	Target	Status	Commentary
Q4 25/26	96.20%	90%	Green	
Q3 25/26	95.10%	90%	Green	
Q2 25/26	94.10%	90%	Green	
Q1 25/26	96.80%	90%	Green	
Q4 24/25	94.78%	90%	Green	

#### 11. Non Urgent Repairs completed within target timescale (TSM RP02)

Quarter	Value	Target	Status	Commentary
Q4 25/26	92.30%	80%	Green	
Q3 25/26	95.30%	80%	Green	
Q2 25/26	91.70%	80%	Green	
Q1 25/26	94.60%	80%	Green	

#### 12. Tenant satisfaction with repair

Quarter	Value	Target	Status	Commentary
Q4 25/26	99.40%	80%		
Q3 25/26	100.00%	80%		
Q2 25/26	99.70%	80%		
Q1 25/26	99.60%	80%		
Q4 24/25	99.40%	80%		

### 13. Minor Voids - Av No of days taken to complete works

Quarter	Value	CAP	Status	Commentary
Q4 25/26	31	30		
Q3 25/26		30		
Q2 25/26	0	30		
Q1 25/26	42	30		Q1 performance remains negatively impacted by voids Electrical Contractor issues. The team are managing the new contractor and have appointed additional resource to assist with the resultant backlog. The turnaround performance will continue to be affected during Q2 whilst the backlog of properties are worked upon and relet. . <b>Void classification updated and targets to be agreed within Housing, by 1/4/26, for the next financial year</b>
Q4 24/25	38	30		

### 14. Major Voids - Av No of days taken to complete works

Quarter	Value	CAP	Status	Commentary
Q4 25/26	65	60		
Q3 25/26		60		
Q2 25/26	0	60		

Q1 25/26	97.65	60		Q1 performance remains negatively impacted by voids Electrical Contractor issues. The team are managing the new contractor and have appointed additional resource to assist with the resultant backlog. The turnaround performance will continue to be affected during Q2 whilst the backlog of properties are worked upon and relet. . <b>Void classification updated and targets to be agreed within Housing, by 1/4/26, for the next financial year</b>
Q4 24/25	88	60		

### 15. Solid Fuel Servicing % of Target completed

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	94.00%	100%		
Q4 24/25	100.00%	100%		

### 16. Gas Servicing % of Target completed

Quarter	Value	Target	Status	Commentary
Q4 25/26	99.50%	100%		
Q3 25/26	99.20%	100%		
Q2 25/26	99.30%	100%		
Q1 25/26	99.50%	100%		
Q4 24/25	99.48%	100%		

### 17. Revenue spend over financial year

Quarter	Value	Target	Status	Commentary
Q4 25/26	95.58%	100%		
Q3 25/26	71.70%	75%		
Q2 25/26	47.30%	50%		
Q1 25/26	25.00%	25%		
Q4 24/25	93.08%	100%		

### Property Construction & Assets

#### 1. Tenant satisfaction with standard of home improvement (capital programme) **KPI not 'live' yet**

Quarter	Value	Target	Status	Commentary
Q4 25/26		TBA		

#### 2. % of properties non-decent? (TSM RP01) **KPI not 'live' yet**

Quarter	Value	Target	Status	Commentary
Q4 25/26	11.25%	TBA		This information is taken from the stock condition surveys that were carried out at each property. The percentage includes properties where tenants did not provide access to carry out the survey. (Approx 550 properties are non decent. Approx 330 were not surveyed due to no access and so had to be reported as non decent)

#### 3. Number of properties made decent during reporting period **KPI not 'live' yet**

Quarter	Value	Target	Status	Commentary
Q4 25/26		TBA		

#### 4. Domestic Compliance in ILS properties against Fire

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	97.70%	100%		
Q2 25/26	100,00%	100%		
Q1 25/26	100,00%	100%		

#### 5. Domestic Compliance in ILS properties against Asbestos

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		

#### 6. Domestic Compliance in ILS properties against Water Safety

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	100.00%	100%		

## 7. Domestic Compliance in ILS properties for Lifts (TSM BS02-05)

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	100.00%	100%		

## 8 Capital Spend - Welfare Adaptions

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	86%	100%		

## 9. Capital Spend - External Wall Insulation

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	96%	100%		

### 10. Capital Spend - Electrical Upgrades

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	100.00%	100%		

### 11. Capital Spend - External Door Replacements

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	65%	100%		

### 12. Capital Spend - Heating

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		

Q4 24/25	65%	100%	<div style="width: 65%; height: 15px; background-color: red;"></div>
----------	-----	------	--

### 13. Capital Spend - Unforeseen works

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	<div style="width: 100%; height: 15px; background-color: green;"></div>	
Q3 25/26	100.00%	100%	<div style="width: 100%; height: 15px; background-color: green;"></div>	
Q2 25/26	100.00%	100%	<div style="width: 100%; height: 15px; background-color: green;"></div>	
Q1 25/26	100.00%	100%	<div style="width: 100%; height: 15px; background-color: green;"></div>	
Q4 24/25	8%	100%	<div style="width: 8%; height: 15px; background-color: red;"></div>	

### 14. Capital Spend - Kitchen Contract

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	<div style="width: 100%; height: 15px; background-color: green;"></div>	
Q3 25/26	100.00%	100%	<div style="width: 100%; height: 15px; background-color: green;"></div>	
Q2 25/26	100.00%	100%	<div style="width: 100%; height: 15px; background-color: green;"></div>	
Q1 25/26	100.00%	100%	<div style="width: 100%; height: 15px; background-color: green;"></div>	
Q4 24/25	73%	100%	<div style="width: 73%; height: 15px; background-color: red;"></div>	

### 15. Capital Spend - Soffit & Facias

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	<div style="width: 100%; height: 15px; background-color: green;"></div>	
Q3 25/26	100.00%	100%	<div style="width: 100%; height: 15px; background-color: green;"></div>	

Q2 25/26	100.00%	100%	
Q1 25/26	100.00%	100%	
Q4 24/25	100.00%	100%	

### 16. Capital Spend - Roof Replacement

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	92%	100%		

### 17. Capital Spend - Flat roof replacement

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	86%	100%		

### 18. Capital Spend - Bramley Vale

Quarter	Value	Target	Status	Commentary
---------	-------	--------	--------	------------

Q4 25/26	100.00%	100%	
Q3 25/26	100.00%	100%	
Q2 25/26	100.00%	100%	
Q1 25/26	100.00%	100%	
Q4 24/25	73%	100%	

### 19. Capital Spend - Void wet rooms

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	90%	100%		

### 20. Capital Spend - Safe & Warm scheme

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	88%	100%		

### 21. Domestic Blocked drains cleared within 24 working hours

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	90%		
Q3 25/26	100.00%	90%		
Q2 25/26	100.00%	90%		
Q1 25/26	93.00%	90%		
Q4 24/25	94%	90%		

## 22. Bolsover Homes Building Programme.

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	TBA		
Q3 25/26	100.00%	TBA		
Q2 25/26	100.00%	TBA		
Q1 25/26	100.00%	TBA		
Q4 24/25	100%	TBA		

## 23. Commercial Building Compliance in against Fire

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	100.00%	100%		

#### 24. Commercial Building Compliance against Asbestos

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	100%	100%		

#### 25. Commercial Building Compliance against Water Safety

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	94%	100%		

#### 26. Commercial Building Compliance against Lifts

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	75%	100%		

**27. PAT testing to all equipment available for testing**

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%		
Q3 25/26	100.00%	100%		
Q2 25/26	100.00%	100%		
Q1 25/26	100.00%	100%		
Q4 24/25	100.00%	100%		

**28. Facilities Management - Number of working days to respond: 1 day for urgent**

Quarter	Value	Target	Status	Commentary
Q4 25/26	95.00%	100%		
Q3 25/26	88.00%	100%		
Q2 25/26	90.00%	100%		
Q1 25/26	88.00%	100%		
Q4 24/25	83%	100%		

**29. Facilities Management - Number of working days to respond: 3 days non urgent**

Quarter	Value	Target	Status	Commentary
Q4 25/26	95.00%	100%		
Q3 25/26	92.00%	100%		
Q2 25/26	100.00%	100%		

Q1 25/26	94.00%	100%	Yellow
Q4 24/25	78%	100%	Red

**30. Facilities Management - Number of working days to respond: 10 days regular maintenance**

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	Green	
Q3 25/26	88.00%	100%	Red	
Q2 25/26	100.00%	100%	Green	
Q1 25/26	91.00%	100%	Yellow	
Q4 24/25	86%	100%	Red	

**31. Engineering - Attend dangerous structures within 1 working day. when requested by DBCP**

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	Green	
Q3 25/26	100.00%	100%	Green	
Q2 25/26	100.00%	100%	Green	
Q1 25/26	100.00%	100%	Green	
Q4 24/25	100.00%	100%	Green	

**32. New Builds - Attend to defects and tenant operating queries within 2 working days**

Quarter	Value	Target	Status	Commentary
Q4 25/26	100.00%	100%	Green	
Q3 25/26	100.00%	100%	Green	
Q2 25/26	100.00%	100%	Green	

Q1 25/26	100.00%	100%	
Q4 24/25	100.00%	100%	