

Housing Key Performance Indicators – Service Plan 2024-28 (Quarter 1 2026/27)

Indicator No.	KPI Description	Q1 2026/27	Q2 2026/27	Q3 2026/27	Q4 2026/27	Annual Outturn 2026/27	Annual Target 2026/27	Status	Commentary
01	Proportion of rent collected as a % of rent due in the financial year	89.6%					92%		
02	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	3.1%					3.5%		
03	Former tenants arrears as a % of rent due in the financial year.	2.3%					2%		
04	Current tenants arrears as a % of rent due in the financial year	3.8%					4%		
05	Allocations – from Repairs handover to relet – 14 working days (average)						14		

Indicator No.	KPI Description	Q1 2026/27	Q2 2026/27	Q3 2026/27	Q4 2026/27	Annual Outturn 2026/27	Annual Target 2026/27	Status	Commentary
06	Homelessness successful prevention cases	74%					75%		
07	Homelessness successful relief cases	77.7%					45%		
08	% of Stage 1 housing complaints responded to within 10 working days (all complaints)	100%					100%		
09	% of Stage 2 housing complaints responded to within 20 working days (all complaints)	100%					100%		
10	Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls						90%		

Indicator No.	KPI Description	Q1 2026/27	Q2 2026/27	Q3 2026/27	Q4 2026/27	Annual Outturn 2026/27	Annual Target 2026/27	Status	Commentary
11	95% falls responded to within 30 minutes						95%		