

Revised Housing Key Performance Indicators – Service Plan 2024-28
For 2026 onwards

Indicator	Owner	KPI description	Target 26/27	Target 27/28	
KPI 01	Innovation and Rents	Proportion of rent collected as a % of rent due in the financial year	93%	93%	
KPI 02	Innovation and Rents	Percentage of rent lost through LA dwellings becoming vacant (void rent low)	3%	3%	
KPI 03	Innovation and Rents	Former tenants arrears as a % of rent due in the financial year.	2%	2%	
KPI 04	Innovation and Rents	Current tenants arrears as a % of rent due in the financial year	3%	3%	
KPI 05	Housing Allocations	Allocations – from voids handover to relet –	14 Calendar days	14 Calendar days	
KPI 06	Strategy and Performance	Standard Voids - Average time taken to complete works (working days) from receiving keys to handing back to Housing Management for reletting.	30 working days	30 working days	Standard Voids Defined as voids requiring refurbishment to BDC Lettable Standard.
KPI 07	Strategy and Performance	Modernisation voids - Average time taken to complete works (working days) from receiving keys to handing back to	60 working days	60 working days	Modernisation Void Defined as requires 3 or more complete components

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		Housing Management for reletting			
KPI 08	Repairs - Compliance	Gas appliance servicing	100%	100%	
KPI 09	Repairs - Compliance	Electrical servicing compliance	100%	100%	Requirement for service every 5 years.
KPI 10	Repairs	Repairs completed within target timescale provides for. 1. Non-emergency repairs 2. Emergency repairs This is across all works including any contractors, but does not include Planned or Cyclical works	Non emergency 80% Emergency 90%	Non emergency 80% Emergency 90%	
KPI 11	Repairs/Strategy and Performance	Tenant satisfaction with repair (%) (TSM)	80%	80%	
KPI 12	Asset Management	Tenant satisfaction with standard of home improvement (capital programme)	80%	80%	
KPI 13	Asset Management	% of properties non-decent?	5%	3%	
KPI 14	Asset Management	% of properties surveyed	1000 annual target	1000	

Indicator	Owner	KPI description	Target 26/27	Target 27/28	
KPI 15	TBC	Domestic Compliance against 1. Fire 2. Asbestos 3. Water Safety 4. Lifts (TSM BS02-05)	100%	100%	
KPI 16	Housing Options Team	Homelessness successful prevention cases	75%	75%	
KPI 17	Housing Options Team	Homelessness successful relief cases	60%	60%	
KPI 18	Housing Options Team	No of families in B&B Over 6 weeks	0	0	LOF suggested target
KPI 19	Housing Options Team	No of households with children in Temporary Accommodation over 3 months	0	0	LOF suggested target
KPI 20	Strategy and Performance Team	% of Stage 1 housing complaints responded to within 10 working days (all complaints)	100%	100%	
KPI 21	Strategy and Performance Team	% of Stage 2 housing complaints responded to within 20 working days (all complaints)	100%	100%	
KPI 22	Lifeline and Independent Living	Lifeline customers satisfied with the way their alarm call was dealt with – to be measured monthly dip test of 10 calls	90%	90%	
KPI 23	Lifeline and Independent Living	95% falls responded to within 30 minutes	95%	95%	