

Housing  
Improvement  
Board

Key Performance Indicators  
June 2024

# Returning to compliance TI&E Standard KPIs

Measure	Actual (Q4 2022/23)	Actual (Q1 2024/25)	Target Sept 2024
Overall satisfaction	50%	54%	60%
Satisfaction that the landlord listens to tenant views and acts upon them	40%	41%	45%
Satisfaction that the landlord keeps tenants informed about things that matter to them	53%	58%	60%
Agreement that the landlord treats tenants fairly and with respect	55%	60%	62%
Satisfaction with Complaint Handling	22%	24%	27%
Complaints responded to within the CHC timescale	21%	TBC	80%
% increase year on year of data profiling on our customers/tenants	n/k	8.8% (June)	5%
Escalation of complaints to stage 2	n/k	6.9% (June)	7%

# KPIs for the Building and Safety Standard (1)

Measure	Actual Q1 23/24	Actual Q12024-25 and June 2024	Target Sept 2024
Gas safety Checks	99.5%	99.8%	100%
Fire Safety Checks	99%	100%	100%
Asbestos Safety Checks	98.5%	100%	100%
Water Safety Checks	100%	100%	100%
Lift Safety Checks	98.1%	100%	100%
Electrical Checks (EHICS)	93%	94.07%	100%
Homes that do not meet the Decent Homes Standards	TBC	TBC	0%

# KPIs for the Building and Safety Standard (2)

Repairs completed within target timescale	Former contractor data not available	91.5%	80%
Satisfaction with Repairs	65%	61%	70%
Satisfaction with time taken to complete recent repair	53%	53%	62%
Satisfaction that the home is well maintained	52%	56%	58%
Satisfaction that the home is safe	65%	59%	69%
Appointments made and kept	Former contractor data not available	92%	80%