

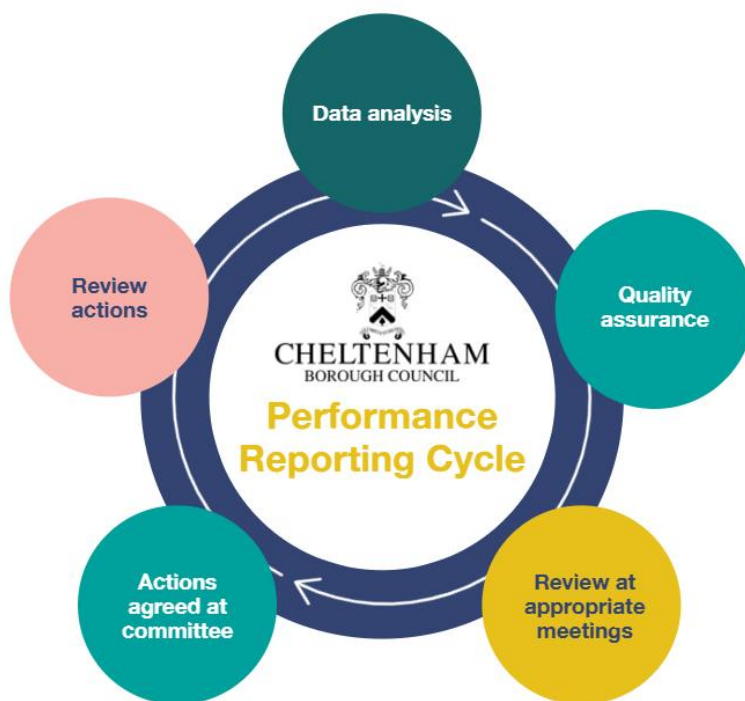
Cheltenham Borough Council

Cabinet Housing Committee – November 2025

Compliance Performance data for October 2025 and KPI reporting for Q2

Accountable officer:

Claire Hughes – Director of Governance, Housing and Communities



1. October 2025 Compliance Performance data

1.1 Compliance report exceptions (see appendix B for more information)

- 1.1.1 Our current compliance position for gas stands at 6 properties without a valid landlord's gas safety certificate.
- 1.1.2 One overdue property has now been completed from the September report, with four being carried over to October.
- 1.1.3 Two properties became overdue in the month of October and are therefore new entries to the compliance report.
- Two properties have had an injunction to access served and now lie in contempt of court; we await new court dates.
 - One property has a court date scheduled for 06.11.2025.
 - One property has now had an additional statement added from Tenancy Management and can now be submitted to court.
 - One property due to be handed back on the 30.11.2025, gas cap will be completed at void status.
 - One property has had tenancy terminated, keys received 30.10.2025, gas will be capped by voids. We would expect this to be compliant by the time of the next report.
- 1.1.4 Our current position for EICR's (5-year programme) stands at 16 overdue inspections.
- One property is at legal status and awaiting a court date.
 - One property has sustained significant fire damage and will therefore be reporting as overdue for over 1 year.
 - Four properties are due to be returned by the end of week commencing 03.11.2025 and we would therefore expect these to be removed from the overdue report by the end of November.
 - Nine properties are major voids expected to be handed back within a three-month period.
 - One new acquisition requires an asbestos report and is expected to be handed back within a 3-month period.
 - Whilst these are overdue in accordance with our policy, they remain legally compliant.

1.2 Additional comments

- 1.2.1 We currently have a total of 73 capped gas supplies – our report shows 74 however there is a duplicate address within the report. All of these are tenanted.
- 1.2.2 54 gas supplies have been capped for over three months.
- 1.2.3 Following a discussion with HQN who will be conducting a mock inspection in the following months the gas cap process will be under review so that we can effectively demonstrate to the Regulator that we are exhausting all avenues to prevent gas meters being capped.

1.3 Current Fire risk actions (see appendix A for more information)

- 1.3.1 There are currently three fire actions showing as past their due date.
- One high risk action is awaiting approval on costs.

- Two medium risk actions, one is with our contractor's technical team under review, and one is under approval for costs.

1.4 Legacy fire risk actions (see appendix A for more information)

1.4.1 Legacy fire action progress is reviewed weekly, and a new tracker has been created for the team to provide real time updates with more accurate timeframes to provide a better understanding on how long we will be reporting these as overdue.

1.4.2 Fire Doors – Our current position is six medium risk action and one low.

- The Low-risk action relates to a leasehold property which we are in the process of obtaining an installation date and requesting access from the leaseholder.
- The medium risk actions are all sat with our door contractor with installation dates in November.

1.4.3 Compartmentation – Our current position is three high risk actions, five medium risk and three low risk actions.

- Works have commenced on all the high-risk compartmentation actions with works to be competed on the 24.11.2025. In the meantime, appropriate mitigations are in place.
- Four of the medium risk actions for compartmentation require costs to be approved and one is awaiting certification to be submitted so that this can be signed off.
- Of the low-risk compartmentation actions, one is due to be completed by 24.11.2025, one requires costs to be approved, and one is awaiting confirmation on a completion date.

1.4.4 Windows – Our current position is 15 medium risk action all of which are on target for completion within the next month access permitting.

- Four window actions have now been completed.

1.5 Compliance trend analysis

Please see appendix C for more information

Two areas have been non-compliant for 3+ Months:

- BS01 - Proportion of Homes for which all required gas safety checks have been carried out for CBC properties
 - Non-Compliance is less than 1% for all three months
 - As detailed above, these are largely due to ongoing court matters and therefore the extended non-compliance is not considered of concern at this time as there are reasonable explanations for this non-compliance
- Electric - EICR (5 year programme)
 - Non- Compliance is less than 1% for all three months
 - Whilst overdue in accordance with our policy, we remain legally compliant and for the three months where we have been non-compliant there have been reasonable explanations for this non-compliance

1.6 Stock Condition Survey coverage across our dwelling types and associated areas:

Dwellings – Flats, Houses, Bungalows, and Bedsits

- Flats: 2,425 total, with 1,781 surveyed (73.4%).
 - Includes 421 sheltered flats, of which 363 (86.2%) have been surveyed.
- Houses: 1,935 total, with 1,387 surveyed (71.7%).
- Bungalows: 223 total, with 180 surveyed (80.7%).
 - Includes 14 sheltered bungalows, of which 12 (85.7%) have been surveyed.
- Bedsits: 62 total, with 51 surveyed (82.3%).
 - Includes 55 sheltered bedsits, of which 46 (83.6%) have been surveyed.

Observation: Sheltered properties show strong coverage across all dwelling types.

Blocks and Associated Areas

- Blocks: 545 total, with 472 surveyed (86.6%).
 - All 15 listed blocks have been surveyed (100%).
- External Areas: 343 total, with 285 surveyed (83.1%).
- Shed Blocks: 195 total, with 169 surveyed (86.7%).

1.7 Decent Homes Update - November 2025

Latest QSR data (27/102/2025 shows the following - Based on 4,655 properties, 4,547 properties (97.67%) are considered 'decent' and as such we are compliant with Decent Homes standards.

Out of 55,591 components surveyed, only 5% (2,857) are in fair or poor condition. As part of this assessment, we have identified 108 properties (2.32%) as non-decent, 31 of which relate on component failures (identified only in terms of Key and Non-Key Component conditions) and 77 relate to thermal comfort. Component failures will be addressed through the planned maintenance programme in the coming years. Kitchens and bathrooms are the largest areas of concern and are already scheduled for replacement. The 77 issues that relate to thermal comfort are being reviewed as part of a data quality check.

2. KPI reporting for Q2

2.1 July – September (Q2) KPI's

There were no significant exceptions for this month, but some data prompted additional questions to data owners. Please see Appendix D for more information.

- Number of new Benefit and Money cases – Upwards trend
 - Trends from previous years do show the same pattern over the summer months, with an increase again then through the Winter, peaking in January, therefore this is not seen as exceptional
- Former tenant arrears amount (includes court costs) and Former tenant arrears no. of cases over £10 – upwards trend
 - Former tenant arrears tend to rise for a period of time (due to slippage of debt from current arrears to former arrears) but then decrease as payment arrangements start to take impact and quarterly write offs are processed. As such, the trend often increases throughout each quarter, with a significant drop just after quarter end. Quarter 2 write offs are still pending, which will be why the upwards trend has continued. The pending write offs equate to approx. £19k, which when processed will bring arrears back down to similar levels as at the end of June 25. The cases put forward for write off are those whereby all recovery attempts have been exhausted, or where we are unable to trace the former tenant. Former tenant arrears no. of cases over £10 – 18 cases above £10 are waiting to be written off for Quarter 2.
- % of sheltered accommodation alarm system calls answered within 3 minutes – steady downwards trend (not significant)
 - The Taking Care average customer wait time has continued to improve, and has now reduced to 27 seconds so far week commencing 20/10/2025. These results reflect the impact of several key actions, including:
 - Increased line capacity installed, providing greater call-handling capability during peak periods.
 - Reduced sickness absence following the exceptional spike experienced at the beginning of October.
 - Onboarding of newly trained operators, who are now contributing to overall service performance.
 - The Taking Care Corporate Admin Team came under significant pressure during this period and they redeployed resources to support call handling. This temporary adjustment did affect the timeliness of some administrative duties. The team has now returned to operating fully within SLA for live customer data updates. In addition, further training classes for new team members are scheduled with cohorts already filled for November and January. These planned intakes will ensure we maintain the resource levels required to consistently deliver and sustain high performance.

- Number of Evictions due to rent arrears – Context provided
 - June – 4 warrants - Of the 4 warrants issued in June, one was suspended on payment terms
 - July – no warrants
 - August – 1 warrant - 3 evictions went ahead in August (there was no tenant present at any of these evictions). The warrant issued in August resulted in an eviction taking place in September – the tenant was not present at the property.
 - September – 2 warrants - Of the 2 warrants issued in September, one was suspended on payment terms and following the other, an eviction took place in October – the tenant was not present at the property.

Appendix A (Fire risk actions table)

Workstream		Total No. properties in programme	No. compliant properties	No. non-compliant properties	Compliance %	Direction of travel
Fire safety	FRAAs - blocks	449	449	0	100.00	Static
	TSM: Percentage of homes covered by compliant fire risk assessments	2517	2517	0	100.00	Static
		High risk actions	Med risk actions	Low/planned risk actions	Total	
	Overdue FRAAs remedial actions < 3 months	0	1	0	1	Down
	Overdue FRAAs remedial actions 3-6 months	1	1	0	2	Up
	Overdue FRAAs remedial actions 6-12 months	0	0	0	0	Static
	Overdue FRAAs remedial actions >12 months	3	7	0	10	Down
	Total	4	9	0	13	Down

Appendix B (Compliance snapshot)

Compliance Scorecard - SNAPSHOT

Select the period that you would like to look at on the left-hand side filter panel.

Compliance Scorecard														
Compliance Area	Metadata					Properties			Compliance		Non-Compliance		Performance Indicator	Properties due within 30 days
	Period (Year)	Period (Month)	KPI ID	Descriptor	Landlord	Total	On programme	Off Programme	In Date #	In Date %	Overdue #	Overdue %	PI	Next 30 days due total
Domestic														
KPIs (Includes leaseholder properties) - CBC/CBH														
BS01 - Proportion of Homes for which all required gas safety checks have been carried out.	2025	10	12845	KPI	CBC & CBH	4713	4420	293	4414	99.84%	6	0.16%	Non Compliant	41
BS02 - Proportion of Homes for which all required fire risk assessments have been carried out.	2025	10	12846	KPI	CBC & CBH	4713	2521	2192	2521	100%	0	0%	Compliant	89
BS03 - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.	2025	10	12847	KPI	CBC & CBH	4713	2238	2475	2238	100%	0	0%	Compliant	0
Electric - EICR (5 year programme)	2025	10	12789	KPI	CBC & CBH	4713	4637	76	4621	99.65%	16	0.35%	Non Compliant	0
Electric - EICR (10 year programme)	2025	10	12541	KPI	CBC & CBH	4713	3	4710	3	100%	0	0%	Compliant	0
TSMs (Tenant Satisfaction Measures) - Excludes Leaseholders														
BS01/CBC - Proportion of Homes for which all required gas safety checks have been carried out.	2025	10	12834	TSM (BS01)	CBC	4592	4332	260	4325	99.84%	6	0.16%	Non Compliant	40
BS01/CBH - Proportion of Homes for which all required gas safety checks have been carried out.	2025	10	12837	TSM (BS01)	CBH	121	88	33	88	100%	0	0%	Compliant	1
BS02/CBC - Proportion of Homes for which all required fire risk assessments have been carried out.	2025	10	12835	TSM (BS02)	CBC	4592	2487	2105	2487	100%	0	0%	Compliant	89
BS02/CBH - Proportion of Homes for which all required fire risk assessments have been carried out.	2025	10	12838	TSM (BS02)	CBH	121	34	87	34	100%	0	0%	Compliant	0
BS03/CBC - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.	2025	10	12836	TSM (BS03)	CBC	4592	2238	2354	2238	100%	0	0%	Compliant	
BS03/CBH - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.	2025	10	12839	TSM (BS03)	CBH	121	0	121	0		0		Compliant	
BS04/CBC : TSM Percentage of Water Safety Checks Compliant CBC	2025	10	12840	TSM (BS04)	CBC	4592	406	4186	406	100%	0	0%	Compliant	3
BS04/CBH : TSM Percentage of Water Safety Checks Compliant CBH	2025	10	12841	TSM (BS04)	CBH	121	0	121	0		0		Compliant	
Communal Blocks / Schemes														
BS01 - Proportion of Blocks for which all required gas safety checks have been carried out.	2025	10	0	BLOCK	CBC & CBH	546	13	533	13	100%	0	0%	Compliant	
BS04 - Percentage of Water Safety Checks Compliant CBC and CBH	2025	10	0	KPI	CBC & CBH	546	24	522	24	100%	0	0%	Compliant	3
Fire - Higher Risk Blocks	2025	10	102838	KPI	CBC & CBH	546	71	475	71	100%	0	0%	Compliant	
Fire - Lower Risk Blocks	2025	10	102934	KPI	CBC & CBH	546	379	167	378	100%	0	0%	Compliant	
Electric - EICR (5 year programme for blocks)	2025	10	0	BLOCK	CBC & CBH	546	341	205	341	100%	0	0%	Compliant	
Asbestos Surveys Communal Required	2025	10	102888	KPI	CBC & CBH	546	0	546	0		0		Compliant	0
Lifts	2025	10	0	BLOCK	CBC & CBH	546	313	233	313	100%	0	0%	Compliant	

Compliance Actions Scorecard SNAPSHOT

Actions	Period (Year)	Period (Month)	Number	In Date #	Overdue #
Fire Risk Actions - Total	2025	10	642	639	3
Fire Risk Actions - Urgent	2025	10	0	0	0
Fire Risk Actions - High	2025	10	14	13	1
Fire Risk Actions - Medium	2025	10	344	342	2
Fire Risk Actions - Low	2025	10	284	284	0
Gas Actions - Category 2 (Landlord Responsibility)	2025	10	2	1	1
Gas Actions - Gas Actions - Category 2 (Tenant Responsibility)	2025	10	0	0	0

Numeric KPI Scorecard Snapshot

Compliance Area	Period (Year)	Period (Month)	Number of Properties	Numeric Value	Percentage
No. of properties with capped gas	2025	10	4713	74	1.57%
No. properties requiring gas safety checks in next 3 months	2025	10	4713	538	11.42%
% up to date stock surveys	2025	10	5103	3760	73.68%
Properties that are compliant with CO alarms (%)	2025	10	4261	4251	99.77%
Properties that are compliant with smoke alarms (%)	2025	10	4645	4632	99.72%



Appendix C (Compliance Trend)

Compliance Area					KPI ID	Descriptor	FLAGAL Area	Landlord	In Date %	Overdue %	PI	In Date %	Overdue %	PI	In Date %	Overdue %	PI	In Date %	Overdue %	PI	In Date %	PI
								Jul-25			Aug-25			Sep-25			Oct-25			Trend		
Domestic																						
KPIs (includes leaseholder properties) - CBC/CBH																						
BS01 - Proportion of Homes for which all required gas safety checks have been carried out.					12845	KPI	GAS	CBC & CBH	99.95%	0.05%	Non Compliant	99.91%	0.09%	Non Compliant	99.89%	0.11%	Non Compliant	99.84%	0.16%	Non Compliant	99.90%	Non Compliant for 3+ months
BS02 - Proportion of Homes for which all required fire risk assessments have been carried out.					12846	KPI	FIRE	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Non Compliant	99.96%	Compliant
BS03 - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.					12847	KPI	ASBESTOS	CBC & CBH	99.87%	0.13%	Non Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	99.97%	Compliant
Electric - EICR (5 year programme)					12789	KPI	ELECTRIC	CBC & CBH	99.66%	0.34%	Non Compliant	99.61%	0.39%	Non Compliant	99.57%	0.43%	Non Compliant	99.65%	0.35%	Non Compliant	99.62%	Non Compliant for 3+ months
Electric - EICR (10 year programme)					12541	KPI	ELECTRIC	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
TSMS (Tenant Satisfaction Measures) - Excludes Leasholders																						
BS01/CBC - Proportion of Homes for which all required gas safety checks have been carried out.					12834	TSM (BS01)	GAS	CBC	99.95%	0.05%	Non Compliant	99.91%	0.09%	Non Compliant	99.88%	0.12%	Non Compliant	99.84%	0.16%	Non Compliant	99.90%	Non Compliant for 3+ months
BS01/CBH - Proportion of Homes for which all required gas safety checks have been carried out.					12837	TSM (BS01)	GAS	CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
BS02/CBC - Proportion of Homes for which all required fire risk assessments have been carried out.					12835	TSM (BS02)	FIRE	CBC	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Non Compliant	99.96%	Compliant
BS02/CBH - Proportion of Homes for which all required fire risk assessments have been carried out.					12838	TSM (BS02)	FIRE	CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
BS03/CBC - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.					12836	TSM (BS03)	ASBESTOS	CBC	99.87%	0.13%	Non Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	99.97%	Compliant
BS03/CBH - Proportion of Homes for which all required asbestos management surveys or re-inspections have been carried out.					12839	TSM (BS03)	ASBESTOS	CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
BS04/CBC : TSM Percentage of Water Safety Checks Compliant CBC					12840	TSM (BS04)	LEGIONELLA	CBC	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
BS04/CBH : TSM Percentage of Water Safety Checks Compliant CBH					12841	TSM (BS04)	LEGIONELLA	CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
Communal Blocks / Schemes																						
BS01 - Proportion of Blocks for which all required gas safety checks have been carried out.					0	BLOCK	GAS	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
BS04 - Percentage of Water Safety Checks Compliant CBC and CBH					0	KPI	LEGIONELLA	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
Fire - Higher Risk Blocks					102936	KPI	FIRE	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	Compliant
Fire - Lower Risk Blocks					102934	KPI	FIRE	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Non Compliant	99.94%	Compliant
Electric - EICR (5 year programme for blocks)					0	BLOCK	ELECTRIC	CBC & CBH	99.71%	0.29%	Non Compliant	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	99.86%	Compliant
Asbestos Surveys Communal Required					102688	KPI	ASBESTOS	CBC & CBH	95.26%	4.74%	Non Compliant	99%	1%	Non Compliant	100%	0%	Compliant	100%	0%	Compliant	98.68%	Compliant
Lifts					0	BLOCK	LIFTS	CBC & CBH	100%	0%	Compliant	100%	0%	Compliant	100%	0%	Compliant	100.00%	0%	Compliant	99.93%	Compliant

Appendix D (KPI report)

Cabinet Housing Committee Performance Report

Performance date: June 2025 - September 2025 (Inclusive)

Business unit	Frequency	KPI ID	KPI short desc	June 2025	July 2025	August 2025	September 2025		Trend
				latest	latest	latest	latest	year to date	Trendline
Anti Social Behaviour	Monthly	10162	Number of ASB cases opened	6.00	4.00	12.00	2.00	30.00	
		10163	Number of ASB cases closed	1.00	0.00	0.00	4.00	5.00	
		10165	Number of live cases at month end	0.00	93.00	105.00	103.00	103.00	
		12871	TSM Number of new ASB cases opened that involve hate incidents per thousand properties	0.21	0.00	0.00	0.00	0.21	
	12884	TSM Number of new ASB cases opened per thousand properties	1.28	0.85	2.56	0.42	6.37		
	Quarterly	12483	Number of evictions for ASB	0.00			1.00	1.00	
		12824	TSM % tenants satisfied with landlord approach to handling anti-social behaviour	63.06			59.85	61.32	
Benefit and Money Advice	Monthly	10167	Income generated on behalf of customer year to date	576,217.13	880,125.14	1,027,790.46	1,160,336.20	1,160,336.20	
		10190	Number of new Benefit and Money cases	51.00	53.00	40.00	62.00	309.00	
		10245	Amount of Rent Arrears Cleared year to date £s	24,233.75	29,583.78	33,997.19	38,334.13	38,334.13	
Community Investment	Quarterly	12767	TSM % tenants satisfied CBC listens to their views and acts upon them	69.80			62.28	65.82	
Complaints	Monthly	11435	TSM Stage 1 complaints relative to the size of the landlord	3.62	7.03	6.39	4.46	31.00	
		12860	TSM Complaints progressing to stage 2 relative to the size of the landlord	0.85	0.21	0.43	1.06	1.06	
		12879	TSM Complaints responded to within Complaint Handling Code timescales Stage 2	100.00	100.00	100.00	100.00	94.12	
		12885	TSM Complaints responded to within Complaint Handling Code timescales Stage 1	90.91	85.71	96.55	100.00	87.14	
	Quarterly	12825	TSM % tenants satisfied with landlord approach to handling complaints	38.64			40.00	39.36	
	Customer Services	Monthly	12526	Total number of contact centre calls handled	3,676.00	4,059.00	3,410.00	4,029.00	23,353.00
12718			% Contact Centre Calls Answered within 60 seconds	89.99	90.00	82.99	87.99	89.58	
Empty Homes	Monthly	10066	Average time taken to relet minor void CBC properties (excluding FA and JDC) in days	152.13	112.57	119.00	136.82	129.50	
		10068	% Rent lost through CBC dwellings becoming vacant excluding temp furnished	2.61	2.68	2.69	2.68	2.65	
		10072	Average Time Taken to Relet Major Void and Option App CBC properties (excluding FA and JDC) in days	455.00	229.75	337.33	249.67	298.95	
		10368	Void Numbers	164.00	172.00	166.00	168.00	168.00	
		12644	Number of downsizers moved	1.00	0.00	0.00	3.00	7.00	
Estate Services	Quarterly	12822	TSM % satisfaction of tenants with communal areas about the maintenance of the areas	76.15			76.26	76.21	
Housing Revenues	Monthly	10010	Current arrears as % of rental income (excluding court costs)	2.04	2.29	1.90	2.14	2.14	
		10012	Current tenant arrears level (including court costs)	528,552.40	591,179.82	493,571.77	553,898.24	553,898.24	
		10017	Current Number of Arrears	1,334.00	1,487.00	1,229.00	1,407.00	1,407.00	
		10030	Former tenant arrears amount (includes court costs)	254,526.98	257,299.16	269,732.14	273,832.27	273,832.27	
		10031	Former tenant arrears no. of cases over £10	276.00	282.00	290.00	293.00	293.00	
		10032	Former tenant arrears cash collected (includes court costs)	6,279.21	4,672.34	3,663.22	6,853.50	32,595.02	
		12545	Number of Evictions due to rent arrears	0.00	0.00	0.00	0.00	0.00	
Housing Support	Monthly	10154	% Sheltered accommodation residents with a support plan	100.00	100.00	100.00	100.00	100.00	
		10155	% of sheltered accommodation alarm system calls answered within 3 minutes	99.01	98.71	97.18	96.89	98.26	
		12803	% HSO weekly fire tests completed	100.00	100.00	100.00	100.00	100.00	

Investment and Technical	Quarterly	12831	TSM % tenants satisfaction that the home is safe	83.18			83.26	83.22	
		12832	TSM % tenants satisfaction that the home is well maintained	81.25			80.16	80.67	
Responsive Repairs	Monthly	10046	TSM % of emergency repairs completed within target	85.71	100	100	98.85	91.91	
		10047	% of urgent repairs completed within target	99.18	98.06	100	97.59	98.5	
		10048	% of routine repairs completed within target	97.85	95.96	97.05	95.33	97.21	
		10049	% of programmed repairs completed within target (90 days)	0.00	99.28	99.27	100	99.48	
		12810	TSM % of non emergency repairs completed within target	97.19	95.66	94.56	94.51	95.67	
		12896	Housemark TSM % of repairs completed within target	95.77	96.21	95.09	94.9	95.26	
		12936	Total Number of TSM Responsive Repairs	1,017.00	1,056.00	632	961	5,655.00	
		Quarterly	12817	TSM % satisfaction with a repair in the last 12 months prior to the survey LCRA	80.54			85.62	83.11
	12818	TSM % satisfaction with the time taken to complete repair in the last 12 months	81.51			81.17	81.33		
	Tenancy Management	Monthly	12605	Adult Safeguarding - Number Referrals Made to GCC during Period	5.00	3.00	2.00	2.00	22.00
12669			Adult Safeguarding - Number Referrals accepted by GCC	5.00	3.00	2.00	2.00	22.00	
12671			Child Safeguarding - Number Referrals Made to GCC in Period	4.00	1.00	0.00	1.00	8.00	
Quarterly		12778	TSM Overall tenant satisfaction (%)	78.60			80.54	79.63	
		12820	TSM % tenants feeling landlord keeps them informed about things that matter to them	84.88			79.72	82.03	
		12821	TSM % tenants feeling landlord treats them fairly and with respect	84.73			84.82	84.78	
		12823	TSM % tenants satisfied that CBC makes a positive contribution to the neighbourhood	77.86			70.70	74.07	
Training and Employment	Monthly	10176	Number of Employment Initiatives service users entering work	4.00	5.00	5.00	4.00	31.00	
		10350	Employment Initiatives caseload per month	115.00	126.00	143.00	145.00	802.00	