HRA Landlord Services

OUR PERFORMANCE AT A GLANCE

REPORTING PERIOD: Q1 2026/27 | YEAR-END COMPARISON: 2025/26

Clear. Simple. Accountable.

YOUR SATISFACTION

KPI	23/24	24/25	25/26	Trajectory
Overall resident satisfaction		58.99%	61.20%	↑

YOUR SAFETY

KPI	Target 26/27	25/26 Year End	Q1 26/27	Trajectory
Gas safety	100.00%	99.90%	99.19%	↓
Fire safety	100.00%	98.50%	97.42%	↓
Asbestos safety	100.00%	100.00%	100.00%	→
Water safety	100.00%	99.70%	100.00%	↑
Lift safety	100.00%	99.20%	99.17%	↓
Electrical safety	100.00%	99.30%	99.03%	↓

YOUR REPAIRS

KPI	Target 26/27	25/26 Year End	Q1 26/27	Trajectory
Total number of repairs raised	-	37480	8737	↓
Emergency repairs completed on time	98.00%	99.10%	98.60%	↓
Routine repairs completed on time	90.00%	92.60%	92.90%	↑
Total repairs completed on time	90.00%	93.88%	94.23%	↑

💷 YOUR RENT

KPI	Target 26/27	25/26 Year End	Q1 26/27	Trajectory
Rent collected General Needs	99.00%	98.07%	98.52%	↓
Total rent arrears outstanding General Needs (£)	3,300,000.00	3,954,059.00	4,496,625.00	↓
Current tenant arrears as % of annual rent debit	4.00%	4.44%	4.45%	↓

🤝 YOUR COMMUNITY — ASB

KPI	Target 26/27	25/26 Year End	Q1 26/27	Trajectory
New ASB cases opened	-	149	81	↓
ASB risk assessments completed on time	100.00%	14.00%	76.00%	↑
ASB action plans completed on time	100.00%	26.00%	48.00%	↑
ASB cases closed	-	98	101	↑
Total ASB cases open	-	249	315	↑

💬 YOUR COMPLAINTS

KPI	Target 26/27	25/26 Year End	Q1 26/27	Trajectory
Stage 1 complaints responded to on time	100.00%	85.30%	87.80%	↑
Stage 2 complaints responded to on time	100.00%	88.80%	71.43%	↓
Housing Ombudsman findings of maladministration and/or service failure	50.00%	82.00%	0.00%	↑

YOUR VOICE

KPI	Target 26/27	25/26 Year End	Q1 26/27	Trajectory
Resident engagement meetings held	83	44	21	↓
Resident engagement activities delivered	-	52	8	↓
Residents involved in shaping services	-	3249	577	↓

PERFORMANCE KEY

↑ Improving → Stable ↓ Declining

On track Improving Action needed

OUR COMMITMENT

You said → We listened → We acted

We will publish our performance regularly, show how it is changing and be clear about where we need to improve.