HRA Landlord Services

OUR PERFORMANCE AT A GLANCE

REPORTING PERIOD: Q2 2026/27 | YEAR-END COMPARISON: 2025/26

Clear. Simple. Accountable.

YOUR SATISFACTION

KPI	23/24	24/25	25/26	Trajectory
Overall resident satisfaction	50.69%	58.99%	61.20%	↑

YOUR SAFETY

KPI	Target 26/27	25/26 Year End	Q1 26/27	Q2 26/27	Trajectory
Gas safety	100.00%	99.90%	99.19%	98.25%	↓
Fire safety	100.00%	98.50%	97.42%	95.76%	↓
Asbestos safety	100.00%	100.00%	100.00%	100.00%	→
Water safety	100.00%	99.70%	100.00%	100.00%	→
Lift safety	100.00%	99.20%	99.17%	99.45%	↑
Electrical safety	100.00%	99.30%	99.03%	99.30%	↑

YOUR REPAIRS

KPI	Target 26/27	25/26 Year End	Q1 26/27	Q2 26/27	Trajectory
Total number of repairs raised	-	37480	8737	9214	↑
Emergency repairs completed on time	98.00%	99.10%	98.60%	99.32%	↑
Routine repairs completed on time	90.00%	92.60%	92.90%	93.37%	↑
Total repairs completed on time	90.00%	93.88%	94.23%	94.74%	↑

YOUR RENT

KPI	Target 26/27	25/26 Year End	Q1 26/27	Q2 26/27	Trajectory
Rent collected General Needs	99.00%	98.07%	98.52%	98.66%	↑
Total rent arrears outstanding General Needs (£)	3,300,000.00	3,954,059.00	4,496,625.00	4,649,469.00	↓
Current tenant arrears as % of annual rent debit	4.00%	4.44%	4.45%	4.95%	↓

YOUR COMMUNITY — ASB

KPI	Target 26/27	25/26 Year End	Q1 26/27	Q2 26/27	Trajectory
New ASB cases opened	-	149	81	110	↑
ASB risk assessments completed on time	100.00%	14.00%	76.00%	48.50%	↓
ASB action plans completed on time	100.00%	26.00%	48.00%	96.00%	↑
ASB cases closed	-	98	101	82	↓
Total ASB cases open	-	249	315	370	↑

YOUR COMPLAINTS

KPI	Target 26/27	25/26 Year End	Q1 26/27	Q2 26/27	Trajectory
Stage 1 complaints responded to on time	100.00%	85.30%	87.80%	78.57%	↓
Stage 2 complaints responded to on time	100.00%	88.80%	71.43%	77.78%	↑

YOUR VOICE

KPI	Target 26/27	25/26 Year End	Q1 26/27	Q2 26/27	Trajectory
Resident engagement meetings held	83	44	21	31	↑
Resident engagement activities delivered	-	52	8	46	↑
Residents involved in shaping services	-	3,249	577	2051	↑
You said → We did actions completed	-	-	0	12	↑

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.