

Appendix 2 – Responsive Repairs Performance Q2 (2025-26)

KPI Ref	Measure	Target	Frequency	Performance	Notes
Housing Management	Ensure we minimise rent loss through void properties	Average re-let time 35 calendar days	Annual	39.43 days (37 voids / 1,459 days)	Accumulative figures, Q1+Q2 lets and void days combined
Housing Management	Ensure we complete emergency repairs within the target timescale	4 hours	Annual	79.74% (185 from 232 Emergency request)	Actual performance has been distorted because the contractor was not reporting accurately. The KPI requires the contractor to attend and emergency and make safe. The contractor has been keeping the job open for follow up work and reporting on the KPI when jobs have been completed. The Housing Team are working with the contractor to improve on this KPI as part of the contract management process. (Significant improvements have been seen in August and September where monthly reporting was seen 91% and 94% respectively. This KPI does not include attending emergency request for service for heating and hot water failures. It is intended that this will be added to the update from April 2026.
OCOM 10 (s)	Ensure we monitor the number of homes that do not meet the Decent Homes Standard guidance published by the government	100% of homes will be decent	Annual	86.75% (1,014 from 1,169)	The procurement of a major works contractor is currently underway. This has delayed works associated with decent homes work. It is likely

					that a contractor will be procured by January 2026.
OCOM 11 (s)	Ensure we complete routine and urgent repairs within the target timescale	90%	Annual	84.89% (663 from 781 request for service)	In the early part of the contract we experienced problems and issues of KPI expectations and data submission from the contractor. The quality of data has improved and performance is improving in this key area. We expect to see further improvement in Q3. All data is accumulative meaning that this is the total data for the year so far (Q1+Q2 combined) This data does not include heating, boiler or hot water breakdowns. This will be reported on from April 2026