

HILLDALE housing association		Target 2024	2024 YTD Average	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Monthly Average 2025
%											
Reactive Repairs	Number of Reactive Repairs Issued	NA	550	801	636	533	545	492	531	585	590
	Number of Reactive Repairs Completed	NA	518	651	624	631	575	544	566	To be provided next month	599
	% of Calls Answered	93%	91%	96%	96%	93%	98%	99%	96%	98%	97%
	Repairs completed on time % - Emergency (hrs)	100%	99%	10%	100%	99%	100%	99%	100%	99%	99%
	Repairs completed on time % - 24 Hour	100%	98%	97%	100%	96%	100%	100%	98%	93%	98%
	Repairs completed on time % - 7 Day	97%	98%	99%	100%	100%	100%	100%	98%	98%	99%
	Repairs completed on time % - 28 Day	97%	80%	93%	93%	95%	94%	94%	92%	To be provided next month	94%
	% of Damp and Mould Related Jobs	< 5%	2%	1.9%	2.7%	3.2%	1.8%	2.2%	0.8%	1.0%	2%
Additional Asset	% Repairs Completed First Time	90%	90%	87%	91%	88%	88%	99%	99%	91%	92%
	Average Days to Repair - 1 Day	< 1 Day	0.51	0.7	0.5	0.6	0.5	0.5	0.6	0.5	1
	Average Days to Repair - 7 Day	< 7 Day	3.60	3.5	3.3	2.4	3.3	3.5	2.8	3.3	3
	Average Days to Repair - 28 Day	< 28 Day	8.16	9.1	8.2	7.7	9.0	10.7	8.5	9.6	9
	% Reactive Repairs	NA	62%	76%	75%	58%	66%	60%	47%	49%	64%
	% Cyclical/Compliance Repairs	NA	38%	24%	25%	42%	34%	40%	53%	51%	36%
Income & Housing Management	% Income collected against amount due in the month	99.00%	104%	111%	107%	99%	92%	99%	94%	103%	100%
	Debt as a proportion of total revenue	15%	15%	10%	11%	11%	12%	10%	10%	11%	10%
	Former Tenant Arrears	£150,000	£187,404	£74,273	£52,804	£53,563	£46,851	£63,993	£39,426	£22,147	48148
	Total number of terminations in the month	108	11	12	10	23	15	11	11	13	14
	Transfers	12(1paw)	1.7	1	5	6	3	4	4	2	4
	Total number of new tenants in the month	Terminations + 50	17	14	26	16	14	17	21	19	18
	Total number of voids	90 voids at year end	136	116	100	97	98	96	93	91	100
	% Voids covered by SLA			86%	86%	88%	87%	89%	92%	92%	88%
	Voids as a % of bed spaces	< 10%	13%	12%	10%	11%	10%	10%	10%	9%	11%
	Average days void for relet properties	100	111	134	125	152	145	86	182	122	137
	No. of Safeguarding Cases Opened			2	2	0	1	1	1	0	
	No. of Safeguarding Cases Closed			3	2	3	0	0	1	3	
	No. of ASB Cases	NA	12	7	5	10	0	8	2	7	5
Customer satisfaction	Complaints	NA	5	9	0	7	0	3	3	6	4
	Complaints closed within target	100%	96%	100%	83%	100%	100%	100%	100%	100%	97%
	Complaints upheld	<50%	72%	2	5	1	3	0	1	3	2
	Cases escalated beyond Stage 1	<10%	4%	0	0	1	0	1	1	0	1
	Complaints Compensation Awarded			£0.00	£0.00	£0.00	£792.00	£0.00	£0.00	£0.00	
	Satisfaction with ASB Process	100%	N/A	0%	0%	100%	100%	0%	0%	0%	33%
	Satisfaction with Eo4 works	100%	N/A	89%	100%	100%	100%	No further completed schemes	No further completed schemes	No further completed schemes	97%
	Satisfaction with repairs service	80%	69%	85%	82%	81%	82%	82%	82%	82%	82%
	Satisfaction with the home	88%	83%	89%	89%	87%	87%	87%	87%	87%	88%
	Satisfaction that landlord treats tenants fairly and with respect	90%	83%	94%	91%	90%	91%	91%	91%	91%	91%
	Satisfaction with overall landlord service	90%	87%	90%	88%	89%	89%	89%	89%	89%	89%
	Percentage of TSM's Complete	50%	NA	22%	34%	38%	39%	39%	39%	39%	35%
Absence	Number of days registered absent	NA	5	10	25	5	2.5	5	9	2	9
	% days lost to absence	<3%	2%	3.02%	8.87%	1.69%	0.84%	0.94%	3.69%	0.72%	3%