

%	HILLDALEhousing association	Target 2025/26	2025 YTD Average	February	March	April	May	June	July	Monthly Average 2026
Safety and Quality	% of Repair Calls Answered	95%	95%	98%	94%	98%	95%	96%	97%	96%
	RP02 - Repairs completed on time % - Emergency (4hrs)	100%	99%	100%	99%	100%	99%	100%	100%	99%
	RP02 - Repairs completed on time % - Urgent (24 Hours)	100%	98%	97%	100%	100%	98%	100%	100%	98%
	RP02 - Repairs completed on time % - 7 Day	97%	99%	99%	99%	99%	98%	98%	95%	98%
	RP02 - Repairs completed on time % - 28 Day	97%	93%	82%	80%	83%	77%	70%	To be provided next month	84%
	% Repairs Completed First Time	90%	92%	91%	90%	93%	90%	91%	76%	89%
	% of properties with Gas Safety Checks Completed	100%	100%	100%	100%	100%	100%	100%	100%	100%
	% of properties with Electrical Safety Checks Completed	100%	100%	99%	99%	99%	99%	99%	99%	100%
	% of properties with Fire Safety Assessments (FRA) in place	100%	100%	100%	99%	100%	100%	100%	100%	100%
	Stock Condition Surveys Completed (Year-to-date) Accumulation each month	179	9.333333333	15	20	31	35	54	59	23
	Adaptations spend (year-to-date) Accumulation each month	N/A		£340	£620	£1,046	£1,487	£2,046	£2,916	£805
Tenancy	Total Number of housing voids	<90	99	92	98	94	112	86	91	94
	Total number of new business voids	N/A		18	13	10	8	17	16	12
	Voids as a % of bed spaces	< 10%	13%	11%	11%	10%	12%	11%	11%	11%
	Number of tenants who transferred to another property	12 (1pcm)	1.5	0	4	1	0	0	3	1.7
	Total number of terminations in the month (minus evictions)	<11	14	8	20	12	15	7	16	12.3
	Total number of new tenants in the month (Not Transfers)	Terminations +2	18	12	15	18	12	7	26	12.9
	Number of Evictions	N/A	1	0	0	0	0	0	0	0.2
Neighbourhood and Community	No. of Safeguarding Cases Opened	N/A	0	1	2	0	0	2	2	0.8
	No. of Safeguarding Cases Closed	N/A	0.5	1	1	1	0	0	1	1
	NM01 - No. of ASB Cases Opened	N/A	6	9	12	13	14	26	14	13
	No. of ASB Cases Closed	N/A	7	6	7	14	5	8	6	9
	No. of Hate Incidents Logged	N/A	0	0	0	0	0	0	0	0
	No. of House meetings held (year-to-date) (Accumulation each month)	220	0	19	24	35	61	66	73	26
Transparency Influence and Accountability	% of Vulnerability and Disability Data collected (year-to-date)	100%	31%	97%	97%	98%	97%	96%	97%	81%
	No. Stage 1 Complaints Opened in the month	NA	2.5	2	2	1	1	4	6	2
	Stage 1 Complaints upheld (%)	<50%	13%	N/A	50%	100%	100%	100%	80%	95%
	No. Stage 2 Complaints Opened	<10% of stage 1 opened	0.5	0	1	0	2	0	0	50%
	Stage 2 Complaints upheld (%)	<50%		N/A	N/A	0%	N/A	100%	N/A	
	Complaints Compensation Awarded (£)	£0	£0	£0	£50	£0	£0	£151.91	£250.00	10048%
	CH01- stage 1- number of complaints raised relevant to size of landlord per 1000 homes (Per 1000 homes) accumulation from April...	NA	4.4	22.68	24.4	0.87	1.74	5.24	1.02	2.2
	CH01- stage 2- number of complaints raised relevant to size of landlord per 1000 homes (Per 1000 homes) accumulation from April...	NA	0.84	5.23	6.1	0	1.74	1.75	0.17	2.268333333
	CH02- stage 1- complaints responded to in time-accumulation (accumulation from April...	100%	100%	96%	93%	100%	100%	100%	83.33%	1
	CH02- stage 2- complaints responded to in time-accumulation (accumulation from April...	100%	0%	67%	71%	N/A	100%	100%	100%	£1
	Tenant Satisfaction with Complaints Process (transactional)	100%	50%	N/A	N/A	100%	N/A	N/A	100%	0.80
	Tenant Satisfaction with ASB Process (transactional)	100%	0%	N/A	N/A	N/A	100%	N/A	N/A	0.5
	Satisfaction with Eco4 works (transactional)	100%	0%	N/A	N/A	N/A	N/A	N/A	N/A	0%
	Satisfaction with Repairs Service (transactional)	100%	100%	100%	80%	100%	100%	50%	90%	90%
	Satisfaction with Planned Maintenance Works (transactional)	100%	100%	N/A	100%	N/A	N/A	N/A	N/A	100%