

HILLDALE housing association		Target 2025/26	January	February	March	April	Monthly Average 2026
Safety and Quality	% of Repair Calls Answered	95%	98%	98%	94%	98%	97%
	RPO2 - Repairs completed on time % - Emergency (4hrs)	100%	99%	100%	99%	100%	99%
	RPO2 - Repairs completed on time % - Urgent (24 Hours)	100%	100%	97%	100%	100%	97%
	RPO2 - Repairs completed on time % - 7 Day	97%	99%	99%	99%	99%	98%
	RPO2 - Repairs completed on time % - 28 Day	97%	83%	82%	80%	To be provided next month	87%
	% Repairs Completed First Time	90%	90%	91%	90%	93%	90%
	% of properties with Gas Safety Checks Completed	100%	100%	100%	100%	100%	100%
	% of properties with Electrical Safety Checks Completed	100%	98%	99%	99%	99%	100%
	% of properties with Fire Safety Assessments (FRAs) in place	100%	100%	100%	99%	100%	100%
	Stock Condition Surveys Completed (Year-to-date)	179	18	18	15	11	14
Adaptations spend (year-to-date)	N/A	£100	£340	£280	£426	£181	
Tenancy	Total Number of housing voids	<90	92	92	98	94	94
	Total number of new business voids	N/A	22	18	13	10	12
	Voids as a % of bed spaces	< 10%	11%	11%	11%	10%	11%
	Number of tenants who transferred to another property	12 (1pcom)	3	0	4	1	1.9
	Total number of terminations in the month (minus evictions)	<11	15	8	20	12	12.2
	Total number of new tenants in the month (Not Transfers)	Terminations +2	11	12	15	18	12.2
	Number of Evictions	N/A	0	0	0	0	0.2
Neighbourhood and Community	No. of Safeguarding Cases Opened	N/A	1	1	2	0	0.7
	No. of Safeguarding Cases Closed	N/A	0	1	1	1	1
	NM01 - No. of ASB Cases Opened	N/A	11	9	12	13	11
	No. of ASB Cases Closed	N/A	18	6	7	14	10
	No. of Hate Incidents Logged	N/A	0	0	0	0	0
	No. of House Meetings Held in the month	16 (monthly)	4	5	5	11	4
Transparency Influence and Accountability	% of Vulnerability and Disability Data collected (year-to-date)	100%	98%	97%	97%	98%	76%
	No. Stage 1 Complaints Opened in the month	NA	2	2	2	1	2
	Stage 1 Complaints upheld (%)	<50%	66%	N/A	50%	100%	100%
	No. Stage 2 Complaints Opened	<10% of stage 1 opened	0	0	1	0	0%
	Stage 2 Complaints upheld (%)	<50%			N/A	0%	
	Complaints Compensation Awarded (£)	£0	£0	£0	£50	£0	0%
	CH01 - stage 1 - number of complaints raised relevant to size of landlord per 1000 homes (Per 1000 homes) accumulation from April...	NA	11.22	22.68	24.4	0.87	0.9
	CH01 - stage 2 - number of complaints raised relevant to size of landlord per 1000 homes (Per 1000 homes) accumulation from April...	NA	2.59	5.23	6.1	0	2.61777778
	CH02 - stage 1 - complaints responded to in time-accumulation (accumulation from April...	100%	100%	96%	93%	100%	1
	CH02 - stage 2 - complaints responded to in time-accumulation (accumulation from April...	100%	80%	67%	71%	N/A	60
	Tenant Satisfaction with Complaints Process (transactional)	100%	N/A	N/A	N/A	100%	0.75
	Tenant Satisfaction with ASB Process (transactional)	100%	N/A	N/A	N/A	N/A	0.333333333
	Satisfaction with Eco4 works (transactional)	100%	N/A	N/A	N/A	N/A	0%
	Satisfaction with Repairs Service (transactional)	100%	84%	100%	80%	100%	94%
	Satisfaction with Planned Maintenance Works (transactional)	100%	N/A	N/A	100%	N/A	100%