

HILLDALE housing association		Target 2025/26	August	September	October	November	December	January	February	March	Monthly Average 2025
Safety and Quality	% of Repair Calls Answered	95%	98%	91%	97%	98%	97%	98%	98%	94%	96%
	RPO2 - Repairs completed on time % - Emergency (4hrs)	100%	99%	97%	100%	98%	96%	99%	100%	99%	99%
	RPO2 - Repairs completed on time % - Urgent (24 Hours)	100%	98%	95%	97%	95%	94%	100%	97%	100%	97%
	RPO2 - Repairs completed on time % - 7 Day	97%	98%	96%	98%	97%	98%	99%	99%	99%	98%
	RPO2 - Repairs completed on time % - 28 Day	97%	93%	94%	90%	90%	84%	83%	82%	To be provided next month	88%
	% Repairs Completed First Time	90%	93%	92%	88%	86%	90%	90%	91%	95%	90%
	% of properties with Gas Safety Checks Completed	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%
	% of properties with Electrical Safety Checks Completed	100%	100%	100%	99%	98%	98%	98%	99%	99%	100%
	% of properties with Fire Safety Assessments (FRAs) in place	100%	100%	99%	100%	99%	100%	100%	100%	99%	100%
	Stock Condition Surveys Completed (Year-to-date)	179	6	10	15	15	15	18	18	15	14
Adaptations spend (year-to-date)	N/A	Data Not Yet Available	£0	£100	£100	£100	£100	£340	£280	£146	
Tenancy	Total Number of housing voids	<90	91	88	91	107	91	92	92	98	94
	Total number of new business voids	N/A	2	1	1	11	25	22	18	13	12
	Voids as a % of bed spaces	< 10%	10%	9%	10%	11%	12%	11%	11%	11%	11%
	Number of tenants who transferred to another property	12 (1pcm)	1	2	1	2	3	3	0	4	2.0
	Total number of terminations in the month (minus evictions)	<11	13	6	12	15	9	15	8	20	12.3
	Total number of new tenants in the month ( Not Transfers)	Terminations +2	7	9	9	11	18	11	12	15	11.5
	Number of Evictions	N/A	2	0	0	0	0	0	0	0	0.3
Neighbourhood and Community	No. of Safeguarding Cases Opened	N/A	0	0	2	0	0	1	1	2	0.8
	No. of Safeguarding Cases Closed	N/A	0	1	0	1	0	0	1	1	1
	NM01 - No. of ASB Cases Opened	N/A	3	7	24	7	11	11	9	12	11
	No. of ASB Cases Closed	N/A	11	3	15	5	11	18	6	7	10
	No. of Hate Incidents Logged	N/A	0	0	0	0	0	0	0	0	0
	No. of House Meetings Held in the month	16 (monthly)	0	0	4	4	2	4	5	5	3
Transparency Influence and Accountability	% of Vulnerability and Disability Data collected (year-to-date)	100%	27%	36%	50%	82%	99%	98%	97%	97%	73%
	No. Stage 1 Complaints Opened in the month	NA	3	2	1	3	2	2	2	2	2
	Stage 1 Complaints upheld (%)	<50%	25%	0%	100%	50%	100%	66%	N/A	50%	#DIV/0!
	No. Stage 2 Complaints Opened	<10% of stage 1 opened	1	0	1	1	0	0	N/A	1	#DIV/0!
	Stage 2 Complaints upheld (%)	<50%								N/A	
	Complaints Compensation Awarded (£)	£0	£0	£0	£0	£0	£0	£0	£0	£50	#DIV/0!
	CH01 - stage 1 - number of complaints raised relevant to size of landlord per 1000 homes (Per 1000 homes) accumulation from April...	NA	3.5	5.3	5.3	8.88	9.68	11.22	22.68	24.4	#DIV/0!
	CH01 - stage 2 - number of complaints raised relevant to size of landlord per 1000 homes (Per 1000 homes) accumulation from April...	NA	0.8	0.88	1.77	3.55	2.64	2.59	5.23	6.1	2.945
	CH02 - stage 1 - complaints responded to in time-accumulation (accumulation from April...	100%	100%	100%	100%	100%	100%	100%	96%	93%	1
	CH02 - stage 2 - complaints responded to in time-accumulation (accumulation from April...	100%	0%	0%	50%	50%	80%	80%	67%	71%	£0
	Tenant Satisfaction with Complaints Process (transactional)	100%	100%	0%	N/A	100%	N/A	N/A	N/A	N/A	0.67
	Tenant Satisfaction with ASB Process (transactional)	100%	0%	0%	100%	N/A	N/A	N/A	N/A	N/A	0.33333333
	Satisfaction with Eco4 works (transactional)	100%	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%
Satisfaction with Repairs Service (transactional)	100%	100%	100%	92%	88%	100%	84%	100%	80%	93%	
Satisfaction with Planned Maintenance Works (transactional)	100%	100%	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	