

%	HILLDALEhousing association	Target 2025/26	February	March	April	May	Monthly Average 2026
Safety and Quality	% of Repair Calls Answered	95%	98%	94%	98%	95%	96%
	RP02 - Repairs completed on time % - Emergency (4hrs)	100%	100%	99%	100%	99%	99%
	RP02 - Repairs completed on time % - Urgent (24 Hours)	100%	97%	100%	100%	98%	97%
	RP02 - Repairs completed on time % - 7 Day	97%	99%	99%	99%	98%	98%
	RP02 - Repairs completed on time % - 28 Day	97%	82%	80%	83%	To be provided next month	87%
	% Repairs Completed First Time	90%	91%	90%	93%	90%	90%
	% of properties with Gas Safety Checks Completed	100%	100%	100%	100%	100%	100%
	% of properties with Electrical Safety Checks Completed	100%	99%	99%	99%	99%	100%
	% of properties with Fire Safety Assessments (FRA) in place	100%	100%	99%	100%	100%	100%
	Stock Condition Surveys Completed (Year-to-date) Accumulation each month	179	15	20	31	35	17
	Adaptations spend (year-to-date) Accumulation each month	N/A	£340	£630	£1,046	£1,487	£433
Tenancy	Total Number of housing voids	<90	92	98	94	112	96
	Total number of new business voids	N/A	18	13	10	8	12
	Voids as a % of bed spaces	< 10%	11%	11%	10%	12%	11%
	Number of tenants who transferred to another property	12 (1pcm)	0	4	1	0	1.7
	Total number of terminations in the month (minus evictions)	<11	8	20	12	15	12.5
	Total number of new tenants in the month (Not Transfers)	Terminations +2	12	15	18	12	12.2
	Number of Evictions	N/A	0	0	0	0	0.2
Neighbourhood and Community	No. of Safeguarding Cases Opened	N/A	1	2	0	0	0.6
	No. of Safeguarding Cases Closed	N/A	1	1	1	0	1
	NW01 - No. of ASB Cases Opened	N/A	9	12	13	14	11
	No. of ASB Cases Closed	N/A	6	7	14	5	10
	No. of Hate Incidents Logged	N/A	0	0	0	0	0
	No. of House meetings held (year-to-date) (Accumulation each month)	220	19	24	35	61	18
Transparency Influence and Accountability	% of Vulnerability and Disability Data collected (year-to-date)	100%	97%	97%	98%	97%	78%
	No. Stage 1 Complaints Opened in the month	NA	2	2	1	1	2
	Stage 1 Complaints upheld (%)	<50%	N/A	50%	100%	100%	100%
	No. Stage 2 Complaints Opened	<10% of stage 1 opened	0	1	0	2	100%
	Stage 2 Complaints upheld (%)	<50%	N/A	N/A	0%	N/A	
	Complaints Compensation Awarded (£)	£0	£0	£50	£0	£0	0%
	CH01- stage 1- number of complaints raised relevant to size of landlord per 1000 homes (Per 1000 homes) accumulation from April...	NA	22.68	24.4	0.87	1.74	1.3
	CH01- stage 2- number of complaints raised relevant to size of landlord per 1000 homes (Per 1000 homes) accumulation from April...	NA	5.23	6.1	0	1.74	2.53
	CH02- stage 1- complaints responded to in time-accumulation (accumulation from April...	100%	96%	93%	100%	100%	1
	CH02- stage 2- complaints responded to in time-accumulation (accumulation from April...	100%	67%	71%	N/A	100%	£1
	Tenant Satisfaction with Complaints Process (transactional)	100%	N/A	N/A	100%	N/A	0.75
	Tenant Satisfaction with ASB Process (transactional)	100%	N/A	N/A	N/A	100%	0.5
	Satisfaction with Eco4 works (transactional)	100%	N/A	N/A	N/A	N/A	0%
	Satisfaction with Repairs Service (transactional)	100%	100%	80%	100%	100%	94%
	Satisfaction with Planned Maintenance Works (transactional)	100%	N/A	100%	N/A	N/A	100%