%	HILLDALE housing association	Target 2025/26	September	October	November	December	January	February	Monthly Average 2026
Safety and Quality	% of Repair Calls Answered	95%	91%	97%	98%	97%	98%	98%	97%
	RP02 - Repairs completed on time % - Emergency (4hrs)	100%	97%	100%	98%	96%	99%	100%	98%
	RP02 - Repairs completed on time % - Urgent (24 Hours)	100%	95%	97%	95%	94%	100%	97%	97%
	RP02 - Repairs completed on time % - 7 Day	97%	96%	98%	97%	98%	99%	99%	98%
	RP02 - Repairs completed on time % - 28 Day	97%	94%	90%	90%	84%	83%	To be provided next month	89%
	% Repairs Completed First Time	90%	92%	88%	86%	90%	90%	91%	90%
	% of properties with Gas Safety Checks Completed	100%	100%	100%	100%	100%	100%	100%	100%
	% of properties with Electrical Safety Checks Completed	100%	100%	99%	98%	98%	98%	99%	100%
	% of properties with Fire Safety Assessments (FRAs) in place	100%	99%	100%	99%	100%	100%	100%	100%
	Stock Condition Surveys Completed in the Month	179	10	15	15	15	18	18	14
	Adaptations spend (year-to-date)	N/A	£0	£100	£100	£100	£100	£340	£123
Tenancy	Total Number of housing voids	<90	88	91	107	91	92	92	93
	Total number of new business voids	N/A	1	1	11	25	22	18	12
	Voids as a % of bed spaces	< 10%	9%	10%	11%	12%	11%	11%	10%
	Number of tenants who transferred to another property	12 (1pcm)	2	1	2	3	3	0	1.7
	Total number of terminations in the month (minus evictions)	<11	6	12	15	9	15	8	11.1
	Total number of new tenants in the month (Not Transfers)	Terminations + 50%	9	9	11	18	11	12	11.0
	Number of Evictions	N/A	0	0	0	0	0	0	0.3
Neighbourhood and Community	No. of Safeguarding Cases Opened	N/A	0	2	0	0	1	1	0.6
	No. of Safeguarding Cases Closed	N/A	1	0	1	0	0	1	0
	NM01 - No. of ASB Cases Opened	N/A	7	24	7	11	11	9	10
	No. of ASB Cases Closed	N/A	3	15	5	11	18	6	10
	No. of Hate Incidents Logged	N/A	0	0	0	0	0	0	0
	No. of House Meetings Held in the month	16 (monthly)	0	4	4	2	4	5	3
Transparency Influence and Accountability	% of Profiling Data collected (year-to-date)	100%	36%	50%	82%	99%	98%	97%	70%
	No. Stage 1 Complaints Opened in the month	NA	2	1	3	2	2	2	2
	Stage 1 Complaints closed within 10 working days from when acknowledged	100%	0%	100%	50%	100%	100%	N/A	71%
	No. Stage 1 Complaints extended over 10 days	0	2	0	1	0	0	N/A	67%
	Stage 1 Complaints upheld (%)	<50%	0%	100%	50%	100%	66%	N/A	57%
	No. Stage 2 Complaints Opened	<10% of stage 1 opened	0	1	1	0	0	N/A	0.5
	Stage 2 Complaints closed within 20 working days from when acknowledged		0	0	1	2	0	N/A	0.5
	No. Stage 2 Complaints extended over 20 working days	0	1	0	0	0	0	N/A	0
	Complaints Compensation Awarded (£)	£0	£0	£0	£0	£0	£0	£0	£0
	CH01- stage 1- number of complaints raised relevant to size of landlord per 1000 homes	NA	5.3	5.3	8.88	9.68	11.22	22.68	9.51
	CH01- stage 2- number of complaints raised relevant to size of landlord per 1000 homes	NA	0.88	1.77	3.55	2.64	2.59	5.23	2.494285714
	CH02- stage 1- complaints responded to in time- accumulation	100%	100%	100%	100%	100%	100%	96%	99%
	CH02- stage 2- complaints responded to in time- accumulation	100%	0%	50%	50%	80%	80%	67%	47%
	Tenant Satisfaction with Complaints Process (transactional)	100%	0%	N/A	100%	N/A	N/A	N/A	67%
	Tenant Satisfaction with ASB Process (transactional)	100%	0%	100%	N/A	N/A	N/A	N/A	33%
	Satisfaction with Eco4 works (transactional)	100%	N/A	N/A	N/A	N/A	N/A	N/A	0%
	Satisfaction with Repairs Service (transactional)	100%	100%	92%	88%	100%	84%	100%	95%
	Satisfaction with Planned Maintenance Works (transactional)	100%	N/A	N/A	N/A	N/A	N/A	N/A	100%