

Nottingham City Council Housing Services Overall Balanced Scorecard Report - July 2026											
Ref.	Performance Indicator	Good Perf. Is	Resp. Person	Jul-25	May-26	Jun-26	Jul-26	26/27 Target	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
	FINANCE										
HIM6	Rent collection (YTD figure)	Higher	RH	97.47%	97.59%	97.14%	97.19%	100%	N/A		
HIM11a	Current Tenant Arrears	Lower	RH	£3,448,425	£2,858,008	£2,824,667	£2,916,751	£3,332,530	N/A		
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	30.81%	19.71%	26.20%	31.00%	87.0%	N/A		
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.65%	2.12%	2.10%	2.16%	2.7%	N/A		
	PEOPLE										
S1	Ave sick days per employee (rolling 12 months)	Lower	WJ	13.62	13.77	13.99	14.00	10.2	N/A		
	OPERATIONS & CUSTOMER EXPERIENCE										
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	PS	92.04%	95.0%	95.0%	95.0%	97.0%	N/A		
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	Lower	DS	16.39	13.45	14.36	14.09	21	N/A		
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	Lower	DS	1.11	0.6	0.45	0.54	1	N/A		
R5COM-P2	Ave days to complete Urgent Responsive repairs (Priority 2)	Lower	DS	N/A	4.79	4.52	4.62	7	N/A		
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3)	Lower	DS	20.99	20.6	21.38	21.35	28	N/A		
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4)	Lower	DS	25.43	37.06	40.38	40.45	90	N/A		
RP02	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	Higher	DS	85.60%	88.0%	85.0%	87.0%	90.0%	N/A		
RP02.2 (Priority 1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	82.50%	91.0%	91.0%	91.0%	100%	88.0%	94.9%	98.9%
RP02.2 (Priority 2,3,4)	Proportion of Non-Emergency Responsive repairs (Priority 2,3,4) completed within the landlord's target timescale.	Higher	DS	N/A	87%	82%	85%	90%	75.7%	84.0%	90.8%
RP02.2 (Priority 2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	Higher	DS	N/A	90.0%	89.0%	90%	100%	N/A		
RP02.2 (Priority 3)	Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord's target timescale.	Higher	DS	75.91%	84.0%	76.0%	79.0%	90.0%	N/A		
RP02.2 (Priority 4)	Proportion of Planned Responsive repairs (Priority 4) completed within the landlord's target timescale.	Higher	DS	99.91%	95.0%	95.0%	95.0%	85.0%	N/A		
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	42.22	39.19	46.88	47.04	42	N/A		
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	N/A	KS	29.2	28.32	28.70	28.27	45	61.6	37.4	23.0
	COMPLIANCE										
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	98.92%	97.23%	97.79%	97.62%	100%	99.8%	99.9%	100.0%
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	Higher	SE	99.52%	98.78%	98.42%	98.09%	100%	N/A		
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SE	100.0%	100%	100%	100%	100%	99.9%	100.0%	100.0%
FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	SE	0	0	0	0	0	N/A		

Ref.	Performance indicator	Good Perf. Is	Resp. Person	Jul-25	May-26	Jun-26	Jul-26	26/27 Target	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
FIRE006b-NCC	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SE	0	0	0	0	0	N/A		
FIRE006c-NCC	Overdue Low Risk Fire Risk Assessments Actions	Lower	SE	10	0	0	5	0	N/A		
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	0.48%	0.3%	0.2%	0.2%	0%	6.7%	3.2%	1.1%
DM01	Awaab's Law: Emergency repairs investigated within 24 hours	Higher	DS	N/A	94%	100%	100%	100%	N/A		
DM02	Awaab's Law: Significant hazards investigated within 10 days	Higher	SE	N/A	98%	98%	99.0%	100%	N/A		
AW3	Awaab's Law: Written findings issued within 3 days	Higher	SE	N/A	100%	100%	100%	100%	N/A		
DM04	Awaab's Law: Works started within 12-week long-stop	Higher	SE	N/A	81%	90%	65%	100%	N/A		
	CUSTOMER PERCEPTION										
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	97.78%	98.80%	96.94%	100%	99.0%	64.0%	81.8%	93.9%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	Lower	PS	39.27	47.2	46.2	47.3	40	64.2	44.8	28.6
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	7.60	8.90	9.60	10.01	7	11.7	7.6	4.8
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	PS	100.0%	100%	100%	100%	99.0%	58.5%	82.7%	97.9%
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	99.99%	99.98%	99.98%	99.98%	98.0%	N/A		
	HOME STANDARD										
BS03-NCC	Asbestos safety checks	Higher	SE	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	Higher	SE	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	Higher	SE	100.0%	100%	100%	100%	100%	100.0%	100.0%	100.0%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	485	352	338	247	To reduce	N/A		
D0	No Access Properties (Disrepairs)	Lower	SE		208	208	91				
D3.1	≤ 1 month from letter of claim	Lower	SE	42	20	25	69				
D3.2	1 - 3 months	Lower	SE	84	12	20	32				
D3.3	3 - 6 months	Lower	SE	141	36	24	16				
D3.4	6 - 12 months	Lower	SE	115	15	16	17				
D3.5	12 months +	Lower	SE	103	61	45	22				
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE	734	104	83	71	To reduce	N/A		
DM1.1	≤ 1 month	Lower	SE	43	0	0	0				
DM1.2	1 - 3 months	Lower	SE	66	0	0	0				
DM1.3	3 - 6 months	Lower	SE	160	0	0	0				
DM1.4	6 - 12 months	Lower	SE	381	25	11	0				
DM1.5	12 months +	Lower	SE	84	79	72	71				