

Nottingham City Council Housing Services Overall Balanced Scorecard Report - June 2026												
Ref.	Performance Indicator	Good Perf. Is	Resp. Person	Jun-25	Mar-26	Apr-26	May-26	Jun-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	97.92%	100.14%	98.74%	97.59%	97.14%	100%	N/A		
HIM11a	Current Tenant Arrears	Lower	RH	£3,408,138	£2,639,494	£2,666,776	£2,858,008	£2,824,667	£3,332,530	N/A		
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	23.50%	78.95%	9.89%	19.71%	26.20%	87.0%	N/A		
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.62%	2.03%	1.99%	2.12%	2.10%	2.7%	N/A		
PEOPLE												
S1	Ave sick days per employee (rolling 12 months)	Lower	WJ	13.38	13.96	13.76	13.77	13.99	10.2	N/A		
OPERATIONS & CUSTOMER EXPERIENCE												
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	PS	94.81%	94.7%	95.0%	95.0%	95.0%	97.0%	N/A		
TP02	Satisfaction with Repairs	Higher	DS	66.0%	73.0%	N/A	N/A	74.0%	71.0%	66.0%	71.7%	77.9%
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	Lower	DS	27.03	13.88	13.85	13.45	14.36	21	N/A		
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	Lower	DS	N/A	0.83	0.45	0.6	0.45	1	N/A		
R5COM-P2	Ave days to complete Urgent Responsive repairs (Priority 2)	Lower	DS	N/A	4.58	4.42	4.79	4.52	7	N/A		
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3)	Lower	DS	N/A	23.43	22.44	20.6	21.38	28	N/A		
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4)	Lower	DS	N/A	38.31	42.06	37.06	40.38	90	N/A		
RP02	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	Higher	DS	89.59%	87.0%	88.0%	88.0%	85.0%	90.0%	N/A		
RP02.2 (Priority 1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	85.47%	90.0%	92.0%	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	93%	85%	85%	87%	82%	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%	91.0%	90.0%	89.0%	100%	N/A		
RP02.2 (Priority 3)	Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord's target timescale.	Higher	DS	N/A	81.0%	82.0%	84.0%	76.0%	90.0%	N/A		
RP02.2 (Priority 4)	Proportion of Planned Responsive repairs (Priority 4) completed within the landlord's target timescale.	Higher	DS	N/A	93.0%	91.0%	95.0%	95.0%	85.0%	N/A		
TP09	Satisfaction with Complaint handling	Higher	PS	32.0%	29.0%	N/A	N/A	37.0%	37.0%	26.1%	31.3%	36.8%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	40.95	40.32	45.23	39.19	46.88	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	28.8	26.90	30.07	28.32	28.70	45	61.6	37.4	23.0
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	Higher	ML	51.0%	59.0%	N/A	N/A	57.0%	57.0%	50.2%	57.2%	64.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Higher	KS	58.0%	69.0%	N/A	N/A	61.0%	65.0%	57.2%	63.1%	69.6%
TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	Higher	KS	61.0%	67.0%	N/A	N/A	66.0%	65.0%	55.0%	62.0%	67.9%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Higher	KS	60.0%	64.0%	N/A	N/A	63.0%	66.0%	50.8%	57.2%	61.4%
TP01	Overall satisfaction	Higher	PS	61.0%	68.0%	N/A	N/A	68.0%	68.0%	61.1%	68.5%	74.8%

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COMPLIANCE												
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	99.04%	97.51%	97.15%	97.23%	97.79%	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	99.54%	99.52%	98.95%	98.78%	98.42%	100%	N/A		
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SE	100%	100%	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	0	N/A		
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SE	0	0	0	0	0	0	N/A		
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	SE	15	2	0	0	0	0	N/A		
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	0.4%	0.2%	0.3%	0.3%	0.2%	0%	6.7%	3.2%	1.1%
DM01	Awaab's Law: Emergency repairs investigated within 24 hours	Higher	DS	N/A	99%	100%	94%	100%	100%	N/A		
DM02	Awaab's Law: Significant hazards investigated within 10 days	Higher	SE	N/A	91%	95%	98%	98%	100%	N/A		
AW3	Awaab's Law: Written findings issued within 3 days	Higher	SE	N/A	100%	100%	100%	100%	100%	N/A		
DM04	Awaab's Law: Works started within 12-week long-stop	Higher	SE	N/A	100%	100%	81%	90%	100%	N/A		
CUSTOMER PERCEPTION												
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	Higher	PS	74.0%	77.0%	N/A	N/A	76.0%	75.0%	61.6%	69.1%	74.3%
TP08	Agreement that the landlord treats tenants fairly and with respect	Higher	PS	73.0%	78.0%	N/A	N/A	76.0%	78.0%	68.8%	74.8%	80.3%
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	95.89%	98.10%	97.20%	98.80%	96.94%	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	39.77	44.7	47.2	47.2	46.2	40	64.2	44.8	28.6
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	7.20	8.49	9.60	8.90	9.60	7	11.7	7.6	4.8
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	PS	100%	100%	100%	100%	100%	99.0%	58.5%	82.7%	97.9%
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	99.99%	99.99%	99.98%	99.98%	99.98%	98.0%	N/A		
HOME STANDARD												
BS03-NCC	Asbestos safety checks	Higher	SE	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	Higher	SE	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	Higher	SE	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	484	356	371	352	336	To reduce	N/A		
D0	No Access Properties (Disrepairs)	Lower	SE		158	206	208	208				
D3.1	≤ 1 month from letter of claim	Lower	SE	37	11	4	20	26				
D3.2	1 - 3 months	Lower	SE	105	59	38	12	19				
D3.3	3 - 6 months	Lower	SE	97	21	28	36	25				
D3.4	6 - 12 months	Lower	SE	109	34	31	15	16				
D3.5	12 months +	Lower	SE	136	73	64	61	42				

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TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE	762	181	161	104	83	To reduce	N/A		
DM1.1	≤ 1 month	Lower	SE	58	0	0	0	0				
DM1.2	1 - 3 months	Lower	SE	52	2	0	0	0				
DM1.3	3 - 6 months	Lower	SE	264	26	6	0	0				
DM1.4	6 - 12 months	Lower	SE	315	24	32	25	11				
DM1.5	12 months +	Lower	SE	73	129	123	79	72				
TP03	Satisfaction with time taken to complete recent repair	Higher	DS	57.0%	69.0%	N/A	N/A	70.0%	66.0%	62.8%	67.5%	75.6%
TP04	Satisfaction that the home is well maintained	Higher	SE	66.0%	71.0%	N/A	N/A	72.0%	70.0%	61.5%	68.1%	74.3%
TP05	Satisfaction that the home is safe	Higher	SE	74.0%	77.0%	N/A	N/A	79.0%	80.0%	68.8%	74.3%	79.9%

