

Performance Scorecard November 2025

Customer
First



Safety & Risk:



Risk Assessments

100%



Fire Alarm Servicing

99.92%



Gas Safety*

(*% reduction due to a 'no access' issue)

99.99%

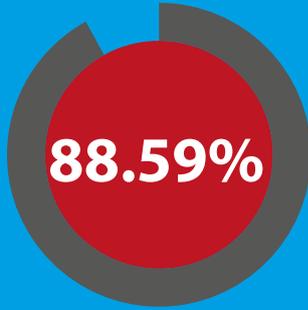


Emergency Lighting

100%

Assets:

Response Repairs



Emergency
Target is 91%



Urgent
Target is 91%



Routine
Target is 90%

Communities:



11.31% (61 visits)

Tenancy Checks (GN properties)

Target for the year 20%



44 days (IL)

Re-Lets

Target is < 35 days



29.4 days (GN)

Re-Lets

Target is < 35 days

Corporate Services:



Percentage of complaints
responded to within
policy requirements
(Policy requirement 80%)

100%



Number of complaints
to date
(Up to end of November)

11



Number of complaints
upheld to date
(Within financial year)

2