

**Nottingham City Council Housing Services
Overall Balanced Scorecard Report - February 2026**

| Ref. | Performance Indicator | Good Perf. Is | Resp. Person | Resp. Person (B) | Feb-25 | Dec-25 | Jan-26 | Feb-26 | 25/26 Target | 24/25 RSH Lower Quartile | 24/25 Landlord Median | 24/25 RSH Upper Quartile |
|---|---|---------------|--------------|------------------|------------|------------|------------|------------|--------------|--------------------------|-----------------------|--------------------------|
| FINANCE | | | | | | | | | | | | |
| HIM6 | Rent collection (YTD figure) | Higher | RH | KJ | 100.55% | 100.81% | 100.52% | 100.48% | 100% | N/A | | |
| HIM11a | Current Tenant Arrears | Lower | RH | KJ | £3,175,615 | £2,667,690 | £2,727,936 | £2,598,828 | £3,432,530 | N/A | | |
| LH001 | Leasehold/Service Charge collection (rolling YTD figure) | Higher | RH | KS | 70.95% | 59.05% | 63.91% | 68.89% | 85.0% | N/A | | |
| HIM11 | Current tenant arrears as % annual rent roll | Lower | RH | NE | 2.45% | 2.05% | 2.10% | 2.00% | 2.9% | N/A | | |
| PEOPLE | | | | | | | | | | | | |
| S1 | Ave sick days per employee (rolling 12 months) | Lower | MLu | ML | 13.35 | 13.75 | 13.74 | 13.89 | 10.2 | N/A | | |
| OPERATIONS & CUSTOMER EXPERIENCE | | | | | | | | | | | | |
| R1 (local) | % Repairs appointments made & kept (Priority 2,3,4) | Higher | DS | RP | 97.39% | 94.9% | 93.2% | 93.7% | 97.0% | N/A | | |
| R5COM (local) | Ave days to complete Responsive repairs (Priority 1,2,3,4) | Lower | DS | PB/TH | 33.77 | 11.05 | 11.89 | 11.88 | 28 | N/A | | |
| R5COM-P1 | Ave days to complete Emergency Responsive repairs (Priority 1) | Lower | DS | N/A | N/A | 0.68 | 0.56 | 0.46 | 1 | N/A | | |
| R5COM-P2 | Ave days to complete Urgent Responsive repairs (Priority 2) | Lower | DS | | N/A | 4.21 | 6.49 | 4.93 | 7 | N/A | | |
| R5COM-P3 | Ave days to complete Non-Urgent Responsive repairs (Priority 3) | Lower | DS | | N/A | 18.78 | 21.47 | 20.59 | 28 | N/A | | |
| R5COM-P4 | Ave days to complete Planned Responsive repairs (Priority 4) | Lower | DS | | N/A | 43.33 | 41.69 | 38.21 | 90 | N/A | | |
| RP02(1) | Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale. | Higher | DS | PB/TH | 88.48% | 86.0% | 89.0% | 86.0% | 87.0% | N/A | | |
| RP02.2 (P1) | Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale. | Higher | DS | PB | 82.53% | 84.0% | 90.0% | 89.0% | 100.0% | 88.0% | 94.9% | 98.9% |
| RP02.2 (P2) | Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale. | Higher | DS | | N/A | 88.0% | 87.0% | 85% | 100.0% | 75.7% | 84.0% | 90.8% |
| RP02.2 (P3) | Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord's target timescale. | Higher | DS | | N/A | 87.0% | 86.0% | 82.0% | 85.0% | | | |
| RP02.2 (P4) | Proportion of Planned Responsive repairs (Priority 4) completed within the landlord's target timescale. | Higher | DS | | N/A | 92.0% | 92.0% | 91.0% | 85.0% | | | |
| ALL ART | Ave Re-let time for all properties (GN & SLD) - Year to date | Lower | DS | CS | 41.32 | 43.28 | 43.59 | 43.64 | 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 | HF | 35.8 | 27.73 | 26.80 | 26.26 | 45 | 23.0 | 37.4 | 61.6 |
| COMPLIANCE | | | | | | | | | | | | |
| BS01-NCC | % Domestic properties with valid Landlords Gas Safety Certificate (LGSR) | Higher | SS | SC | 98.86% | 98.90% | 98.79% | 97.51% | 100.0% | 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 | SS | TH | 99.21% | 99.32% | 99.27% | 99.01% | 100.0% | N/A | | |
| BS02-NCC | % Fire Risk Assessments completed in target | Higher | SS | MW | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.9% | 100.0% | 100.0% |
| FIRE006-NCC | Overdue High Risk Fire Risk Assessment Actions | Lower | SS | MW | 0 | 0 | 0 | 0 | 0 | N/A | | |
| C5 (FIRE006b-NCC) | Overdue Medium Risk Fire Risk Assessments Actions | Lower | SS | MW | 0 | 0 | 0 | 0 | 0 | N/A | | |
| C6 (FIRE006c-NCC) | Overdue Low Risk Fire Risk Assessments Actions | Lower | SS | MW | 75 | 1 | 3 | 1 | 0 | N/A | | |
| RP01-NCC | % of stock that is categorised as a non-decent home | Lower | SE | WS | 1.4% | 0.5% | 0.4% | 0.3% | 0.0% | 1.1% | 3.2% | 6.7% |
| CUSTOMER PERCEPTION | | | | | | | | | | | | |
| CH02-NCC | Stage 1 complaints responded to within the timescale | Higher | PS | JB | 96.70% | 96.47% | 96.94% | 94.06% | 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 | JB | 46.9 | 39.6 | 40.9 | 40.7 | 55 | 28.6 | 44.8 | 64.2 |
| CH01b-NCC | Number of Stage 2 complaints received (per 1,000 properties) | Lower | PS | JB | 4.4 | 7.52 | 7.57 | 7.52 | 7 | 4.8 | 7.6 | 11.7 |
| NCCHS-ED001 | Data profiling on our customers is complete | Higher | PS | JB | 99.97% | 99.99% | 99.99% | 99.99% | 98.0% | N/A | | |

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|----------------------|---|---------------|--------------|------------------|--------|--------|--------|--------|--------------|--------------------------|-----------------------|--------------------------|
| HOME STANDARD | | | | | | | | | | | | |
| BS03-NCC | Asbestos safety checks | Higher | SS | MW | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| BS04-NCC | Water safety checks | Higher | SS | PR | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| BS05-NCC | Lift safety checks | Higher | SS | PR | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| TSMWIP-LEG | No. current live Disrepair cases awaiting settlement or closure | Lower | SE | WS | 582 | 517 | 500 | 429 | To reduce | N/A | | |
| D0 | No Access Properties <i>Only those that have gone through the 3 stage process e.g. carded, letter, calls or onhold and is documented</i> | Lower | SE | | | NEW | 208 | 146 | | | | |
| D3.1 | ≤ 1 month from letter of claim | Lower | SE | WS | | 22 | 25 | 24 | | | | |
| D3.2 | 1 - 3 months | Lower | SE | WS | | 72 | 28 | 32 | | | | |
| D3.3 | 3 - 6 months | Lower | SE | WS | | 130 | 39 | 36 | | | | |
| D3.4 | 6 - 12 months | Lower | SE | WS | | 208 | 74 | 57 | | | | |
| D3.5 | 12 months + | Lower | SE | WS | | 85 | 126 | 134 | | | | |
| TSMWIP-DMC | Total number of Live tenant reported Damp and Mould cases with remedial works outstanding | Lower | SE | WS | | 370 | 291 | 212 | To reduce | N/A | | |
| DM1.1 | ≤ 1 month | Lower | SE | WS | | 0 | 0 | 0 | | | | |
| DM1.2 | 1 - 3 months | Lower | SE | WS | | 36 | 3 | 0 | | | | |
| DM1.3 | 3 - 6 months | Lower | SE | WS | | 32 | 1 | 36 | | | | |
| DM1.4 | 6 - 12 months | Lower | SE | WS | | 172 | 85 | 33 | | | | |
| DM1.5 | 12 months + | Lower | SE | WS | | 130 | 202 | 143 | | | | |