

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

| Ref.  | Performance Indicator   | Good Perf. Is | Resp. Person | May-25     | Mar-26     | Apr-26     | May-26     | 26/27 Target | 24/25 RSH Lower Quartile | 24/25 Landlord Median | 24/25 RSH Upper Quartile |
|---|---|---------------|--------------|------------|------------|------------|------------|--------------|--------------------------|-----------------------|--------------------------|
| <b>FINANCE</b>                              |   |               |              |            |            |            |            |              |                          |                       |                          |
| HIM6  | Rent collection (YTD figure)  | Higher        | RH           | 97.70%     | 100.14%    | 98.74%     | 97.59%     | 100%         | N/A                      |                       |                          |
| HIM11a                                      | Current Tenant Arrears  | Lower         | RH           | £3,312,020 | £2,639,494 | £2,666,776 | £2,858,008 | £3,332,530   | N/A                      |                       |                          |
| LH001                                       | Leasehold/Service Charge collection (rolling YTD figure)  | Higher        | RH           | 18.28%     | 78.95%     | 9.89%      | 19.71%     | 87.0%        | N/A                      |                       |                          |
| HIM11                                       | Current tenant arrears as % annual rent roll  | Lower         | RH           | 2.55%      | 2.03%      | 1.99%      | 2.12%      | 2.7%         | N/A                      |                       |                          |
| <b>PEOPLE</b>                               |   |               |              |            |            |            |            |              |                          |                       |                          |
| S1  | Ave sick days per employee (rolling 12 months)  | Lower         | WJ           | 13.39      | 13.96      | 13.76      | 13.77      | 10.2         | N/A                      |                       |                          |
| <b>OPERATIONS &amp; CUSTOMER EXPERIENCE</b> |   |               |              |            |            |            |            |              |                          |                       |                          |
| R1 (local)                                  | % Repairs appointments made & kept (Priority 2,3,4)   | Higher        | PS           | 96.47%     | 94.7%      | 95.0%      | 95.0%      | 97.0%        | N/A                      |                       |                          |
| R5COM (local)                               | Ave days to complete Responsive repairs (Priority 1,2,3,4)  | Lower         | DS           | 33.48      | 13.88      | 13.85      | 13.45      | 21           | N/A                      |                       |                          |
| R5COM-P1                                    | Ave days to complete Emergency Responsive repairs (Priority 1)  | Lower         | DS           |            | 0.83       | 0.45       | 0.6        | 1            | N/A                      |                       |                          |
| R5COM-P2                                    | Ave days to complete Urgent Responsive repairs (Priority 2)   | Lower         | DS           |            | 4.58       | 4.42       | 4.79       | 7            | N/A                      |                       |                          |
| R5COM-P3                                    | Ave days to complete Non-Urgent Responsive repairs (Priority 3)   | Lower         | DS           |            | 23.43      | 22.44      | 20.6       | 28           | N/A                      |                       |                          |
| R5COM-P4                                    | Ave days to complete Planned Responsive repairs (Priority 4)  | Lower         | DS           |            | 38.31      | 42.06      | 37.06      | 90           | N/A                      |                       |                          |
| RP02  | Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.               | Higher        | DS           | 89.83%     | 87.0%      | 88.0%      | 88.0%      | 90.0%        | N/A                      |                       |                          |
| RP02.2 (P1)                                 | Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.               | Higher        | DS           | N/A        | 90.0%      | 92.0%      | 91.0%      | 100%         | 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        | 90.0%      | 91.0%      | 90.0%      | 100%         | 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        | 81.0%      | 82.0%      | 84.0%      | 90.0%        |                          |                       |                          |
| RP02.2 (P4)                                 | Proportion of Planned Responsive repairs (Priority 4) completed within the landlord's target timescale.                 | Higher        | DS           | N/A        | 93.0%      | 91.0%      | 95.0%      | 85.0%        |                          |                       |                          |
| ALL ART                                     | Ave Re-let time for all properties (GN & SLD) - Year to date  | Lower         | DS           | 39.37      | 40.32      | 45.23      | 39.19      | 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           | 28.4       | 26.90      | 30.07      | 28.32      | 45           | 23.0                     | 37.4                  | 61.6                     |
| <b>COMPLIANCE</b>                           |   |               |              |            |            |            |            |              |                          |                       |                          |
| BS01-NCC                                    | % Domestic properties with valid Landlords Gas Safety Certificate (LGSR)  | Higher        | DS           | 99.21%     | 97.51%     | 97.15%     | 97.23%     | 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%     | 99.52%     | 98.95%     | 98.78%     | 100%         | N/A                      |                       |                          |

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|----------------------------|---|---------------|--------------|--------|--------|--------|--------|--------------|--------------------------|-----------------------|--------------------------|
| BS02-NCC                   | % Fire Risk Assessments completed in target   | Higher        | SE           | 100.0% | 100.0% | 100.0% | 100.0% | 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                      |                       |                          |
| C5 (FIRE006b-NCC)          | Overdue Medium Risk Fire Risk Assessments Actions   | Lower         | SE           | 0      | 0      | 0      | 0      | 0            | N/A                      |                       |                          |
| C6 (FIRE006c-NCC)          | Overdue Low Risk Fire Risk Assessments Actions  | Lower         | SE           | 16     | 2      | 0      | 0      | 0            | N/A                      |                       |                          |
| RP01-NCC                   | % of stock that is categorised as a non-decent home                                       | Lower         | SE           | 0.5%   | 0.2%   | 0.3%   | 0.3%   | 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%         | N/A                      |                       |                          |
| DM02                       | Awaab's Law: Significant hazards investigated within 10 days                              | Higher        | SE           | N/A    | 91%    | 95%    | 98%    | 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    | 100%   | 100%   | 81%    | 100%         | N/A                      |                       |                          |
| <b>CUSTOMER PERCEPTION</b> |   |               |              |        |        |        |        |              |                          |                       |                          |
| CH02-NCC                   | Stage 1 complaints responded to within the timescale                                      | Higher        | PS           | 98.80% | 98.10% | 97.20% | 98.80% | 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           | 41.62  | 44.7   | 47.2   | 47.2   | 40           | 28.6                     | 44.8                  | 64.2                     |
| CH01b-NCC                  | Number of Stage 2 complaints received (per 1,000 properties)                              | Lower         | PS           | 7.20   | 8.49   | 9.60   | 8.90   | 7            | 4.8                      | 7.6                   | 11.7                     |
| CH02b-NCC                  | Proportion of Stage 2 complaints responded to within timescales                           | Higher        | PS           | 100.0% | 100.0% | 100.0% | 100.0% | 99.0%        | 58.5%                    | 82.7%                 | 97.9%                    |
| NCCHS-ED001                | Data profiling on our customers is complete   | Higher        | PS           | 99.98% | 99.99% | 99.98% | 99.98% | 98.0%        | N/A                      |                       |                          |
| <b>HOME STANDARD</b>       |   |               |              |        |        |        |        |              |                          |                       |                          |
| BS03-NCC                   | Asbestos safety checks  | Higher        | SE           | 100.0% | 100.0% | 100.0% | 100.0% | 100%         | 100.0%                   | 100.0%                | 100.0%                   |
| BS04-NCC                   | Water safety checks   | Higher        | SE           | 100.0% | 100.0% | 100.0% | 100.0% | 100%         | 100.0%                   | 100.0%                | 100.0%                   |
| BS05-NCC                   | Lift safety checks  | Higher        | SE           | 100.0% | 100.0% | 100.0% | 100.0% | 100%         | 100.0%                   | 100.0%                | 100.0%                   |
| TSMWIP-LEG                 | No. current live Disrepair cases awaiting settlement or closure                           | Lower         | SE           | 574    | 356    | 371    | 352    | To reduce    | N/A                      |                       |                          |
| D0                         | No Access Properties (Disrepairs)   | Lower         | SE           | N/A    | 158    | 206    | 208    |              |                          |                       |                          |
| D3.1                       | ≤ 1 month from letter of claim  | Lower         | SE           | 49     | 11     | 4      | 20     |              |                          |                       |                          |
| D3.2                       | 1 - 3 months  | Lower         | SE           | 131    | 59     | 38     | 12     |              |                          |                       |                          |
| D3.3                       | 3 - 6 months  | Lower         | SE           | 51     | 21     | 28     | 36     |              |                          |                       |                          |
| D3.4                       | 6 - 12 months   | Lower         | SE           | 140    | 34     | 31     | 15     |              |                          |                       |                          |
| D3.5                       | 12 months +   | Lower         | SE           | 203    | 73     | 64     | 61     |              |                          |                       |                          |
| TSMWIP-DMC                 | Total number of Live tenant reported Damp and Mould cases with remedial works outstanding | Lower         | SE           | 964    | 181    | 161    | 104    | To reduce    | N/A                      |                       |                          |
| DM1.1                      | ≤ 1 month   | Lower         | SE           | 112    | 0      | 0      | 0      |              |                          |                       |                          |
| DM1.2                      | 1 - 3 months  | Lower         | SE           | 123    | 2      | 0      | 0      |              |                          |                       |                          |
| DM1.3                      | 3 - 6 months  | Lower         | SE           | 387    | 26     | 6      | 0      |              |                          |                       |                          |
| DM1.4                      | 6 - 12 months   | Lower         | SE           | 309    | 24     | 32     | 25     |              |                          |                       |                          |
| DM1.5                      | 12 months +   | Lower         | SE           | 33     | 129    | 123    | 79     |              |                          |                       |                          |