

Nottingham City Council Housing Services Overall Balanced Scorecard Report - August 2026										
Ref.	Performance Indicator	Good Perf. Is	Resp. Person	Jun-26	Jul-26	Aug-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	97.14%	97.19%	100.49%	100%	N/A		
HIM11a	Current Tenant Arrears	Lower	RH	£2,824,667	£2,916,751	£2,464,502	£3,332,530	N/A		
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	26.20%	31.00%	36.30%	87.0%	N/A		
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.10%	2.16%	1.83%	2.7%	N/A		
	PEOPLE									
S1	Ave sick days per employee (rolling 12 months)	Lower	WJ	13.99	14.00	13.87	10.2	N/A		
	OPERATIONS & CUSTOMER EXPERIENCE									
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	PS	95.0%	95.0%	95.0%	97.0%	N/A		
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	Higher	DS	14.36	14.24	12.67	21	N/A		
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	Lower	DS	0.45	0.65	0.34	1	N/A		
R5COM-P2	Ave days to complete Urgent Responsive repairs (Priority 2)	Lower	DS	4.52	4.73	3.49	7	N/A		
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3)	Lower	DS	21.38	20.44	19.43	28	N/A		
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4)	Lower	DS	40.38	41.23	44.2	90	N/A		
RP02	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	Higher	DS	85.0%	87.0%	89%	90.0%	N/A		
RP02.2 (Priority 1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	91.0%	91.0%	95.1%	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	82.0%	85%	85.4%	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	89.0%	90%	93.0%	100%	N/A		
RP02.2 (Priority 3)	Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord's target timescale.	Higher	DS	76.0%	79.0%	80.0%	90.0%	N/A		
RP02.2 (Priority 4)	Proportion of Planned Responsive repairs (Priority 4) completed within the landlord's target timescale.	Higher	DS	95.0%	95.0%	92.0%	85.0%	N/A		
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	46.88	47.04	47.17	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	28.70	28.27	28.12	45	61.6	37.4	23.0
	COMPLIANCE									
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	97.79%	97.62%	98.07%	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	98.42%	98.09%	97.98%	100%	N/A		
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SE	100%	100%	100%	100%	99.9%	100.0%	100.0%

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FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	SE	0	0	0	0	N/A		
FIRE006b-NCC	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SE	0	0	0	0	N/A		
FIRE006c-NCC	Overdue Low Risk Fire Risk Assessments Actions	Lower	SE	0	5	5	0	N/A		
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	0.2%	0.2%	0.2%	0%	6.7%	3.2%	1.1%
DM01	Awaab's Law: Emergency repairs investigated within 24 hours	Higher	DS	100%	100%	100%	100%	N/A		
DM02	Awaab's Law: Significant hazards investigated within 10 days	Higher	SE	98%	99.0%	97%	100%	N/A		
AW3	Awaab's Law: Written findings issued within 3 days	Higher	SE	100%	100%	100%	100%	N/A		
DM04	Awaab's Law: Works started within 12-week long-stop	Higher	SE	90%	65%	93%	100%	N/A		
CUSTOMER PERCEPTION										
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	96.94%	100%	99%	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	46.2	47.3	49.4	40	64.2	44.8	28.6
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	9.60	10.01	10.20	7	11.7	7.6	4.8
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	PS	100%	100%	100%	99.0%	58.5%	82.7%	97.9%
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	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%
BS04-NCC	Water safety checks	Higher	SE	100%	100%	100%	100%	100%	100%	100%
BS05-NCC	Lift safety checks	Higher	SE	100%	100%	100%	100%	100%	100%	100%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	338	247	280	To reduce	N/A		
D0	No Access Properties (Disrepairs)	Lower	SE	208	91	125				
D3.1	≤ 1 month from letter of claim	Lower	SE	25	69	28				
D3.2	1 - 3 months	Lower	SE	20	32	70				
D3.3	3 - 6 months	Lower	SE	24	16	8				
D3.4	6 - 12 months	Lower	SE	16	17	28				
D3.5	12 months +	Lower	SE	45	22	21				
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE	83	71	67	To reduce	N/A		
DM1.1	≤ 1 month	Lower	SE	0	0	0				
DM1.2	1 - 3 months	Lower	SE	0	0	0				
DM1.3	3 - 6 months	Lower	SE	0	0	0				
DM1.4	6 - 12 months	Lower	SE	11	0	0				
DM1.5	12 months +	Lower	SE	72	71	67				