

Nottingham City Council Housing Services Overall Balanced Scorecard Report - March 2026											
Ref.	Performance Indicator	Mar-25	Dec-25	Jan-26	Feb-26	Mar-26	25/26 Outturn	25/26 Target	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
	FINANCE										
HIM6	Rent collection (YTD figure)	100.50%	100.81%	100.52%	100.48%	100.14%	100.14%	100%	N/A		
HIM11a	Current Tenant Arrears	£3,090,497	£2,667,690	£2,727,936	£2,596,828	£2,639,494	£2,639,494	£3,432,530	N/A		
LH001	Leasehold/Service Charge collection (rolling YTD figure)	86.67%	59.05%	63.91%	68.89%	78.95%	78.95%	85.0%	N/A		
HIM11	Current tenant arrears as % annual rent roll	2.38%	2.05%	2.10%	2.00%	2.03%	2.03%	2.9%	N/A		
	PEOPLE										
S1	Ave sick days per employee (rolling 12 months)	13.34	13.75	13.74	13.89	13.96	13.96	10.2	N/A		
	OPERATIONS & CUSTOMER EXPERIENCE										
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	97.20%	94.9%	93.2%	93.7%	94.7%	94.0%	97.0%	N/A		
TP02	Satisfaction with Repairs	67.0%	71.0%	N/A	N/A	73.0%	69.0%	67.0%	66.0%	71.7%	77.9%
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	42.80	11.05	11.89	11.88	13.88	20.05	28	N/A		
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	N/A	0.68	0.56	0.46	0.83	0.81	1	N/A		
R5COM-P2	Ave days to complete Urgent Responsive repairs (Priority 2)	N/A	4.21	6.49	4.93	4.58	6.02	7	N/A		
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3)	N/A	18.78	21.47	20.59	23.43	38.01	28	N/A		
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4)	N/A	43.33	41.69	38.21	38.31	35.32	90	N/A		
RP02	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	85.9%	86.0%	89.0%	86.0%	87.0%	89.8%	87.0%	N/A		
RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	85.2%	84.0%	90.0%	89.0%	90.0%	88.1%	100.0%	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.	86.0%	88.0%	87.0%	84.0%	85%	90.9%	87.0%	75.7%	84.0%	90.8%
RP02.2 (P2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	N/A	88.0%	87.0%	85.0%	90.0%	81.4%	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.	N/A	87.0%	86.0%	82.0%	81.0%	92.0%	85.0%			
RP02.2 (P4)	Proportion of Planned Responsive repairs (Priority 4) completed within the landlord's target timescale.	N/A	92.0%	92.0%	91.0%	93.0%	94.9%	85.0%			
TP09	Satisfaction with Complaint handling	37.0%	32.0%	N/A	N/A	29.0%	32.0%	36.0%	26.1%	31.3%	36.8%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	41.88	43.28	43.59	43.64	40.32	40.32	42	N/A		
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	26.7	27.73	26.80	26.26	26.90	26.90	45	23.0	37.4	61.6
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	52.0%	55.0%	N/A	N/A	59.0%	54.0%	53.0%	50.2%	57.2%	64.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	59.0%	63.0%	N/A	N/A	69.0%	63.0%	62.0%	57.2%	63.1%	69.6%
TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	59.0%	63.0%	N/A	N/A	67.0%	63.0%	63.0%	55.0%	62.0%	67.9%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	63.0%	62.0%	N/A	N/A	64.0%	62.0%	66.0%	50.8%	57.2%	61.4%
TP01	Overall satisfaction	62.0%	65.0%	N/A	N/A	68.0%	64.0%	64.0%	61.1%	68.5%	74.8%

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	COMPLIANCE										
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	98.94%	98.90%	98.79%	97.51%	97.51%	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)	99.35%	99.32%	99.27%	99.01%	99.52%	99.52%	100.0%	N/A		
BS02-NCC	% Fire Risk Assessments completed in target	100.0%	100.0%	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	0	0	0	0	0	0	0	N/A		
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	0	0	0	0	0	0	0	N/A		
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	48	1	3	1	2	2	0	N/A		
RP01-NCC	% of stock that is categorised as a non-decent home	0.3%	0.5%	0.4%	0.3%	0.2%	0.2%	0.0%	1.1%	3.2%	6.7%
DM01	NEW - Awaab's Law: Emergency repairs investigated within 24 hours	N/A	95%	93%	95%	99%	99%	100.0%	N/A		
DM02	NEW - Awaab's Law: Significant hazards investigated within 10 days	N/A	88%	79%	91%	91%	91%	100.0%	N/A		
AW3	NEW - Awaab's Law: Written findings issued within 3 days	N/A	100%	100%	100%	100%	100%	100.0%	N/A		
DM04	NEW - Awaab's Law: Works started within 12-week long-stop	N/A	N/A	N/A	N/A	100%	100%	100.0%	N/A		
	CUSTOMER PERCEPTION										
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	71.0%	76.0%	N/A	N/A	77.0%	75.0%	74.0%	61.6%	69.1%	74.3%
TP08	Agreement that the landlord treats tenants fairly and with respect	73.0%	79.0%	N/A	N/A	78.0%	76.0%	78.0%	68.8%	74.8%	80.3%
CH02-NCC	Stage 1 complaints responded to within the timescale	97.96%	96.47%	96.94%	94.06%	94.1%	94.1%	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)	42.8	39.6	40.9	40.7	44.7	44.7	55	28.6	44.8	64.2
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	4.2	7.52	7.57	7.52	8.49	8.49	7	4.8	7.6	11.7
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	75.0%	100.0%	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	99.98%	99.99%	99.99%	99.99%	99.99%	99.99%	98.0%	N/A		
	HOME STANDARD										
BS03-NCC	Asbestos safety checks	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	100.0%	100.0%	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	559	517	500	429	356	356	To reduce	N/A		
D0	No Access Properties Only those that have gone through the 3 stage process e.g. carded, letter, calls or onhold and is documented	N/A	N/A	208	146	158	158				
D3.1	≤ 1 month from letter of claim	37	22	25	24	11	11				
D3.2	1 - 3 months	64	72	28	32	59	59				
D3.3	3 - 6 months	98	130	39	36	21	21				
D3.4	6 - 12 months	168	208	74	57	34	34				
D3.5	12 months +	192	85	126	134	73	73				

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TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	1085	370	291	212	181	181	To reduce	N/A		
DM1.1	≤ 1 month	N/A	0	0	0	0	0				
DM1.2	1 - 3 months	N/A	36	3	0	2	2				
DM1.3	3 - 6 months	N/A	32	1	36	26	26				
DM1.4	6 - 12 months	N/A	172	85	33	24	24				
DM1.5	12 months +	N/A	130	202	143	129	129				
TP03	Satisfaction with time taken to complete recent repair	59.0%	68.0%	N/A	N/A	69.0%	63.0%	61.0%	62.8%	67.5%	75.6%
TP04	Satisfaction that the home is well maintained	65.0%	66.0%	N/A	N/A	71.0%	68.0%	67.0%	61.5%	68.1%	74.3%
TP05	Satisfaction that the home is safe	74.0%	75.0%	N/A	N/A	77.0%	75.0%	77.0%	68.8%	74.3%	79.9%