

Nottingham City Council Housing Services Overall Balanced Scorecard Report - December 2025												
Ref.	Performance indicator	Good Perf. Is	Resp. Person	Dec-24	Sep-25	Oct-25	Nov-25	Dec-25	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	100.87%	100%	99.62%	99.40%	100.81%	100%	N/A		
HIM11a	Current Tenant Arrears	Lower	RH	£3,095,674	£2,895,805	£3,119,036	£3,268,330	£2,667,690	£3,432,530	N/A		
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	61.65%	43.30%	48.51%	54.08%	59.05%	85.0%	N/A		
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.38%	2.23%	2.39%	2.51%	2.05%	2.9%	N/A		
PEOPLE												
S1	Ave sick days per employee (rolling 12 months)	Lower	MLu	13.84	13.95	13.76	13.69	13.75	10.2	N/A		
OPERATIONS & CUSTOMER EXPERIENCE												
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	DS	97.57%	93.30%	94.50%	94.0%	94.9%	97.0%	N/A		
TP02	Satisfaction with Repairs	Higher	DS	62.0%	65.0%	N/A	N/A	71.0%	67.0%	66.00%	71.70%	77.90%
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	Lower	DS	38.05	10	9.06	8.99	11.05	28	N/A		
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	Lower	DS		0.49	0.56	0.91	0.68	1	N/A		
R5COM-P2	Ave days to complete Urgent Responsive repairs (Priority 2)	Lower	DS		6.03	6.93	9.43	4.21	7	N/A		
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3 - Prev P2)	Lower	DS		15.06	13.65	14.10	18.78	28	N/A		
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4 - Prev P3)	Lower	DS		21.32	24.37	24.96	43.33	90	N/A		
RP02(1)	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	Higher	DS	87.13%	86.0%	90.0%	91.0%	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	84.36%	89.0%	91.0%	92.0%	84.0%	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		62.0%	69.0%	80.0%	88.0%	100.0%	75.7%	84.0%	90.8%
RP02.2 (P3)	Proportion of Non-Urgent Responsive repairs (Priority 3 - Prev P2) completed within the landlord's target timescale.	Higher	DS		88.0%	92.0%	93.0%	87.0%	85.0%			
RP02.2 (P4)	Proportion of Planned Responsive repairs (Priority 4 - Prev P3) completed within the landlord's target timescale.	Higher	DS		100%	99.0%	97.0%	92.0%	85.0%			
TP09	Satisfaction with Complaint handling	Higher	PS	29.0%	36.0%	N/A	N/A	32.0%	36.0%	26.1%	31.3%	36.8%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	41.13	43.33	42.45	42.2	43.28	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	33.0	29.49	28.56	27.75	27.73	45	23.0	37.4	61.6
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	Higher	ML	49.0%	51.0%	N/A	N/A	55.0%	53.0%	50.20%	57.20%	64.70%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Higher	KS	62.0%	62.0%	N/A	N/A	63.0%	62.0%	57.20%	63.10%	69.60%
TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	Higher	KS	60.0%	61.0%	N/A	N/A	63.0%	63.0%	55.00%	62.00%	67.90%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Higher	KS	61.0%	63.0%	N/A	N/A	62.0%	66.0%	50.8%	57.2%	61.4%
TP01	Overall satisfaction	Higher	PS	59.0%	63.0%	N/A	N/A	65.0%	64.0%	61.1%	68.5%	74.8%
COMPLIANCE												
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	SS	98.89%	99.07%	99.00%	98.98%	98.90%	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	99.28%	99.41%	99.35%	99.36%	99.32%	100.0%	N/A		
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%

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FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	SS	0	0	0	0	0	0			N/A
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SS	0	0	0	0	0	0			N/A
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	SS	95	1	0	0	0	0			N/A
RP01-NCC	% of stock that is categorised as a non decent home	Lower	SE	4.07%	0.6%	0.7%	0.8%	0.5%	0.0%	1.1%	3.2%	6.7%
CUSTOMER PERCEPTION												
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	Higher	PS	68.0%	73.0%	N/A	N/A	76.0%	74.0%	61.6%	69.1%	74.3%
TP08	Agreement that the landlord treats tenants fairly and with respect	Higher	PS	71.0%	74.0%	N/A	N/A	79.0%	78.0%	68.8%	74.8%	80.3%
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	93.15%	95.65%	98.59%	98.77%	96.47%	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	50.2	39.30	38.28	38.9	39.6	55	28.6	44.8	64.2
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	5.8	7.10	7.54	7.47	7.52	7	4.8	7.6	11.7
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	PS	87.5%	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	99.97%	99.99%	99.99%	99.99%	99.99%	98.0%			N/A
HOME STANDARD												
BS03-NCC	Asbestos safety checks	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	Higher	SS	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	Lower	SE	637	527	552	560	517	To reduce	N/A		
D3.1	≤ 1 month from letter of claim	Lower	SE		39	35	36	22				
D3.2	1 - 3 months	Lower	SE		90	81	75	72				
D3.3	3 - 6 months	Lower	SE		132	143	132	130				
D3.4	6 - 12 months	Lower	SE		140	160	179	208				
D3.5	12 months +	Lower	SE		126	133	138	85				
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE		735	628	581	370	To reduce	N/A		
DM1.1	≤ 1 month	Lower	SE		73	113	15	0				
DM1.2	1 - 3 months	Lower	SE		101	35	103	36				
DM1.3	3 - 6 months	Lower	SE		42	27	30	32				
DM1.4	6 - 12 months	Lower	SE		400	323	316	172				
DM1.5	12 months +	Lower	SE		119	130	117	130				
TP03	Satisfaction with time taken to complete recent repair	Higher	DS	53.0%	57.0%	N/A	N/A	68.0%	61.0%	62.80%	67.50%	75.60%
TP04	Satisfaction that the home is well maintained	Higher	SE	65.0%	68.0%	N/A	N/A	66.0%	67.0%	61.50%	68.10%	74.30%
TP05	Satisfaction that the home is safe	Higher	SS	72.0%	73.0%	N/A	N/A	75.0%	77.0%	68.80%	74.30%	79.90%