

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

Ref.	Performance indicator	Good Perf. Is	Resp. Person	Jan-25	Nov-25	Dec-25	Jan-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	100.55%	99.40%	100.81%	100.52%	100%	N/A		
HIM11a	Current Tenant Arrears	Lower	RH	£3,183,613	£3,268,330	£2,667,690	£2,727,936	£3,432,530	N/A		
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	66.50%	54.08%	59.05%	63.91%	85.0%	N/A		
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.45%	2.51%	2.05%	2.10%	2.9%	N/A		
PEOPLE											
S1	Ave sick days per employee (rolling 12 months)	Lower	MLu	13.62	13.69	13.75	13.74	10.2	N/A		
OPERATIONS & CUSTOMER EXPERIENCE											
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	DS	97.23%	94.0%	94.9%	93.2%	97.0%	N/A		
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	Lower	DS	42.19	8.99	11.05	11.89	28	N/A		
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	Lower	DS		0.91	0.68	0.56	1	N/A		
R5COM-P2	Ave days to complete Urgent Responsive repairs (Priority 2)	Lower	DS		9.43	4.21	6.49	7	N/A		
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3)	Lower	DS		14.10	18.78	21.47	28	N/A		
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4)	Lower	DS		24.96	43.33	41.69	90	N/A		
RP02(1)	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	Higher	DS	86.50%	91.0%	86.0%	89.0%	87.0%	N/A		
RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	85.15%	92.0%	84.0%	90.0%	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		80.0%	88.0%	87.0%	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		93.0%	87.0%	86.0%	85.0%			
RP02.2 (P4)	Proportion of Planned Responsive repairs (Priority 4) completed within the landlord's target timescale.	Higher	DS		97.0%	92.0%	92.0%	85.0%			
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	41.34	42.2	43.28	43.59	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	34.4	27.75	27.73	26.80	45	23.0	37.4	61.6
COMPLIANCE											
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	SS	98.86%	98.98%	98.90%	98.79%	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%	99.36%	99.32%	99.27%	100.0%	N/A		
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SS	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	0	0	0	0	0	N/A		
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SS	0	0	0	0	0	N/A		
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	SS	81	0	1	3	0	N/A		
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	2.1%	0.8%	0.5%	0.4%	0.0%	1.1%	3.2%	6.7%

Ref.	Performance Indicator	Good Perf. Is	Resp. Person	Jan-25	Nov-25	Dec-25	Jan-26	25/26 Target	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
CUSTOMER PERCEPTION											
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	97.75%	98.77%	96.47%	96.94%	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	48.0	38.9	39.6	40.9	55	28.6	44.8	64.2
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	5.4	7.47	7.52	7.57	7	4.8	7.6	11.7
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	PS	85.7%	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%	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%
BS04-NCC	Water safety checks	Higher	SS	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%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	596	560	517	500	To reduce	N/A		
D0	NEW Number. No Access Properties Only those that have gone through the 3 stage process e.g. carded, letter, calls or onhold and is documented	Lower	SE		NEW	NEW	208				
D3.1	≤ 1 month from letter of claim	Lower	SE		36	22	25				
D3.2	1 - 3 months	Lower	SE		75	72	28				
D3.3	3 - 6 months	Lower	SE		132	130	39				
D3.4	6 - 12 months	Lower	SE		179	208	74				
D3.5	12 months +	Lower	SE		138	85	126				
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE		581	370	291	To reduce	N/A		
DM1.1	≤ 1 month	Lower	SE		15	0	0				
DM1.2	1 - 3 months	Lower	SE		103	36	3				
DM1.3	3 - 6 months	Lower	SE		30	32	1				
DM1.4	6 - 12 months	Lower	SE		316	172	85				
DM1.5	12 months +	Lower	SE		117	130	202				