Nottingham City Council Housing Services
Overall Balanced Scorecard Report - September 2026

Ref.	Performance indicator	Good Perf. Is	Resp. Person	Sep-25	Jun-26	Jul-26	Aug-26	Sep-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	100%	97.14%	97.19%	100.49%	100.01%	100%		N/A	
HIM11a	Current Tenant Arrears	Lower	RH	£2,895,805	£2,824,667	£2,916,751	£2,464,502	£2,507,783	£3,332,530		N/A	
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	43.30%	26.20%	31.00%	36.30%	41.80%	87.0%		N/A	
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.23%	2.10%	2.16%	1.83%	1.86%	2.7%		N/A	
	PEOPLE											
S1	Ave sick days per employee (rolling 12 months)	Lower	WJ	13.95	13.99	14.00	13.87	13.94	10.2		N/A	
	OPERATIONS & CUSTOMER EXPERIENCE											
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	DS	93.30%	95.0%	95.0%	95.0%	95.4%	97.0%		N/A	
TP02	Satisfaction with Repairs	Higher	DS	65.0%	74.0%	N/A	N/A	73.0%	71.0%	66.0%	71.7%	77.9%
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	Higher	DS	10	14.36	14.24	12.67	12.77	21		N/A	
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	Lower	DS	0.49	0.45	0.65	0.34	0.28	1		N/A	
R5COM-P2	Ave days to complete Urgent Responsive repairs (Priority 2)	Lower	DS	6.03	4.52	4.73	3.49	3.49	7		N/A	
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3)	Lower	DS	15.06	21.38	20.44	19.43	20.14	28		N/A	
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4)	Lower	DS	21.32	40.38	41.23	44.2	41.47	90		N/A	
RP02	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	Higher	DS	86.0%	85.0%	87.0%	89%	90%	90.0%		N/A	
RP02.2 (Priority 1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	89.0%	91.0%	91.0%	95.1%	94.2%	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	93.2%	82.0%	85%	85.4%	87.2%	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	62.0%	89.0%	90%	93.0%	92.0%	100%		N/A	
RP02.2 (Priority 3)	Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord's target timescale.	Higher	DS	88.0%	76.0%	79.0%	80.0%	83.0%	90.0%		N/A	
RP02.2 (Priority 4)	Proportion of Planned Responsive repairs (Priority 4) completed within the landlord's target timescale.	Higher	DS	100%	95.0%	95.0%	92.0%	92.0%	85.0%		N/A	
TP09	Satisfaction with Complaint handling	Higher	PS	36.0%	37.0%	N/A	N/A	31.0%	37.0%	26.1%	31.3%	36.8%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	43.33	46.88	47.04	47.17	46.27	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	29.49	28.70	28.27	28.12	28.70	45	61.6	37.4	23.0
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	Higher	ML	51.0%	57.0%	N/A	N/A	58.0%	57.0%	50.2%	57.2%	64.7%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Higher	KS	62.0%	61.0%	N/A	N/A	64.0%	65.0%	57.2%	63.1%	69.6%
TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	Higher	KS	61.0%	66.0%	N/A	N/A	62.0%	65.0%	55.0%	62.0%	67.9%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Higher	KS	63.0%	63.0%	N/A	N/A	61.0%	66.0%	50.8%	57.2%	61.4%
TP01	Overall satisfaction	Higher	PS	63.0%	68.0%	N/A	N/A	64.0%	68.0%	61.1%	68.5%	74.8%

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	COMPLIANCE											
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	99.07%	97.79%	97.62%	98.07%	98.42%	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	99.41%	98.42%	98.09%	97.98%	97.79%	100%	N/A		
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SE	100%	100%	100%	100%	100%	100%	99.9%	100.0%	100.0%
FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	SE	0	0	0	0	0	0	N/A		
FIRE006b-NCC	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SE	0	0	0	0	0	0	N/A		
FIRE006c-NCC	Overdue Low Risk Fire Risk Assessments Actions	Lower	SE	1	0	5	5	0	0	N/A		
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	0.6%	0.2%	0.2%	0.2%	0.3%	0%	6.7%	3.2%	1.1%
DM01	Awaab's Law: Emergency repairs investigated within 24 hours	Higher	DS	N/A	100%	100%	100%	100%	100%	N/A		
DM02	Awaab's Law: Significant hazards investigated within 10 days	Higher	SE	N/A	98%	99.0%	97%	100%	100%	N/A		
AW3	Awaab's Law: Written findings issued within 3 days	Higher	SE	N/A	100%	100%	100%	100%	100%	N/A		
DM04	Awaab's Law: Works started within 12-week long-stop	Higher	SE	N/A	90%	65%	93%	100%	100%	N/A		
	CUSTOMER PERCEPTION											
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	Higher	PS	73.0%	76.0%	N/A	N/A	76.0%	75.0%	61.6%	69.1%	74.3%
TP08	Agreement that the landlord treats tenants fairly and with respect	Higher	PS	74.0%	76.0%	N/A	N/A	76.0%	78.0%	68.8%	74.8%	80.3%
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	95.65%	96.94%	100%	99.20%	97.22%	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	39.30	46.2	47.3	49.4	50.5	40	64.2	44.8	28.6
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	7.10	9.60	10.01	10.20	9.7	7	11.7	7.6	4.8
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	PS	100.0%	100%	100%	100%	100%	99.0%	58.5%	82.7%	97.9%
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	99.99%	99.98%	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%	100%	100%
BS04-NCC	Water safety checks	Higher	SE	100%	100%	100%	100%	100%	100%	100%	100%	100%
BS05-NCC	Lift safety checks	Higher	SE	100%	100%	100%	100%	100%	100%	100%	100%	100%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	527	338	247	280	276	To reduce	N/A		
D0	No Access Properties (Disrepairs)	Lower	SE		208	91	125	120				
D3.1	≤ 1 month from letter of claim	Lower	SE	39	25	69	28	20				
D3.2	1 - 3 months	Lower	SE	90	20	32	70	75				
D3.3	3 - 6 months	Lower	SE	132	24	16	8	22				
D3.4	6 - 12 months	Lower	SE	140	16	17	28	25				
D3.5	12 months +	Lower	SE	126	45	22	21	14				

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TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE	735	83	71	67	66	To reduce	N/A		
DM1.1	≤ 1 month	Lower	SE	73	0	0	0	0				
DM1.2	1 - 3 months	Lower	SE	101	0	0	0	0				
DM1.3	3 - 6 months	Lower	SE	42	0	0	0	0				
DM1.4	6 - 12 months	Lower	SE	400	11	0	0	0				
DM1.5	12 months +	Lower	SE	119	72	71	67	66				
TP03	Satisfaction with time taken to complete recent repair	Higher	DS	57.0%	70.0%	N/A	N/A	61.0%	66.0%	62.8%	67.5%	75.6%
TP04	Satisfaction that the home is well maintained	Higher	SE	68.0%	72.0%	N/A	N/A	69.0%	70.0%	61.5%	68.1%	74.3%
TP05	Satisfaction that the home is safe	Higher	SE	73.0%	79.0%	N/A	N/A	74.0%	80.0%	68.8%	74.3%	79.9%