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

Ref.	Performance indicator	Good Perf. Is	Resp. Person	26/27 Target	Jun-26	Jul-26	Aug-26	Sep-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	87.0%	26.2%	31.0%	36.3%	41.8%		N/A	

Leasehold collection continues to be a challenge on current limited resources. At present we have one Leasehold Assistant and one Leasehold Manager to manage 1600 leasehold properties and collect service charge revenue. From April 2027, the team has approval to recruit a dedicated Service Charge Officer which will significantly help collection. Until then, we have trained an officer from another area to offer support.
We continue to prioritise collection and make all efforts to achieve target.

S1	Ave sick days per employee (rolling 12 months)	Lower	WJ	10.2	13.99	14.00	13.87	13.94		N/A	

Awaiting commentary

RP02.2 (Priority 1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	100.0%	91.0%	91.0%	95.1%	94.2%	88.0%	94.9%	98.9%

Performance reduced slightly from 95.1% in August to 94.2% in September, a decrease of 0.91 of a percentage point. Whilst remaining strong, performance is below the 100% target. Failure analysis will continue to focus on avoidable delays, follow-on processes and maintaining protected capacity for Priority 1 repairs.

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	90.0%	82%	85%	85%	87%	75.7%	84.0%	90.8%

Performance improved from 85.0% in August to 87.2% in September, an increase of 2.2 percentage points. This shows a positive month-on-month improvement in the proportion of Priority 2, 3 and 4 responsive repairs completed within the landlord's target timescale. Continued focus is required on managing WIP, prioritising older repairs and progressing jobs approaching their target date to sustain this improvement.

RP02.2 (Priority 2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	Higher	DS	100%	89.0%	90.0%	93.0%	92.0%		N/A	

Performance reduced slightly from 93% in August to 92% in September, a decrease of 1 percentage point, remaining below the 100% target. Operational focus remains on Priority 2 scheduling, workload management and review of missed target repairs to identify recurring causes.

RP02.2 (Priority 3)	Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord's target timescale.	Higher	DS	90.0%	76.0%	79.0%	80.0%	83.0%		N/A	

Performance improved from 80% in August to 83% in September, an increase of 3 percentage points, although remaining below the 90% target. The improvement reflects continued focus on reducing aged repairs and strengthening WIP management. Further work will concentrate on bringing older repairs to completion whilst improving performance against target.

TP09	Satisfaction with Complaint handling	Higher	PS	37.0%	37.0%	N/A	N/A	31.0%	26.1%	31.3%	36.8%

Performance remains a priority area for improvement, with satisfaction falling to 31%. Tenant feedback identifies timeliness, ownership, communication and effective resolution as the principal drivers of dissatisfaction. Focus remains on strengthening end-to-end complaint handling, particularly keeping tenants informed and achieving timely resolution.

ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	42.00	46.88	47.04	47.17	46.27		N/A	

There has been a small in the reduction in the number of days in September, compared to the previous months. This is with very slightly more properties being let with in the month compared to August. The use of Contractors is still continuing to support the department with the Major Capital works that are needed in a significant number of properties due to the condition they have been received in and ensuring they meet the lettable standard for new tenants. We are now in the process of onboarding a new Timber Fire Door contractor and this will alleviate one of the most pressing procurement issues and allow properties that need fire safety improvements/replacements to progress.

TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	Higher	KS	65.0%	66.0%	N/A	N/A	62.0%	55.0%	62.0%	67.9%

Satisfaction has reduced from 66% in Q1 to 62% in Q2, indicating that whilst overall performance remains improved compared to previous years, residents continue to experience concerns relating to grounds maintenance, fly-tipping, estate cleanliness and the visibility of local housing services. Tenant feedback suggests that inconsistencies in estate standards and a lack of visible action on reported issues are contributing factors to the decline in satisfaction.

The sentiment analysis found that grounds maintenance was the most frequently mentioned neighbourhood issue, accounting for over 32% of neighbourhood-related comments. To address this, Housing Services will explore options around strengthening estate inspection arrangements, improve monitoring of grounds maintenance performance, increase neighbourhood officer visibility, and consider area-based improvement plans to ensure residents can see clear and consistent improvements within their communities.

TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Higher	KS	66.0%	63.0%	N/A	N/A	61.0%	50.8%	57.2%	61.4%

Satisfaction with the landlord's approach to tackling anti-social behaviour has remained relatively consistent over time, although it decreased slightly from 63% in Quarter 1 to 61% in Quarter 2. Feedback suggests that residents' perceptions are influenced not only by incidents of anti-social behaviour, but also by wider neighbourhood issues such as fly-tipping, litter, parking concerns and environmental maintenance. These factors can affect how residents view the overall effectiveness of the landlord's response to neighbourhood and community safety issues.
Despite the small reduction in satisfaction, the results indicate that a majority of residents remain satisfied with the Council's approach to tackling ASB. Feedback highlights the importance of visible action, timely responses and regular communication with residents, as perceptions are often shaped not only by direct experiences of ASB but also by the wider neighbourhood environment and confidence that concerns are being addressed.
To improve performance, focus will remain on proactive ASB case management, partnership working, visible enforcement activity where appropriate, and communicating outcomes to residents. Increasing awareness of the actions taken to tackle ASB and address neighbourhood concerns will help strengthen resident confidence and improve overall satisfaction.

TP01	Overall satisfaction	Higher	PS	68.0%	68.0%	N/A	N/A	64.0%	61.1%	68.5%	74.8%

Overall satisfaction reduced to 64% in Q2. Insight indicates that service responsiveness, communication and effective resolution of issues continue to influence the overall tenant experience. The longer-term position is more stable, with the 12-month rolling overall satisfaction measure remaining at 66%.

BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	100.0%	97.79%	97.62%	98.07%	98.42%	99.8%	99.9%	100.0%

There are currently 351 properties recorded as non-compliant, comprising:

• 60 Gas Final Appointments scheduled in the near future • 59 appointments scheduled in the near future • 177 cases escalated to the Access & Resolution (A&R) team • 7 properties progressing through the non-access procedure • 28 properties requiring further investigation and/or escalated to the Housing Patch Managers for access support • 20 void properties awaiting the Void Team to complete capping-off works • 0 cases returned by the A&R team due to insufficient evidence

Current compliance is 98.42%, with 21,818 of 22,169 properties compliant. The remaining non-compliant cases are solely due to access constraints rather than service delivery issues. Of these, 119 already have appointments booked, with the remainder progressing through established access recovery and escalation processes.

Actions continue to focus on daily access attempts, immediate completion of inspections where access is gained, escalation of protracted cases through the A&R Team, and ongoing tenant engagement by the Data Administrator.

NCC remains compliant with Regulation 39, with all reasonable and proportionate steps being taken to secure access and resolve outstanding cases as quickly as possible.

EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	Higher	SE	100.0%	98.42%	98.09%	97.98%	97.79%		N/A	

Occupied electrical safety compliance has reduced slightly this month as resources have been prioritised towards older outstanding properties and revisiting previous appointments to support escalation where access has not been achieved. There are currently:

• 528 overdue properties • 206 overdue properties in the appointment process • 42 overdue properties with the Access & Resolution Team • 27 overdue properties awaiting escalation following evidence collation and legal pack preparation • 253 void properties awaiting certification and system updates

Performance has been impacted by reduced contractor capacity as the current contract approaches completion. To support a smooth transition to the new contract, the team is focusing on completing outstanding works, validating records and closing open work orders. Procurement of the new electrical inspection contract is underway, with increased contractor resources expected from January 2027. Progress will continue to be monitored through regular compliance reviews and access escalation processes.

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RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	0.0%	0.2%	0.2%	0.2%	0.3%	6.7%	3.2%	1.1%
NCC non-Decency figure was 0.3% at the end of Sept 26. A breakdown of DHS failures across the four criteria of the DHS is shown below. Criterion A: It meets the current statutory minimum standard for housing, and we currently have 19 Category 1 Housing Health & Safety Rating System (HHSRS) failures across 18 properties which are being immediately addressed. • Electrical Hazards = 13 Mainly due to DIY or broken socket, light fittings • Fire (Damaged Smoke Alarms) = 5 Criterion D: It provides a reasonable degree of thermal comfort – 51 Failures • Non-Programmable – 30 • Extent – (requires additional radiator) – 26										
TP08	Agreement that the landlord treats tenants fairly and with respect	Higher	PS	78.0%	76.0%	N/A	N/A	76.0%	68.8%	74.8%	80.3%
Performance remains strong at 76%, with only 13% dissatisfied. However, performance remains five percentage points below the Acuity (contracted service provider) median, providing a clear opportunity to improve the consistency of the tenant experience across services.											
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	Lower	PS	40.0	46.2	47.3	49.4	50.5	64.20	44.80	28.60
The increase is the result of an unusually low number of complaints in September 2025, rather than a high number of complaints in September 2026. However, there has been a slight increase in September's volumes compared to August, though this is not yet indicative of an overall increase. Ongoing monitoring will identify whether this is a trend or just a natural increase following the July/August 'summer holiday'.											
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	7.0	9.60	10.01	10.20	9.70	11.70	7.60	4.80
There has been a very small increase, with less Stage 2 complaints answered in September 2026 than in September 2025. This is potentially the result of ongoing work being undertaken in all areas to ensure we are completing actions promised at Stage 1, which often contributes to escalation requests. Ongoing monitoring will help determine whether this is a positive trend or just a single good month.											
TP03	Satisfaction with time taken to complete recent repair	Higher	DS	66.0%	70.0%	N/A	N/A	61.0%	62.8%	67.5%	75.6%
Customer satisfaction with the time taken to complete repairs reduced from 70% in June to 61% in September, a decrease of 9 percentage points. This indicates that customers experience dissatisfaction with repair completion times, despite improvements in operational performance. Focus will remain on reducing delays, improving communication with customers, minimising repeat visits and completing repairs within target timescales to improve the overall customer experience and satisfaction levels.											
TP05	Satisfaction that the home is safe	Higher	SE	80.0%	79.0%	N/A	N/A	74.0%	68.8%	74.3%	79.9%
Satisfaction that the home is safe is 74%. This provides a positive foundation, but also highlights the need to continue strengthening residents' confidence in the safety of their homes. Our ongoing investment in stock condition, fire and building safety, damp and mould, repairs, compliance and planned improvements is focused on ensuring homes are safe, well maintained and that issues identified are addressed effectively.											
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	To reduce	338	247	280	276	N/A		
The disrepair position continues to improve, with live cases reducing from 274 to 268, the lowest level in five years. The number of cases over 12 months old has also reduced from 21 to 14, with works already in progress on 12 of these. There are currently 120 cases where works have been referred between United Living and the Council, including 53 requiring further instructions. Resolving these cases remains a key priority, alongside progressing outstanding works and closely managing cases aged 6–12 months to prevent them becoming longer-term cases. The focus for the coming month will be on maintaining the reduction in the overall caseload, completing works more quickly, reducing older cases and supporting earlier resolution of claims to help minimise associated legal costs. Overall, performance remains positive, with the priority now being to maintain momentum and prevent cases from ageing.											
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE	To reduce	83	71	67	66	N/A		
Live damp and mould cases reduced slightly from 67 to 66 during September. Progress continues to be affected by access issues and outstanding remedial works, with 40 cases (61%) currently at the third stage of the no-access process. Reducing older and legacy cases remains a priority. The Planned and Replacements Team, working alongside the Access Team, will continue to progress inspections, remedial works and access recovery activity, with the aim of significantly reducing the caseload by December 2026. A review of records will also be undertaken to remove duplicate or historic cases and ensure reporting accurately reflects the current live caseload. Overall, performance has improved marginally, but further progress is required to reduce outstanding cases and overcome access barriers.											