

Key Performance Indicators 2026/27 Q1

Resident Voice	Target	Tolerance	Q1	Target Met
TP02 Customer satisfaction score with overall Repairs Service	81%	71% - 81%	82.1%	✓
TP03 Satisfaction with time taken to complete most recent repair	82%	72% - 82%	80.0%	X
TP04 Satisfaction that the home is well maintained	81%	71% - 81%	82.7%	✓
TP05 Satisfaction that the home is safe	90%	80% - 90%	85.1%	X
TP09 Satisfaction with BCHGs approach to handling complaints	45%	30% - 45%	46.3%	✓
TP10 Satisfaction that BCHG keeps communal areas clean and well maintained	80%	80% - 90%	71.4%	X
TP11 Customer satisfaction that BCHG makes a positive contribution to neighbourhoods	72%	62% - 72%	73.9%	✓
TP12 Satisfaction with BCHG's approach to handling anti-social behaviour	67%	57%=67%	69.4%	✓
Property	Target	Tolerance	Q1	Target Met
RP01 Homes that do not meet the Decent Homes Standard	0%	0-1%	0.1%	X
RP02 Repairs completed within target timescale - % Emergency repairs completed on time	100%	99-100%	99.4%	X
RP02.2 Repairs completed within target timescale - %Non-Emergency repairs completed on time	90%	89%-90%	97.06%	✓
No. Fire Risk Actions Outstanding	0%	0-1%	1.1%	X
Carbon Monoxide installation	100%	99-100%	92.2%	X
Smoke Alarm installation	100%	99-100%	100%	✓
New significant damp and mould hazards reported per 1,000 properties	N/A	N/a	3	-
Housing	Target	Tolerance	Q1	Target Met
Total Current Arrears Gross £	3.5%	3.5-3.7%		
Arrears – Former Tenant	0.56%	0.56-0.58%		
Rent collected % - Total excl. Voids	100%	99-100%		
Void Loss – Annual Cumulative	0.88%	0.88-0.93%		
Average re-let time (standard re-lets)	25	25-26.25	21	✓
NM01 ASB cases per 1,000 homes	N/A	-	67.9	-
NM01.2 ASB cases involving hate crime per 1,000 homes	N/A	-	4.2	-
CH01.1 Stage 1 complaints per 1,000 homes	N/A	-	28.37	-
CH01.2 Stage 2 complaints per 1,000 homes	N/a	-	2.99	-
CH02.1 Stage 1 complaints responded to within timescale	100%	N/A	96.5%	X
CH02.2 Stage 2 complaints responded to within timescale	100%	N/A	100%	✓
People & Culture	Target	Tolerance	Q1	Target Met
Sickness – average no. Days lost overall	11	10.6-11	14.82	X

Safety Registers

2026/27 Q1

Gas Safety Compliance

As your social landlord BCHG must use a **Gas Safe registered engineer** to check all landlord-provided gas appliances and flues at least every 12 months, including relevant communal systems. We must maintain gas pipework and equipment, repair safety defects, and give you the safety record within 28 days—or before you move in. You should provide reasonable access for appointments, although the landlord cannot force entry.

Measure	Position	Narrative
Properties requiring annual gas check (LGSR)	1871	All BCHG gas appliances and flues have been checked by a Gas Safe registered engineer, or where the property is vacant or the gas supply is unused, the gas supply has been capped and checked, in the last 12 months.
Properties with a valid LGSR or capped gas supply	1871 (100%)	
Overdue certificates	0	

Fire Safety Compliance

As your social landlord BCHG must regularly assess fire risks in communal areas, act on hazards, keep escape routes clear, and maintain fire alarms, emergency lighting and firefighting equipment. In blocks over 11 meters, communal fire doors must be checked at least every three months, with annual checks attempted on flat entrance doors

Measure	Position	Narrative
Properties requiring Fire Risk Assessment	688	Of the 4 Fire Risk Assessments overdue, 3 are properties where BCHG is not the building owner and we are awaiting updated FRAs from the third-party landlord and are actively chasing for confirmation, the remaining FRA is planned but outside of the renewal period.
Properties with a Fire Risk Assessment	684 (99.4%)	
Overdue Fire Risk Assessments	4	

Asbestos Management

As your social landlord BCHG must identify and assess asbestos in communal areas, keep an asbestos register and management plan, and regularly monitor its condition. Before maintenance or refurbishment, they must check for asbestos, tell anyone who may disturb it and use appropriately trained contractors. Asbestos can remain safely in place if undamaged; it must be repaired, enclosed or removed if it poses a risk.

Measure	Position	Narrative
Properties requiring an Asbestos Condition Inspection	341	The 1 Asbestos Condition Inspection overdue is a property where BCHG is not the building owner and we are awaiting the updated inspection report for the third-party landlord. It has been delayed due to works that are underway in the building.
Properties where an Asbestos Condition Inspection has been carried out within the required timeframe	340 (99.7%)	
Properties with an overdue Asbestos Condition Inspection	1	

Water Hygiene & Legionella

As your social landlord BCHG must assess and control Legionella risks in their properties' water systems. This includes maintaining safe water temperatures, preventing stagnant water, inspecting and cleaning tanks or outlets when needed, and reviewing assessments when systems or occupancy change. Routine Legionella testing is not normally required in standard homes unless the risk assessment identifies a need.

Measure	Position	Narrative
Properties requiring a Risk or Validity Assessment for complex systems	283	All BCHG water systems have had a Risk or Validity Assessment in the last 12 months.
Properties with a Risk or Validity Assessment for complex systems	283 (100%)	
Properties overdue for a Risk or Validity Assessment	0	

Lift Safety

As your social landlord BCHG must maintain passenger lifts and arrange thorough safety examinations by a competent person—normally at least every six months. We must address defects promptly, retain inspection records and keep emergency alarms working.

Measure	Position	Narrative
Properties requiring periodic lift inspections	334	All BCHG passenger lifts have been inspected withing the last 6 months.
Properties with a valid lift inspection	334 (100%)	
Properties overdue for a periodic lift inspection	0	

Electrical Safety Compliance

As your social landlord BCHG must have your home's fixed electrical installation inspected by a qualified person at least every five years. Any BCHG-provided electrical appliances must also be checked at least every five years. We must address identified hazards promptly and give you copies of the safety records.

Measure	Position	Narrative
Properties requiring Electrical Safety Certificate (EICR)	2089	We are progressing outstanding electrical safety checks across 18 homes. Some visits were delayed or rearranged due to access, illness, holidays, or the need for specialist work. In several homes, inspections identified further repairs that must be completed before certification. Appointments are being arranged or followed up, and completed cases will be closed once the updated electrical safety certificate is received. A further 7 homes EICR Certificates were not handed over correctly at purchase and slipped out of the compliance schedule, these have been remedied.
Properties with a valid Electrical Safety Certificate (EICR)	2064 (98.8%)	
Overdue EICR's	25	

Damp & Mould / Awaab's Law

Awaab's Law requires BCHG to investigate reported damp or mould that may pose a significant risk within **10 working days** and provide written findings within **3 working days**. We must begin necessary safety work within **5 working days**, deal with emergencies within **24 hours**, and provide suitable temporary accommodation if the home cannot be made safe in time.

Measure	Position	Narrative
No. Of Damp & Mould cases reported	56	Damp and mould inspections have been carried out with mould treatment and decoration where required. In a small number of cases building or bathroom remedial works were required to address leaks or water ingress, ventilation and safety alarms. Routine treatment and inspection averaged around 5 working days, while complex remedials and water-ingress works took 13.5-14.8 days.
Emergency hazards resolved within 24 hr (%)	100%	
Significant damp and mould hazards investigated within 10 working days (%)	81%	
Significant damp and mould repairs initiated within 5 working days (%)	56%	

Smoke & Carbon Monoxide Alarms

BCHG must provide a working smoke alarm on every storey containing living accommodation and a carbon monoxide alarm in rooms with fixed combustion appliances, except gas cookers. We must check alarms work when a new tenancy begins and repair or replace faulty alarms as soon as reasonably practicable after being told. Tenants should test alarms regularly and report faults promptly.

Measure	Position	Narrative
Properties requiring smoke alarm	2118	All properties requiring a smoke alarm has had one installed. Carbon monoxide alarms are fitted in the majority of homes with a small proportion outstanding. The priority is to complete these installations. Please test alarms regularly and report faults promptly.
Properties with smoke alarms fitted	2118 (100%)	
Properties requiring carbon monoxide alarm	1815	
Properties with a carbon monoxide alarm fitted	1678 (92.45%)	

Radon Safety Compliance

BCHG must assess radon as a potential housing hazard and arrange testing where a home is in a radon-affected area or otherwise at risk. Testing normally uses detectors for three months. If the result is **200 Bq/m³ or higher**, the landlord should carry out work to reduce the level and retest; there is no universal requirement to test every home regularly.

Measure	Position	Narrative
% homes in radon areas with a valid test or mitigation	0%	National radon mapping has been reviewed and homes that need radon testing identified. A phased testing programme, starting with the homes at highest potential risk, will be carried out so we can understand whether any action is needed.

Property Adaptation Compliance

must help tenants who need property adaptations access the appropriate assessment and services, often involving an occupational therapist or council. They must consider disability-related requests fairly and should not unreasonably refuse consent for suitable adaptations. Approved adaptations must be safe, appropriate and properly maintained where the landlord is responsible for them.

Measure	Position	Narrative
No. of property adaptation requests received	6	Property adaptations have been requested directly by tenants and via local authority partners. Most requests were mobility or bathing related requiring the installation of grabrails or other equipment.
No. of property adaptations completed	3	
Average completion time	4 days	
% property adaptation requests completed within timescale	100%	