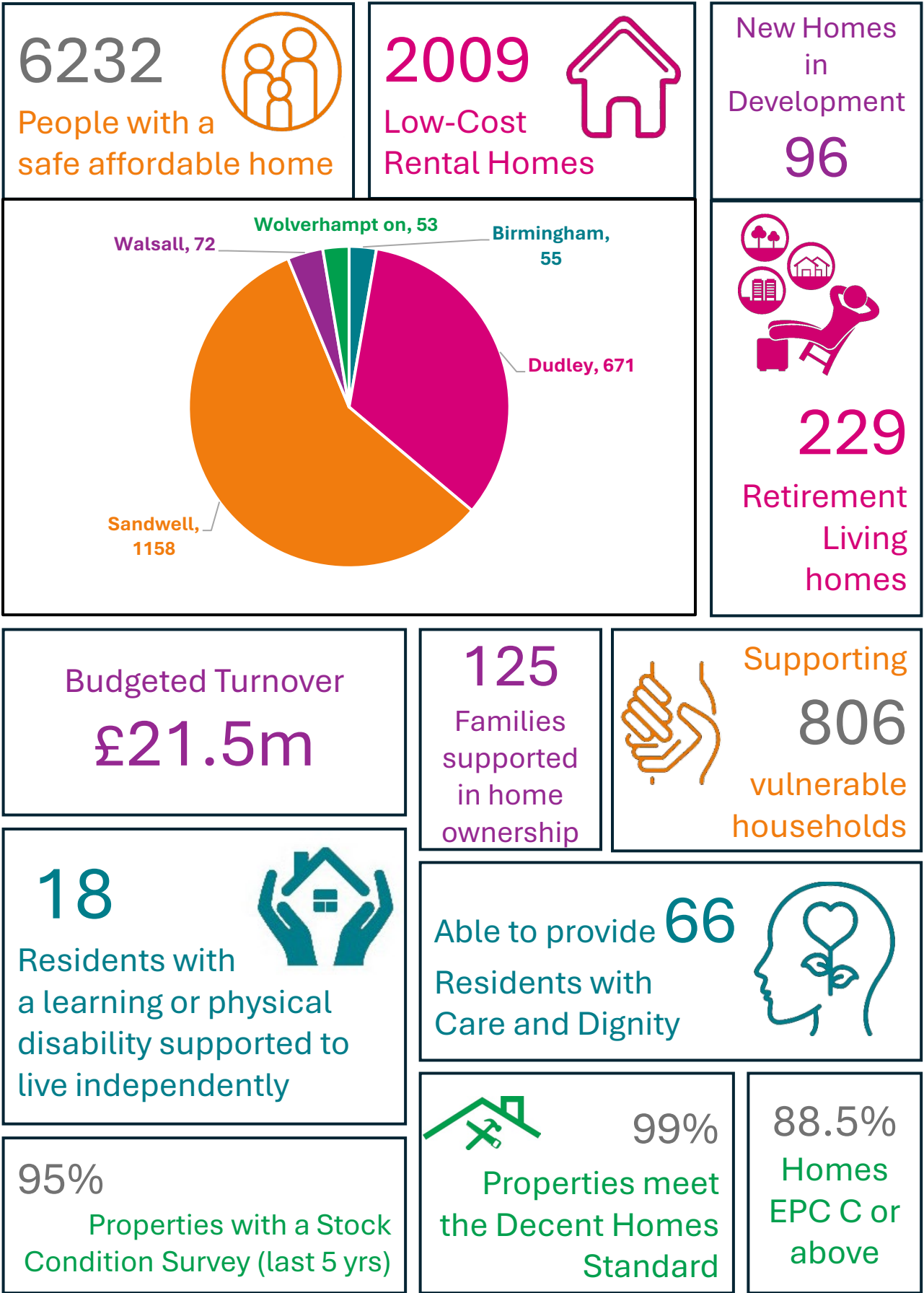


BCHG on a Page



As at end Aug 2026

Please note, as this is a between quarter edition, not all SI's or KPI's have been produced. Where values are greyed out or there is a "-", this denotes that these indicators are calculated quarterly and shows our Q1 position.

Strategic Indicators

2026/27 AUG

Strategic Indicators 2026/27

Resident Voice	Target	Tolerance	Q2	Target Met
TP01 Customer overall satisfaction with BCHG as Landlord	90%	80% - 90%	82%	X
TP06 Satisfaction the landlord listens to tenant views and acts upon them	80%	70% - 80%	72%	X
TP07 Satisfaction the landlord keeps tenants informed about things that matter to them	85%	75% - 85%	79%	X
TP08 Agreement that the landlord treats tenants fairly and with respect	100%	80% - 90%	89%	X
Customer Satisfaction Supported Living	95%	85% - 95%	-	-
Overall Satisfaction Residential Care	95%	85% - 95%	-	-
Overall Satisfaction with New Homes	95%	85% - 95%	-	-

Property	Target	Tolerance	AUG	Target Met
BS01 Homes for which all required gas safety checks have been carried out	100%	99-100%	100%	✓
BS02 Fire safety checks	100%	99-100%	100%	✓
BS03 Asbestos safety checks	100%	99-100%	100%	✓
BS04 Water safety checks	100%	99-100%	100%	✓
BS05 Lift safety checks	100%	90-100%	94.4%	X
Electrical Safety checks	100%	99-100%	99.86%	X
% of properties EPC rating C or above year to date	85%	84-85%	88.5%	✓

Operations	Target	Tolerance	AUG	Target Met
Tenancy turnover of properties (LCRA)	5%	5-7%	1.86%	✓

People & Culture	Target	Tolerance	AUG	Target Met
Colleague Engagement Score	>8.2	8.0-8.2	8.4	✓
% Staff voluntary turnover overall	19%	19-20%	13%	✓
Colleague satisfaction that IT contributes to their role success	>4.0	3.8-4.0	4.4	✓

Key Performance Indicators 2026/27 AUG

Resident Voice	Target	Tolerance	Q2	Target Met
TP02 Customer satisfaction score with overall Repairs Service	81%	71% - 81%	90%	✓
TP03 Satisfaction with time taken to complete most recent repair	82%	72% - 82%	88%	X
TP04 Satisfaction that the home is well maintained	81%	71% - 81%	84%	✓
TP05 Satisfaction that the home is safe	90%	80% - 90%	87%	X
TP09 Satisfaction with BCHGs approach to handling complaints	45%	30% - 45%	49%	✓
TP10 Satisfaction that BCHG keeps communal areas clean and well maintained	80%	80% - 90%	84%	X
TP11 Customer satisfaction that BCHG makes a positive contribution to neighbourhoods	72%	62% - 72%	81%	✓
TP12 Satisfaction with BCHG's approach to handling anti-social behaviour	67%	57%-67%	72%	✓
Property	Target	Tolerance	AUG	Target Met
RP01 Homes that do not meet the Decent Homes Standard	0%	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%	87.13%	X
No. Fire Risk Actions Outstanding	0%	0-1%	18%	X
Carbon Monoxide installation	100%	99-100%	-	X
Smoke Alarm installation	100%	99-100%	-	✓
New significant damp and mould hazards reported per 1,000 properties	N/A	N/a	35.8	-
Housing	Target	Tolerance	AUG	Target Met
Total Current Arrears Gross	3.5%	3.5-3.7%	2.77%	✓
Arrears – Former Tenant	0.56%	0.56-0.58%	0.66%	X
Rent collected % - Total excl. Voids	100%	99-100%	102%	✓
Void Loss – Annual Cumulative	0.88%	0.88-0.93%	0.49%	✓
Average re-let time (standard re-lets)	25	25-26.25	19.53	✓
NM01 ASB cases per 1,000 homes	N/A	-	-	-
NM01.2 ASB cases involving hate crime per 1,000 homes	N/A	-	-	-
CH01.1 Stage 1 complaints per 1,000 homes	N/A	-	-	-
CH01.2 Stage 2 complaints per 1,000 homes	N/a	-	-	-
CH02.1 Stage 1 complaints responded to within timescale	100%	N/A	-	X
CH02.2 Stage 2 complaints responded to within timescale	100%	N/A	-	✓
People & Culture	Target	Tolerance	Q1	Target Met
Sickness – average no. Days lost overall	11	10.6-11	?	X