

## Appendix 1: Key performance measures for each business plan objective @ 11th November 2025

### 1. Focussing on customer experience

Housing Calls to 300300 (Apr - Jun 2025)	Citywide	Apr 24 - Mar 25	Benchmark
Calls Offered per month	<b>20,644</b> <b>6,881</b>	107,313 8,943	
Calls Answered	<b>85.4%</b>	78.9%	
Average call wait time (in minutes)	<b>06:54</b>	09:31	National Average (Housemark) - 03:25

This is the latest available informat

The measures below show Are performance compared to perform

Repairs (Apr - Oct 2025)	Citywide	Apr 24 - Mar 25	Benchmark	East	North
Emergency repairs completed within target timescale TSM	<b>99.8%</b>	97.0%	National Average (RSH 24/25) - 94.9%	99.8%	99.8%
Non-emergency repairs completed within target timescale TSM	<b>77.5%</b>	67.7%	National Average (RSH 24/25) - 82.5%	76.6%	78.4%
Proportion of repairs raised as emergency	<b>31.6%</b>	37.0%	<i>lower is better</i>	30.1%	30.6%
Satisfaction workers attended as arranged	<b>95.3%</b>	96.0%		95.8%	94.8%
Satisfaction repairs done right first time	<b>77.5%</b>	79.1%		80.2%	76.0%
Satisfaction with the overall repairs service	<b>81.5%</b>	82.9%	National Average (Housemark) - 88.3%	84.1%	79.6%

Housing customer feedback (Apr - Sep 2025)	Citywide	Apr 24 - Mar 25	Benchmark	East	North
Complaints received per 1,000 properties per month	<b>475</b> <b>3.45</b>	871 3.16	National Average (Housemark) - 5.51		
Proportion of Complaints Upheld	<b>41.1%</b>	33.8%			
Proportion of Complaints Partially Upheld	<b>22.7%</b>	23.5%			
Complaints answered in target (10 days stage 1; 20 stage 2)	<b>94.6%</b>	96.3%	National Average (Housemark) - 96.7%		
Compliments received (per 1,000 properties per month)	<b>160</b> <b>1.16</b>	364 1.32			
Satisfaction with the Housing Service's approach to handling complaints (2024/25 TSM survey)	<b>31.7%</b>	2023/24 38.6%	National Average (RSH 24/25) - 35.5%	29.3%	33.8%

## 2. Putting residents first and meeting their needs

Performance Measures (as at 3 Oct 2025)	Citywide	Apr 24 - Mar 25	Benchmark
Homelessness duty cases currently supported in temporary accommodation	219	226	
Oldest Homesearch application (including amendments) - days	39	31	Target 14
Empty Properties intended for reletting (as % of stock)	326 (1.43%)	341 (1.49%)	National Average (Housemark) - 0.52%
Average Relet Time (calendar days)	72.3	73.1	National Average (Housemark) - 45.1
Routine Tenancy Visits Completed this year	3,395	6,306	
per month	485	526	
Major Adaptations Completed this year	705	368	
per month	101	31	
Major Adaptations Outstanding	404		
Minor Adaptations Completed this year	549	989	
per month	78	82	
Minor Adaptations Outstanding	22		

The measures below show Are performance compared to perform

East	North
142	123
75.2	71.3
1,352	1,525
193	218
255	285
36	41
168	142
212	220
30	31
7	10

## 3. Safety, sustainability and climate change

Safety Compliance (as at 3 Oct 2025)	Citywide	as at Mar 2025	Benchmark
Proportion of homes with a valid gas safety certificate TSM	99.99%	100%	National Average (Housemark) - 99.97%
Proportion of properties with Electrical Installation Condition certificates up to five years old	98.65%	98.35%	National Average (Housemark) - 99.44%
% Fire Safety checks completed TSM	100%	100%	National Average (RSH 24/25) - 100%
% Asbestos Safety checks completed TSM	92.91%	100%	National Average (RSH 24/25) - 100%
% Legionella Safety checks completed TSM	100%	100%	National Average (RSH 24/25) - 100%
% Lift Safety checks completed TSM	100%	100%	National Average (RSH 24/25) - 100%

East	North
99.99%	100%
99.18%	98.32%
100%	100%
100%	100%
100%	100%
100%	100%

The measures below show Are performance compared to perform

<b>Sustainability</b>	<b>Citywide</b>	<b>Previous Year</b>	<b>Benchmark</b>	<b>East</b>	<b>North</b>
Proportion of non-decent council homes (at end March 2025) TSM	<b>10.6%</b>	March 2024 14.4%	National Average (RSH 24/25) - 0.5%	8.9%	10.9%
Stock Condition Surveys Completed - as at 3 Oct 2025	<b>6,210</b>	March 2025 2,645		2,906	2,239

<b>Climate Change</b>	<b>Citywide</b>	<b>March 2025</b>	<b>Benchmark</b>
Percentage of homes that have an EPC rating of A-C	<b>0.0%</b>	<b>42.5%</b>	

#### 4. Strengthening Hull's neighbourhoods and communities

<b>Performance Measures (2024/25) latest available</b>	<b>Citywide</b>	<b>Previous Year</b>	<b>Benchmark</b>	<b>East</b>	<b>North</b>
Tenant satisfaction with their neighbourhood as a place to live (2024/25 TSM survey)	<b>73.7%</b>	2023/24 68.6%	National Average (Housemark) - 80.3%	69.9%	72.9%
Satisfaction with ASB case handling (2024/25 TSM survey)	<b>56.6%</b>	2023/24 52.3%	National Average (RSH 24/25) - 59.5%	52.2%	57.4%
Number of complaints relating to anti-social behaviour (per 1,000 properties per month)	<b>4.30</b>	2023/24 4.28%	National Average (Housemark) - 3.00		

<b>Performance Measures (Apr - Oct 2025)</b>	<b>Citywide</b>	<b>Apr 24 - Mar 25</b>	<b>Benchmark</b>
Estate Walks undertaken with tenants per month	<b>105</b> <b>15</b>	168 14	
Estate Walks: % unacceptable elements identified (lower is better)	<b>0.6%</b>	1.3%	Target 5% (set with tenant reps)
Low-Rise Flats Communal Area Inspections: % unacceptable elements identified (lower is better)	<b>7.4%</b>	13.9%	Target 38% (set with tenant reps)

## 5. Investing in modernisation and organisational development

<b>Improvements in technology (as at 3 Oct 2025)</b>	<b>Citywide</b>
myHousing registered users	<b>22,684</b>

The measures below show Are performance compared to perform

<b>Working in partnership with residents' groups</b>	<b>Citywide</b>	<b>Previous Year</b>	<b>Benchmark</b>	<b>East</b>	<b>North</b>
Satisfaction that we listen to views and act upon them (2024/25 TSM survey)	<b>66.2%</b>	2023/24 59.5%	National Average (RSH 24/25) - 61.6%	62.0%	65.9%

<b>Ensuring a financially viable service (Apr - Oct 2025)</b>	<b>Citywide</b>	<b>as at Oct 2024</b>	<b>Benchmark</b>	<b>East</b>	<b>North</b>
Rent Collection (including arrears b/f)	<b>93.60%</b>	94.24%	National Average (Housemark) - 97.66%	93.76%	93.21%
Latest Current Tenant Arrears as % of debit	<b>£5,042,139</b> <b>4.19%</b>	£4,652,226 4.14%	National Average (Housemark) - 2.87%	£1,795,656 4.03%	£2,115,956 4.55%
Latest Former Tenant Arrears as % of debit	<b>£1,998,051</b> <b>1.66%</b>	£1,700,635 1.48%	National Average (Housemark) - 1.32%	£708,707 1.59%	£786,982 1.69%

<b>Ensuring a financially viable service (Apr - Oct 2025)</b>	<b>Citywide</b>	<b>Apr 24 - Mar 25</b>	<b>Benchmark</b>	<b>East</b>	<b>North</b>
Former Tenant Arrears Payments in year per month	<b>£267,577</b> <b>38,225</b>	£396,544 33,045		£94,384 13,483	£94,867 13,552
Former Tenant Arrears written off in year as % of debit	<b>£264,833</b> <b>0.22%</b>	£455,225 3793541.67%	National Average (Housemark) - 0.32%	£109,167 0.25%	£96,901 0.21%

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<b>West</b>
99.6%
77.9%
33.9%
95.4%
75.0%
79.8%

<b>West</b>
31.6%

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<b>West</b>
61
68.8
518
74
165
24
94
117
17
5

<b>West</b>
99.98%
98.37%
100%
83.31%
100%
100%

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<b>West</b>
12.6%
1,065

<b>West</b>
78.8%
60.4%

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<b>West</b>
70.9%

<b>West</b>
93.97%
£1,130,528
3.87%
£502,362
1.72%

<b>West</b>
£78,326
11,189
£58,766
0.20%