



Heart
of Medway

Our monthly performance

August 2026



Scorecard

Measure	26-27 target	current month	prev. month	YTD Current year	YTD Previous year	Confidence in meeting year-end target
Performance summary (unless detailed in KPIs)						
Satisfied with overall service (transactional surveys)	80%	75%	60%	69.2%	New target	
Rent arrears (including service charge)	<4%	3.54%	3.49%	3.79%	5.8%	
Reduce income lost from empty homes	<1.3%	1.5%	1.4%	1.21%	New target	
Maintain an average call wait time of 3 minutes or less	3 mins	01:12 mins	01:16 mins	02:11 mins	01:34 mins	
Visit our customers to connect with customers in our communities	>140 Visits	Visits scheduled to start in September			New target	A
Completed stock condition surveys	75%	37.4%	23%	37.4%	New target	

Measure	26-27 target	current month	prev. month	YTD Current year	YTD Previous year	Confidence in meeting year end target
Building Maintenance						
Properties meeting an EPC rating C or above	97%	94.35%	94.35%	94.35%	93.65%	
Repairs completed within timescale (all repairs)	80%	83.6%	91.3%	86.6%	59.27%	
Reduce outstanding and overdue repairs	<204	42	39	42	New target	
Building Safety						
Gas safety	100%	100%	100%	100%	100%	
Electrical tests (domestic)	100%	100%	99.80%	100%	99.86%	

Fire risk assessments	100%	100%	100%	100%	100%	
Asbestos surveys (communal)	100%	100%	100%	100%	87%	
Water hygiene checks	100%	100%	100%	100%	100%	
Lifts serviced (passenger)	100%	100%	100%	100%	99.98%	
Customer Experience						
Complaints responded to within Housing Ombudsman code timescales	100%	100%	100%	93.2%	67.7%	C
Homeowner overall satisfaction (transactional)	50%	Surveys to be rolled out from October 26			New target	A
Planned neighbourhood inspections completion	100%	74.7%	69.5%	79.6%	New target	
ASB / Hate crime / DA contact/response rates report response	Next working day	100%	100%	75%	New target	C
ASB / Hate crime / DA contact/response rates action plan issue	10 working days	100%	100%	100%	New target	

Confidence Key

Green	Amber	Red
Performance projected to meet target by year end A	A Not yet started or scoped Target can be achieved with investment/re-scoping within existing budget B Expected to meet the monthly target by year end but fall short of the full year target. C Legislative changes will impact short term performance or definition of target. D	Performance projected to not meet target by year end A