



mhs
homes

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
Target 1 Customer Satisfaction (transactional)	>80%	81.8%	81.8%	84.5%	New target	
Target 2 Rent arrears (including service charge)	<3%	2.60%	2.65%	2.91%	3.84%	
Target 3 Reduce income lost from empty homes	<1%	0.9%	1.10%	1%	New target	
Target 4 Proactively visit our homes	>1000 homes	Visits scheduled to start in September			New target	A
Target 5 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	
Target 6 Completed stock condition surveys	75%	37.6%	27%	37.6%	New target	
Target 7 - 100% building safety compliance						
Gas safety	100%	99.58%	99.54%	99.58%	99.96%	
Electrical tests (domestic)	100%	99.43%	99.40%	99.43%	99.64%	
Fire risk assessments	100%	100%	100%	100%	99.85%	
Asbestos surveys (communal)	100%	100%	100%	100%	93.7%	
Water hygiene checks	100%	100%	100%	100%	100%	
Lifts serviced (passenger)	100%	100%	100%	100%	99.37%	
Target 8 Repairs completed in target timescale	80%	89.74%	89.7%	88.4%	61.2%	
Target 9 Reduce outstanding and overdue repairs	<450	510	472	510	New target	
Target 10 Properties meeting an EPC rating C or above	87%	82.5%	82.5%	82.5%	80.12%	

Scorecard

Measure	26-27 target	current month	prev. month	YTD Current Year	YTD Previous year	Confidence in meeting year-end target
Target 11 Complaints resolved within target timescale	100%	100%	90.2%	88.1%	70.6%	C
Target 12 Homeowner overall satisfaction (transactional)	50%	Surveys to be rolled out from October 26			New target	A
Target 13 - ASB / Hate / DA contact/response rates						
ASB / Hate crime / DA contact/response rates report response	Next working day	100%	100%	98%	New target	C
ASB / Hate crime / DA contact/response rates action plan issue	10 working days	100%	100%	91%	New target	C
Target 14 Planned neighbourhood inspections completion	100%	85.4%	83.4%	85%	New target	
Target 15 Health and Safety Rating Achievement	5 stars	Recommendations from 2026 BSC report are being actioned – 0 high-priority actions, 8 medium priority actions and 17 Low-priority actions. 1 Medium and 8 Low-priority actions remain open			New target	
Target 16 - Culture Amp Completion / Participation rates (due in October)						
Target 17 - Budget - deliver the 2026/27 budget (data available from July 26)	On Budget	On Track	On Track	On Track	New target	
Target 18 - Value for money realisation (data available from July 26)	£250k	£41K	£22k	£100k	New target	
Target 19 Asset Disposals	<£3.7m	£0	£477k*	£477k*	New target	

Confidence Key

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

* The disposal value quoted in previous months, incorrectly included staircasing income, previous values have been corrected