mhs homes

Our monthly performance



September 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%	76.3%	81.8%	83.3%	New target	
Target 2 Rent arrears (including service charge)	<3%	2.78%	2.60%	2.76%	3.84%	
Target 3 Reduce income lost from empty homes	<1%	1.0%	0.9%	1.01%	New target	
Target 4 Proactively visit our homes	>1000 homes	51	0	51	New target	A
Target 5 Maintain an average call wait time of 3 minutes or less	<3 mins	01:28 mins	01:12 mins	01:53 mins	01:34 mins	
Target 6 Completed stock condition surveys	75%	44.3%	37.6%	44.3%	New target	
Target 7 - 100% building safety compliance						
Gas safety	100%	99.55%	99.58%	99.55%	99.96%	
Electrical tests (domestic)	100%	99.54%	99.43%	99.54%	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%	88.1%	89.74%	88.3%	61.2%	
Target 9 Reduce outstanding and overdue repairs	<450	260	510	260	New target	
Target 10 Properties meeting an EPC rating C or above	87%	82.9%	82.5%	82.9%	80.12%	C

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%	100%	88.5%	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%	99%	New target	C
ASB / Hate crime / DA contact/response rates action plan issue	10 working days	93%	100%	91%	New target	C
Target 14 Planned neighbourhood inspections completion	100%	100%	85.4%	87%	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						
Listen to our people and strengthen our culture	75%			88%	New target	Achieved
More of our staff taking part in our annual survey with engagement above 65%	65%			68%	New target	Achieved
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	£38k	£41K	£79k	New target	

Target 19 Asset Disposals	<£3.7m	£320k	£0	£797k	New target	

Measure	Target	Q2	Q1	YTD Current year
Tenant Satisfaction Measures				
TP01 – Overall satisfaction Satisfaction with the overall service provided by the landlord	70%	70%	72%	71%
TP02 – Repairs service Satisfaction with repairs and maintenance	75%	75%	76%	75%
TP03 – Time taken for repairs Satisfaction with how long the most recent repair took	65%	63%	65%	64%
TP04 – Home well maintained Satisfaction that the home is well maintained	73%	74%	72%	73%
TP05 – Home is safe Satisfaction that the home is safe	78%	75%	74%	75%
TP06 – Listens to tenants Satisfaction that the landlord listens to tenant views and acts on them	58%	55%	63%	59%
TP07 – Keeps tenants informed Satisfaction with how the landlord keeps tenants informed	69%	68%	74%	71%
TP08 – Treated fairly and with respect Agreement that tenants are treated fairly and with respect	75%	78%	79%	78%
TP09 – Complaints handling Satisfaction with how complaints are handled	33%	25%	34%	28%
TP10 – Communal areas Satisfaction that communal areas are clean and well maintained	73%	70%	69%	70%
TP11 – Neighbourhood contribution Satisfaction the landlord makes a positive contribution to neighbourhoods	66%	61%	66%	63%
TP12 – ASB handling Satisfaction with how anti-social behaviour is handled	50%	50%	52%	51%

Measure	Q2	Q1	YTD Current year
Tenant Satisfaction Measures – Low Cost Rental Accommodation			
TP01 – Overall satisfaction Satisfaction with the overall service provided by the landlord	71%	73%	72%
TP02 – Repairs service Satisfaction with repairs and maintenance	76%	77%	76%
TP03 – Time taken for repairs Satisfaction with how long the most recent repair took	63%	65%	64%
TP04 – Home well maintained Satisfaction that the home is well maintained	75%	74%	75%
TP05 – Home is safe Satisfaction that the home is safe	76%	76%	76%
TP06 – Listens to tenants Satisfaction that the landlord listens to tenant views and acts on them	55%	65%	60%
TP07 – Keeps tenants informed Satisfaction with how the landlord keeps tenants informed	69%	75%	72%
TP08 – Treated fairly and with respect Agreement that tenants are treated fairly and with respect	78%	80%	79%
TP09 – Complaints handling Satisfaction with how complaints are handled	24%	35%	28%
TP10 – Communal areas Satisfaction that communal areas are clean and well maintained	71%	72%	72%
TP11 – Neighbourhood contribution Satisfaction the landlord makes a positive contribution to neighbourhoods	62%	68%	65%
TP12 – ASB handling Satisfaction with how anti-social behaviour is handled	51%	54%	52%

Measure	Q2	Q1	YTD Current year
Tenant Satisfaction Measures – Low Cost Home Ownership			
TP01 – Overall satisfaction Satisfaction with the overall service provided by the landlord	57%	45%	51%
TP02 – Repairs service Satisfaction with repairs and maintenance	Not Measured for LCHO Customers		
TP03 – Time taken for repairs Satisfaction with how long the most recent repair took	Not Measured for LCHO Customers		
TP04 – Home well maintained Satisfaction that the home is well maintained	Not Measured for LCHO Customers		
TP05 – Home is safe Satisfaction that the home is safe	59%	55%	57%
TP06 – Listens to tenants Satisfaction that the landlord listens to tenant views and acts on them	47%	31%	39%
TP07 – Keeps tenants informed Satisfaction with how the landlord keeps tenants informed	56%	59%	57%
TP08 – Treated fairly and with respect Agreement that tenants are treated fairly and with respect	63%	63%	63%
TP09 – Complaints handling Satisfaction with how complaints are handled	29%	29%	29%
TP10 – Communal areas Satisfaction that communal areas are clean and well maintained	54%	36%	44%
TP11 – Neighbourhood contribution Satisfaction the landlord makes a positive contribution to neighbourhoods	45%	25%	35%
TP12 – ASB handling Satisfaction with how anti-social behaviour is handled	30%	20%	25%

Measure	Q2	Q1	YTD Current year
TSM Management Measures			
RP01 – Decent Homes % of homes that do NOT meet the Decent Homes Standard	4.76%	5.62%	4.76%
RP02a – non-emergency repairs % completed within target timescale	95.4%	87.2%	92.4%
RP02b – Emergency repairs % completed within target timescale	86.5%	89.0%	87.4%
CH01a – Stage 1 complaints Number per 1,000 homes (LCRA/LCHO)	18.7	21.8	40.5
CH01b – Stage 2 complaints Number per 1,000 homes (LCRA/LCHO)	8.3	7.3	15.6
CH02a – Stage 1 complaints on time % handled within timescale	91.1%	86.9%	88.3%
CH02b – Stage 2 complaints on time % handled within timescale	90.9%	86.2%	88.1%
NM01a – ASB cases Number of cases per 1,000 homes	12.8	6.5	19.3
NM01b – ASB with hate incidents Number per 1,000 homes	3.1	1.0	4.1

Confidence Key

Green	Amber		Red
Performance projected to meet target by year end	**A**	Not yet started or scoped	Performance projected not to meet target by year end
	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.	