Heart of Medway



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
Performance summary (unless detailed in KPIs)						
Satisfied with overall service (transactional surveys)	80%	82.9%	75%	86.0%	New target	
Rent arrears (including service charge)	<4%	3.75%	3.54%	3.66%	5.71%	
Reduce income lost from empty homes	<1.3%	1.6%	1.5%	1.26%	New target	
Maintain an average call wait time of 3 minutes or less	3 mins	01:28 mins	01:12 mins	01:54 mins	01:46 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%	41.3%	37.4%	41.3%	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%	95.6%	94.4%	95.6%	94.9%	
Repairs completed within timescale (all repairs)	80%	85.8%	83.6%	86.5%	57.3%	
Reduce outstanding and overdue repairs	<204	50	42	50	New target	
Building Safety						
Gas safety	100%	100%	100%	100%	100%	
Electrical tests (domestic)	100%	100%	100%	100%	99.78%	

Fire risk assessments	100%	100%	100%	100%	100%	
Asbestos surveys (communal)	100%	100%	100%	100%	100%	
Water hygiene checks	100%	100%	100%	100%	100%	
Lifts serviced (passenger)	100%	100%	100%	100%	100%	
Customer Experience						
Complaints responded to within Housing Ombudsman code timescales	100%	100%	83%	91%	66%	C
Homeowner overall satisfaction (transactional)	50%	Surveys to be rolled out from October 26			New target	A
Planned neighbourhood inspections completion	100%	100%	74.7%	81%	New target	
ASB / Hate crime / DA contact/response rates report response	Next working day	100%	100%	80%	New target	C
ASB / Hate crime / DA contact/response rates action plan issue	10 working days	100%	100%	100%	New target	

Measure	TARGET	Q2	Q1	YTD Current year
Tenant Satisfaction Measures - Combined				
TP01 – Overall satisfaction Satisfaction with the overall service provided by the landlord	68%	70%	67%	69%
TP02 – Repairs service Satisfaction with repairs and maintenance	79%	74%	66%	71%
TP03 – Time taken for repairs Satisfaction with how long the most recent repair took	72%	62%	61%	61%
TP04 – Home well maintained Satisfaction that the home is well maintained	83%	74%	69%	72%
TP05 – Home is safe Satisfaction that the home is safe	74%	72%	71%	72%
TP06 – Listens to tenants Satisfaction that the landlord listens to tenant views and acts on them	56%	52%	56%	54%
TP07 – Keeps tenants informed Satisfaction with how the landlord keeps tenants informed	73%	73%	66%	70%
TP08 – Treated fairly and with respect Agreement that tenants are treated fairly and with respect	78%	78%	70%	75%
TP09 – Complaints handling Satisfaction with how complaints are handled	32%	29%	15%	24%
TP10 – Communal areas Satisfaction that communal areas are clean and well maintained	71%	66%	67%	66%
TP11 – Neighbourhood contribution Satisfaction the landlord makes a positive contribution to neighbourhoods	69%	58%	62%	60%
TP12 – ASB handling Satisfaction with how anti-social behaviour is handled	51%	45%	51%	48%

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	73%	69%	72%
TP02 – Repairs service Satisfaction with repairs and maintenance	77%	67%	73%
TP03 – Time taken for repairs Satisfaction with how long the most recent repair took	63%	61%	62%
TP04 – Home well maintained Satisfaction that the home is well maintained	77%	74%	76%
TP05 – Home is safe Satisfaction that the home is safe	73%	76%	75%
TP06 – Listens to tenants Satisfaction that the landlord listens to tenant views and acts on them	54%	61%	57%
TP07 – Keeps tenants informed Satisfaction with how the landlord keeps tenants informed	74%	68%	72%
TP08 – Treated fairly and with respect Agreement that tenants are treated fairly and with respect	81%	72%	77%
TP09 – Complaints handling Satisfaction with how complaints are handled	28%	12%	22%
TP10 – Communal areas Satisfaction that communal areas are clean and well maintained	68%	72%	70%
TP11 – Neighbourhood contribution Satisfaction the landlord makes a positive contribution to neighbourhoods	59%	69%	63%
TP12 – ASB handling Satisfaction with how anti-social behaviour is handled	47%	56%	50%

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	42%	44%	43%
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	64%	33%	50%
TP06 – Listens to tenants Satisfaction that the landlord listens to tenant views and acts on them	40%	14%	29%
TP07 – Keeps tenants informed Satisfaction with how the landlord keeps tenants informed	60%	43%	53%
TP08 – Treated fairly and with respect Agreement that tenants are treated fairly and with respect	55%	56%	55%
TP09 – Complaints handling Satisfaction with how complaints are handled	40%	33%	38%
TP10 – Communal areas Satisfaction that communal areas are clean and well maintained	50%	20%	38%
TP11 – Neighbourhood contribution Satisfaction the landlord makes a positive contribution to neighbourhoods	43%	0%	25%
TP12 – ASB handling Satisfaction with how anti-social behaviour is handled	33%	0%	22%

Measure	Q2	Q1	YTD Current year
TSM Management Measures - Combined			
RP01 – Decent Homes % of homes that do NOT meet the Decent Homes Standard	1.82%	2.23%	1.82%
RP02a – Non-emergency repairs % completed within target timescale	85.1%	84.4%	84.8%
RP02b – Emergency repairs % completed within target timescale	96.7%	93.9%	95.2%
BS01 – Gas safety % of homes with valid gas safety check	100%	100%	100%
BS02 – Fire safety % of homes with required fire safety checks	100%	100%	100%
BS03 – Asbestos safety % of homes with required asbestos checks	100%	100%	100%
BS04 – Water safety (legionella) % of homes with required water safety checks	100%	100%	100%
BS05 – Lift safety % of homes with required lift safety checks	100%	100%	100%
BS06 – Electrical % of homes with required electrical safety checks	100%	99.69%	100%
CH01a – Stage 1 complaints Number per 1,000 homes	13.03	19.54	32.57
CH01b – Stage 2 complaints Number per 1,000 homes	8.14	8.14	16.28
CH02a – Stage 1 complaints on time % handled within timescale	66.6%	91.6%	88.2%
CH02b – Stage 2 complaints on time % handled within timescale	40%	100%	93.3%
NM01a – ASB cases Number of cases per 1,000 homes	7.3	1.0	8.3
NM01b – ASB with hate incidents Number per 1,000 homes	1.0	0	1.0

Notes for above

1. Regulatory requirements require reporting of RP01 and BS01-06 for LCRA customers only.
2. CH02a - Four Q2 cases were outstanding at month-end and were still within their target completion dates. The reported performance will be updated once these cases have been concluded.

3. CH02b – Five Q2 cases were outstanding at month-end and were still within their target completion dates. The reported performance will be updated once these cases have been concluded.

We would also like to bring to the attention of the Board that the Regulator has contacted us about two small survey scripting errors in the Summary of Approach document prepared by Acuity (our research provider). This is an issue affecting many Acuity clients. Acuity have confirmed that this was a typing error made by them and does not affect the integrity of the actual survey script used which was correct at all times. We have confirmed this is the case with the Regulator, updated the summary of approach and re-uploaded it to our website. We are taking steps to closely monitor our relationship with Acuity and seek regular assurances for the remainder of the contract term.

Confidence Key

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