

Bury Housing Services Appendix 1 Performance indicators – 2026/27

High level Performance Indicators

To be reported to HLT, HAB and Housing Portfolio

No.	Indicator	Area	Frequency	Actual 2025/26	Target 2026/257	Upper Quartile ¹	Corporate Priority	Notes
AM01	Proportion of homes that do not meet the Decent Homes Standard	Asset Mgt	Quarterly /annually	0.01%	Annual figure produced 100% Targets for carrying out the work: Qtr 1 10% Qtr 2 30% Qtr 3 30% Qtr 4 30% 0% at year end	0.5%	Improve the quality of our homes	Snapshot See report on new reporting practice
AM01a	Homes (dwelling units) that have had a stock condition survey in the last 2 years	Asset Mgt	Monthly	13.83%	Info only		Improve the quality of our homes	Cumulative/ snapshot

¹ If available Benchmark HouseMark English LAs (excl. London) 5k-10k stock

No.	Indicator	Area	Frequency	Actual 2025/26	Target 2026/257	Upper Quartile ¹	Corporate Priority	Notes
AM01b	Homes (dwelling units) that have had a stock condition survey in the last 5 years	Asset Mgt	Monthly	82.95%	Info only		Improve the quality of our homes	Cumulative/snapshot
NEW PI	Volume of stock condition surveys completed in year	Asset Mgt	Monthly		Target at start of year based on 20% of BC stock figure having had a survey by end of year		Improve the quality of our homes	
AM08	% of homes with an EPC rating of C or above.	Asset Mgt	Quarterly/Annual	69.13%	80%		Improve the quality of our homes	Snapshot
CH01a	Number of stage one complaints received (per 1,000 homes)	PIA	Monthly	25.17	27.4	23.7	Improve customer service and increase customer influence in our service delivery	This is a cumulative PI
CH01b	Number of stage two complaints received (per 1,000 homes)	PIA	Monthly	0.58	Info only	3.9	Improve customer service and increase customer	This is a cumulative PI

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							influence in our service delivery	
CH02a	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)	PIA	Monthly	100%	100%	93.3%	Improve customer service and increase customer influence in our service delivery	This is a cumulative PI
CH02b	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)	PIA	Monthly	100%	100%	95.1%	Improve customer service and increase customer influence in our service delivery	This is a cumulative PI
BS02	Proportion of homes for which all required fire risk assessments have been carried out (%)	Compliance	Monthly	100%	100%	100%	Improve the quality of our homes	This is a cumulative / snapshot PI
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)	Compliance	Monthly	100%	100%	100%	Improve the quality of our homes	This is a cumulative / snapshot PI

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BS04	Proportion of homes for which all required legionella risk assessments have been carried out (%)	Compliance	Monthly	72.22%	100%		Improve the quality of our homes	This is a cumulative / snapshot PI
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)	Compliance	Monthly	100%	100%	100%	Improve the quality of our homes	This is a cumulative / snapshot PI
CM06	Percentage of Tenanted Properties with Valid Electrical Safety Certificate	Compliance	Monthly	94.47%	100%		Improve the quality of our homes	This is a cumulative / snapshot PI
BS01	Proportion of homes for which all required gas safety checks have been carried out (%)	Compliance	Monthly	99.97%	100%	100%	Improve the quality of our homes	This is a cumulative / snapshot PI
NEW PI	Number of properties that we have been notified as capped and due for intervention with tenant to verify they have the means to heat and eat	Neighbourhoods	Monthly	TBC	0		Improve the quality of our homes	This is a snapshot PI
FM1	Total rent arrears (Bury Council Stock) Current and Former tenants	Finance	Monthly	£2892,656	Information only		Ensure we have a	

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							sustainable business plan	
FM4	Percentage of rent arrears of current tenants	Finance	Monthly	5.47%	4.5%		Ensure we have a sustainable business plan	Incremented drop to 2.5% over the next 3-4 years
FM7a	Cumulative rent loss from vacant LA homes	Repairs	Monthly	1.35%	1.07%		Ensure we have a sustainable business plan	
RM01	Work in Progress figures	Repairs	Monthly	1838	1000		Improve customer service	Snapshot in time
NEW PI	% overdue WIP	Repairs			10%		Improve customer service	
Rp02a	Percentage of non-emergency repairs completed within the landlord's target timescale	Repairs	Monthly	68.98%	90%	89%	Improve the quality of our homes	
Rp02b	Percentage of emergency repairs completed within the landlord's target timescale	Repairs	Monthly	97.18%	100%	99.4%	Improve the quality of our homes	

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RM03	Repairs completed right first time	Repairs	Monthly	75.29%	85%		Improve customer service and ensure we have sustainable business plan	
NEW PI	Average time taken to complete non-urgent responsive repairs	Repairs	Monthly	26.16 days	20 days		Improve customer service	
NEW PI	Average time taken to complete urgent repairs	Repairs	Monthly		5 days		Improve customer service	
NEW PI	Average time taken to complete subcontracted repairs	Repairs	Monthly		20 days		Improve customer service	
NEW PI	Average age of backlog appointment repairs	Repairs	Monthly		20 days		Improve customer service	
NEW PI	Awaabs Law % of Emergency repairs completed in landlords timescale	Repairs	Monthly		100%		Improve the quality of our homes	
NEW PI	Awaabs law % of Significant repairs completed in the landlords timescale	Repairs	Monthly		98%		Improve the quality of our homes	

No.	Indicator	Area	Frequency	Actual 2025/26	Target 2026/257	Upper Quartile ¹	Corporate Priority	Notes
Nm01a	Number of anti-social behaviour cases opened (per 1,000 homes)	Neighbourhoods	Monthly	15.85%	2.58%		Improve customer service	This is a cumulative / snapshot PI
Nm01b	Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)	Neighbourhoods	Monthly	1	Info only		Improve customer service	This is a cumulative / snapshot PI
TM3	Average time taken to re-let local authority housing	Voids	Monthly	45	39		Ensure we have a sustainable business plan	This is a cumulative / snapshot PI
HACC001a	Number of household in temporary accommodation on the last day of the month (B&B)	Homelessness	Monthly	TBC	Info only		Prevent and reduce homelessness and rough sleeping	This is a cumulative / snapshot PI
HSKPI008	Number of B&B move on's per month to positive outcomes (with a breakdown of outcomes)	Homelessness	Monthly	TBC	Info only		Provide safe and decent temporary accommodation	This is a cumulative / snapshot PI
HSkPI015	Overall number of confirmed Rough sleepers per month	Homelessness	Monthly	TBC	Info only		Prevent and reduce homelessness and rough sleeping	This is a cumulative / snapshot PI

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NEW PI's	Transactional surveys <ul style="list-style-type: none"> • Satisfaction with call centre-transaction survey • Satisfaction with complaint handling transaction survey • Satisfaction with how ASB case was handled transactional survey 						Improve customer service	To be discussed

Tenant Satisfaction Measures

To be reported to HLT, HAB and housing portfolio on a quarterly basis

No.	TSM	Actual 2025/26	Target 2025/26	Target 2026/27	Upper Quartile	Corporate Priority
TP01	Overall satisfaction	73.91%	74%	77%	74.9	Improve customer service
TP02	Satisfaction with repairs	72.87%	80%	Static 80%	77.5	Improve customer service
TP03	Satisfaction with time taken to complete most recent repair	71.19%	75.5%	Increase 78%	74.0	Improve customer service
TP04	Satisfaction that the home is well maintained	71.19%	69.4%	Increase 79%	73.7	Improve the quality of our homes
TP05	Satisfaction that the home is safe	75.03%	76%	Increase 80%	80.4	Improve the quality of our homes
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	58.43%	58.9%	Increase 65%	63.4	Increase meaningful engagement with customers
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	68.12%	76%	Increase 77%	72.7	Increase meaningful engagement with customers
TP08	Agreement that the landlord treats tenants fairly and with respect	75.95%	76.3%	Increase 80%	78.3	Increase meaningful engagement with customers

TP09	Satisfaction with the landlord's approach to handling complaints	47.78%	50%	Increase 55%	35.8	Increase meaningful engagement with customers Improve customer service
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	49.3%	65.5%	Static 65.5%	70.9	Improve the quality of our homes
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	58.12%	62.5%	Static 62.5%	65.7	Improve the quality of our homes
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	52.59%	60.4%	Static 60.4%	60.3	Improve customer service