

**Bury Council  
Year End Scorecard  
2025-26**

**Version : Final  
Updated 28/05/26  
Data as 31<sup>st</sup> March 2026  
Produced by. S. Farnworth / C.Rogan**

Code	Tenant Satisfaction Measures	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	Benchmarking GMHP <sup>1</sup>
TP01	<b>Percentage of tenants satisfied with the overall service their landlord provides</b>	70.59%	73.91%	74%	↑	+3.32%	Q2	Q3
TP02	<u>Satisfaction with repairs</u>	74.55%	72.87%	80%	↓	-1.68%	Q4	Q4
TP03	<u>Satisfaction with time taken to complete most recent repair</u>	72.76%	71.19%	75.5%	↓	-1.57%	Q3	Q4
TP04	<u>Satisfaction that the home is well maintained</u>	66.78%	71.19%	69.4%	↑	+4.41%	Q4	Q4
TP05	<u>Satisfaction that the home is safe</u>	69.94%	75.03%	76%	↑	+5.09%	Q4	Q4
TP06	<u>Satisfaction that the landlord listens to tenant views and acts upon them</u>	58.08%	58.43%	58.9%	↑	+0.35%	Q3	Q4
TP07	<u>Satisfaction that the landlord keeps tenants informed about things that matter to them</u>	64.98%	68.12%	76%	↑	+3.14%	Q3	Q4
TP08	<b>Agreement that the landlord treats tenants fairly and with respect</b>	74.94%	75.95%	76.3%	↑	+1.01%	Q2	Q4

---

Code	Tenant Satisfaction Measures	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	Benchmarking GMHP <sup>1</sup>
TP09	<b>Satisfaction with the landlord's approach to handling complaints</b>	37.6%	47.78%	50%	↑	+10.18%	Q1	Q1
TP10	<u>Satisfaction that the landlord keeps communal areas clean and well maintained</u>	55.16%	49.3%	65.5%	↓	-5.86%	Q4	Q4
TP11	<u>Satisfaction that the landlord makes a positive contribution to neighbourhoods</u>	56.06%	58.12%	62.5%	↑	+2.06%	Q4	Q4
TP12	<u>Satisfaction with the landlord's approach to handling anti-social behaviour</u>	50.8%	52.59%	60.4%	↑	+1.79%	Q3	Q4

## TSM Year-End Summary

Overall tenant satisfaction has improved and is now above the sector average, showing early signs that service changes are being recognised. However, most other measures remain below average compared to similar landlords, particularly in repairs, communication, and property condition, where performance sits in the lower benchmarking quartiles.

Repairs and ASB continue to be the main drivers of dissatisfaction, with both quality and timeliness declining and performing poorly against peers and case management for ASB.

There are some positives:

- Complaints handling has improved significantly and is now top quartile compared to other landlords
- Perceptions of safety and home condition are improving, although still below average

Several important service changes have been implemented during the year to strengthen delivery. These include the reorganisation of the repairs service, the establishment of a dedicated compliance team, and targeted recruitment to address capacity and capability gaps. In addition, Housemark reviews of antisocial behaviour (ASB) and complaints have provided valuable insight and are helping to inform ongoing improvements.

Work has also commenced towards accreditation with the Institute of Customer Service, which will provide a clear and consistent framework for communication with tenants, managing expectations, handling dissatisfaction and complaints, and supporting staff to deliver high-quality customer outcomes.

The Tenant Voice Forum has played an active role in shaping targets for 2026/27. As a result, targets have been proportionately stretched across 9 of the 12 Tenant Satisfaction Measures (TSMs), reflecting both the performance to date and the service's ambition to drive further improvement.

Code	Asset Management	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
AM01	<a href="#">Homes that do not meet the Decent Homes Standard</a>	0.58%	0.01%	0%	↑	-0.57%	Q1	Q4
AM01a	Homes (dwelling units) that have had a stock condition survey in the last 2 years	N/A	13.83%	Info Only	N/A	N/A	N/A	N/A
AM01b	Homes (dwelling units) that have had a stock condition survey in the last 5 years	N/A	82.95%	Info Only	N/A	N/A	N/A	N/A
AM01c	Homes (dwelling units) that have had a stock condition survey in the last 10 years	N/A	87.07%	Info Only	N/A	N/A	N/A	N/A

Code	Asset Management	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
AM01d	Homes (dwelling units) that have had a stock condition survey over 10 years ago	13.97% <sup>2</sup>	13.63%	Info Only	↑	-0.33%	N/A	N/A
AM08	% of homes with an EPC rating of C or above.	57.66%	69.13%	60%	↑	+11.47%	Q1	Q3 <sup>3</sup>
AM09	<u>Delivery of capital programme (percentage measure)</u>	N/A	28.45%	100%	N/A	N/A	N/A	N/A
AM09a	<u>Capital programme - forecast spend versus resources</u>	N/A	54.27%	100%	N/A	N/A	N/A	N/A
ADAP04	<u>Cumulative monthly % of spend against the budget (Adaptations)</u>	N/A	48.5%	100%	N/A	N/A	N/A	N/A

At year end there was one property non-decent property. The property has an old gas boiler, although currently in date for the annual Gas servicing check we have identified replacement in 2026/27.

From April 2026, our approach to reporting housing decency will move to a more predictive and forward-looking model. This will give us a clearer view of properties that are likely to fall into non-decency, enabling earlier planning of inspections and the timely scheduling of capital works where appropriate. This shift will support more proactive asset management and better prioritisation of investment.

EPC ratings have encouragingly increased and hit target year end, a positive position entering 2026.

A number of factors influenced delivery of the capital programme during 2025/26, including a carry-over of schemes from 2024/25, unforeseen delays resulting from Cabinet approval not being secured until September, and procurement delays which affected the timely progression of the

---

capital programme. In addition, there were significant delays during Q4 linked to legal approval of contracts (December–March), alongside resource pressures arising from recruitment challenges.

The asset management restructure is now complete, with recruitment to the revised structure largely finalised. To strengthen future delivery, the service is working more closely with the procurement team to mitigate anticipated delays and ensure earlier engagement. Future investment works are being scoped and prioritised more robustly, ensuring alignment with the Decent Homes Standard and strategic asset priorities. There is also a clear commitment to reducing the scale of annual programme carry-overs, providing a stronger delivery position year on year.

To support improved planning, oversight and assurance, the service has introduced Scanmaster, a new contract management reporting system that enables earlier visibility of contract performance and renewal planning. In addition, Verto, a new project management system for capital investment, is being implemented to support more efficient monitoring, reporting, and control of investment programmes across the lifecycle of delivery.

Code	Complaints	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
CH01a	<a href="#">Complaints relative to the size of the landlord - Stage 1</a>	8.09	25.17	27.4	↑	+17.08	Q1	Q1
CH01b	Complaints relative to the size of the landlord Stage 2	0.37	0.58	Info Only	↑	+0.21	Q1	Q1
CH02a	Complaints responded to within Complaint Handling Code timescales - Stage 1	100%	100%	100%	-	0%	Q1	Q1
CH02b	Complaints responded to within Complaint Handling Code timescales - Stage2	100%	100%	100%	-	0%	Q1	Q1
CH03a	Stage 1 complaints Figures	60	190	Info Only	↑	+130	N/A	N/A

Code	Complaints	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
CH03b	Stage 2 complaints Figures	31	54	Info Only	↑	+23	N/A	N/A
CH06	Number of Housing Ombudsman maladministration determinations received	4	19	Info Only	↑	+15	N/A	N/A

The 2025/26 year-end complaints position shows strong compliance and improving performance, underpinned by Housemark accreditation and an external Housing Ombudsman Service review of landlord complaints policies, which together have provided a clear set of improvement actions to be delivered over the year. It is encouraging to see that tenant satisfaction with complaint handling is at a good level and improving year on year. Housing Ombudsman data, including the number of determinations and maladministration findings, continues to provide an important source of external insight.

During the year, the organisation has recruited two Complaints Investigation Officers, increasing capacity and resilience within the service. The focus now is to refresh, improve and relaunch complaints processes in line with Housemark recommendations, while continuing to embed learning, strengthen ownership, and support cultural change across services.

We have had 7 Housing Ombudsman cases YTD of which 2 were historical and included 5 maladministration's and 2 severe maladministration's associated to a damp and mould case. As a result a lettable standard damp inspection was introduced by the way of embedding learning.

There is a theme around ASB complaints and Housing Ombudsman enquiries. Case management and record keeping is a learning outcome that has been identified and

Code	Compliance	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
BS02	Fire Safety Checks	100%	100%	100%	↓	0	Q1	Q1
BS03	Asbestos safety checks	100%	100%	100%	-	0	Q1	Q1
BS04	<a href="#">Water safety checks - Legionella</a>	95.89%	72.22%	100%	↓	-23.67%	Q4	Q4
BS05	Lift safety checks	100%	100%	100%	-	0.00%	Q1	Q1
CM06	<a href="#">Percentage of Tenanted Properties with Valid Electrical Safety Certificate</a>	95.97%	94.47%	100%	↓	-1.5%	N/A	N/A
CM12	Outstanding fire-safety follow-up actions	1145 <sup>4</sup>	893	Info Only	↑	-252	N/A	N/A
BS01	<a href="#">Gas Safety Checks</a>	99.98%	99.77%	100%	-	-0.13%	Q4	Q4
CM06a	<a href="#">Percentage of Tenanted Properties with Valid 10-Year Electrical Safety Certificate</a>	N/A	87.2%	100%	↓	N/A	N/A	N/A
CM06b	<a href="#">Percentage of Tenanted Properties with Valid 5 Year Electrical Safety Certificate</a>	N/A	94.91%	100%	↓	N/A	N/A	N/A

Recruitment to the permanent compliance team has now been completed, however limited resource capacity earlier in the year did present challenges to delivery.

---

The regulator has closed down further monitoring following the self-referral, having been satisfied that appropriate controls and governance are now in place. We will, however, continue to provide updates should there be any change to this position. The underlying compliance position is actively managed and improving, with currently no unmanaged high-risk exposure identified.

Fire safety performance was affected by data cleansing activity and legacy remedial actions, but 100% of Fire Risk Assessments are complete and all actions are being addressed by priority. A new in-house compliance team, supported by new RiskBase software, is strengthening oversight and prioritisation of the new actions produced from the most recent Fire Risk Assessments.

Electrical safety compliance reflects historic data inaccuracies, access challenges, and delays prior to the establishment of the compliance function. Since then, data accuracy has improved significantly, contracts have been formalised, and a clear programme is in place to transition all properties to 5-year EICRs, supported by TCW software and access processes.

Water safety remains just below target due to a small number of outstanding assessments and access issues, all of which are short-term and under active management.

Gas safety performance remains high, with only a small number of short-dated certificates outstanding which are progressing and supported by TCW software and access processes.

Overall, the red indicators largely reflect legacy issues and improved data transparency, rather than declining safety performance. The establishment of a dedicated compliance team, strengthened processes, and improved assurance systems place the service in a much stronger position for 2026/27.

Code	Finance (Rents)	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
FM1	Total rent arrears (Bury Council Stock) Current and former tenants	£2,607,307	£2,892,656	Info Only	↓	+£285,349	N/A	N/A
FM2	Total rent arrears (Bury Council Stock)	£1,836,546	£1,997,518	Info Only	↓	+£160,972	N/A	N/A
FM3	<a href="#">Rents - Cash Collection (Cumulative Year to Date)</a>	99.53%	99.01%	100%	↓	-0.52%	99.97%-100% (typical)	N/A
FM4	<a href="#">Percentage of rent arrears of current tenants</a>	5.01%	5.47%	4.5%	↓	+0.46%	2.5%	N/A
FM5	<a href="#">Proportion of rent collected (BURY properties only)</a>	100.73%	98.11%	99.5%	↓	-2.62%	99.7%-100% (typical)	N/A
FM6	Proportion of True rent arrears (Bury Council stock)	101.12%	98.17%	98.15%	↓	-2.95%	N/A	N/A
FM7	<a href="#">Cumulative rent loss from vacant LA homes</a>	1.17%	1.35%	1.07%	↓	-0.18%	N/A	N/A
FM7a	Rent loss from vacant LA homes	£407,360	£507,339	Info Only	↓	+£99,979	N/A	N/A

### Year-End Performance Summary – Income Management

The 2025/26 year-end position indicates that performance across key income management measures remains below both internal targets and sector benchmarks. Where targets have not been achieved, this has contributed to a continued increase in rent arrears over the year. This position reflects the combined impact of ongoing cost of living pressures affecting tenants, alongside operational challenges within the service as it undergoes a period of transformation.

Housemark benchmarking indicates that the national median rent arrears position closed 2024/25 at approximately 2.5–2.6%, with average rent collection rates typically exceeding 99% across the sector. While some landlords have reported recent improvements, driven by a strengthened focus on income management and early intervention, performance locally has not yet aligned with these trends, however the prevention method is being embedded by the team.

An improvement action plan is in place, overseen by the Head of Revenues and Benefits, which sets out key areas of focus for the year ahead. This includes a structured and incremental approach to reducing rent arrears from the current year-end position towards the sector benchmark of approximately 2.5% over the next three to four years.

Code	Repairs & Maintenance	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
RM01	Work in Progress figures	N/A	1,838	Info Only	N/A	N/A	N/A	N/A
RM02	Number of all repairs completed in month	12,098	14,854	Info Only	↑	+2,756	N/A	N/A
RM02a	<a href="#">Percentage of non emergency repairs completed within the landlord's target timescale</a>	78.73%	68.98%	100%	↓	-9.75%	Q4	Q4
RM02b	<a href="#">Percentage of emergency repairs completed within the landlord's target timescale</a>	98.37%	97.18%	100%	↓	-1.19%	Q3	Q4
RM03	<a href="#">Repairs completed right first time</a>	-16.24	75.29%	95%	↓	-14.6%	N/A	N/A
RM04a	<a href="#">Average time taken to complete appointment repairs</a>	N/A	26.16	20	N/A	N/A	N/A	N/A
RM04b	Average time taken to complete planned repairs	N/A	41.21	50	N/A	N/A	N/A	N/A
RM04c	Average time taken to complete urgent repairs	N/A	6.32	5	N/A	N/A	N/A	N/A
RM04d	Average time taken to complete subcontracted repairs	N/A	13.34	20	↑	N/A	N/A	N/A
RM01a	Average age of backlog appointment repairs	N/A	19.38	20	N/A	-18.33%	N/A	N/A
RM05	Repairs - proportion of responsive to planned	93.47%	88.41%	85%	↑	-5.06%	N/A	N/A
RM05a	Repairs - proportion of emergency to responsive	27.2%	28.04%	Info Only	↓	+0.84	N/A	N/A
CM09	Number of Active Disrepair Claims Received Relating to Damp	144	165	Info Only	↓	+21	N/A	N/A
CM10	Number of properties where damp identified	179	237	Info Only	↑	+58	N/A	N/A
CM13	Outstanding damp and mould actions excluding mould washes	268	199	Info Only	↓	-69	N/A	N/A
CM13a	Number of open Damp & Mould cases	N/A	205	Info Only	N/A	N/A	N/A	N/A
CM13b	Cases overdue by < 1month Damp & Mould	N/A	12	Info Only	N/A	N/A	N/A	N/A

Code	Repairs & Maintenance	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance (Percentage points)	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
CM13c	Cases overdue by 1 - 3 months Damp & Mould	N/A	14	Info Only	N/A	N/A	N/A	N/A
CM13d	Cases overdue by 3 - 6 months Damp & Mould	N/A	0	Info Only	N/A	N/A	N/A	N/A
CM13e	Cases overdue by 6+ months Damp & Mould	N/A	0	Info Only	N/A	N/A	N/A	N/A

During 2025/26, repairs performance has been impacted by a combination of legacy backlogs, capacity pressures, data quality issues, and service transformation activity. While performance indicators remained below target at year end, much of the volatility reflects a year of resetting the service to align with regulation, best practice, and a clearer understanding of demand and resource. It is recognised that periods of structural change and data cleansing often result in short-term performance dips before recovery and stabilisation.

Non-emergency repairs closed at 68.9813%, with March performance particularly low due to a legacy backlog of routine repairs, capacity constraints, and delays linked to parts availability and follow-on works. Emergency repairs remained strong overall at 97.18%, although a small number of cases did not hit target due to access issues and increased repair complexity.

Right First-Time performance ended the year at 75.29%, affected by repeat visits driven by incomplete initial diagnoses, parts availability, and cross-trade dependencies. The average time to complete appointment repairs exceeded target at 26.16 days, reflecting high outstanding volumes and constrained appointment capacity.

During the year, the service undertook a full review of staffing and repairs data, aligning ways of working with regulatory expectations and sector best practice. This process surfaced historic under-reporting and ageing repairs, resulting in a short-term dip in reported performance but establishing a far more accurate and reliable baseline.

Recruitment has since taken place to better align resource with demand, informed by improved data quality. Recovery actions are now focused on backlog clearance, tighter job triage, improved diagnostics, enhanced scheduling, and strengthened management oversight, providing a more stable platform for performance improvement into 2026/27.

Since Awaab's Law came into force in October 2025, it has been recognised that Bury Council's Housing Repairs service was not fully prepared to meet the new statutory requirements. At go-live, processes were underdeveloped, and staff roles and responsibilities in relation to compliance were not clearly defined. During the final quarter of the year, significant progress has been made, including the recruitment of appropriate roles and the establishment of dedicated resource to oversee and manage compliance with the legislation. While overall performance is not yet at the required standard, the service is now on a stronger footing, with improving performance trends and assurance levels being maintained as compliance arrangements continue to mature.

Code	Tenancy Management	2024/25 Value	2025/26 Value	2025/26 target	Year on year trend	Annual variance	Benchmark HouseMark English LAs (excl. London) 5k-10k stock	GMHP
NM01 a	<a href="#">Anti-social behaviour cases relative to the size of the landlord</a>	17.57	15.85	2.58	↓	-1.72	Q1	Q1
NM01 b	Anti-social behaviour cases relative to the size of the landlord that involve hate incidents	3	1	Info Only	↓	-2	Q1	Q1
NM03	ASB Track numbers per month - cumulative	129	116	Info Only	↓	-13	N/A	N/A
NM04	Tenancy Support cases overall. (includes DV, hoarded properties, neglect)	N/A	189	Info Only	N/A	N/A	N/A	N/A
TM1	Number of Tenancies Failing within the first 6 months	0	1	Info Only	↓	+1	N/A	N/A
TM2	Number of tenancies failing in first 12mths	0	3	Info Only	↓	+3	N/A	N/A
TM3	<a href="#">Average time taken to re-let local authority housing</a>	45	45	39	▬	0	N/A	N/A
TM4	<a href="#">Average time taken to re-let local authority housing in days (General Needs properties only)</a>	31	38	24	↓	+7	N/A	N/A
TM5	Average time taken to re-let local authority housing in days (Adapted properties only)	38	47	40	↓	+11	N/A	N/A
TM6	<a href="#">Average time taken to re-let local authority housing in days (Sheltered properties only)</a>	77	68	50	↑	-9	N/A	N/A
TM7	No. of Evictions carried out (all reasons)	4	7	Info Only	↑	+3	N/A	N/A
TM7a	No. of Evictions carried out due to Rent Arrears	N/A	7	Info Only	N/A	N/A	N/A	N/A
TM7b	No. of Evictions carried out due to ASB	N/A	0	Info Only	N/A	N/A	N/A	N/A
TM7c	No. of Evictions carried out (other)	N/A	0	Info Only	N/A	N/A	N/A	N/A
TM8	Number of hard to let properties	19	7	Info Only	↑	-12	N/A	N/A

Anti-social behaviour (ASB) reporting has declined at year end slightly from last years position. Over the past year, and particularly in the last quarter The Housing team has increasingly focused on early intervention, addressing concerns through tenancy support before they escalate

into Anti-Social Behaviour (ASB) cases. This shift is reflected in our tenancy support figures. Tenancy support case management has more than doubled since Q3, reflecting a more robust and proactive approach to performance management. This increase demonstrates improved recording, review, and reporting of tenancy support activity, rather than a rise in underlying need, and provides stronger assurance that support is being targeted and tracked effectively.

Low-level nuisance issues—such as noise, neighbour disputes, and lifestyle differences, are now more frequently recorded and managed as tenancy support cases rather than formal ASB.

Improved partnership working with the police, social care, and health services has also contributed to this change. Through joint case management, some issues are being appropriately managed outside of Housing ASB systems. As a result, reported ASB figures have reduced, although overall demand has not decreased but instead been redistributed across services.

We have continued to encourage accurate reporting, particularly in relation to crime-related incidents. This has led to an increase in reporting during Q4, and we aim to sustain this progress into the coming year.

Insight from complaints data and TSM feedback has informed a full review of the ASB service and the development of a clear ASB improvement action plan.

This work has been strengthened by an external Housemark review, which provided clear recommendations to further improve the ASB offer. In response, we have delivered targeted ASB training internally and with external partners, increased partnership working, reviewed ASB processes and ways of working across housing and enforcement and recruited an additional enforcement officer. More intensive performance management arrangements have also been introduced to ensure ASB cases are handled in line with policy and consistently monitored. Delivery against the ASB action plan will continue throughout 2026/27.

### **Relet times**

From Q2 onwards, both internal repairs pressures and contractor performance issues had a significant impact on re-let times. Property condition at termination was a key contributing factor, with poorer condition homes requiring additional time to bring up to a lettable standard, extending void turnaround periods.

In response, pretermination visits have been introduced to better manage expectations with tenants and identify required works earlier. We have also increased the frequency of tenancy condition visits, enabling a more proactive approach to managing property condition ahead of termination. These visits are now subject to active performance management to ensure consistency and effectiveness.

Reletting within sheltered and extra-care schemes continues to present challenges, driven by the size of properties and the overall condition of the schemes. These schemes are currently under review to determine their long-term use and future investment needs, ensuring decisions are aligned with demand, sustainability and value for money.

Code	Call Centre	2025/26 Value	2025/26 target	
CC01	<a href="#">85% of calls answered</a>	59.34%		
CC02	85% of calls answered in 10 mins	100%	85%	

### Year-End Exception Report – Call Centre Performance

The 2025/26 year-end position for the Call Centre has been significantly impacted by ongoing resourcing challenges, including difficulties with recruitment and staff retention. These pressures have affected service capacity and consistency throughout the year, contributing to performance falling below expected levels in some areas.

Operational inefficiencies have also been a factor, particularly the requirement for double handling of data across both the Housing Management System and corporate systems. This has increased processing time, created avoidable duplication, and limited the ability to operate as efficiently as possible.

Mitigating actions have been implemented during the year to reduce pressure on frontline staff. These include the introduction of a dedicated complaints inbox, enabling complaints to be sent directly for triage and reducing demand on Call Centre resource. In addition, Repairs Planners have provided cross-service support by assisting with the triage of repairs during peak and critical periods, helping to maintain service continuity. Looking ahead, the introduction of the upgraded Housing CRM system presents a clear opportunity for improvement. As functionality develops, there is potential to streamline processes, reduce duplication, and enable greater automation, which should support improved productivity and service efficiency going forward.

**Note:** Benchmarking data has been added from Housemark and GMHP with the updated quartile shown in the next column.

NA – represents New PI's

Springs Year end scorecard.

[Springs scorecard Q4'26 V1.1 CR updated .doc](#)