

**Compliance Indicators for the Housing Service 2023-2024 (Risk & Emergency Planning Service) as at 18/12/2023**

| KPI AREA                       | GOVERNANCE                | QUARTER  | OVERALL COMPLIANCE % | NO. | CURRENT COMPLIANCE % | GREEN | AMBER ≤30 DAYS | RED > 30 DAYS | TOTAL NON-COMPLIANT | COMMENTARY |
|--------------------------------|---------------------------|----------|----------------------|-----|----------------------|-------|----------------|---------------|---------------------|------------|
| COMMUNAL FIRE RISK ASSESSMENTS | REGULATORY<br><b>BS02</b> | Q1       | 100%                 | 39  | 100%                 | 39    | 0              | 0             | 0                   |            |
|                                |                           | Q2       | 100%                 | 33  | 100%                 | 33    | 0              | 0             | 0                   |            |
|                                |                           | Q3 - OCT | 100%                 | 15  | 100%                 | 15    | 0              | 0             | 0                   |            |
|                                |                           | Q3 - NOV | 100%                 | 15  | 100%                 | 15    | 0              | 0             | 0                   |            |
|                                |                           | Q3 - DEC | 100%                 | 11  | 0%                   | 0     | 0              | 0             | 0                   |            |
|                                |                           | Q4       | 100%                 | 30  | 0%                   | 0     | 0              | 0             | 0                   |            |

| KPI AREA                      | GOVERNANCE                | QUARTER  | OVERALL COMPLIANCE % | NO. | CURRENT COMPLIANCE % | GREEN | AMBER ≤30 DAYS | RED > 30 DAYS | TOTAL NON-COMPLIANT | COMMENTARY |
|-------------------------------|---------------------------|----------|----------------------|-----|----------------------|-------|----------------|---------------|---------------------|------------|
| COMMUNAL ASBESTOS INSPECTIONS | REGULATORY<br><b>BS03</b> | Q1       | 100%                 | 41  | 100%                 | 41    | 0              | 0             | 0                   |            |
|                               |                           | Q2       | 100%                 | 45  | 100%                 | 45    | 0              | 0             | 0                   |            |
|                               |                           | Q3 - OCT | 100%                 | 27  | 100%                 | 27    | 0              | 0             | 0                   |            |
|                               |                           | Q3 - NOV | 100%                 | 24  | 100%                 | 24    | 0              | 0             | 0                   |            |
|                               |                           | Q3 - DEC | 100%                 | 13  | 100%                 | 13    | 0              | 0             | 0                   |            |
|                               |                           | Q4       | 100%                 | 63  | 0%                   | 0     | 0              | 0             | 0                   |            |

| KPI AREA                                   | GOVERNANCE                | QUARTER  | OVERALL COMPLIANCE % | NO. | CURRENT COMPLIANCE % | GREEN | AMBER ≤30 DAYS | RED > 30 DAYS | TOTAL NON-COMPLIANT | COMMENTARY   |
|--|---------------------------|----------|----------------------|-----|----------------------|-------|----------------|---------------|---------------------|--|
| COMMUNAL WATER CHECKS AND RISK ASSESSMENTS | REGULATORY<br><b>BS04</b> | Q1       | 96%                  | 102 | 96%                  | 98    | 0              | 4             | 4                   | No access to Aspley Ct roof void - 4 checks missed |
|  |                           | Q2       | 98%                  | 74  | 100%                 | 74    | 0              | 0             | 0                   |  |
|  |                           | Q3 - OCT | 98%                  | 24  | 100%                 | 24    | 0              | 0             | 0                   |  |
|  |                           | Q3 - NOV | 98%                  | 24  | 100%                 | 24    | 0              | 0             | 0                   |  |
|  |                           | Q3 - DEC | 98%                  | 76  | 0%                   | 0     | 0              | 0             | 0                   | 124  |
|  |                           | Q4       | 98%                  | 76  | 0%                   | 0     | 0              | 0             | 0                   | 0  |

| KPI AREA                       | GOVERNANCE | QUARTER  | OVERALL COMPLIANCE % | NO. | CURRENT COMPLIANCE % | GREEN | AMBER ≤30 DAYS | RED > 30 DAYS | TOTAL NON-COMPLIANT | COMMENTARY  |
|--------------------------------|------------|----------|----------------------|-----|----------------------|-------|----------------|---------------|---------------------|---|
| LIFT SAFETY (MONTHLY SERVICES) | REGULATORY | Q1       | 97%                  | 36  | 97%                  | 35    | 0              | 1             | 1                   | RJ Lifts report fault with scheduler = missed 1 service     |
|                                |            | Q2       | 89%                  | 36  | 89%                  | 32    | 0              | 4             | 0                   | Rj Lifts report further scheduler fault = missed 4 services |
|                                |            | Q3 - OCT | 94%                  | 12  | 100%                 | 12    | 0              | 0             | 0                   |   |
|                                |            | Q3 - NOV | 94%                  | 12  | 0%                   | 0     | 0              | 0             | 0                   | Awaiting info from contractors                              |
|                                |            | Q3 - DEC | 94%                  | 12  | 0%                   | 0     | 0              | 0             | 0                   |   |
|                                |            | Q4       | 94%                  | 36  | 0%                   | 0     | 0              | 0             | 0                   | 0   |

| KPI AREA                        | GOVERNANCE               | QUARTER  | OVERALL COMPLIANCE % | NO. | CURRENT COMPLIANCE % | GREEN | AMBER ≤30 DAYS | RED > 30 DAYS | TOTAL NON-COMPLIANT | COMMENTARY                                  |
|---------------------------------|--------------------------|----------|----------------------|-----|----------------------|-------|----------------|---------------|---------------------|---|
| LIFT SAFETY (LOLER INSPECTIONS) | STATUTORY<br><b>BS05</b> | Q1       | 100%                 | 10  | 100%                 | 10    | 0              | 0             | 0                   |   |
|                                 |                          | Q2       | 100%                 | 2   | 100%                 | 2     | 0              | 0             | 0                   |   |
|                                 |                          | Q3 - OCT | 93%                  | 3   | 66%                  | 2     | 0              | 1             | 0                   | Pending Darlison Block B Supplementary Test |
|                                 |                          | Q3 - NOV | 94%                  | 3   | 100%                 | 3     | 0              | 0             | 0                   |   |
|                                 |                          | Q3 - DEC | 95%                  | 4   | 100%                 | 4     | 0              | 0             | 0                   |   |
|                                 |                          | Q4       | 95%                  | 2   | 0%                   | 0     | 0              | 0             | 0                   | 0   |

**Compliance Indicators for the Housing Service 2022-2023**

| KPI AREA  | GOVERNANCE | QUARTER  | OVERALL COMPLIANCE % | NO.  | MONTHLY COMPLIANCE % | GREEN | AMBER ≤30 DAYS | RED > 30 DAYS | TOTAL NON-COMPLIANT | COMMENTARY                |
|---|------------|----------|----------------------|------|----------------------|-------|----------------|---------------|---------------------|---------------------------|
| GAS SERVICING   | REGULATORY | Q1       | 100.00%              | 1977 | 100%                 | 1977  | 0              | 0             | 0                   |                           |
|   |            | Q2       | 100.00%              | 1968 | 99.95%               | 1967  | 1              | 0             | 1                   | Access gained & completed |
|   |            | Q3 - OCT | 100.00%              | 665  | 100%                 | 665   | 0              | 0             | 0                   |                           |
|   |            | Q3 - NOV | 100.00%              | 563  | 100%                 | 563   | 0              | 0             | 0                   |                           |
|   |            | Q3 - DEC | 100.00%              | 455  | 100%                 | 455   | 0              | 0             | 0                   |                           |
|   |            | Q3       | 100.00%              | 1683 | 100%                 | 1683  | 0              | 0             | 0                   |                           |
|   |            | Q4       | 100.00%              | 996  | 100%                 | 1015  | 0              | 0             | 0                   |                           |
| CURRENT NUMBER OF GAS SERVICES THAT ARE NON-COMPLIANT TOTAL |            |          |                      |      |                      |       |                |               | 0                   |                           |

GAS OVERALL COMPLIANCE  
CALCULATION INCLUDES INDIVIDUAL  
FLATS SERVED BY COMMUNAL HEATING  
SYSTEM

| KPI AREA   | GOVERNANCE | QUARTER  | OVERALL COMPLIANCE % | NO. | MONTHLY COMPLIANCE % | GREEN | AMBER ≤30 DAYS | RED > 30 DAYS | TOTAL NON-COMPLIANT | COMMENTARY |
|--|------------|----------|----------------------|-----|----------------------|-------|----------------|---------------|---------------------|------------|
| SOLID FUEL SERVICING   | REGULATORY | Q1       | 100%                 | 0   | 100%                 | 0     | 0              | 0             | 0                   |            |
|  |            | Q2       | 100%                 | 4   | 100%                 | 4     | 0              | 0             | 0                   |            |
|  |            | Q3 - OCT | 83%                  | 0   | 0%                   | 1     | 1              | 0             | 1                   |            |
|  |            | Q3 - NOV | 83%                  | 0   | 0%                   | 1     | 1              | 0             | 1                   |            |
|  |            | Q3 - DEC | 100%                 | 0   | 100%                 | 0     | 0              | 0             | 0                   |            |
|  |            | Q3       | 100%                 | 0   | 100%                 | 2     | 2              | 0             | 2                   | dates.     |
|  |            | Q4       | 100%                 | 0   | 100%                 | 0     | 0              | 0             | 0                   |            |
| CURRENT NUMBER OF SOLID-FUEL SERVICES THAT ARE NON-COMPLIANT TOTAL |            |          |                      |     |                      |       |                |               | 0                   |            |

| KPI AREA   | GOVERNANCE | QUARTER  | OVERALL COMPLIANCE % | NO. | MONTHLY COMPLIANCE % | GREEN | AMBER ≤30 DAYS | RED > 30 DAYS | TOTAL NON-COMPLIANT | COMMENTARY   |
|--|------------|----------|----------------------|-----|----------------------|-------|----------------|---------------|---------------------|--|
| ELECTRICAL TESTING - DOMESTIC                                      | REGULATORY | Q1       | 99.98%               | 395 | 100%                 | 395   | 0              | 0             | 0                   |  |
|  |            | Q2       | 99.98%               | 392 | 100%                 | 392   | 0              | 0             | 0                   |  |
|  |            | Q3 - OCT | 99.98%               | 133 | 100%                 | 133   | 0              | 0             | 0                   |  |
|  |            | Q3 - NOV | 100.00%              | 114 | 100%                 | 114   | 0              | 0             | 0                   |  |
|  |            | Q3 - DEC | 100.00%              | 91  | 100%                 | 91    | 0              | 0             | 0                   |  |
|  |            | Q3       | 100.00%              | 338 | 100%                 | 338   | 0              | 0             | 0                   |  |
|  |            | Q4       | 100.00%              | 0   | 100%                 | 0     | 0              | 0             | 0                   |  |
| CURRENT NUMBER OF ELECTRICAL SERVICES THAT ARE NON-COMPLIANT TOTAL |            |          |                      |     |                      |       |                |               | 0                   | Historic outstanding electrical checkcarried over from previous FY now completed |

| KPI AREA                      | GOVERNANCE | QUARTER | OVERALL COMPLIANCE % | NO. | CURRENT COMPLIANCE % | GREEN | AMBER ≤30 DAYS | RED > 30 DAYS | TOTAL NON-COMPLIANT | COMMENTARY   |
|-------------------------------|------------|---------|----------------------|-----|----------------------|-------|----------------|---------------|---------------------|--|
| ELECTRICAL TESTING - COMMUNAL | POLICY     | N/A     | 100%                 | 96  | 100%                 | 96    | 0              | 0             | 0                   | Predominantly access issues are not problematic, however where we have communal switching gear located within Leaseholder properties we do face access difficulties. |

| KPI AREA                    | GOVERNANCE | QUARTER | OVERALL COMPLIANCE % | NO. | SERVICING COMPLIANCE % | GREEN | AMBER ≤30 DAYS | RED > 30 DAYS | TOTAL NON-COMPLIANT | COMMENTARY                    |  |
|-----------------------------|------------|---------|----------------------|-----|------------------------|-------|----------------|---------------|---------------------|-------------------------------|--|
| GAS SERVICING<br>- COMMUNAL | POLICY     | Q1      |                      |     |                        |       |                |               |                     |                               |  |
|                             |            | Q2      | 100%                 | 13  | 100%                   | 100   | 0              | 0             | 0                   | CHECKS COMPLETED IN SEPTEMBER |  |
|                             |            | Q3      |                      |     |                        |       |                |               |                     |                               |  |
|                             |            | Q4      | 100%                 | 15  | 100%                   | 100   | 0              | 0             | 0                   | CHECKS COMPLETED IN MARCH     |  |