



Lincs Rural's Performance

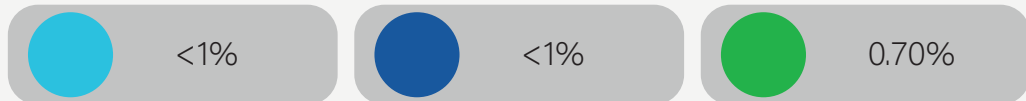
April 2024 - March 2025

We gather our KPI figures quarterly and publish our performance statistics on our website. These KPI's enable us to see how we are performing and focus on improvements where required.

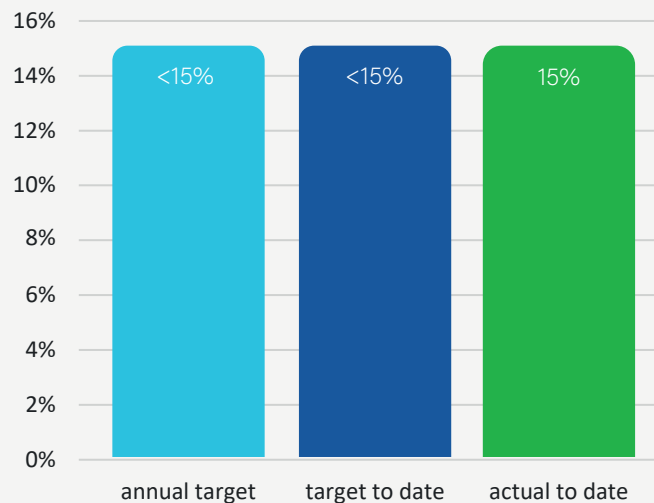


Finance

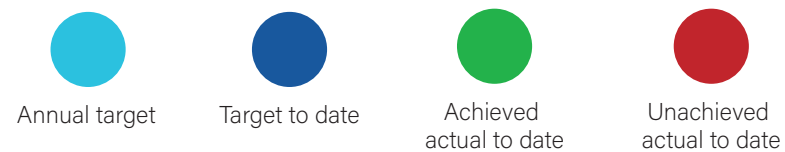
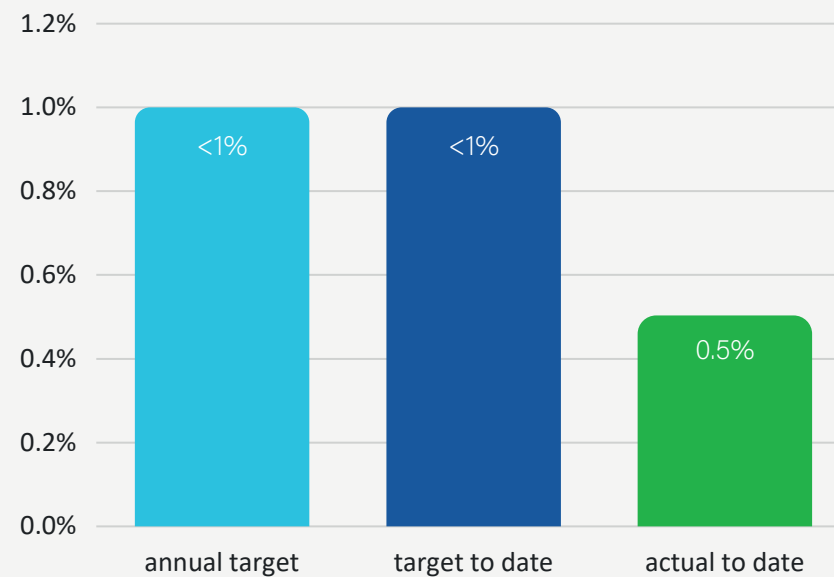
Rent arrears



Percentage of residents in receipt of UC in arrears



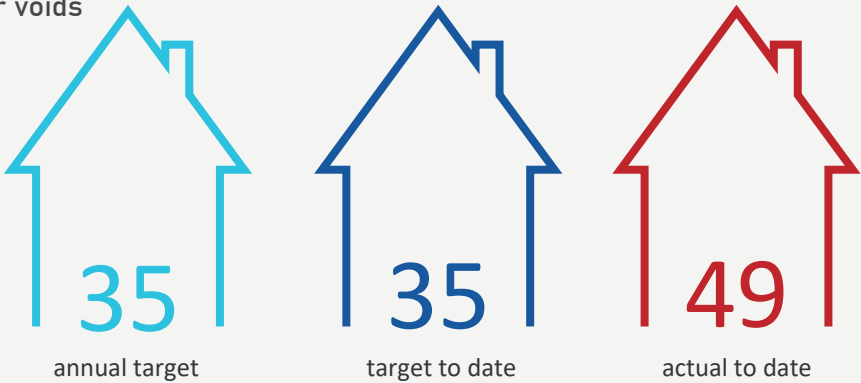
Universal Credit arrears are below 1%



Housing

Total Void Days

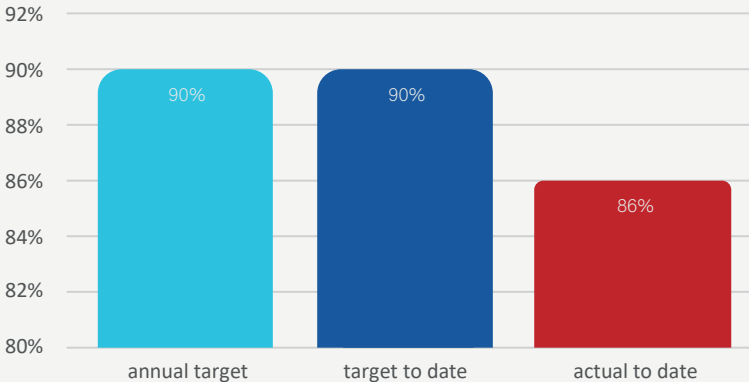
Excluding major voids



i Please see page 11

Resident Satisfaction

Resident satisfaction with the overall service provided taken from the TSM Survey.



i Please see page 11

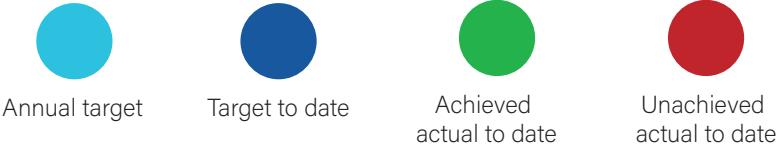
Complaints



Complaints breakdown

6	Approved Contractors
3	Planned Maintenance
1	Responsive Repairs
1	Responsive Communication

100% of properties available were let at the year end for the fourth consecutive year



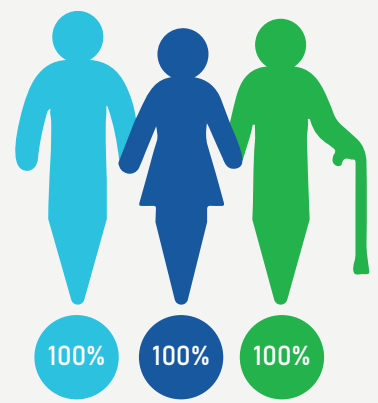
Housing

Achievement of Local Offer

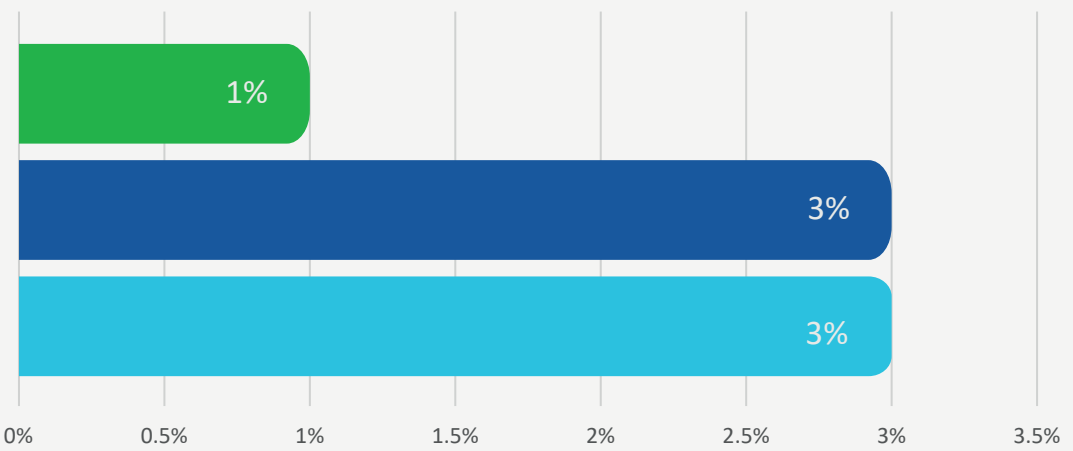


i Please see page 11

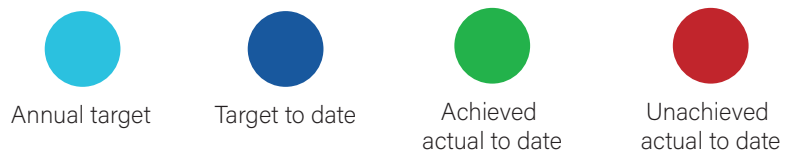
Vulnerable residents are contacted at least four times per annum



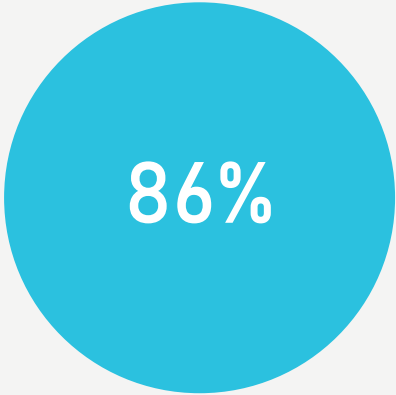
Percentage of properties on the Traffic Light System



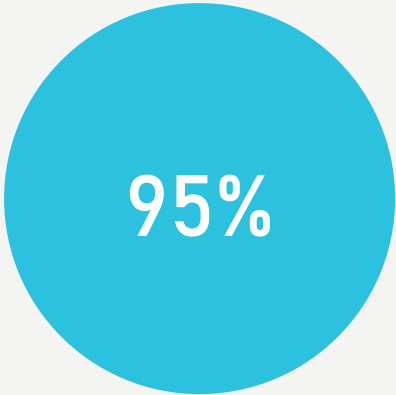
Each property is rated into one of three categories:
Green - Maintained to a good standard
Amber - Minor repair issues that have not been reported lack of care and attention to property
Red - Untidy with numerous apparent incidents of damage



Satisfaction



Overall resident satisfaction



of staff say LRHA is a great place to work

Social Value



Activity	Value of Activity
Provided quality homes and services for residents	£4,222,934

Maintenance

Repairs completed on first visit

95%

95%

99%

Emergency repairs completed within target

100%

Repair appointments are kept

95%

95%

98%

Annual planned maintenance programme completed on time

100%

100%

79%



i Please see page 11

Annual Target

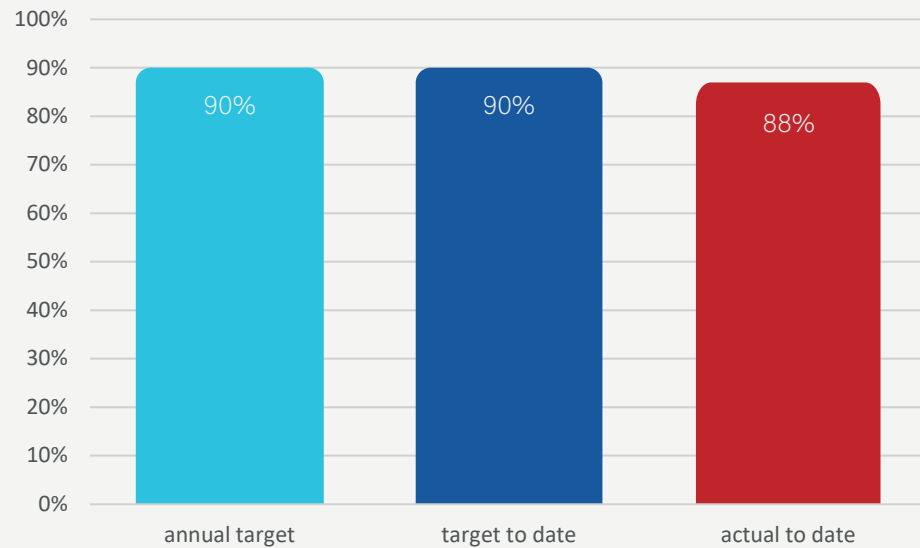
Target to date

Achieved
Actual to date

Unachieved
Actual to date

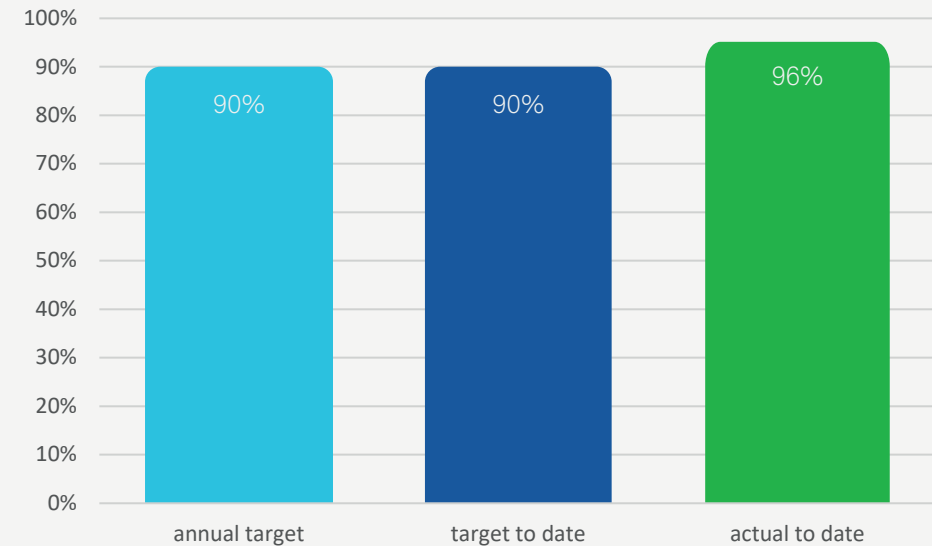
Maintenance

Properties must meet the Property Condition Lettable Standard at re-let



i Please see page 11

Resident satisfaction with the way LRHA deals with repairs and maintenance taken from Internal Survey.



Annual Target



Target to date



Achieved
Actual to date



Unachieved
Actual to date

Reinvestment in Stock

13

homes have new
UPVC windows

15

exterior doors

13

boilers

41

heating
replacements

16

bathrooms

23

kitchens

10

hot water
cylinders

1

roof
replacement

Governance

A valid CP12 certificate held for each property

100%

Properties have a current periodic electric test certificate

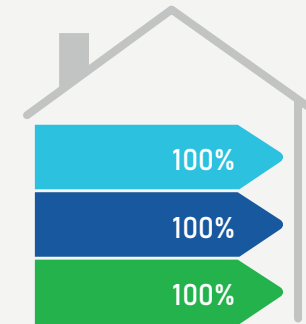
100%

100%

100%



Properties have a current EPC



Properties meet Decent Home Standard

100%



Annual Target



Target to date



Achieved
Actual to date



Unachieved
Actual to date

Unachieved KPI's

Resident Satisfaction

Tenant satisfaction with the overall service provided – the target was 90% and 86.1% has been achieved taken from the TSM results.

Total Void Days

49 days were incurred, primarily due to the sensitive circumstances surrounding the outgoing resident

Local Offer

Quarter 1 callbacks:

Average time was 5.2 days with a target of <4

Quarter 3 New home visits:

target completion within 4-6 weeks. One visit delayed with a target completion of 4-6 days

Annual planned maintenance programme completed on time

79% was completed, 40 jobs removed from plan following further inspection.

Properties meeting lettable standard at relet

88% of relets met lettable standards at the key hand, 3 were achieved within the following 28 days.
This is a result of major works being required.