



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

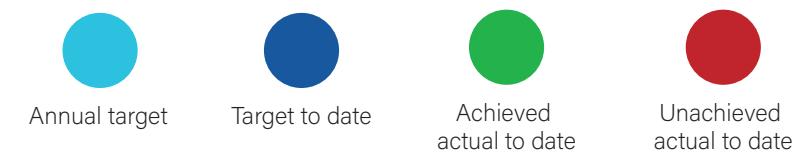
Rent arrears



Percentage of residents in receipt of UC in arrears



Universal Credit arrears are below 1%



Housing

Total Void Days

Excluding major voids



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Resident Satisfaction

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



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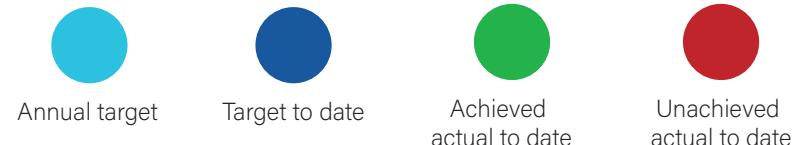
Complaints



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



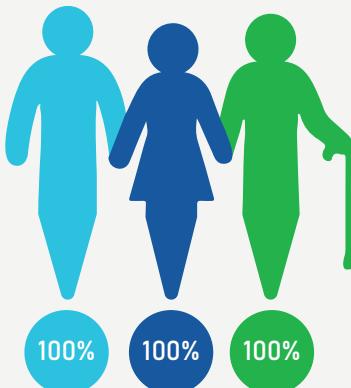
Housing

Achievement of Local Offer

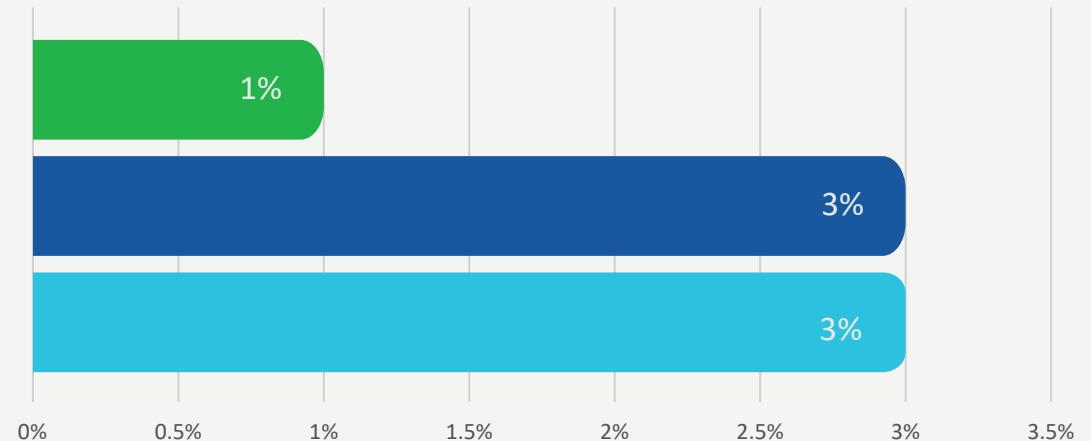


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Vulnerable residents are contacted at least four times per annum



Percentage of properties on the Traffic Light System

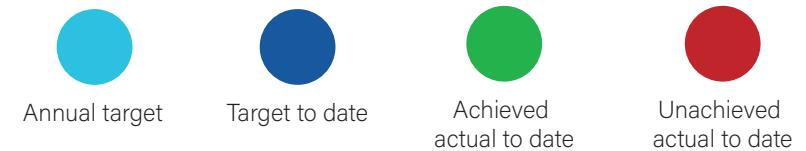


Each property is rated into one of three categories:

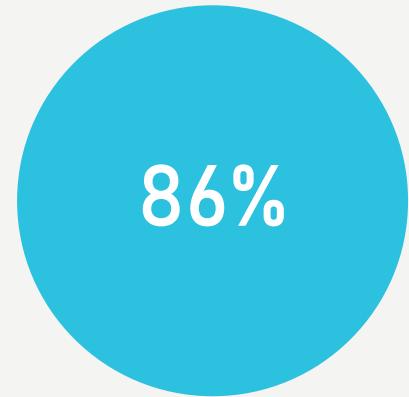
Green - Maintained to a good standard

Amber - Minor repair issues that have not been reported lack of care and attention to property

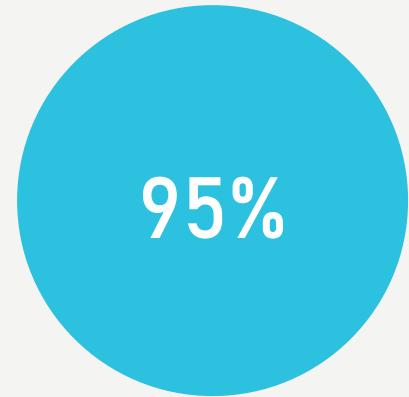
Red - Untidy with numerous apparent incidents of damage



Satisfaction



Overall resident satisfaction



of staff say LRHA is a great place to work

Social Value

£4.2
Million
social value generated

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

Maintenance

Repairs completed on first visit



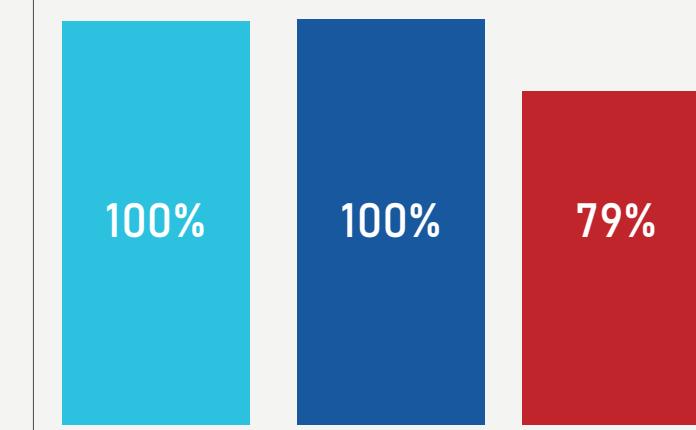
Emergency repairs completed within target



Repair appointments are kept



Annual planned maintenance programme completed on time



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Annual Target



Target to date



Achieved Actual to date

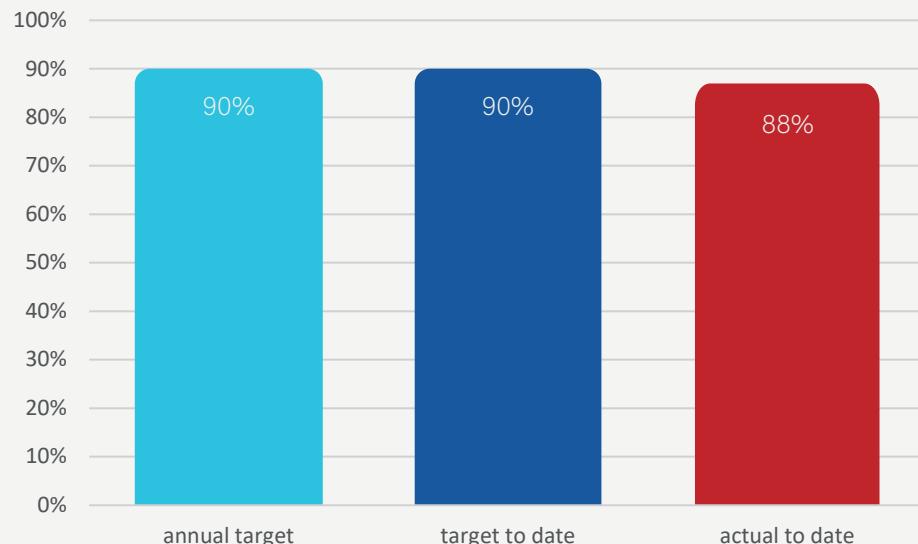


Unachieved Actual to date

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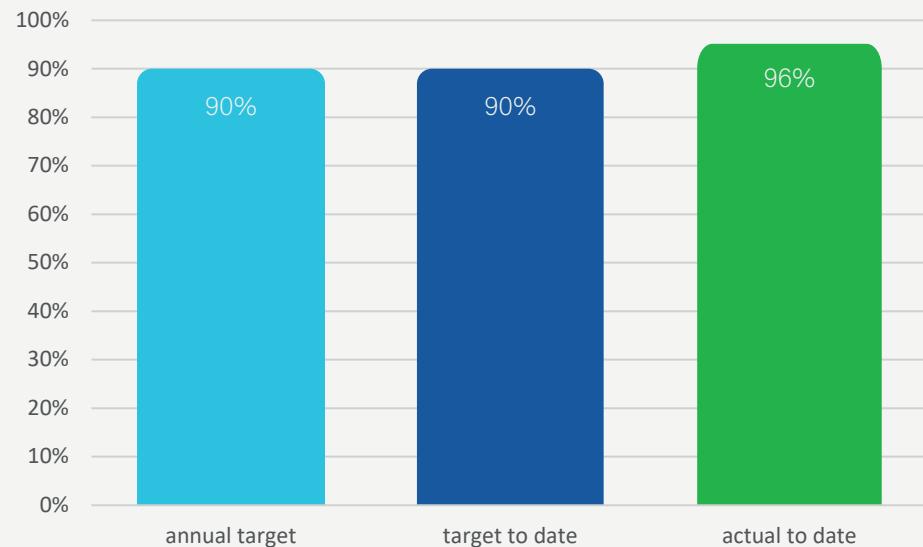
Maintenance

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



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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

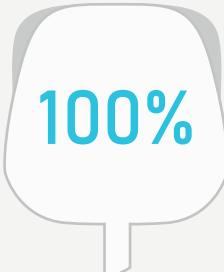
roof
replacement

Governance

A valid CP12 certificate held for each property



Properties have a current periodic electric test certificate



Properties have a current EPC



Properties meet Decent Home Standard



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.