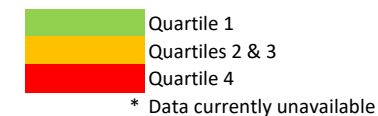


HouseMark Monthly Pulse Performance Summary

Q1 DBC Performance vs. Larger LAs and ALMOs (over 10k units)

KPI	Year	Month	Your result	Quartile	Quartile 3	Median	Quartile 1
Homes with a valid gas safety certificate (%)	2024	April	99.8	3	99.8	99.97	100
Homes with a valid gas safety certificate (%)	2024	May	99.95	2	99.7925	99.945	99.9938
Homes with a valid gas safety certificate (%)	2024	June	99.99	2	99.78	99.94	99.995
Domestic properties with EICR certificates up to five years old (%)	2024	April	99.17	2	91.5875	97.72	99.4675
Domestic properties with EICR certificates up to five years old (%)	2024	May	99.39	2	92	96.24	99.5
Domestic properties with EICR certificates up to five years old (%)	2024	June	99.58	1	89.82	95.965	99.0925
Responsive repairs completed per 1,000 properties	2024	April	263.6	3	225	270.58	313.59
Responsive repairs completed per 1,000 properties	2024	May	221		234.84	274.59	294.285
Responsive repairs completed per 1,000 properties	2024	June	198.8	4	206.85	234	268.15
Responsive repairs completed within target timescale (%)	2024	April	86	2	71.2675	83.07	91.3625
Responsive repairs completed within target timescale (%)	2024	May	91		77.11	84.01	91.6
Responsive repairs completed within target timescale (%)	2024	June	90.59	2	77.59	81.89	90.96
Satisfaction with repairs - transactional (%)	2024	April	29.41	4	76.215	84.67	91.18
Satisfaction with repairs - transactional (%)	2024	May	55	4	77.7275	83.845	91.175
Satisfaction with repairs - transactional (%)	2024	June	61	4	76.38	83.47	93.005
Dwellings vacant but available to let (%)	2024	April	0.04	1	1.2825	0.595	0.3025
Dwellings vacant but available to let (%)	2024	May	0.04	1	1.2275	0.67	0.2875
Dwellings vacant but available to let (%)	2024	June	0.07	1	1.3975	0.815	0.255
Average re-let time in days (standard re-lets)	2024	April	45.39	2	83.87	61.54	34.165
Average re-let time in days (standard re-lets)	2024	May	48.89	2	80.8575	56.085	37.41
Average re-let time in days (standard re-lets)	2024	June	51.87	2	88.67	67.9	38.3
New ASB cases reported per 1,000 properties	2024	April	0.9	4	2.0075	4.51	6.205
New ASB cases reported per 1,000 properties	2024	May	0.49	4	2.2775	4.715	7.5175
New ASB cases reported per 1,000 properties	2024	June	0.39	4	2.79	4.59	6.81
Formal Stage 1 and Stage 2 complaints received per 1,000 properties	2024	April	6.42	3	3.71	6.51	8.4525
Formal Stage 1 and Stage 2 complaints received per 1,000 properties	2024	May	5.43	3	3.66	6.215	8.185
Formal Stage 1 and Stage 2 complaints received per 1,000 properties	2024	June	5.04	2	3.6	5.04	8.48
Stage 1 and Stage 2 complaints resolved within timescale (%)	2024	April	85.9	2	60.7967	72.685	89.5075
Stage 1 and Stage 2 complaints resolved within timescale (%)	2024	May	67	3	63.8075	75.35	92.21
Stage 1 and Stage 2 complaints resolved within timescale (%)	2024	June	62	3	60.03	64.01	85.7
Customer contact received via digital channels (%)	2024	April	25.3	3	22.2325	28.535	37.635
Customer contact received via digital channels (%)	2024	May	27.3	3	21.8025	30.68	37.48
Customer contact received via digital channels (%)	2024	June	21.6	3	20.1	36.92	47
Working days lost to sickness absence (%)	2024	April	4.4	2	5.01	4.4	3.06
Working days lost to sickness absence (%)	2024	May	3.6	2	5.365	4.08	3.4075
Working days lost to sickness absence (%)	2024	June	5	3	5.12	4.02	3
Voluntary staff turnover (%)	2024	April	1.2	4	0.8	0.69	0.43
Voluntary staff turnover (%)	2024	May	0.66	3	0.8825	0.63	0.49
Voluntary staff turnover (%)	2024	June	1.07	4	1.03	0.73	0.36



* Data currently unavailable