

HouseMark Monthly Pulse Performance Summary

Q2 DBC Performance vs. Larger LAs and ALMOs (over 10k units)

KPI	Year	Month
Homes with a valid gas safety certificate (%)	2024	July
Homes with a valid gas safety certificate (%)	2024	August
Homes with a valid gas safety certificate (%)	2024	September
Domestic properties with EICR certificates up to five years old (%)	2024	July
Domestic properties with EICR certificates up to five years old (%)	2024	August
Domestic properties with EICR certificates up to five years old (%)	2024	September
Responsive repairs completed per 1,000 properties	2024	July
Responsive repairs completed per 1,000 properties	2024	August
Responsive repairs completed per 1,000 properties	2024	September
Responsive repairs completed within target timescale (%)	2024	July
Responsive repairs completed within target timescale (%)	2024	August
Responsive repairs completed within target timescale (%)	2024	September
Satisfaction with repairs - transactional (%)	2024	July
Satisfaction with repairs - transactional (%)	2024	August
Satisfaction with repairs - transactional (%)	2024	September
Dwellings vacant but available to let (%)	2024	July
Dwellings vacant but available to let (%)	2024	August
Dwellings vacant but available to let (%)	2024	September
Average re-let time in days (standard re-lets)	2024	July
Average re-let time in days (standard re-lets)	2024	August
Average re-let time in days (standard re-lets)	2024	September
New ASB cases reported per 1,000 properties	2024	July
New ASB cases reported per 1,000 properties	2024	August
New ASB cases reported per 1,000 properties	2024	September
Formal Stage 1 and Stage 2 complaints received per 1,000 properties	2024	July
Formal Stage 1 and Stage 2 complaints received per 1,000 properties	2024	August
Formal Stage 1 and Stage 2 complaints received per 1,000 properties	2024	September
Stage 1 and Stage 2 complaints resolved within timescale (%)	2024	July
Stage 1 and Stage 2 complaints resolved within timescale (%)	2024	August
Stage 1 and Stage 2 complaints resolved within timescale (%)	2024	September
Customer contact received via digital channels (%)	2024	July
Customer contact received via digital channels (%)	2024	August
Customer contact received via digital channels (%)	2024	September
Working days lost to sickness absence (%)	2024	July
Working days lost to sickness absence (%)	2024	August
Working days lost to sickness absence (%)	2024	September
Voluntary staff turnover (%)	2024	July
Voluntary staff turnover (%)	2024	August
Voluntary staff turnover (%)	2024	September

Your result	Quartile	Quartile 3	Median	Quartile 1
99.98	2	99.74	99.935	99.9975
99.99	2	99.775	99.94	100
100	1	99.82	99.97	100
99.69	1	91.795	96	99.435
99.77	1	91.19	97.045	99.41
99.87	1	93.45	96.2	99.54
244.5	3	219.8575	264.935	311.065
207.52	3	202.675	232.71	266.7075
227.35	3	208.88	254.0133	291.41
91	2	77.22	86.635	94.0475
92.62	2	79.65	86.225	94.72
92.53	2	81.385	88.1	94
71	4	74.445	82.57	88.6
73	4	78.63	85.52	88.4
71	4	76.4075	84.335	90.8425
0.09	1	1.31	0.755	0.3075
0.04	1	1.29	0.6	0.29
0.07	1	1.2	0.81	0.37
45.39	2	86.525	60	37.615
31.17	1	87.765	58	34.11
37.78	1	82.705	66	38.165
0.1	4	2.5	4.3	7.81
0.5	4	2.45	4.22	7.39
1.6	4	2.1975	3.895	6.425
3.44	4	3.635	5.79	7.2875
5.4	2	3.395	5.4	7.13
5.89	2	3.5325	5.065	7.03
61	4	62.9	75.67	92.38
88	2	58.44	72.51	91.8125
96.4	1	39.205	73.31	95.1025
24	3	18.9225	28.87	38.2325
27.9	3	21.81	30.55	34.7225
22.9	*	*	*	*
4.9	3	4.9	3.96	3
5.2	4	5.08	4.32	3
5.3	4	5.265	4.75	3.645
0.5	1	1.13	0.78	0.58
0.9	3	1.02	0.65	0.15
1.09	4	1.075	0.55	0.4125



Quartile 1

Quartiles 2 & 3

Quartile 4

Data currently unavailable