

EMH KPI Report 26/27



Area	KPI	Q4 / Year End (25/26)	Q1	↑	Target	RAG
Financial	(%) Monthly Arrears	2.97%	2.95%	≤	3.00%	●
Financial	(%) Weekly Arrears	3.12%	3.04%	≤	3.10%	●
Internal	Average Relet Time GN & HFOP	N/A	25.18	≤	44.00	●
Internal	Average Relet Time Supported & Specialist	N/A	53.64	≤	60.00	●
Customer	Avg call wait times (in seconds)	N/A	215.00	≤	300.00	●
Internal	Awaab's Law - attended within 10 working days	N/A	96.47%	≥	95.00%	●
Growth	Customer led service improvements	43.00	9.00	≥	45.00	●
Customer	Ease of dealing with emh	72.00%	68.00%	≥	67.00%	●
Growth	Energy performance EPC A-C	72.81%	73.65%	≥	75.00%	●
Internal	Maladministration rate	62.50%	48.80%	≤	58.00%	●
Growth	Number of New Homes Completed	427.00	169.00	≥	471.00	●
Customer	Overall customer satisfaction	75.00%	75.00%	≥	75.00%	●
Financial	Property disposals	44.00	7.00	≥	60.00	●
Customer	Repairs Satisfaction	77.00%	77.00%	≥	78.00%	●
Customer	Satisfaction with new build home	93.40%	91.90%	≥	95.00%	●
Financial	Units Completed Not Reserved	6.00	6.00	≤	15.00	●
Growth	Value of repairs delivered by IMS	47.00%	49.00%	≥	60.00%	●
Financial	Void rent loss	1.67%	1.74%	≤	1.12%	●