

Appendix 3

CBH Benchmarked Performance

KPI	Year	Month	CBH result	Quartile*	Quartile 3*	Median*	Quartile 1*
Homes with a valid gas safety certificate (%)	2023	December	100.00	1	99.72	99.92	100.00
Domestic properties with EICR certificates up to five years old (%)	2023	December	99.85	1	91.55	97.21	99.43
Responsive repairs completed per 1,000 properties	2023	December	222.07	3	191.67	231.62	278.38
Responsive repairs completed within target timescale (%)	2023	December	81.11	4	81.72	89.60	94.00
Satisfaction with repairs - transactional (%)	2023	December	90.28	2	78.00	88.13	95.00
'True' current tenant arrears (%)	2023	December	2.28	1	4.40	3.27	2.49
Dwellings vacant but available to let (%)	2023	December	0.49	2	1.23	0.54	0.26
Average re-let time in days (standard re-lets)	2023	December	27.00	1	73.57	45.94	29.75
New ASB cases reported per 1,000 properties	2023	December	1.90	3	1.20	1.94	3.33
Formal Stage 1 and Stage 2 complaints received per 1,000 properties	2023	December	1.18	4	1.65	3.04	5.24
Satisfaction with the overall service their landlord provides - perception (%)	2023	December	68.00	2	60.25	65.00	82.61
Working days lost to sickness absence (%)	2023	December	4.78	2	6.19	5.39	3.76
Voluntary staff turnover (%)	2023	December	0.85	3	1.06	0.70	0.34

**All local authorities and ALMOs benchmark data*

Tenant Satisfaction Measure	
Satisfied with the overall service CBH provide local authorities)	68.4%
Satisfied with the repairs service over the last 12 months	68%
Satisfied with the time taken to complete my last repair	63%
Satisfied that my home is well maintained	66%
Satisfied that my home is safe	67%
Satisfied that CBH listens to views and acts on them	49%
Satisfied that I am kept informed about things that matter	56%
In agreement that CBH treats me fairly and with respect	67%
Satisfied with CBH's approach to handling complaints	33%
Satisfied that communal areas are clean and well maintained	58%
Satisfied that CBH makes a positive contribution to my neighbourhood	56%
Satisfied with CBH's approach to handling anti-social behaviour	54%
Decent Homes Compliance	97%
Gas safety checks	100%
Passenger lifts safety checks	100%
Asbestos management surveys	100%
Fire risk assessments	100%
Legionella risk assessments	100%