

Quarterly Performance
Report
Quarter 1
2026/2027



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Q1 2026/27 - Summary

TSM					
 Gas Safety Checks	 Fire Safety Checks	 ASB Cases	 ASB Cases Hate Incidents	 Satisfaction Home is Safe	 Listening to Tenants
 Asbestos Safety Checks	 Water Safety Checks	 DHS Compliance	 Non-Emergency Repairs	 Keeping Tenants Informed	 Treating Tenants Fairly
 Lift Safety Checks	 Stage One Complaints	 Emergency Repairs	 Tenant Satisfaction	 Handling Complaints	 Satisfaction with Communal Areas
 Stage Two Complaints	 Stage One Response Time	 Tenant Satisfaction with Repairs	 Time Taken Recent Repair	 Positive Contribution	 Satisfaction with Handling ASB
 Stage Two Response Time		 Well Maintained Home			

Council KPIs	
 Empty Home Rent Loss	 Rent Collection
 Barnsley Pound	 EPC C or Above
 Electrical Safety	

Company KPIs	
 Annual Indicator	 Staff Attendance
 Staff Satisfaction	 Minority Ethnic
 Equality Act	 Contact Centre
 Current Tenant Arrears	

TSM KPIs

TSM		YEAR END 25/26	Q1	Q2	Q3	Q4	YEAR END 26/27	TARGET 26/27	BENCHMARK (Median)	
 Gas Safety Checks	 Fire Safety Checks	100.0%	99.97%	-	-	-	-	100.0%	99.9%	BS01: Gas Gas safety checks
		100.0%	100.0%	-	-	-	-	100.0%	100.0%	BS02: Fire Fire safety checks
 Asbestos Safety Checks	 Water Safety Checks	100.0%	100.0%	-	-	-	-	100.0%	100.0%	BS03: Asbestos Asbestos safety checks
		100.0%	100.0%	-	-	-	-	100.0%	100.0%	BS04: Water Water safety checks
 Lift Safety Checks	 Stage One Complaints	100.0%	100.0%	-	-	-	-	100.0%	100.0%	BS05: Lift Lift safety checks
		58.2	14.2	-	-	-	-	In line with peer group median	44.2	CH01 1: Stage One Complaints Stage one complaints relative to the size of the landlord
 Stage Two Complaints	 Stage One Response Time	14.4	2.9	-	-	-	-	In line with peer group median	10.0	CH01 2: Stage Two Complaints Stage two complaints relative to the size of the landlord
		95.7%	100.0%	-	-	-	-	100.0%	91.2%	CH02 1: Stage One Response Time Stage one complaints response time
 Stage Two Response Time		100.0%	100.0%	-	-	-	-	100.0%	81.9%	CH02 2: Stage Two Response Time Stage two complaints response time

TSM KPIs

TSM		YEAR END 25/26	Q1	Q2	Q3	Q4	YEAR END 26/27	TARGET 26/27	BENCHMARK (Median)	
		34.7	13.3	-	-	-	-	In line with peer group median	54.7	NM01 1: ASB Cases Anti-social behaviour cases
ASB Cases	ASB Cases Hate Incidents	0.6	0.3	-	-	-	-	In line with peer group median	1.0	NM01 2: ASB Cases Hate Incidents Anti-social behaviour cases that involve hate incidents
Annual Indicator		0.6%	Annual				-	0.0%	3.9%	RP01: DHS Compliance Homes that do not meet the Decent Homes Standard
DHS Compliance	Non-Emergency Repairs	89.7%	86.7%	-	-	-	-	90.0%	89.3%	RP02 1: Non-Emergency Repairs Repairs completed within target timescale
		94.3%	95.4%	-	-	-	-	97.0%	94.3%	RP02 2: Emergency Repairs Repairs completed within target timescale
Emergency Repairs	Tenant Satisfaction	77.0%	-	-	-	-	-	79.0%	70.1%	TP01: Tenant Satisfaction Overall satisfaction
		76.3%	-	-	-	-	-	77.3%	76.2%	TP02: Tenant Satisfaction with Repairs Tenant Satisfaction with repairs
Tenant Satisfaction with Repairs	Time Taken Recent Repair	73.1%	-	-	-	-	-	74.1%	73.6%	TP03: Time Taken Recent Repair Satisfaction with time taken to complete most recent repair
		72.1%	-	-	-	-	-	73.1%	71.6%	TP04: Well Maintained Home Satisfaction that the home is well maintained
Well Maintained Home										

TSM KPIs

TSM		YEAR END 25/26	Q1	Q2	Q3	Q4	YEAR END 26/27	TARGET 26/27	BENCHMARK (Median)	
	Satisfaction Home is Safe	73.0%	-	-	-	-	-	75.5%	76.8%	TP05: Home is Safe Satisfaction that the home is safe
	Listening to Tenants	65.2%	-	-	-	-	-	67.2%	63.0%	TP06: Listening to Tenants Landlord listens to tenants views and acts upon them
	Keeping Tenants Informed	65.7%	-	-	-	-	-	67.7%	70.9%	TP07: Keeping Tenants Informed Landlord keeps tenants informed about things that matter to them
	Treating Tenants Fairly	80.1%	-	-	-	-	-	82.1%	78.4%	TP08: Treating Tenants Fairly Landlord treats tenants fairly and with respect
	Handling Complaints	43.4%	-	-	-	-	-	45.0%	32.4%	TP09: Satisfaction Handling Complaints Satisfaction with the landlords approach to handling complaints
	Satisfaction with Communal Areas	63.6%	-	-	-	-	-	64.9%	66.6%	TP10: Satisfaction with Communal Areas Satisfaction that the landlord keeps communal areas clean and well maintained
	Positive Contribution	58.9%	-	-	-	-	-	61.0%	64.4%	TP11: Positive Contribution Satisfaction that the landlord makes a positive contribution to neighbourhoods
	Satisfaction with Handling ASB	50.9%	-	-	-	-	-	55.0%	59.6%	TP12: Satisfaction Handling ASB Satisfaction with the landlords approach to handling anti-social behaviour

Council KPIs

Council KPIs		YEAR END 25/26	Q1	Q2	Q3	Q4	YEAR END 26/27	TARGET 26/27	BENCHMARK (Median)	
 Empty Home Rent Loss	 Rent Collection	£1,455,978 (1.72%)	£329,500 (1.59%)	-	-	-	-	1.5%	1.53%	Empty Home Rent Loss (BH1) Income lost due to void properties
		100.3%	100.6%	-	-	-	-	99.0%	99.8%	Rent collection (BH2) Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.
 Barnsley Pound	 EPC C or Above	64.0%	57.0%	-	-	-	-	65.0%	N/A	Local Spend (BH3) Spend funds locally supporting the Barnsley economy.
		44.7%	44.7%	-	-	-	-	45.0%	61.1%	EPC Ratings (BH4) Percentage of Properties with an EPC C or above.
 Electrical Safety		N/A	99.3%	-	-	-	-	100.0%	N/A	Electrical Safety (BH5) Percentage of homes that have had all the necessary Electrical Safety checks.

Company KPIs

Company KPIs		YEAR END 25/26	Q1	Q2	Q3	Q4	YEAR END 26/27	TARGET 26/27	BENCHMARK (Median)	
Annual Indicator		65.7%	65.1%				-	66.0%	N/A	Staff Satisfaction (KPI 1) Employee satisfaction with Berneslai Homes as an employer
		4.6%	4.38%	-	-	-	-	3.6%	N/A	Staff Attendance (KPI 2) Percentage of working days lost due to sickness
Staff Satisfaction	Staff Attendance									
		13.8%	13.35%	-	-	-	-	15.0%	N/A	Diversity (KPI 3) Percentage of staff defining under the Equality Act definition of disability.
Equality Act	Minority Ethnic	3.0%	3.2%	-	-	-	-	4.1%	N/A	Diversity (KPI 4) Percentage of minority ethnic staff in total workforce.
		3.3%	3.1%	-	-	-	-	3.5%	3.4%	Current Tenant Arrears (KPI 5) Percentage of Current Tenant Arrears.
Current Tenant Arrears	Contact Centre	73.1%	67.34%	-	-	-	-	80.0%	N/A	Contact Centre (KPI 6) We will answer priority calls in less than 3 minutes (Contact Centre).