



























Quarterly Performance  
Report  
Quarter 2-2025/2026




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# 2025/26 - 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		Company KPIs	
 Void Rent Loss	 Rent Collection	 Annual Indicator	 Staff Attendance
 Proportion of Apprentices	 Barnsley Pound	 Equality Act	 Minority Ethnic
 EPC C or Above	 Annual indicator Management Fee	 Current Tenant Arrears	 Contact Centre









# TSM KPIs

TSM		YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
 Gas Safety Checks	 Fire Safety Checks	100.0%	100.0%	100.0%	-	-	-	100.0%	100.0%	<b>BS01: Gas</b> Gas safety checks
		100.0%	100.0%	100.0%	-	-	-	100.0%	100.0%	<b>BS02: Fire</b> Fire safety checks
 Asbestos Safety Checks	 Water Safety Checks	100.0%	100.0%	98.3%	-	-	-	100.0%	100.0%	<b>BS03: Asbestos</b> Asbestos safety checks
		100.0%	100.0%	100.0%	-	-	-	100.0%	100.0%	<b>BS04: Water</b> Water safety checks
 Lift Safety Checks	 Stage One Complaints	100.0%	100.0%	100.0%	-	-	-	100.0%	100.0%	<b>BS05: Lift</b> Lift safety checks
		67.1	15.6	29.7	-	-	-	In line with peer group median	42.8	<b>CH01 1: Stage One Complaints</b> Stage one complaints relative to the size of the landlord
 Stage Two Complaints	 Stage One Response Time	15.9	3.9	7.4	-	-	-	In line with peer group median	7.1	<b>CH01 2: Stage Two Complaints</b> Stage two complaints relative to the size of the landlord
		93.0%	96.9%	97.0%	-	-	-	100.0%	78.1%	<b>CH02 1: Stage One Response Time</b> Stage one complaints response time
 Stage Two Response Time		97.9%	100.0%	100.0%	-	-	-	100.0%	75.5%	<b>CH02 2: Stage Two Response Time</b> Stage two complaints response time

# TSM KPIs

TSM		YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
		35.0	9.2	18.6	-	-	-	In line with peer group median	54.9	NM01 1: ASB Cases Anti-social behaviour cases
ASB Cases	ASB Cases Hate Incidents	0.7	0.2	0.4	-	-	-	In line with peer group median	1.2	NM01 2: ASB Cases Hate Incidents Anti-social behaviour cases that involve hate incidents
		0.2%	1.3%	1.4%	-	-	-	0.0%	5.5%	RP01: DHS Compliance Homes that do not meet the Decent Homes Standard
DHS Compliance	Non-Emergency Repairs	85.7%	85.7%	91.2%	-	-	-	86.0%	82.6%	RP02 1: Non-Emergency Repairs Repairs completed within target timescale
		89.1%	92.2%	96.8%	-	-	-	92.0%	90.3%	RP02 2: Emergency Repairs Repairs completed within target timescale
Emergency Repairs	Tenant Satisfaction	75.2%	75.9%		-	-	-	75.9%	65.9%	TP01: Tenant Satisfaction Overall satisfaction
		74.4%	74.1%		-	-	-	75.4%	70.2%	TP02: Tenant Satisfaction with Repairs Tenant Satisfaction with repairs
Tenant Satisfaction with Repairs	Time Taken Recent Repair	67.5%	71.2%		-	-	-	69.0%	66.5%	TP03: Time Taken Recent Repair Satisfaction with time taken to complete most recent repair
		70.7%	71.3%		-	-	-	70.9%	67.4%	TP04: Well Maintained Home Satisfaction that the home is well maintained
Well Maintained Home										







# TSM KPIs

TSM		YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
 Satisfaction Home is Safe	 Listening to Tenants	71.5%	72.3%	-	-	-	73.5%	73.0%	<b>TP05: Home is Safe</b> Satisfaction that the home is safe	
		62.3%	66.9%	-	-	-	65.0%	56.5%	<b>TP06: Listening to Tenants</b> Landlord listens to tenants views and acts upon them	
 Keeping Tenants Informed	 Treating Tenants Fairly	62.5%	64.7%	-	-	-	66.5%	67.0%	<b>TP07: Keeping Tenants Informed</b> Landlord keeps tenants informed about things that matter to them	
		77.9%	79.3%	-	-	-	80.9%	74.8%	<b>TP08: Treating Tenants Fairly</b> Landlord treats tenants fairly and with respect	
 Handling Complaints	 Satisfaction with Communal Areas	44.5%	43.2%	-	-	-	45.0%	31.2%	<b>TP09: Satisfaction Handling Complaints</b> Satisfaction with the landlords approach to handling complaints	
		61.7%	64.1%	-	-	-	63.9%	62.5%	<b>TP10: Satisfaction with Communal Areas</b> Satisfaction that the landlord keeps communal areas clean and well maintained	
 Positive Contribution	 Satisfaction with Handling ASB	55.0%	56.5%	-	-	-	59.8%	59.9%	<b>TP11: Positive Contribution</b> Satisfaction that the landlord makes a positive contribution to neighbourhoods	
		47.6%	49.4%	-	-	-	55.0%	54.4%	<b>TP12: Satisfaction Handling ASB</b> Satisfaction with the landlords approach to handling anti-social behaviour	

# Council KPIs

Council KPIs		YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
 Void Rent Loss	 Rent Collection	£1,570,692 (1.86%)	£352,658 (1.78%)	£757,325 (1.83%)	-	-	-	1.5%	N/A	<b>Void Rent Loss (BH1)</b> Income lost due to void properties
		100.5%	99.7%	100.2%	-	-	-	98.0%	N/A	<b>Rent collection (BH2)</b> Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.
 Proportion of Apprentices	 Barnsley Pound	3.6%	3.3%	3.7%	-	-	-	3.5%	N/A	<b>Apprentices (BH3)</b> Proportion of apprentices in workforce
		68.0%	68.0%	67.0%	-	-	-	60.0%	N/A	<b>Local Spend (BH4)</b> Spend funds locally supporting the Barnsley economy.
 EPC C or Above	Annual indicator  Management Fee	43.1%	43.9%	44.2%	-	-	-	50.0%	N/A	<b>EPC Ratings (BH5)</b> Percentage of Properties with an EPC C or above.
		Achieved	Annual				-	1.0%	N/A	<b>Management Fee (BH6)</b> Management Fee Efficiency target as part of annual Value For Money report.

# Company KPIs

Company KPIs		YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
Annual Indicator		New	65.7%				65.7%	65.0%	N/A	<b>Staff Satisfaction (KPI 1)</b> Employee satisfaction with Berneslai Homes as an employer
		6.1%	4.57%	3.87%	-	-	-	3.6%	N/A	<b>Staff Attendance (KPI 2)</b> Percentage of working days lost due to sickness
Staff Satisfaction	Staff Attendance									
		13.2%	13.7%	13.7%	-	-	-	13.2%	N/A	<b>Diversity (KPI 3)</b> Percentage of staff defining under the Equality Act definition of disability.
Equality Act	Minority Ethnic	2.8%	2.9%	3.1%	-	-	-	4.1%	N/A	<b>Diversity (KPI 4)</b> Percentage of minority ethnic staff in total workforce.
		3.6%	3.71%	3.54%	-	-	-	3.5%	N/A	<b>Current Tenant Arrears (KPI 5)</b> Percentage of Current Tenant Arrears.
Current Tenant Arrears	Contact Centre	58.1%	49.8%	75.3%	-	-	-	80.0%	N/A	<b>Contact Centre (KPI 6)</b> We will answer priority calls in less than 3 minutes (Contact Centre).