

## Appendix A: Housing Safety & Compliance KPIs

Table 1: Progress in electrical safety compliance

	Feb 24	April 24	June 24	July 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Direction of travel	Expected date of Compliance
5 Year EICR domestic testing (% of homes)*	42.9%	49.1%	53.0%	55.8%	57.4%	60.1%	63.2% (7,679)	66.4%	67.9%	70.7%	72.6%	75.5%	Green	December 2026
10 Year EICR domestic testing (% of homes)*	66.6%	70.1%	72.0%	73.7%	74.9%	76.4%	78.1% (9,383)	80%	80.9%	82.9%	84.6%	86.7%	Green	
Communal EICRs (% of communal areas)	5.3%	14.0%	20.8%	22.0%	29.4%	33%	37.6%	39.3%	43.9%	45.1%	45.4%	48.5%	Green	December 2026

\*No outstanding C1 (immediate danger) and C2 (potentially dangerous) actions. We don't record C1s and C2s as part of a separate inspection programme because as we inspect, we fix (remediate) C1s and C2s.

Table 2: Progress in fire safety compliance

	Feb 24	April 24	June 24	July 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Direction of travel	Expected date of Compliance
FRAs in High Rise buildings (% of buildings)	100%	100%	100%	100%	100%	100%	100%	100%	100%	71.7% (previously reported 63%)	60.9%	30.4%	Red	Sept 2025*
FRAs in Medium Rise buildings: (% of buildings)	99.8%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Green	Compliant
FRAs Low Rise buildings: (% of buildings)			20.9%	57.0%	78.22%	92.9%	93.5%	99.1%	99.4%	99.8%	99.8%	99.8%	Green	December 24
FRA remediation actions (snapshot number of live actions)	1,748		4,253	6,472	-	8,228	8,142	8,114	8,268	7,554	7,287 (incl. 1108 Best Practice)	6420	Red	December 26**

\*We completed a large number of FRAs in a compressed period last year, and are now deliberately staggering them from January to September to manage both assessments and resulting actions more effectively.

\*\* High number of total actions remains a concern, however progress against addressing these has continued.

Table 3: Progress in water safety compliance

	Feb 24	April 24	June 24	July 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Direction of travel	Expected date of Compliance
Legionella Risk Assessments (% of water systems covered)*				79.0%	77.5%	77.5%	78.1%						Red	July 2025***
Water Risk Assessments (% of buildings covered (of 12,672))								52.1% (6,601)	57.1% (7,240)	60.7% (7,693)	61.9% (7,844)	63.4% (8,030)	Red	December 2025

\*We continue to face challenges in providing this KPI. We have moved away from "system" reporting in favour of by building. That's more in line with how we manage the service i.e one risk assessment per building and simpler to track.

Table 4: Progress in other areas of compliance raised by RSH

	Feb 24	April 24	June 24	July 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Direction of travel	Expected date of Compliance
Smoke alarms/detectors (% of homes)	50.8%	77.0%	81.5%	83.6%	86.5%	89.4%	92.9%	94%	95.7%	96.3%	97.5%	97.7%	Green	Oct 2025*
Repairs jobs open for more than 28 days (HRA)	-	-	9,653 (incl. TA &EA)	7,250 (incl. TA & EA)	7,923 (incl. TA &EA)	6599	6222	6578	6,950	5,357	4,399	4,134	Green	July 2025

\*100% Compliance is dependent on access. 260 properties remaining with no recorded smoke detection and we have started the informal part of the no access process by writing to these tenants and cold calling. Dedicated resource attending all remaining properties and installing battery smoke detection (or testing and recording existing smoke detection) which will be in place until the property is tested as part of our programme, at which point hard wired smoke detection will be installed.

Table 5: other areas of Safety & Quality compliance (currently compliant)

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
<b>Carbon Monoxide Detection / Alarms</b>												
Total detection in domestic dwellings		97.79%			91.4%	96.6%	97.4%	97.3%	97.9%	98.3%	98.6%	98.8%
<b>Gas/Fuel Safety</b>												
Communal Boilers certification in date - annual	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
Domestic dwellings certification in date – annual	100%	99.97%	100%		100%	100%	100%	100%	100%	100%	100%	100%
Properties with a capped gas supply - reduction in numbers*	77	23	40		32	32	23	24	24	16	28	19
<b>Asbestos Safety</b>												
Common ways – Total rolling compliance	98.53%	98.90%	99.4%	99.8%	90.1%	99.6%	97.0%	98.4%	99.8%	100%	100%	100%
Asbestos Re-inspection programme – Common ways Rate of progress						17.06%	56.70%	83.7%	94.9%	97.9%	100%	100%
<b>Lift Safety (lifts &amp; lifting equipment)</b>												
Communal (Passenger) lifts (LOLER) servicing	100.00%	100.00%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100%	99.2%	100%	100%
Domestic lift and stair lift, equipment servicing	100.00%	100.00%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%

\*Most capped gas supplied are tenant-driven, with some void properties capped for safety. Housing Customer Services are conducting welfare checks where tenants have asked for capped gas, working with them to resolve any debt or other issues arising.