



KPI Topic	Frequency	Key Metrics / How Reported	Latest Update (Dec 2025)	Comments
Service Charges	6 monthly	<p>We aim to report on:</p> <ul style="list-style-type: none"> • % of accounts served on time (before end of September in each financial year) • Variance between budgeted and actual spend (at 6 and 12 months), • Breakdown of major cost areas 	<ul style="list-style-type: none"> • Feedback session with SVC consultant Ad Esse completed, notes sent on 09.12.25. • 2023-24 and 2024-25 accounts outstanding, aim to be served in Q1 2026. • Estimates for 2026-27 - not yet in the position to share, estate team have 2 weeks after xmas to make any final adjustments at which point we can share headline figures. 	<p>Invite sent for separate meeting to share headline figures in second week of Jan.</p>
Communal Repairs Raised (by Estate)	Monthly	<p>We aim to report on:</p> <ul style="list-style-type: none"> • No of communal repairs raised • Average time to complete, • % of repairs completed within SLA. 	<ul style="list-style-type: none"> • Green Lanes – 2 • Pewsham – 16 • Rowan & Hornbeam – 6 • Watersreach & Reservoir – 6 • Woodberry Grove North – 9 	<p>Nick to update tracker to capture reporting data ready for Jan 2026.</p>
Lifts	TBC	<p>We aim to report on:</p> <ul style="list-style-type: none"> • % of lifts serviced on schedule • Number of lift breakdowns per block • Average response time to breakdowns • % of lifts with valid LOLER certificates • Updates on any lift upgrades 	<ul style="list-style-type: none"> • Work in progress. • Input required from NHG Lift Team and We Maintain. • A new NHG Lift Engineer has started and is visiting site this week. Requested confirmation on whether he can provide this data regularly and at what frequency. 	<p>Water in the lift shaft at Birchwood pumped out on 09.12.25. Maplewood - indicators, blanking plates outstanding</p>



			We will confirm reporting arrangements once the engineer visit is complete and data provision is agreed.	
Bulk Waste Spend	Monthly	<ul style="list-style-type: none"> Confirmation of costs per block and estate as relevant, highlighting where there are trends so these can be targeted. 	<ul style="list-style-type: none"> Ashview - £106.86 Maplewood - £1039.28 Birchwood - £348.53 Pewsham (Estate) - £1955.69 Watersreach & Reservoir (Estate) - £495.58 Watersreach - £693.56 Rowan & Hornbeam (Estate) - £741.06 	Poster campaign has gone up in binstores and communal areas. Info reminder on how to dispose re-sent to residents. Potential skip day.
Communal FRAs (Fire Risk Actions)	On-going	<ul style="list-style-type: none"> FRA actions % closed, open or overdue. 	<ul style="list-style-type: none"> 100% of FRAs for 2025 closed, none overdue. 	
CCTV / Cameras	Monthly	<p>We aim to report on:</p> <ul style="list-style-type: none"> % of cameras operational vs out of service, Details of any ad-hoc remedials required. 	<ul style="list-style-type: none"> Work in progress. We will provide a further update once the audit by OpenView is completed in January and the report is available. 	Data to be captured by Estate Team as part of monthly estate inspections.
Cleaning	Monthly	<ul style="list-style-type: none"> Scores from monthly estate inspections completed by the Estate Team. Highest score possible is 4. 	<ul style="list-style-type: none"> 3/4 for all 18 blocks. 	Weekly inspections with Estate Team and Just Ask Supervisor to continue.
Window Cleaning	4 Monthly	<ul style="list-style-type: none"> Share schedule adherence by block. 	<ul style="list-style-type: none"> Next clean due 11.12.25 Re-quotation for some additional 	Nick to follow up.



			windows in process.	
Gardening	Monthly	<ul style="list-style-type: none"> Scores from monthly estate inspections completed by the Estate Team. Highest score possible is 4. 	<ul style="list-style-type: none"> 268 Green Lanes: 4/4 Pewsham: 4/4 Rowan & Hornbeam: 4/4 Watersreach & Reservoir: 4/4 Woodberry Grove North: 4/4 	Chequers have scored 4/4 for all communal gardens every month since their contract started in Feb 2025.
Customer Satisfaction Survey Results	Every 3 months	<ul style="list-style-type: none"> CSAT scores (new P&E survey that now goes out residents). 	<ul style="list-style-type: none"> Last survey sent in October 2025. No of Responses: 26 General Satisfaction: 63% Understood needs: 63% Feedback Actions: 25 Completed: 100% 	Key themes: safety, crime in the local area.
Resident Engagement & Comms	Monthly / Bi-Monthly	<ul style="list-style-type: none"> No of resident KORI communications sent No of newsletters sent Attendance at drop-in sessions or engagement events. 	<ul style="list-style-type: none"> 77 KORI communications to residents sent in Nov. Estate Newsletters sent in 2025: 6 Insite Drop-in attendance in Nov: 32 	