

| Category | Indicator | Q1 24/25 | Q2 24/25 | Q3 24/25 | Q4 24/25 |
|-------------------------|---|------------|------------|------------|------------|
| Repairs | Number of new repairs raised in the quarter | 9515 | 9031 | 9870 | 11404 |
| | Number of repairs completed in the quarter | 9150 | 8873 | 8986 | 10904 |
| | Number of repairs open at end of quarter | 2840 | 2024 | 1936 | 1718 |
| | Average working days taken to complete standard repairs (target is 30 working days or less) | 34.42 | 29.93 | 21.04 | 16.55 |
| | Average working days taken to complete Right to Repair 1 day (target 1 working day or less) | 2.18 | 0.82 | 0.53 | 0.61 |
| | Average working days taken to complete Right to Repair 3 days (target 3 working days or less) | 2.89 | 2.23 | 1.91 | 1.97 |
| | Average working days taken to complete Right to Repair 7 day (target 7 working days or less) | 16.9 | 5.68 | 4.77 | 4.56 |
| | Percentage of tenants satisfied with service received from people carrying out standard repairs | 88.4% | 89.5% | 89.0% | 86.7% |
| | Percentage tenants satisfied with updates and communication during standard repairs | 80.0% | 89.9% | 84.9% | 84.3% |
| Building Safety | Overall percentage of gas servicing completed within due dates at end of quarter | 99.96% | 100.00% | 100.00% | 100.00% |
| Voids | Number of void (empty) properties | 436 | 443 | 471 | 455 |
| | Rent loss in £s due to void (empty) properties in the quarter | £496,246 | £559,510 | £544,064 | £547,434 |
| Disrepair cases | Total number of new disrepair cases opened in the quarter | 38 | 41 | 16 | 23 |
| | Number of disrepair cases open at end of quarter | - | - | - | 88 |
| Adaptations | Number of minor adaptations completed (costing under £1,000 each) | 73 | 45 | 66 | 69 |
| | Number of major adaptations completed (costing over £1,000 each) | 35 | 42 | 53 | 41 |
| | Spending on all adaptations (minor and major) in the quarter | £233,232 | £229,877 | £270,884 | £189,153 |
| Lettings & waiting list | Number of new lettings to new tenants to Chesterfield Borough Council (not transfers) | 43 | 63 | 56 | 90 |
| | Number of households on the waiting list at end of quarter | 3005 | 2824 | 2955 | 3149 |
| Arrears | Current tenant arrears amount (overall cumulative total) | £2,482,081 | £2,394,173 | £2,398,131 | £2,232,358 |
| | Former tenant arrears amount (overall cumulative total) | £1,370,384 | £1,427,699 | £1,491,938 | £1,556,240 |
| Evictions | Number of evictions during the quarter | 4 | 4 | 1 | 6 |
| ASB | Number of new anti-social behaviour (ASB) cases opened | 97 | 83 | 69 | 111 |
| | Number of new ASB cases opened which involved a hate incident | 3 | 1 | 2 | 3 |
| | ASB cases open at end of quarter | 123 | 130 | 123 | 132 |
| Tenancy Support | Tenants receiving tenancy support services from CBC at end of quarter | 226 | 232 | 247 | 250 |
| | Number of new tenancy support cases opened in the quarter | 112 | 87 | 82 | 81 |
| Complaints | Percentage of stage 1 complaints responded to within Housing Ombudsman timescales | 30.0% | 67.3% | 65.2% | 84.9% |
| | Percentage of stage 2 complaints responded to within Housing Ombudsman timescales | 50.0% | 15.9% | 31.8% | 86.4% |
| | Stage 1 complaints received in the quarter | 85 | 100 | 107 | 111 |
| | Stage 1 complaints escalated to stage 2 in the quarter | 17 | 16 | 23 | 22 |
| | Stage 2 complaints escalated to the Housing Ombudsman in the quarter | 2 | 3 | 2 | 3 |