

Appendix 1. Contractor Performance Summary

Aston Group Performance

Repairs Performance KPI Table

Name	Target	MLAP	Area	21/22	22/23	23/24	24/25	25/26
Right First Time (percentage of repairs completed at first visit)	85%	80%	Responsive	95.6%	91.4%	88.1%	88.9%	88.5%
			Non-Gas	92.7%	93.5%	87.5%	87.1%	85.9%
Repairs Completed in Target	95%	90%	Responsive	98.3%	94.8%	95.2%	97.7%	97.9%
			Non-Gas	77.3%	93.1%	87.1%	96.5%	96.6%
Average Repair Completion Time	2 days	3 days	Responsive	1.19	1.41	2.22	2.01	1.92
Appointments Kept	97%	92%	Responsive	97.42%	97.2%	88.1%	98.1%	98.5%
			Non-Gas	87.2%	96.9%	83.7%	97.0%	97.3%
Servicing - LGSR Compliance	100%	100%	Gas	100%	100%	100%	100%	100%
Number of Gas servicing appointments completed at first access	73%	65%	Gas	78.6%	75.7%	68.6%	76%	72.5%

Aston's year average KPI performance has been good overall, meeting target or at least the Minimum Level of Performance (MLAP).

Compliance Performance Table

Compliance Area (Target 100%)	21/22	22/23	23/24	24/25	25/26 to date
Gas	100%	100%	100%	100%	100%
Electrical Domestic	97%	97%	96%	90%	94%
Electrical Communal	100%	100%	100%	100%	100%
Water	-	-	97%	100%	100%
Lift Maintenance	100%	100%	100%	93%	94%

Performance of Aston's compliance has been good with the TSM areas in the table above. There has been a slight drop in performance on lift maintenance during the last couple of years, due to performance issues with lifts in recent new build developments. There have also been access issues with the electrical domestic checks, preventing achieving 100% compliance. However, access procedures are in place to demonstrate access has been attempted for those properties that do not have up to date electrical c safety certificates.

Morgan Sindall Property Services (MSPS) Performance

The following table summarise MSPS' performance over the last five years for key performance indicators.

MSPS Performance KPI Table

Source: MSPS LBWF Summary	Target	MLAP	21/22	22/23	23/24	24/25	25/26 (to Jan 26)
28 Day Routine Repairs Completed in timescale Tenant Satisfaction Measure*	N/A**	N/A			69%	74%	79%
Repairs completed within 14 days of the first appointment	99%	95%	96.4%	88.5%	86.6%	89.1%	93.2%
Repairs completed in one visit	85%	80%	87%	86%	81%	81%	82%
Work in Progress (WIP) Number ***			4,887	4,074	2,656	1,245	1,387
WIP no. of overdue cases			2,248	1,793	1,355	759	624
WIP % of overdue cases	5%	10%	46%	44%	51%	61%	45%
Calls abandoned	5%	7%	16%	12%	10%	16%	4.5%
Void completions in target	95%	90%	37%	54%	82%	70%	68%
Emergency repairs % in target		95%	97%	97%	98%	97%	97%
Transactional repairs satisfaction (Rant and Rave)	4.2	4	4.07	4.07	4.08	4.16	4.2

*Introduced in 2023 24, upper quartile target 88%, median is 79%. Has been introduced as a contractual KPI target in the Deed of Variation (DoV).

** Non contractual until February 2026

*** Communal and property repairs

MSPS' performance has shown improvements in some areas during the last couple of years, particularly the 28-day TSM, the reduction in the total number and age of WIP cases, and reduction in the percentage of calls abandoned.

Alongside these improvements, customer satisfaction scores have improved for the repairs service during this period, summarised in the following table:

Housemark Customer Satisfaction scores

Customer satisfaction KPI	Target	22/23	23/24	24/25	25/26
TP02 Satisfaction with repairs	69%	55%	62%	63%	67%
TP03 Time to complete most recent repair	67%	57%	63%	64%	66%
TP04 Satisfaction Home is well maintained	67%	N/A	62%	63%	65%

However, customer satisfaction scores remain below the targets, which reflect upper quartile performance levels relative to other social landlords.

