

KBN Compliance Performance Report

KPI performance As of 30th June 2026

Exec & Board - KPIs					June					
Risk Code	Risk Area	Risk Level	Responsible Person	Year to date / year end target %	Total Number Rqd.	Complete / outstanding (FRA only)	Overdue (annual programme)	% Compliant	% outside of target	Notes
Heating										
1.1	Landlord's Gas Safety Report	Statutory	Assistant Director Building and Customer Safety	100%	24255	24250	5	99.98%	0.02%	There are 5 overdue gas safety checks at the end of June (down from 7). 1 was completed the first week in July. 2 have eviction dates and we are pursuing legal action on the other 2. The oldest overdue expired in April 2025. A court date in early February for possession was adjourned and rescheduled for early July. In July the tenant was unwell and the case adjourned again. We await further direction from the courts.
Asbestos										
2.1	Asbestos Management Surveys (Communal)	Statutory	Head of Asset Management	100%	568	568	0	100.00%	0.00%	We are compliant in this area.
2.1	Asbestos re-inspection programme (Communal)	Statutory	Head of Asset Management	100%	267	266	1	99.63%	0.37%	1No overdue this month due to access, completed early July.
Legionella										
3.1	Legionella Risk Assessments (Priority Schemes)	Statutory	Head of Asset Management	100%	73	73	0	100.00%	0.00%	We are compliant in this area.
Fire										
4.1	Fire Risk Assessment	Statutory	Head of Asset Management	100%	580	580	0	100.00%	0.00%	We are compliant in this area.
Electrical										
5.1	Commercial Periodic Electric Inspection Condition Report	Statutory	Assistant Director Building and Customer Safety	100%	471	471	0	100.00%	0.00%	We are compliant in this area.
5.2	Domestic Periodic Electric Inspection Condition Report (in last 5 years)	High	Assistant Director Building and Customer Safety	100.00%	27972	27798	174	99.38%	0.62%	There are 174 (from 148 last month) properties where the electrical test is over 5 years old. These are in various stages of our no access process and/or legal action has commenced. The oldest test expired in August 2021. An eviction has been set for the end of July.
Lifts										
6.1	Passenger Lifts inspection LOLER Inspections	Statutory	Head of Asset Management	100%	86	86	0	100.00%	0.00%	We are compliant in this area.
Damp & mould										
IND_322	Homes with live damp & mould cases		Assistant Director - Operations & Support Services • Operations		1411					Case numbers have reduced by 155 since last month which reflects a concerted focus on reviewing and closing lower risk cases. The number of new cases reported by colleagues and customers remains significantly higher in March-June compared to last year. It is unclear how much of this is linked to poorer weather or the impact and increased focus on Awaab's Law. We continue to monitor this closely and will need to assess surveying resource levels if the number of cases reported does not reduce as per previous trends, but will also be undertaking an impact assessment and a review of resource levels in advance of phase 2 of Awaabs' Law. Severe cases continue to be escalated for housing intervention.
IND_324	Homes with "severe" damp and mould		Assistant Director - Operations & Support Services • Operations		10					There are 10 severe cases of damp & mould. 3 of these cases have appointments in July to post-inspect remedial works completed. On all other cases, a fungicidal wash has been undertaken to remove the immediate hazard to the customer. These will continue to be managed as severe cases until a further inspection has been carried out and an assessment has been made to reassess each case at a lower severity. Case numbers remain low and they are monitored closely by our damp & mould coordinator & team to ensure they are resolved as quickly as possible.
IND_328	Homes with gas capped		Assistant Director Building and Customer Safety		445					There are 445 occupied properties where the gas is capped. This includes 53 properties where a new tenant has just moved in and are waiting for a recommission and 91 at Byker which are heated via the district heating system. The longest property has been capped is 9 years. We are proactively engaging with this customer, and no property condition, health & safety or safeguarding issues have been identified. This property does not have an outstanding damp and mould case. We follow up with any customer that has their gas capped to ensure they have the appropriate support mechanisms in place. If any safeguarding and/or property condition cases are identified during this follow up, these are managed in accordance with our policies/procedures. 15 of the 445 properties have live damp and mould cases. 8 are severe/serious (category 3), 4 are serious/moderate (category 2) and 3 are new cases still to be categorised. These are being addressed through our damp and mould procedures.