

APPENDIX 1 - BCP HOMES COMPLIANCE SCORECARD

Oct-25

Compliance Area	KPI	Target	Aug-25	Sep-25	Oct-25	Travel	COMMENTARY
Fire	Percentage of homes (dwellings) in buildings that have had all the necessary Fire Risk Assessments (FRA's)	100%	100.00%	100.00%	100.00%	➡	
	Number of homes (dwellings) with Fire risk assessments overdue	0	0	0	0		
	Total number of FRA remedial actions awaiting completion (including planned/programmed works)		5	10	23		
	Total number of remedial actions (including planned/programmed works) overdue at end of reporting period	0	0	0	0		
Compliance Area	KPI	Target	Aug-25	Sep-25	Oct-25	Travel	
Gas	Percentage of homes (dwellings) that have had all the necessary gas safety checks.	100%	99.96%	99.99%	100.00%	⬆	
	Number of qualifying properties where LGSR has expired (homes (dwellings) & communal)		3	1	0		
	Number of qualifying properties where LGSR expired before being completed		12	5	0		
Compliance Area	KPI	Target	Aug-25	Sep-25	Oct-25	Travel	
Lift Safety - Non-Domestic	Percentage of homes (dwellings) in buildings where the communal passenger lifts have had all the necessary safety checks (LOLER)	100%	100.00%	100.00%	100.00%	➡	
	Number of homes (dwellings) where LOLER not completed		0	0	0		
Compliance Area	KPI	Target	Aug-25	Sep-25	Oct-25	Travel	
Lift Safety - Domestic	Percentage of homes (dwellings) in buildings where domestic through floor lifts have had all the necessary safety checks (LOLER)	100%	100.00%	100.00%	83.33%	⬇	Turnbull Lane - appointment missed, another scheduled in October and missed, booked in for 18 November and nmissed, Housing management now supporting with access.
	Number of domestic through floor lifts that are overdue a service (LOLER)		0	0	1		
Compliance Area	KPI	Target	Aug-25	Sep-25	Oct-25	Travel	COMMENTARY
Water	Percentage of homes (dwellings) that have had all the necessary legionella risk assessments.	100%	100.00%	100.00%	100.00%	➡	4 Overdue Est Cunningham Crescent - Loft hatch work required to improve access, works being chased with contractor Est 43 Bingham Road - low priority works - Bib tap work - tap is locked and safe for residents work planned for November Est Lagland Court - low priority works - Bib tap work - tap is locked, safe for residents, work planned for November. Est Trinidad Village - low priority work valve needs replacing but safe to residents, work planned for November.
	Percentage of homes (dwellings) with all water checks up-to-date	100%	100.00%	100.00%	100.00%	➡	
	Number of homes (dwellings) with water checks overdue		0	0	0		
	Number of remedial actions awaiting completion		8	15	23		
	Total number of remedial actions overdue	0	1	3	4	⬇	

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Compliance Area	KPI	Target
EICR (Electric Tests) - Domestic	Percentage of homes (dwellings) with an in date EICR	100%
	Number of homes (dwellings) with an expired EICR (5 yrs)	
	Number of homes (dwellings) where EICR had expired before being completed	
Compliance Area	KPI	Target
EICR (Electric Tests) - Non-Domestic	Percentage of communal areas with an in date EICR (5yrs)	100%
	Number of communal areas where EICR is over 5 years old	
Compliance Area	KPI	Target
Asbestos	Percentage of homes (dwellings) in buildings with communal areas that have had all the necessary asbestos management surveys or re-inspections.	100%
Compliance Area	KPI	Target
Damp & Mould	% of damp and mould emergency works attended within 24 hrs	100%
	% significant damp and mould hazards investigated within 10 working days	100%
	% of damp and mould investigations that had a written report sent to residents within 3 days	100%
	% of significant hazards addressed within 5 days of investigation	100%
	% of significant damp and mould work where the safety work is commenced within 12 weeks	100%
	Number of mould inspections raised in period	
	Average number of days to investigation	
	Average number of days to address hazards after inspection	
	Average number of days to begin preventative work	

Aug-25	Sep-25	Oct-25	Travel
99.89%	99.90%	99.98%	↑
11	10	8	
2	4	3	
Aug-25	Sep-25	Oct-25	Travel
100.00%	100.00%	100.00%	→
0	0	0	
Aug-25	Sep-25	Oct-25	Travel
99.94%	99.94%	100.00%	↑
Aug-25	Sep-25	Oct-25	Travel
N/A	N/A	66.67%	
N/A	N/A	86.52%	
N/A	N/A	100.00%	
N/A	N/A	99.19%	
N/A	N/A	N/A THIS WILL BE MEASURED FROM OCTOBER	
N/A	N/A	184	
N/A	N/A	5.32	
N/A	N/A	0.65	
N/A	N/A	9.61	

Legion Close - Due 11/04/2021. Complicated court case. Going back to court as continuing to be denied access. Cunningham Crescent - Due 04/09/2025. No access - Legal process now under way.
6 works attended in total. 2 not attended in target one was raised as 24hr but instruction to 'attend tomorrow' which we did 2982970 The other was raised 24hr in error 2977232 - 'mould on exterior wall where ivy cut down' - job closed before priority could be corrected.
Most common reason for missing target is booked out of target at resident request 75% booked within one week 17% within two weeks one after 18 days. We are offering Saturday appointments to try to help residents find convenient time.
This did not begin until 27th Oct when Awaabs Law came into force.
2979299/2 rebooked as wallpaper needed to be stripped before mould treated and areas cleared
This measure will be measured from Oct 25 as no of non compliant jobs, non compliance will not come into affect until 12 weeks from Oct, Jan 25. However to date 49% of work completed 17% have had a first visit for that work and work is ongoing 12% are insulation upgrades now raised with external contractor, 17% of jobs have future visits planned and booked and the remaining 5% have are raised but waiting for associated work to be completed before being booked.

RAG Rating

Red = Non-compliant.

Amber = Non-compliant, outstanding and access process at awaiting court or forced access stage.

Green = Compliant.