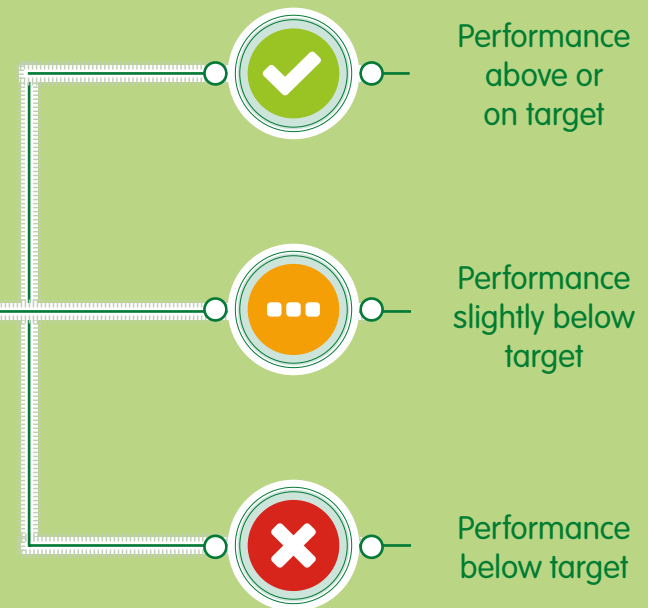




How we are performing

End of December 2024















live • grow • thrive • together

Performance Indicators (PIs)

On the following pages we have set out our key performance indicators, showing current percentages, trends and targets.

Key


	Performance at or above expected level / tolerance		Performance deteriorating
	Performance slightly below expected level / tolerance		Data not available for trend
	Performance below expected level / tolerance		Data reported quarterly
	Performance expectation to be set		Data reported annually
	Performance improving		Data reported monthly
	Performance maintained		No performance expectation (contextual)

Tenant Satisfaction Measures (TSMs)




Overall satisfaction

Freq.	23-24	24-25	24-25	Short Term	Status
M	Performance	Target	Performance	Trend (Monthly)	
	75%	80%	79%	↑	✓




Satisfaction that the home is well maintained

Freq.	23-24	24-25	24-25	Short Term	Status
M	Performance	Target	Performance	Trend (Monthly)	
	77%	80%	80%	→	✓




Satisfaction with repairs

Freq.	23-24	24-25	24-25	Short Term	Status
M	Performance	Target	Performance	Trend (Monthly)	
	73%	80%	78%	↑	✓




Satisfaction that the home is safe

Freq.	23-24	24-25	24-25	Short Term	Status
M	Performance	Target	Performance	Trend (Monthly)	
	80%	80%	81%	→	✓



Satisfaction with time taken to complete most recent repair

Freq.	23-24	24-25	24-25	Short Term	Status
M	Performance	Target	Performance	Trend (Monthly)	
	65%	75%	65%	↑	✗



Satisfaction that the landlord listens to tenant views and acts upon them

Freq.	23-24	24-25	24-25	Short Term	Status
M	Performance	Target	Performance	Trend (Monthly)	
	77%	80%	76%	→	⋮



Satisfaction that the landlord keeps tenants informed about things that matter to them

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	85%	80%	85%	→	✓



Satisfaction that the landlord keeps communal areas clean and well maintained

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	81%	80%	78%	↑	✓



Agreement that the landlord treats tenants fairly and with respect

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	88%	80%	87%	↓	✓



Satisfaction that the landlord makes a positive contribution to neighbourhoods

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	77%	80%	78%	→	✓



Satisfaction with the landlord's approach to handling complaints

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	46%	60%	48%	→	✗



Satisfaction with the landlord's approach to handling anti-social behaviour

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	74%	77.5%	77%	↑	✓

Complaints relative to the size of the landlord

Number of stage 1 complaints received per 1,000 homes					
Freq.	23-24	24-25	24-25	Short Term	Status
M	Performance	Target	Performance	Trend (Monthly)	
	40.1	30.1	35.98	→	

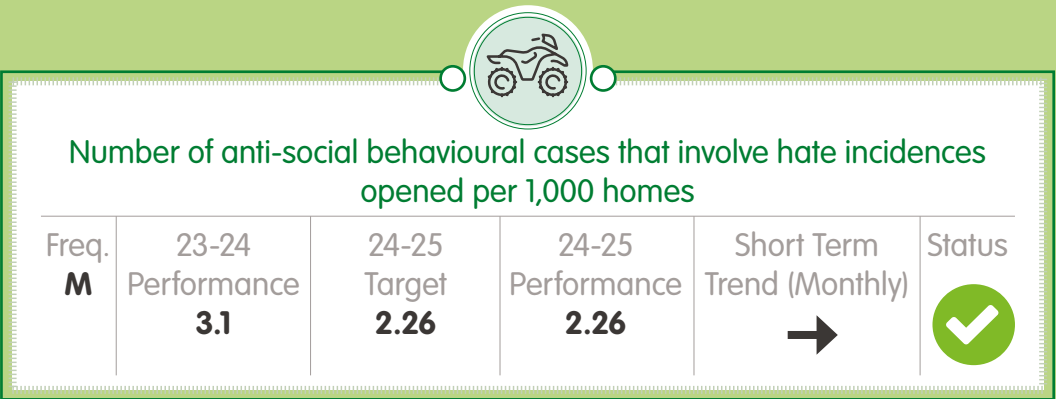
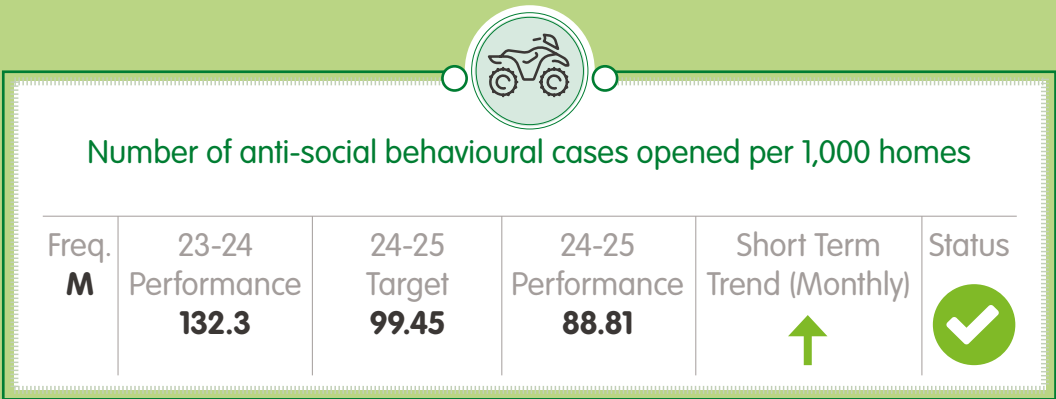
Number of stage 2 complaints received per 1,000 homes					
Freq.	23-24	24-25	24-25	Short Term	Status
M	Performance	Target	Performance	Trend (Monthly)	
	5.8	4.4	4.76	→	

Complaints responded to within Complaint Handling Code timescales

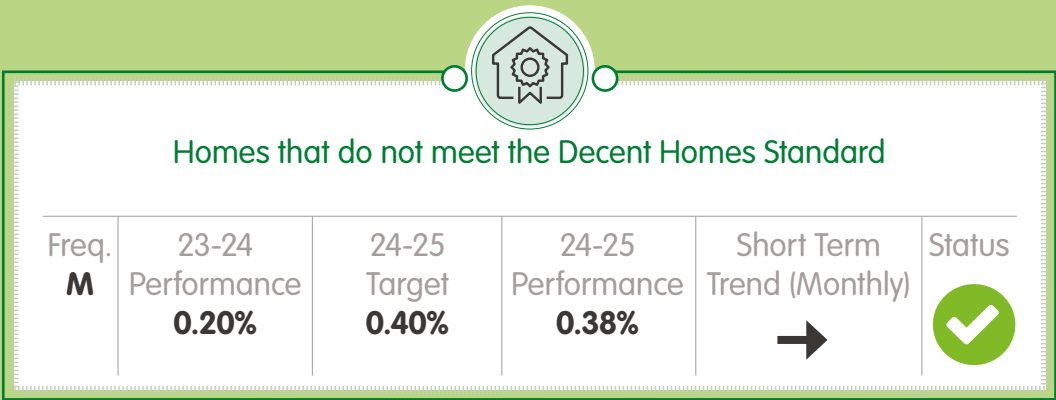
Stage 1 complaints responded to within Complaint Handling Code timescales					
Freq.	23-24	24-25	24-25	Short Term	Status
M	Performance	Target	Performance	Trend (Monthly)	
	87.5%	80.8%	88.85%	↓	

Stage 2 complaints responded to within Complaint Handling Code timescales					
Freq.	23-24	24-25	24-25	Short Term	Status
M	Performance	Target	Performance	Trend (Monthly)	
	91.3%	72.2%	73.68%	↓	

Anti-social behaviour cases relative to the size of the landlord



Decent Homes Standard



Repairs in target



Repairs completed with target timescale: non-emergency repairs

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	60.6%	75%	83.06%	↑	✓



Repairs completed with target timescale: emergency repairs

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	100%	100%	99.96%	↑	✗

Board Pls



Current and former rent and service charge collection rate (exc. arrears brought forward)

Arrears/ Incomes	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	99.58%	96.23%	96.08%	↑	✓



Domestic electrical safety certificates in place (10 year)

Compliance	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	99.94%	100%	99.96%	↑	✗



Rent arrears of current tenants as a percentage of rent due

Arrears/ Incomes	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	1.66%	4.06%	3.99%	↓	✓



Gas safety checks

Compliance	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	100%	100%	(100%)	→	✓



Domestic electrical safety certificates in place (5 year)

Compliance	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	94.35%	98.10%	96.77%	→	✗



Fire safety checks

Compliance	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	100%	100%	100%	→	✓



Asbestos safety checks

Compliance	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	100%	100%	(100%)	→	✓



Satisfaction with recent transaction (Contact Centre)

Customer Contact	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	n/a	80%	84.32%	↑	✓



Water safety checks

Compliance	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	(100%)	100%	100%	→	✓



Average annual days lost per employee due to sickness absence

People Services	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	9.9 days	9.9 days	9.9 days	↑	✓



Lift safety checks

Compliance	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	100%	100%	100%	→	✓



Employee turnover

People Services	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	17.0%	12.8%	6.23%	↓	✓



Satisfaction with repairs (transactional)

Repairs	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	n/a	90%	88.2%	↓	✓



Average void rent loss

Voids	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	0.87%	0.92%	0.62%	↓	✓



Average managed re-let time (days)

Voids	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	37.18	40.00	35.51	↓	✓

SMT PIs



Volume of Stock Condition surveys completed

Assets	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend	Status
	n/a	1,456	2,004	→	✓



Mandatory Staff Training

People Services	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend	Status
	86%	100%	94%	↑	✗



% of repairs completed in a single visit

Repairs	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend	Status
	96.3%	92%	94.85%	↓	✓



% of repairs appointment kept

Repairs	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend	Status
	99.4%	99%	99.7%	→	✓



Average cost of a void property

Voids	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend	Status
	£4,668	£5,136	£4,198	↓	✓