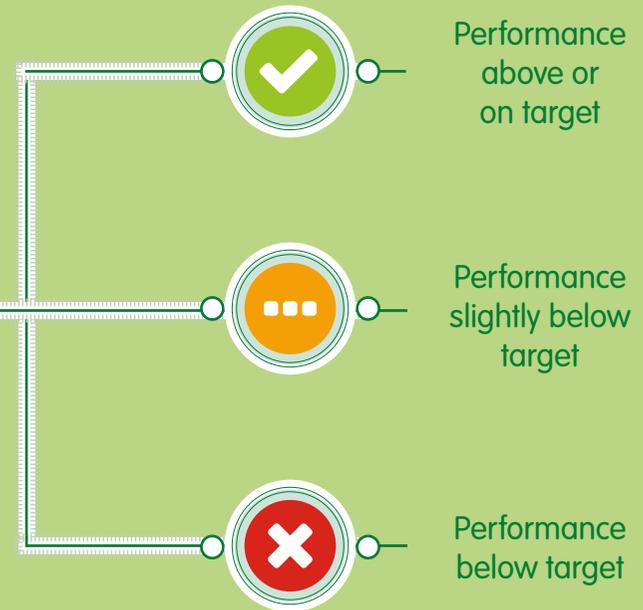




How we are performing

End of September 2025



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.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	79%	80%	76%	→	

 Satisfaction that the home is well maintained

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	80%	80%	78%	↓	

 Satisfaction with repairs

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	78%	80%	76%	↓	

 Satisfaction that the home is safe

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	81%	80%	85%	→	

 Satisfaction with time taken to complete most recent repair

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	66%	75%	65%	↓	

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

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	78%	80%	79%	→	



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

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	85%	80%	84%	→	✓



Satisfaction that the landlord keeps communal areas clean and well maintained

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	80%	80%	76%	↓	⋮



Agreement that the landlord treats tenants fairly and with respect

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	87%	80%	90%	→	✓



Satisfaction that the landlord makes a positive contribution to neighbourhoods

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	79%	80%	76%	↑	⋮



Satisfaction with the landlord's approach to handling complaints

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	49%	60%	46%	↑	✓



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

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	78%	77.5%	70%	→	✗

Complaints relative to the size of the landlord



Number of stage 1 complaints received per 1,000 homes

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	54.7	42.7*	37.0	?	



Number of stage 2 complaints received per 1,000 homes

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	10.2	6.7*	9.1	?	

Complaints responded to within Complaint Handling Code timescales



Stage 1 complaints responded to within Complaint Handling Code timescales

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	93.6%	80%	99.0%		

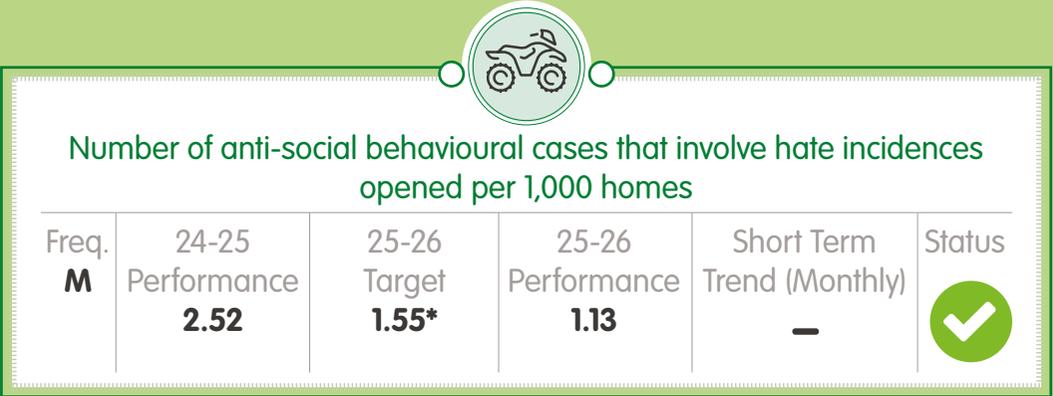


Stage 2 complaints responded to within Complaint Handling Code timescales

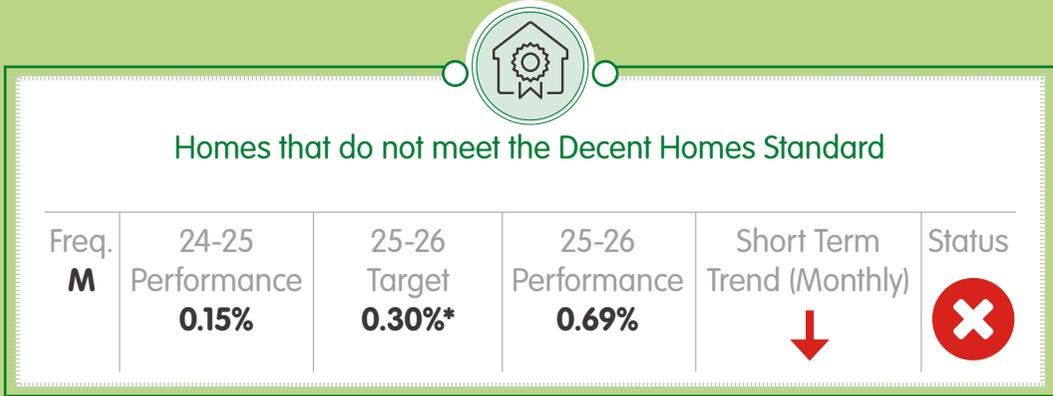
Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	81.5%	80%	95.2%		

*Stepped monthly target

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



Decent Homes Standard



*Stepped monthly target

Repairs in target



Repairs completed with target timescale: non-emergency repairs

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	82.81%	80%	74.7%	↓	✘



Repairs completed with target timescale: emergency repairs

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	99.97%	100%	100%	→	✔

Board PIs



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

Arrears/ Incomes	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	99.95%	95.55%	97.30%	↑	✓



Gas safety checks

Compliance	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	100%	100%	(100%)	→	✓



Rent arrears of current tenants as a percentage of rent due

Arrears/ Incomes	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	1.34%	3.47%	3.50%	↓	✓



Fire safety checks

Compliance	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	100%	100%	100%	→	✓



Domestic electrical safety certificates in place (5 year)

Compliance	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	97.20%	98.25%	96.68%	↑	✗



Asbestos safety checks

Compliance	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	100%	100%	(100%)	→	✓



Water safety checks

Compliance	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	100%	100%	100%	→	



Average annual days lost per employee due to sickness absence

People Services	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	9.9 days	9.9 days	10.5 days	↓	



Lift safety checks

Compliance	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	100%	100%	100%	→	



Employee turnover

People Services	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	9.66%	8%	8.8%	↑	



Satisfaction with recent transaction (Contact Centre)

Customer Contact	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	84.16%	80%	84.00%	→	



Satisfaction with repairs (transactional)

Repairs	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	88.8%	90%	86.2%	↑	



Average managed re-let time (days)

Voids	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	35.75	40.00	31.19	↓	✓



Average void rent loss

Voids	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	0.66%	0.98%	0.95%	↓	✓

SLT PIs



Volume of Stock Condition surveys completed

Assets	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend	Status
	2,552	1250*	865	n/a	



% of properties with a stock condition survey in the last 3 years

Repairs	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend	Status
	n/a	72.1%*	70.8%	n/a	



% of repairs appointment kept

Repairs	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend	Status
	99.62%	99%	99.50%		



% of repairs completed in a single visit

Repairs	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend	Status
	94.63%	92%	98%		

*Stepped monthly target