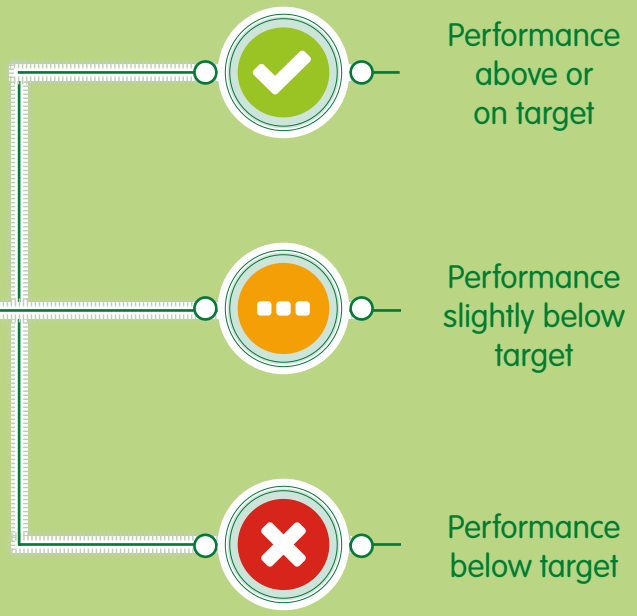
salix homes

How we are performing

End of December 2025



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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 slightly below expected level / tolerance
	Performance below expected level / tolerance
	Performance expectation to be set
↑	Performance improving
→	Performance maintained

↓	Performance deteriorating
?	Data not available for trend
Q	Data reported quarterly
A	Data reported annually
M	Data reported monthly
–	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%**	**77%**	↑	•••

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%**	**79%**	→	✓

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%**	**67%**	↑	✓

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%**	**87%**	→	✓

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%**	**91%**	→	✓

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%**	**79%**	↑	✓

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%**	**44%**	↑	✓

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%**	**72%**	→	✗

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**	**64.7***	**57.0**	**?**	✓

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**	**10.1***	**13.5**	**?**	✗

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%**	**98.4%**	↓	✓

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%**	**94.8%**	↑	✓

***Stepped monthly target**

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

Number of anti-social behavioural cases opened per 1,000 homes

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	**113**	**84.70***	**89.73**	**?**	✓

Number of anti-social behavioural cases that involve hate incidences opened per 1,000 homes

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	**2.52**	**2.33***	**1.76**	**?**	✓

Decent Homes Standard

Homes that do not meet the Decent Homes Standard

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	**0.15%**	**0.15%***	**0.30%**	↑	✓

***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%**	**76.3%**	↑	•••

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%	**96.08%**	**96.14%**	↓	✓

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%	**3.99%**	**4.25%**	↓	✓

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%	**99.25%**	**94.75%**	↑	✗

Asbestos safety checks

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

***Stepped monthly target**

Water safety checks

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

Lift safety checks

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

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%**	**83.73%**	↓	✓

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**	**12.9 days**	↓	✗

Employee turnover

People Services	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	9.66%	**8.0%**	**10.84%**	↓	✗

Satisfaction with repairs (transactional)

Repairs	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	88.8%	**90%**	**84.6%**	↓	✗

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**	**30.78**	↑	✓

Average void rent loss

Voids	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	0.66%	**0.62%**	**0.80%**	↑	✗

***Stepped monthly target**