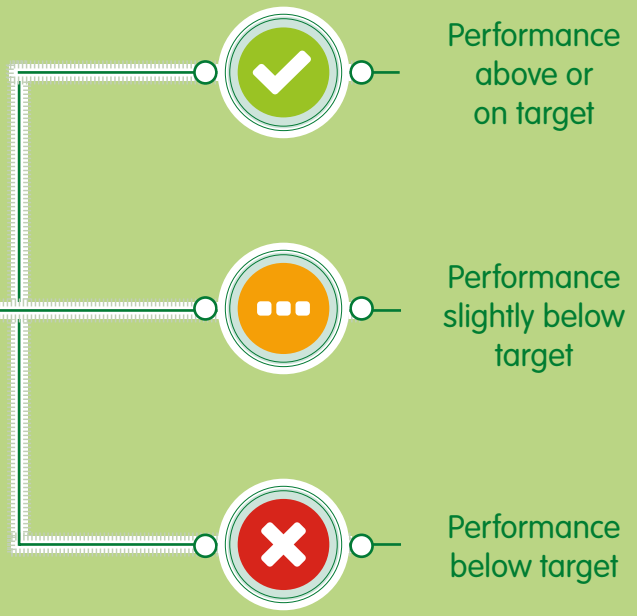
salix homes

How we are performing

End of June 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 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%**	**75%**	↓	...

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%**	**74%**	↓	✗

Satisfaction that the home is safe

Freq.	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
M	**81%**	**80%**	**83%**	↑	✓

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%**	**68%**	↓	✓

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%**	**78%**	↑	✓

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%**	**82%**	↓	✓

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%**	**81%**	↑	✓

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%**	**75%**	→	•••

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%**	**50%**	↑	✓

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%**	**68%**	↑	✗

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**	**13.7**	**20.9**	→	✗

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**	**2.6**	**3.3**	→	✗

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%**	**99.4%**	↓	✓

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%**	**90.9%**	↑	✓

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	**133**	**28.23**	**39.95**	↓	✗

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**	**0.78**	**0.38**	↓	✓

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%**	**0.46%**	**n/a**	

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%**	**74.9%**	↓	✗

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%	**95.52%**	**96.15%**	→	✓

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%	**2.62%**	**2.58%**	→	✓

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%	**97.75%**	**97.40%**	↑	✗

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%**	→	✓

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%**	**85.57**	↓	✓

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**	**10.0 days**	↓	✓

Employee turnover

People Services	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	9.66%	**8%**	**9.40%**	↓	✗

Satisfaction with repairs (transactional)

Repairs	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	88.8%	**90%**	**87.9%**	↓	✓

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**	**31.68**	↓	✓