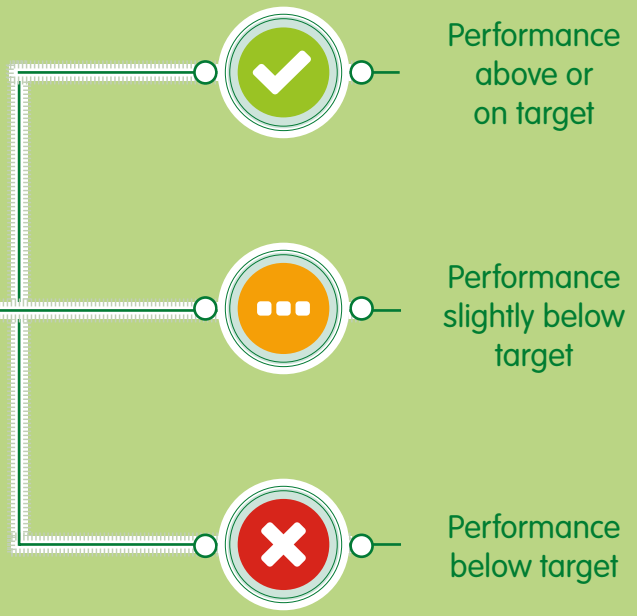
salix homes

How we are performing

End of March 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.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	**75%**	**80%**	**79%**	→	✓

Satisfaction that the home is well maintained

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

Satisfaction with repairs

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

Satisfaction that the home is safe

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

Satisfaction with time taken to complete most recent repair

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	**65%**	**75%**	**66%**	↑	✗

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

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

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%**	**79%**	↑	✓

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%**	**49%**	↑	✗

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%**	**80%**	**78%**	↑	✓

Complaints relative to the size of the landlord

Number of stage 1 complaints received per 1,000 homes

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	**40.06**	**40.10**	**54.46**	→	✗

Number of stage 2 complaints received per 1,000 homes

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	**5.78**	**5.80**	**11.0**	→	✗

Complaints responded to within Complaint Handling Code timescales

Stage 1 complaints responded to within Complaint Handling Code timescales

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	**87.46%**	**80.8%**	**93.55%**	↑	✓

Stage 2 complaints responded to within Complaint Handling Code timescales

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	**91.30%**	**72.2%**	**94.32%**	↑	✓

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

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

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	**132.3**	**132.35**	**112.9**	↑	✓

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

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	**3.1**	**3.1**	**2.52**	→	✓

Decent Homes Standard

Homes that do not meet the Decent Homes Standard

Freq.	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
M	**0.20%**	**0%**	**0.15%**	→	✓

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%**	**82.81%**	↓	✓

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%**	**99.97%**	→	✗

Board PIs

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%	**99.58%**	**99.95%**	↑	✓

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%**	**99.95%**	→	✗

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%	**1.66%**	**1.34%**	↑	✓

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%	**94.35%**	**97.20%**	↑	✗

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%**	**84.16%**	↓	✓

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%	**17%**	**9.66%**	↓	✓

Employee Satisfaction

People Services	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	n/a	**85%**	**85%**	**n/a**	✓

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**	**35.75**	↑	✓

Satisfaction with repairs (transactional)

Repairs	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	n/a	**90%**	**88.8%**	↓	✓

Average void rent loss

Voids	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	0.87%	**0.81%**	**0.66%**	↓	✓

% of properties EPC rating C or above

Sustainability	23-24 Performance	24-25 Target	24-25 Performance	Short Term Trend (Monthly)	Status
	86.9%	**–**	**88.9%**	**–**	**–**