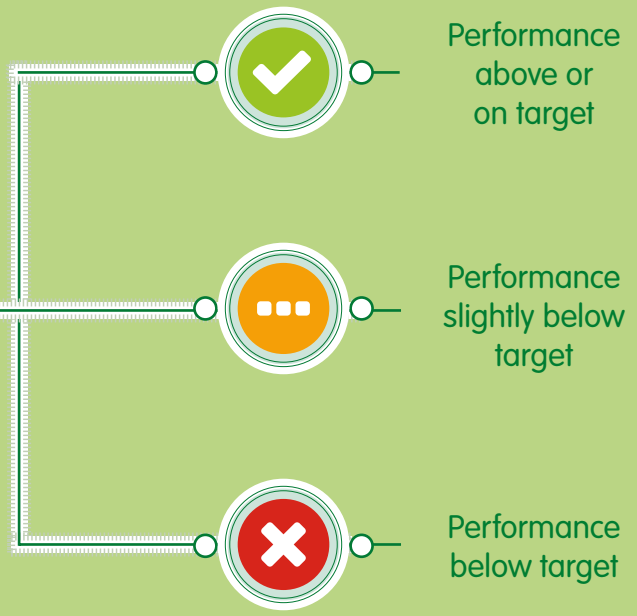
salix homes

How we are performing

End of March 2026



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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%**	**78%**	↑	✓

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%**	**80%**	↑	✓

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%**	**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%**	**86%**	→	✓

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%**	**78%**	↑	✓

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%**	**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%**	**43%**	↑	✓

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%**	**74%**	↑	•••

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**	**86.5***	**77.1**	→	✓

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**	**13.6***	**20.6**	→	✗

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%**	**93.3%**	↓	✓

***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**	**103.53***	**119.6**	–	✓

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**	**2.84***	**1.8**	–	✓

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%**	**0.00%***	**0.2%**	↑	✗

***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%**	**77.0%**	↑	...

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%	**99.95%**	**99.84%**	↑	✓

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%	**1.34%**	**1.27%**	↑	✓

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%	**100.00%**	**95.54%**	↑	✗

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%**	→	✓

Number of properties newly built acquired or in development

Assets	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	n/a	**100**	**169 days**	**?**	✓

Lift 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**	**12.9 days**	↑	✗

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%**	**85.53%**	↑	✓

Employee turnover

People Services	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	9.66%	**8.0%**	**8.7%**	↑	•••

Satisfaction with repairs (transactional)

Repairs	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	88.8%	**90%**	**85.2%**	↑	▪▪▪

Average void rent loss

Voids	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	0.66%	**0.66%**	**0.88%**	↓	✕

% of properties EPC rating C or above

Assets	24-25 Performance	25-26 Target	25-26 Performance	Short Term Trend (Monthly)	Status
	n/a	**n/a**	**93.5%**	**?**	–

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**	**34.07**	↓	✓

***Stepped monthly target**