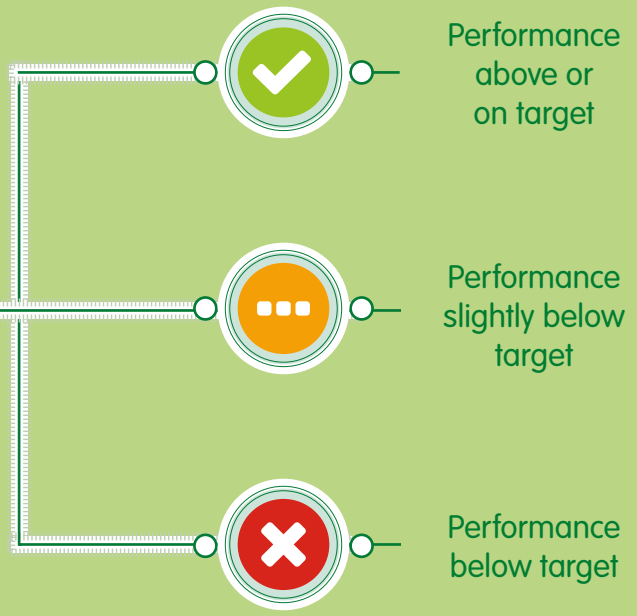
salix homes

# 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 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%** | **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

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** | **56.47*** | **63.64** | – | ✗ |

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** | **1.55*** | **1.13** | – | ✓ |

# 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%** | **0.30%*** | **0.69%** | ↓ | ✗ |

***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%** | → | ✓ |

## 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%** | **84.00%** | → | ✓ |

## 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** | ↓ | ✓ |

## 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 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%** | ↓ | ✓ |