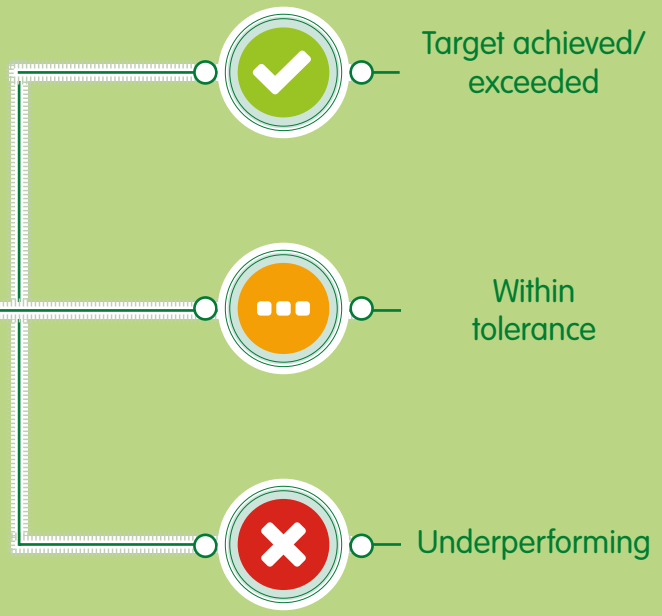
salix homes

How we are performing

End of September 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

	**Target achieved/exceeded**
	**Within tolerance**
	**Underperforming**

Customers

Overall satisfaction

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP01	**80%**	**80.9%**	**78%**	✓

Satisfaction with recent transaction (Contact Centre)

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD10	**80%**	**84.5%**	**85.5%**	✓

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

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP06	**80%**	**80.9%**	**78%**	✓

Satisfaction with the landlord's approach to handling complaints

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP09	**60%**	**43.3%**	**43%**	•••

Satisfaction that the landlord keeps tenants informed about things that matter to them

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP07	**80%**	**87.1%**	**86%**	✓

Stage 1 complaints responded to within Complaint Handling Code timescales

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
CH02(1)	**100%**	**99.1%**	**98.4%**	•••

Customers (cont)

Stage 2 complaints responded to within Complaint Handling Code timescales

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
CH02(2)	**100%**	**97.9%**	**93.3%**	

Number of stage 1 complaints received per 1,000 homes

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
CH01(1)	**46.9**[1]	**44.8**	**77.1**	**n/a**

Number of stage 2 complaints received per 1,000 homes

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
CH01(2)	**13.0**[1]	**14.4**	**20.6**	**n/a**

[1] **Number of complaints is not a target, but an anticipated quantity.**

Communities

Agreement that the landlord treats tenants fairly and with respect

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP08	**80%**	**91.8%**	**90%**	✓

Satisfaction with the landlord's approach to handling anti-social behaviour

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP12	**77.5%**	**73.6%**	**74%**	•••

Satisfaction that the landlord keeps communal areas clean and well maintained

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP10	**80%**	**76.9%**	**78%**	•••

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

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
NM01(1)	**59.8[2]**	**59.7**	**119.59**	**n/a**

Satisfaction that the landlord makes a positive contribution to neighbourhoods

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP11	**80%**	**80.6%**	**79%**	✓

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

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
NM01(2)	**0.9[2]**	**0.89**	**1.77**	**n/a**

[2] Number of anti-social behaviour cases is not a target, but an anticipated quantity.

Property Services

Repairs completed within target timescale: emergency repairs

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
RP02(2)	**100%**	**100%**	**100%**	✓

Repairs completed within target timescale: non-emergency repairs

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
RP02(1)	**80%**	**87.1%**	**77.0%**	✓

Satisfaction with repairs

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP02	**80%**	**76.9%**	**76%**	...

Satisfaction with non-emergency repairs (transactional)

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD21	**90%**	**84.5%**	**85.2%**	✗

Satisfaction with time taken to complete most recent repair

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP03	**75%**	**74.0%**	**65%**	...

% Damp & Mould Surveys completed (10-day priority)

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD11	**100%**	**100%**	**–**	✓

Property Services (cont)

% of damp and mould HHSRS Significant completed in 5 days (D-H Cat 2)

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD12	**100%**	**100%**	**–**	✓

Satisfaction that the home is safe

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP05	**80%**	**88.7%**	**85%**	✓

% of Customer reports sent within 3 days of survey (excluding emergencies addressed within 24 hrs)

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD13	**100%**	**100%**	**–**	✓

Gas safety checks

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BS01	**100%**	**100%**	**100%**	✓

Satisfaction that the home is well maintained

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
TP04	**80%**	**83.7%**	**80%**	✓

Fire safety checks

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BS02	**100%**	**100%**	**100%**	✓

Property Services (cont)

Asbestos safety checks

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BS03	**100%**	**100%**	**100%**	✓

Domestic electrical safety certificates in place (5 year)

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD04	**97.75%**	**98.6%**	**95.54%**	✗

Water safety checks

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BS04	**100%**	**100%**	**100%**	✓

Social Rent Average managed re-let time (days)

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD23-1	**40**	**41.5**	**34.1**	✗

Lift safety checks

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BS05	**100%**	**100%**	**100%**	✓

IMR Rent Average managed re-let time (days)

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD23-2	**74**	**84.5**	**n/a**	✗

Property Services (cont)

Average void rent loss

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD24	**1.24%[3]**	**1.15%**	**0.88%**	

Live voids as % of stock

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD25	**1.1%**	**0.7%**	**–**	

[3] **Stepped target**

Assets

Homes that do not meet the Decent Homes Standard

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
RP01	**0.00%**[3]	**2.2%**	**0.2%**	

[3] **Stepped target**

Income & Arrears

Current and former rent and service charge collection rate (exc. arrears brought forward)

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD1	**97.30%**[3]	**95.57%**	**99.84%**	✗

Rent arrears of current tenants as a percentage of rent due

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD2	**3.43%**[3]	**3.42%**	**1.27%**	✓

[3] **Stepped target**

People Services

Average annual days lost per employee due to sickness absence

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD18	**9.9 days**	**12.1**	**12.9 days**	✗

Employee turnover

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD20	**13.4%**	**12.6%**	**13.4%**	✓

ICT

Digital Resilience & Operational Stability

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD16	**80%**	**91.6%**	**–**	

Digital Value & Transformation Performance

Indicator	26-27 Target	26-27 Performance	25-26 Performance	Status
BRD17	**80%**	**77.4%**	**–**	