**Performance measures 2026 / 2027**

| | Results 2025 / 2026 | Target 2026 / 2027 | Results Quarter 1 | Results |
|---|---|---|---|---|
| **Tenant satisfaction measures (TSMs)** | | | | |
| Complaints (grumbles) | 13 | N/A | 4 | |
| Complaints responded to within Complaint Handling Code timescales | 77% | 100% | N/A | |
| Anti-social behaviour cases relative to the size of the landlord | 3 | | 5 | |
| Residents 'happy' with last repair | 100% | 96% | 96% | |
| Emergency repairs (completed within target) | 100% | 100% | 100% | |
| Non-emergency repairs (completed within target) | 99% | 99% | 99% | |
| Gas safety checks completed within target (%) | 99% | 100% | 100% | |
| Completed fire safety risk assessments (%) | 100% | 100% | 100% | |
| Compliance with legionella testing / work (%) | 100% | 100% | 100% | |
| LOLER inspections completed | 100% | 100% | 100% | |
| Homes meeting Home Standard including DHS (%) | 100% | 100% | 100% | |
| Asbestos safety checks | N/A | 100% | N/A | |
| Proportion of respondents who report that they are satisfied with the overall service from their landlord | 92.4% | | 92.4% | |
| Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service | 90% | | 90% | |
| Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair | 89% | | 89% | |
| Proportion of respondents who report that they are satisfied that their home is well maintained | 91% | | 91% | |
| Proportion of respondents who report that they are satisfied that their home is safe | 90% | | 90% | |
| Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them | 83% | | 83% | |
| Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them | 83% | | 83% | |
| Proportion of respondents who report that they agree their landlord treats them fairly and with respect | 92% | | 92% | |
| Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling | 55% | | 55% | |
| Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained | 86% | | 86% | |

**Performance measures 2026 / 2027**

| | Results 2025 / 2026 | Target 2026 / 2027 | Results Quarter 1 | Results |
|---|---|---|---|---|
| Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood | 78% | | 78% | |
| Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour | 73% | | 73% | |
| **Our RESOURCES** | | | | |
| Average re-let time: overall (days) | 35.5 days | | 33.8 days | |
| Average re-let time: general needs | 0 days | 21 days | 0 days | |
| Average re-let time: older people | 35.5 days | 21 days | 33.8 days | |
| Rent arrears net housing benefit and universal credit: overall (%) NEW | N/A | | 0.58% | |
| Rent arrears net housing benefit and universal credit: general needs (%) NEW | N/A | 1.8% | 1.52% | |
| Rent arrears net housing benefit and universal credit: older people (%) NEW | N/A | 0.5% | 0.34% | |
| Current residents arrears: overall (%) | 1.11% | | 0.73% | |
| Current residents arrears: general needs | 1.89% | 2.5% | 1.95% | |
| Current residents arrears: older people | 0.90% | 1% | 0.41% | |
| Former rent arrears | 0.11% | 0.14% | 0.37% | |
| **Our COMMUNITIES** | | | | |
| Compliments (praises) | 138 | 0 | 40 | |
| **Our RESIDENTS** | | | | |
| Repairs attended to and addressed first visit | 99% | 98% | 99.7% | |
| Number of repair appointments made | 96% | 95% | 89% | |
| Repair appointment kept (where made) | 98% | 95% | 100% | |
| 'Happy' with planned maintenance works UNDER REVIEW | 100% | 100% | 100% | |
| Residents 'happy' with new home (after 12 months) | 100% | 95% | N/A | |
| **Our HOMES** | | | | |
| Homes with valid gas safety certificate (%) | 100% | 100% | 100% | |
| Homes with valid CO detection | 100% | 100% | 100% | |
| Fire safety risk assessments overdue (%) NEW | N/A | 0% | 0% | |
| Outstanding FRA actions % (high priority) | 0% | 0% | 0% | |
| Outstanding FRA actions % (medium priority) | 16% | 0% | 8% | |
| Outstanding FRA actions % (low priority) | 2% | 0% | 0% | |
| Electrical inspections completed (%) | 100% | 100% | 100% | |
| Legionella - number of actions outstanding NEW | N/A | 0% | 0% | |
| Lift servicing completed (%) | 100% | 100% | 100% | |
| No. days (all) lifts out of order (routine) | 214 days | 9 days | 36 days | |

**Performance measures 2026 / 2027**

| | Results 2025 / 2026 | Target 2026 / 2027 | Results Quarter 1 | Results |
|---|---|---|---|---|
| No of reported cases of damp each month NEW | N/A | N/A | 0 | |
| No of cases of damp outstanding NEW | 0 | N/A | 0 | |
| SAP rating (% homes > 75 initially) | 76 | 76 | 76 | |
| % of homes without an EPC and / or valid EPC | 0.2% | | 0.2% | |
| % / No of homes with an EPC A | 0.2% | | 0.2% | |
| % / No of homes with an EPC B | 18.9% | | 18.9% | |
| % / No of homes with an EPC C | 74.9% | | 74.9% | |
| % / No of homes with an EPC D | 5.9% | | 5.9% | |
| **Our PEOPLE** | | | | |
| Staff sickness per person | 3.2 days | N/A | 2.6 days | |
| Staff turnover | 5.6% | N/A | 11.1% | |
| Staff training | 317 hrs | N/A | 18.75 hrs | |