

Performance measures 2025 / 2026

	Results 2024 / 2025	Target 2025 / 2026	Results Quarter 1	Results Quarter 2	Results Quarter 3	Results Quarter 4	Results
Tenant satisfaction measures (TSMs)							
Complaints (grumbles)	10	N/A	3	8	12	13	
Complaints responded to within Complaint Handling Code timescales	100%		100%	75%	75%	77%	
Anti-social behaviour cases relative to the size of the landlord	5		7	3	2	3	
Residents 'happy' with last repair	99%	96%	100%	100%	100%	100%	
Emergency repairs (completed within target)	100%	100%	100%	100%	100%	100%	
Non-emergency repairs (completed within target)	100%	99%	99.3%	99.4%	99.5%	99.3%	
Gas safety checks completed within target (%)	99%	100%	100%	100%	100%	99%	
Completed fire safety risk assessments (%)	100%	100%	100%	100%	100%	100%	
Compliance with legionella testing / work (%)	100%	100%	100%	100%	75%	100%	
LOLER inspections completed	100%	100%	100%	100%	100%	100%	
Homes meeting Home Standard including DHS (%)	100%	100%	100%	100%	100%	100%	
Asbestos safety checks	N/A		N/A	N/A	N/A	N/A	
Proportion of respondents who report that they are satisfied with the overall service from their landlord	94.5%		94.5%	94.5%	92%	92.0%	
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	94%		94%	94%	91%	91%	
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	93%		93%	93%	90%	90%	
Proportion of respondents who report that they are satisfied that their home is well maintained	94%		94%	94%	91%	91%	
Proportion of respondents who report that they are satisfied that their home is safe	94%		94%	94%	90%	90%	
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	83%		83%	83%	83%	83%	
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	88.5%		88.5%	88.5%	84%	84.0%	
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	94%		94%	94%	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	72%		72%	72%	56%	56%	
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	91%		91%	91%	86%	86%	
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	81%		81%	81%	79%	79%	
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	83%		83%	83%	74%	74%	

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Our RESOURCES							
Average re-let time: overall (days) NEW	19.5 days		23.3 days	22.75 days	21 days	35.5 days	
Average re-let time: general needs	21 days	23 days	0 days	0 days	0 days	0 days	
Average re-let time: older people	19.4 days	21 days	23.3 days	22.75 days	21 days	35.5 days	
Rent arrears net housing benefit: overall (%) NEW	0.61%		0.73%	0.74%	0.91%	0.83%	
Rent arrears net housing benefit: general needs	1.84%	1.8%	2%	2.09%	2.4%	1.8%	
Rent arrears net housing benefit: older people	0.30%	0.5%	0.40%	0.40%	0.5%	0.6%	
Current residents arrears: overall (%) NEW	0.62%		0.75%	0.81%	1.07%	1.11%	
Current residents arrears: general needs	1.86%	2.5%	2%	2.13%	2.44%	1.89%	
Current residents arrears: older people	0.30%	1%	0.43%	0.49%	0.73%	0.90%	
Former rent arrears	0.14%	0.14%	0.12%	0.14%	0.16%	0.11%	
Our COMMUNITIES							
Compliments (praises)	149	N/A	32	68	109	138	
Percentage of HfOP flats connected to Wi-Fi	62%	N/A	58%	59%		70%	
Number of residents using the app	167		168	166		158	
Our RESIDENTS							
Repairs attended to and addressed first visit	98%	93%	99%	99%	99%	99%	
Number of repair appointments made	95%	85%	96%	97%	97%	96%	
Repair appointment kept (where made)	99%	95%	100%	100%	99%	98%	
'Happy' with planned maintenance works	100%	95%	100%	100%	100%	100%	
Feedback with post inspections (%)	100%	95%	100%	100%	100%	100%	
Residents 'happy' with new home (after 12 months)	N/A	95%	N/A	N/A	100%	100%	
Our HOMES							
Homes with valid gas safety certificate (%)	100%	100%	100%	100%	100%	100%	
FRA - No of high actions NEW			0	5	5	5	
FRA - No. of high actions outstanding NEW			0	0	0	0	
FRA - No of medium actions NEW			0	250	250	250	
FRA - No. of medium actions outstanding NEW			0	155	117	39	
FRA - No of low actions NEW			0	50	50	50	
FRA - No. of low actions outstanding NEW			0	40	37	1	
Electrical inspections completed	100%	100%	100%	100%	100%	100%	
Lift servicing completed (%)	100%	100%	100%	100%	100%	100%	
No. days (all) lifts out of order (routine) NEW	116 days	9 days	39 days	164 days	172 days	214 days	
No. days (all) lifts out of order (major works) NEW	0 days	9 days	0 days	0 days	0 days	0 days	
Homes with unresolved damp issues NEW	0		0	0	2	0	
SAP rating (% homes > 75 initially)	76	76	76	76	76	76	
% of homes without an EPC and / or valid EPC	0.4%		0.4%	0.4%	0.4%	0.2%	
% / No of homes with an EPC A	0.2%		0.2%	0.2%	0.2%	0.2%	
% / No of homes with an EPC B	18.9%		18.9%	18.9%	18.9%	18.9%	
% / No of homes with an EPC C	71.1%		71.1%	71.3%	74.3%	74.9%	
% / No of homes with an EPC D	9.4%		9.4%	9.2%	6.3%	5.9%	
Our PEOPLE							
Staff sickness per person	2.9 days	N/A	2.9 days	2.1 days	2.4 days	3.2 days	
Staff turnover	5.9%	<6.5%	5.9%	5.4%		5.56%	
Staff training	363.1 hrs	500 hours	47.5 hrs	163 hrs	202 hrs	317 hrs	