

HOW WE ARE PERFORMING

End of March 2025




Community, connecting, and collaboration

Performance Indicators

On the following pages, we have set out our key performance indicators, showing current percentages, targets and information on how the performance is going.

	Performance at or above expected level
	Performance slightly below expected level
	Performance below expected level
	Performance Improving
	Performance maintained

	Performance deteriorating
N/A	Data not available
M	Data reported monthly
Q	Data reported quarterly
A	Data reported annually

Key Performance Indicators (KPIs) reported to Board



Number of anti-social behaviour cases per 1,000 homes

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	56.43	60	??		✓



Number of anti-social behaviour cases that involve hate incidents per 1,000 homes

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	0.72	5	??		✓



Number of Stage 1 Complaints per 1,000 homes

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	13.56	30	13.75	↓	✓



Proportion of Stage 1 complaints responded to within the Complaint Handling Code timescale

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	100%	100%	100%	↔	✓

Key Performance Indicators (KPIs) reported to Board



Number of Stage 2 complaints per 1,000 homes

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	1.45	7	3.62	↔	✓



Proportion of Stage 2 complaints responded to within the Complaint Handling Code

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	100%	100%	100%	↔	✓



Rent Collected

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	99.54%	98.50%	??%		✓



Current tenant arrears as a % of rent debit

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	2.81%	3.15%	??%		✓

Key Performance Indicators (KPIs) reported to Board



Former tenant arrears as a % of rent debit

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	2.00%	<2.50%	??%	↔	✓



Proportion of homes that do not meet the Decent Homes Standard

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	0%	0%	??%		✗



Repairs completed within target timescale - non-emergency (cumulative)

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	95.41%	95.00%	??%		✗



Repairs completed within target timescale - emergency (cumulative)

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	100%	100%	100%	↔	✓

Key Performance Indicators (KPIs) reported to Board



Valid Gas Safety Certificates (LGSR)

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	99.71%	100%	??%		



Proportion of assets that require asbestos management surveys or re-inspections

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	100%	100%	100%		



Proportion of assets with Valid Electrical Inspection Condition Report

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	99.78%	100%	??%		



Proportion of homes for which all required fire risk assessments have been carried out

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	100%	100%	100%		

Key Performance Indicators (KPIs) reported to Board



Proportion of assets with water safety checks

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	100%	100%	100%	↔	✓



Average number of days to turnaround void properties

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	20.91	28	31.91	↓	✗



Average void costs (inc. VAT) (cumulative)

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	£3589.47	£4568.18	£4,657.37	↑	✗



Rent loss on void properties

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	0.53%	<1.0%	%		✓

Key Performance Indicators (KPIs) reported to Board



Health & Safety - Number of reportable accidents (RIDDOR) (cumulative)

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	0	0	0	↔	✓



Voluntary Leavers (cumulative)

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	9.38%	<10.0%	8.33%	↔	✓



Operating Margin

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	13.70%	>2.0%	??%		



Minimum Cash Reserve

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	£3,131,086	£650,000	£		

Key Performance Indicators (KPIs) reported to Board



Asset Cover Covenant met

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	148.00%	=>140%	??%		✓



Interest Cover Covenant met

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	176.60%	=>130%	??%		✓



Staff training due and completed within deadline (cumulative)

Freq	23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
M	95.87%	100%	97.03%	↑	✗



Social media - Facebook

Freq	Followers end 23-24	24-25 Target	Followers end 24-25	Trend	Status
M	832	N/A	933	↑	✓

Key Performance Indicators (KPIs) reported to Board



Social media - Instagram

Freq	Followers end 23-24	24-25 Target	Followers end 24-25	Trend	Status
M	N/A	N/A	24	↔	✓



Social media - LinkedIn

Freq	Followers end 23-24	24-25 Target	Followers end 24-25	Trend	Status
M	542	N/A	780	↑	✓

Performance Indicator Definitions

On the following pages, we provided further definitions for the performance indicators captured in this document.

Anti-social behaviour cases relative to the size of the landlord	Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.
Complaints relative to the size of the landlord	Number of: 1. stage one complaints and 2. stage two complaints received per 1,000 homes.
Complaints responded to within Complaint Handling Code timescales	Proportion of: 1. stage one complaints responded to and 2. stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.
Rent collected (%)	Percentage of rent received against rent due, adjusted for outstanding housing benefit due and accounting for prepaid rents.
Current tenant arrears as a % of rent debit	Current tenant arrears as a percentage of the annual budgeted rent roll.
Former tenant arrears as a % of rent debit	

Homes that do not meet the Decent Homes Standard	Proportion of homes that do not meet the Decent Homes Standard.
Repairs completed within target timescale	Proportion of: 1.non-emergency and 2.emergency responsive repairs completed within the landlord’s target timescale.
Gas Safety Checks	Proportion of homes for which all required gas safety checks have been carried out.
Asbestos Safety Checks	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.
Electrical Safety Checks	
Fire Safety Checks	Proportion of homes for which all required fire risk assessments have been carried out.

Performance Indicator Definitions

On the following pages, we provided further definitions for the performance indicators captured in this document.

Water safety checks	Proportion of homes for which all required legionella risk assessments have been carried out.
Average number of days to turnaround void properties	Average number of days to turn an empty property around base don key-to-key (date on which the tenant hands a key back to the date on which the new tenant is handed the key).
Average void costs (inc. VAT)	
Rent loss on void properties	Percentage of void rent loss compared to rent due.
Health & Safety - Number of RIDDOR reportable accidents	Reported accidents where the categories captured are reportable, i.e., working time lost is over 7 days, death of any person, specified injuries (amputations, loss of consciousness).
Voluntary Leavers	Voluntary resignation, including earlier leave date within a fixed term contract, as a result of the employee resigning.
Operating Margin	Operating surplus divided by income.

Minimum Cash Reserve	
Asset Cover Covenant	
Interest Cover Covenant	
Staff Training due and completed within deadline	
Social Media - Facebook	The increase in followers across our social media channels linking to engagement of our tenants.
Social Media - Instagram	
Social Media - LinkedIn	