

# HOW WE ARE PERFORMING

End of March 2025




Community, connecting, and collaboration

# Key areas of performance

On the following pages, we have set out key areas of performance for the 12 months ending 31<sup>st</sup> March 2025.

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

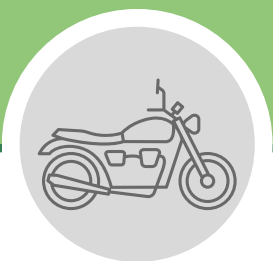
	Performance deteriorating
<b>N/A</b>	Data not available
<b>Trend</b>	Against 23-24 data
<b>Status</b>	Against 24-25 Target

# Key areas of performance reported to Board



The number of anti-social behaviour cases made for every 1,000 homes

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
56.43	60	31.25	↑	✓



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

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
0.72	5	0.73	↓	✓



The number of Stage 1 complaints made for every 1,000 homes

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



The percentage of Stage 1 complaints answered on time as set out in the Housing Ombudsman Complaint Handling Code

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

# Key areas of performance reported to Board



The number of Stage 2 complaints made for every 1,000 homes

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
1.45	7	3.62	↓	✓



The percentage of Stage 2 complaints answered on time as set out in the Housing Ombudsman Complaint Handling Code

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



The percentage of rent we've received compared to what was expected

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
99.54%	98.50%	100.12% <sup>1</sup>	↑	✓



The amount of rent currently owed by tenants, as a percentage of the total rent we expected to collect for the year

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
2.81%	3.15%	2.08%	↑	✓

<sup>1</sup> As a result of the amount of rent being paid in advance.

# Key areas of performance reported to Board



The amount of rent owed by former tenants, as a percentage of the total rent we expected to collect for the year

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
2.00%	<2.50%	2.15%	↓	✓



The percentage of homes that don't currently meet the Government's Decent Homes Standard - which sets out basic requirements for safety, comfort and good repair

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
0%	0%	0.06% <sup>2</sup>	↓	✗



The percentage of non-emergency repairs that were completed on time

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
95.41%	95.00%	94.81%	↓	✗



The percentage of emergency repairs that were completed on time

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

<sup>2</sup> One property that did not meet the Decent Homes Standard as at 31<sup>st</sup> March 2025, but this was rectified in May 2025.

# Key areas of performance reported to Board



The percentage of homes where we've completed all the required gas safety checks to keep tenants safe

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
99.71%	100%	99.93% <sup>3</sup>	↑	✗



The percentage of homes where we've carried out all the necessary asbestos checks or follow-up inspections to keep tenants safe

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



The percentage of homes where we've completed all the required electrical safety checks and issued valid certificates to keep tenants safe

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
99.78%	100%	100%	↑	✓



The percentage of homes where we've completed all the required fire risk assessments to keep tenants safe

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

<sup>3</sup> One property that had an outstanding gas safety check as at 31<sup>st</sup> March 2025 due to being unable to gain access. This was completed in April 2025.

# Key areas of performance reported to Board



The percentage of homes where we've carried out all the required checks for legionella to make sure water systems are safe for tenants

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



The average number of days to get an empty home ready for a new tenant

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
26.00	28	27.17	↓	✓



The average cost of getting an empty home ready for a new tenant

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
£3,589	£4,568	£4,657	↓	✗



The percentage of rent we've lost because homes were empty and not being rented out

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
0.53%	<1.0%	0.55%	↓	✓

# Key areas of performance reported to Board



The number of serious accidents that require reporting to the Health & Safety Executive

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



The number of staff who have left EPIC

23-24 Performance	24-25 Target	24-25 Performance	Trend	Status
9.38%	<10.0%	8.33%	↑	✓



The percentage of training that staff have completed on time

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



The number of followers on Facebook

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



# Key areas of performance reported to Board



The number of followers on Instagram

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



The number of followers on LinkedIn

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