

Landlord Direct Performance Measures Results 2025/2026

Regulatory Tenant Satisfaction Measure (measured by landlord directly)		Q4 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Target 25/26	Q4 - 2025/26		Trend	OVERALL PERF 25/26
							Value	Against Target		
BS01	Gas Safety checks completed within target timescales	100%	100%	100%	99%	100%	100%	✓	↑	100%
BS02	Fire Safety checks completed within target timescales	100%	100%	100%	100%	100%	100%	✓	↔	100%
BS03	Asbestos Safety checks completed within target timescales	100%	100%	100%	100%	100%	100%	✓	↔	100%
BS04	Water Safety checks completed within target timescales	100%	100%	100%	100%	100%	100%	✓	↔	100%
BS05	Lift Safety checks completed within target timescales	100%	100%	100%	100%	100%	100%	✓	↔	100%
RP01	Homes meeting decent homes standard	100%	100%	100%	100%	100%	100%	✓	↔	100%
RP02	Repairs completed within target timescale – Non-Emergency	84%	85%	90%	83%	> 95%	82.7%		↓	85%
	Repairs completed within target timescale – Emergency	93%	92%	79%	79%		90%	■	↑	89%
CH01	Complaints relative to the size of landlord - Stage 1	9.7	16.1	4.8	3.2	info	6.5	NA	↑	30.6
	Complaints relative to the size of landlord - Stage 2	0	1.6	0	0		0			1.6
CH02	Complaints responded to within CHC timescales = Stage 1	100%	100%	100%	100%	100%	100%	✓	↔	100%
	Complaints responded to within CHC timescales = Stage 2	NA	100%	NA	NA					100%
NM01	ASB cases relative to the size of landlord – ASB	14.5	20.9	16.1	3.2	info	16.1	NA	↓	56.4
	ASB cases relative to the size of landlord – Hate Crime	0	1.6	3.2	0		3.2			8.1

Our Own Performance Measures Results 2025/2026

Our Own Performance Measure (generated from management information)		Q4 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Q4 - 2025/26				Trend	OVERALL PERF 25/26
						Target 25/26	Value	Against Target			
INC01	Current tenant rent arrears (gross)	£34k	£37k	£35k	£45k	< £45k	£39.5k	✓	↓	£39.5k	
INC02	Current tenant rent arrears as a % of the annual rent debit	1.03%	1.1%	1%	1.3%	< 2%	1.1%	✓	↓	1.1%	
INC03	Former tenant rent arrears as a % of the annual rent debit	0.31%	0.36%	0.39%	0.45%	info	0.36%	NA	↓	0.36%	
VOI01	Number of void re-lets	13	7	5	15	info	16	NA	↑	43	
VOI02	Percentage of rent lost through dwellings being vacant	0.6%	0.03%	0.03%	0.8%	< 1.5%	0.2%	✓	↓	0.51%	
VOI03	Average re-let time (calendar days)	15.6	19	22.4	30.8	< 30 days	30.2	✗	↓	27.7 days	
VOI04	Relets as a percentage of stock	8.9%	1.2%	0.83%	2.5%	info	2.6%	NA	↑	7.1%	
TEN01	Annual Tenancy Visits Completed	67	117	129	89	info	105	NA	↑	440	
ALL01	Nomination Agreement Performance	54%	43%	20%	47%	50%	25%	✗	↓	37.2%	
SAFE01	Homes with an in-date fire door check	100%	93%	93%	98%	100%	100%	✓	↔	100%	
SAFE02	Communal doors with an in-date fire door check	100%	100%	100%	100%	100%	100%	✓	↔	100%	
SAFE03	Homes with an in-date electrical safety inspection	99.7%	100%	99%	100%	100%	100%	✓	↔	100%	
REP01	Average responsive repairs per unit	2.98	0.66	1.51	2.3	info	3.1	NA	↑	1.63	
REP02	Average end-to-end time for all reactive repairs (days)	16	13.7	14.3	13	info	19.3	NA	↑	15.1 days	
HR01	Average working days lost due to sickness absence - per FTE	1.25	0.24	0.71	0.32	info	0.18	NA	↓	3.84 days	
GOV01	Percentage attendance at Board Meetings	84.5%	-	66.7	63%	info	100%	NA	↑	76.6%	