

Satisfaction

Major difference/decline (over 5% from target)

Minimal difference/decline (within 5% of target)

Meets or exceeds target

69.3%

% of tenants satisfied with the overall service provided by their landlord



71.8%

% of tenants who feel their landlord is good at keeping them informed about their services and decisions

58.5%

% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

57.0%

% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in



79.6%

% of existing tenants satisfied with the quality of their home



71.4%

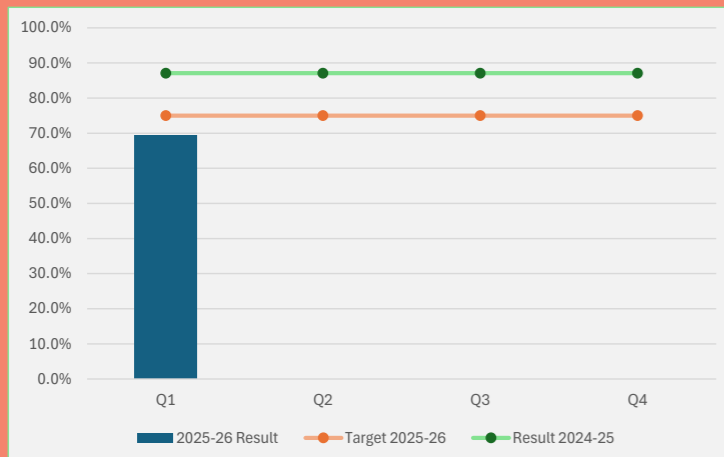
Latest repair satisfaction (SMS survey) (Transaction)



67.6%

% of tenants who feel that the rent for their property represents good value for money

ARC 1 - % of tenants satisfied with the overall service provided by their landlord

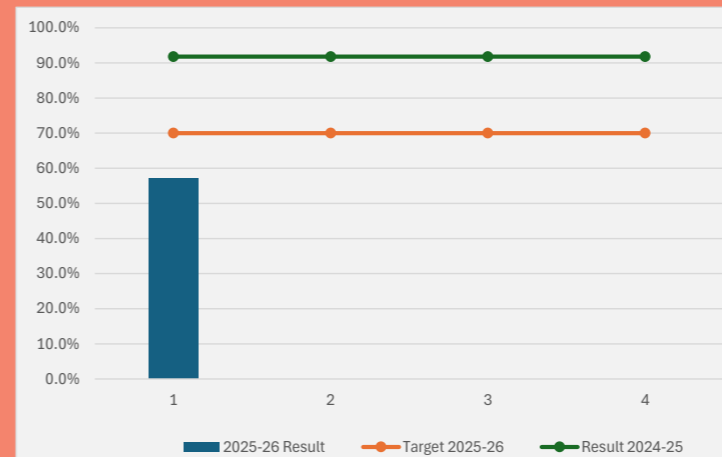


Commentary :

2024-25 Result is Research Resouce figure reported in ARC for 2025-2027, quarterly figures are pulled from Tableau dashboard and are 3-month rolling figures

Overall Satisfaction of 69.3% is an improvement on last quarter (68.3%) and at Q1 last year (67.8%). We have slightly raised our target this year which we are currently behind.

ARC 13 - % of tenants satisfied with the management of neighbourhood they live in

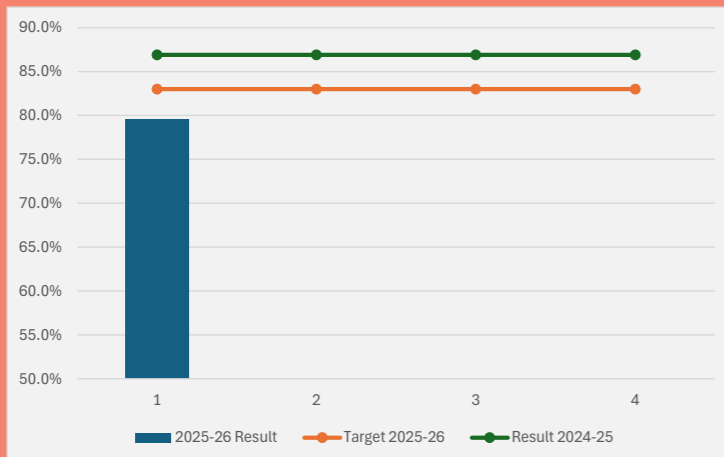


Commentary :

2024-25 Result is Research Resouce figure reported in ARC for 2025-2027, quarterly figures are pulled from Tableau dashboard and are 3-month rolling figures

Management of neighbourhood is down 5.4% from last quarters 62.4% result.

ARC 7 - % of existing tenants satisfied with the quality of their home

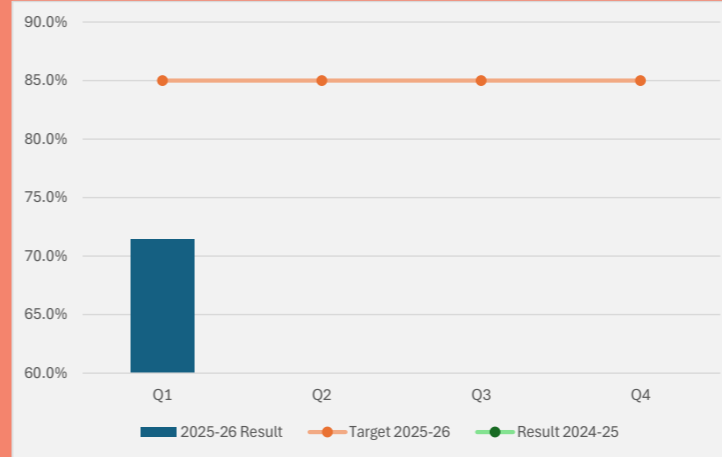


Commentary :

2024-25 Result is Research Resouce figure reported in ARC for 2025-2027, quarterly figures are pulled from Tableau dashboard and are 3-month rolling figures

There has been continual improvement of satisfaction with quality of home. Q1 result of 79.6% is an increase of 3.7% in Q4 last year. Target has also been increased for this year where we are currently 3.4% away.

Latest repair satisfaction (SMS survey) (Transaction)



Commentary :

2024-25 Result is Research Resouce figure reported in ARC for 2025-2027, quarterly figures are pulled from Tableau dashboard and are 3-month rolling figures

Q1 result of 71.4% is an increase of 4% from last quarters 67.4%.

Asset & Sustainability

No target

Major difference/decline (over 5% from target)

Minimal difference/decline (within 5% of target)

Meets or exceeds target

1.55 (4 Hr)

3.04 (12 Hr)

Average length of time taken to complete emergency repairs



(0) 100%

The number of times in the reporting year that you did not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check



99.5%

Safe Electrical Systems - % of properties with valid EICR (Electrical Installation Condition Report) certificates



1

How many times in the reporting year did you not meet the requirement to complete an electrical safety 7 inspection within five years of the last EICR

Annual

Number of open cases of damp and/or mould at the year end

Condensation - 8%

Structural Issues - 11%

Other - N/A

% of cases of damp and/or mould resolved during the reporting year that were reopened by cause

Condensation - 29 Days

Structural Issues - 31

Other - N/A

Average length of time taken to resolve cases of damp and/or mould by cause

NEW for 2025/26

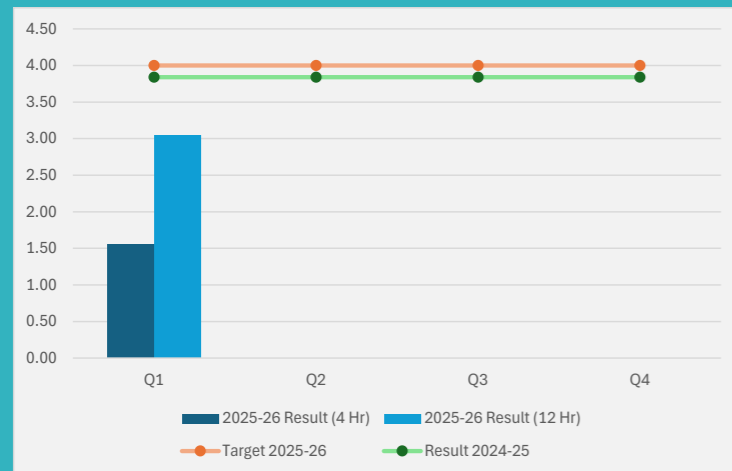
Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at year end

11 - end of year

4 - more than six months

Number of self-contained properties void at the year end and of those, the number that have been void for more than six months

ARC 8 - Average length of time taken to complete emergency repairs (hours)

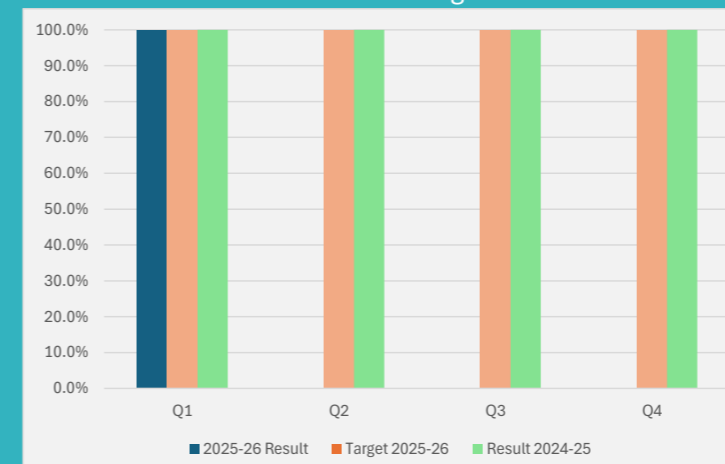


Commentary :

Further improvement has been made with average length of time to complete emergency repairs. 1.55 Hours and 3.04 Hours is better performance from last quarters 2.45 Hours and 4.13 Hours.

Performance also continues to be within target for both measurements.

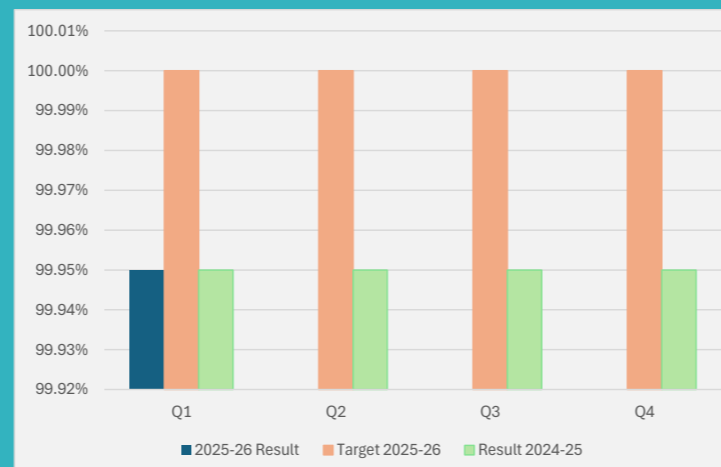
ARC 11 - Gas safety check compliance within 12 months of a gas appliance being fitted or its last check



Commentary :

Gas safety compliance remains 100%.

Safe Electrical Systems - % of properties with valid EICR (Electrical Installation Condition Report) certificates



Commentary :

EICR remains at 99.95% compliance.

0.05% missing comes from one property which continues on from last years result of 99.95%.

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Housing & Communities

Major difference/decline (over 5% from target)

Minimal difference/decline (within 5% of target)

Meets or exceeds target

1.44%

% of lettable homes that became vacant in the last year

21.5 Days

Average length of time taken (days) to re-let properties in the last year



43.75%

% of homeless lets against other waiting list lets

87.88%

% of new tenancies sustained for more than a year



75.86%

% of anti-social behaviour cases reported in the reporting year which were resolved



52.1%

Complaints Handling Satisfaction

3.26%

Gross rent arrears (all tenants) as a % of rent due in the last year (12 month rolling)

0.64%

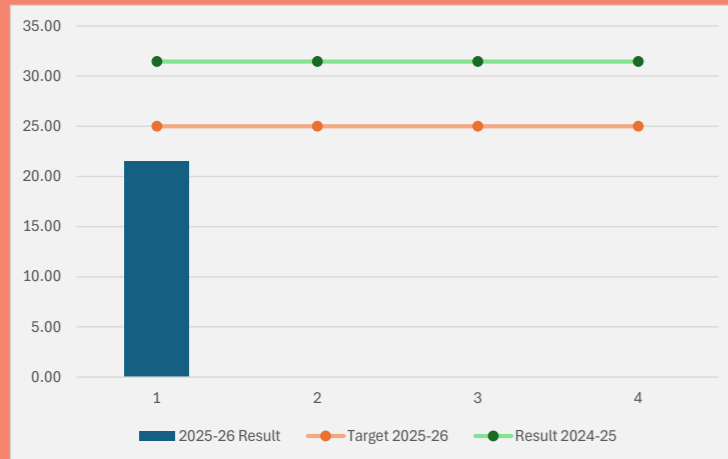
% of rent due lost through properties being empty during the quarter



£244,101

Factoring arrears £

ARC 26 - Average length of time taken to re-let properties in the last year

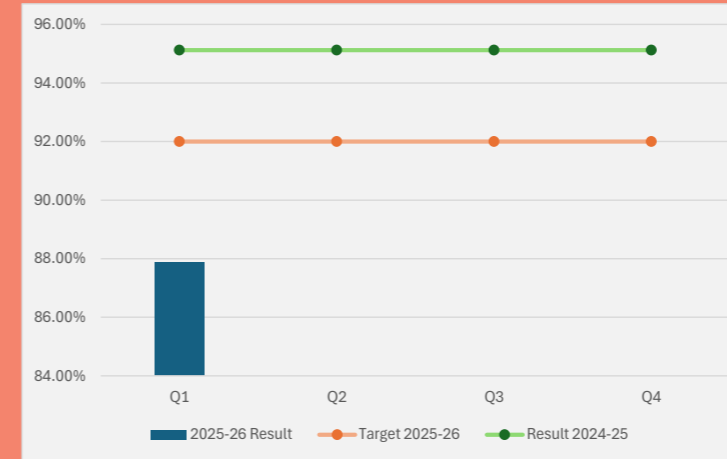


Commentary :

Average time to re-let properties has seen a significant improvement. Q1 result has improved by 8.1 Days, from 29.6 Days last quarter to 21.5 Days this quarter.

This result is an improvement on all 4 quarters last year.

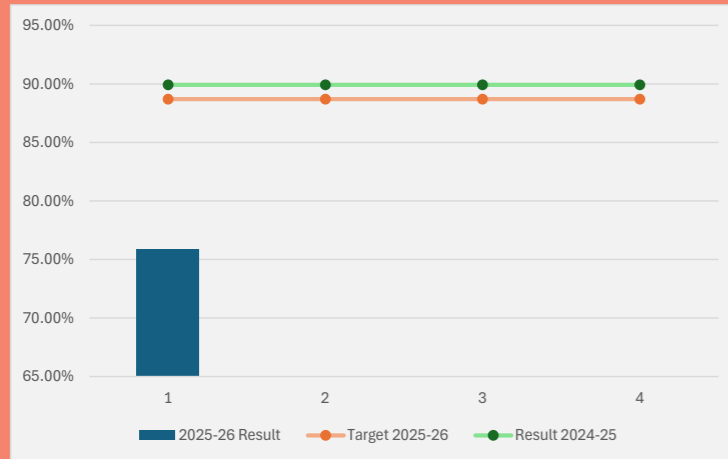
ARC 15 - % of new tenancies sustained for more than a year



Commentary :

Tenancy sustained has dropped from 94.74% to 87.88% this quarter.

ARC 14 - % of anti-social behaviour cases reported in the reporting year which were resolved

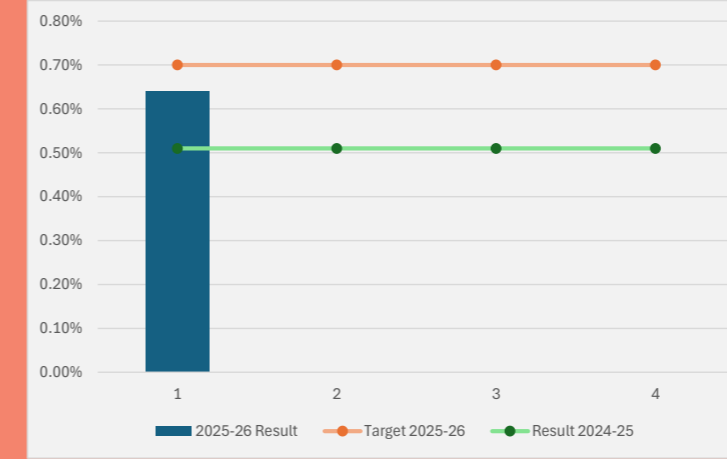


Commentary :

Percentage of ASB cases resolved has dropped and is significantly away from target.

This time last year Q1 recorded 91.2% compared to 75.86% this quarter.

ARC 17 - % of rent due lost through properties being empty during the quarter



Commentary :

Rent loss due to empty properties is within our target of 0.70%.

The Q1 result of 0.64% is an improvement of 0.07% from 0.71% last quarter.