

Satisfaction

Major difference/decline (over 5% from target)

Minimal difference/decline (within 5% of target)

Meets or exceeds target

64.7%

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



72.6%

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



61.8%

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



58%

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

71.8%

% of existing tenants satisfied with the quality of their home

66.3%

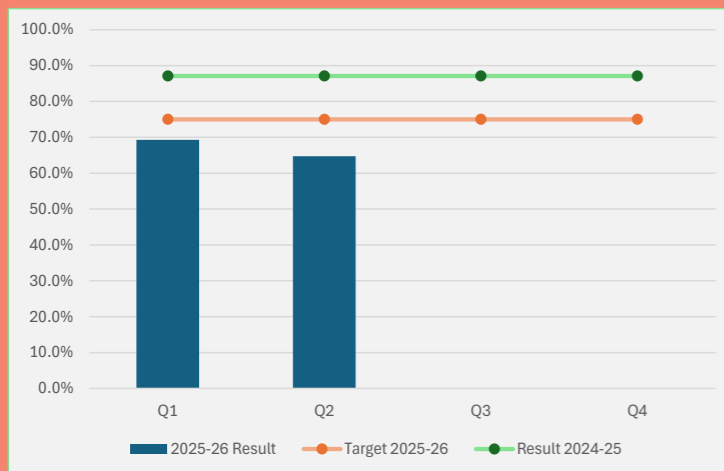
Latest repair satisfaction (SMS survey) (Transaction)

60.5%

% 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

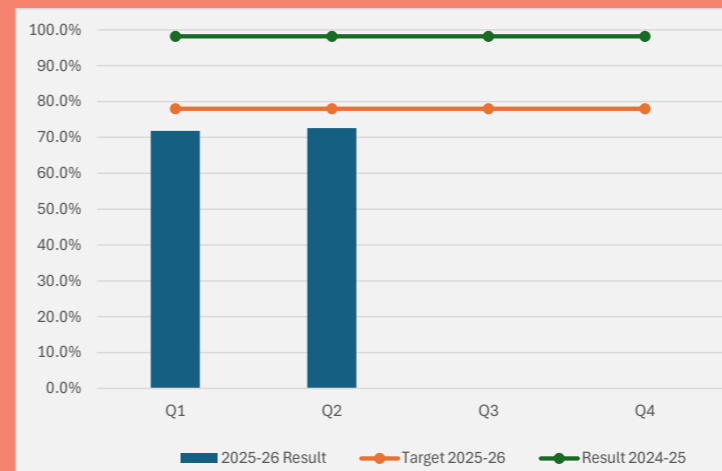


Commentary :

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 has decreased by 4.6% from 69.3% to 64.7%.

ARC 2 - % of tenants who feel their landlord is good at keeping them informed about their services and decisions

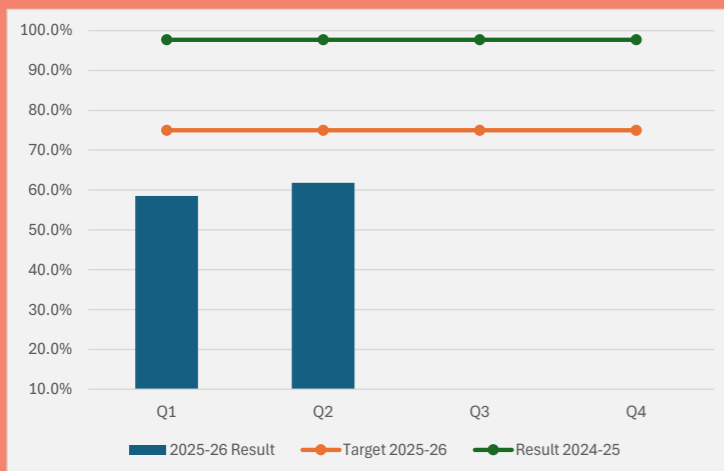


Commentary :

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

Keeping tenants informed about services and decisions has seen a small increase in Q2 from 71.8% to 72.6%. This is also an increase from Q2 last year which recorded 65.2%.

ARC 5 - % of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

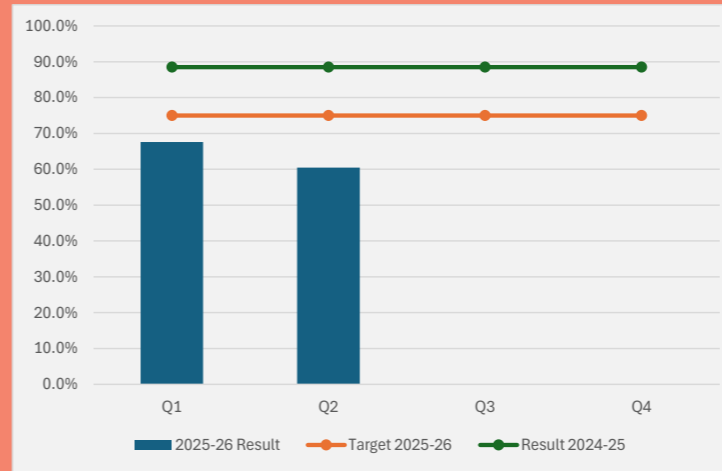


Commentary :

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

An increase in performance of 3.2% is shown in Q2 for satisfaction with opportunities to participate. Q2 figure of 61.8% is an increase from last years result of 54%.

ARC 21 - % of tenants who feel that the rent for their property represents good value for money



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

Good value for money has seen a decline in performance from 67.6% in Q1 to 60.5% in Q2.

Asset & Sustainability

No target

Major difference/decline (over 5% from target)

Minimal difference/decline (within 5% of target)

Meets or exceeds target

1.64 (4 Hr)

4.22 (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



99.87%

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



4

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 - 9%

Structural Issues - 21%

Other - N/A

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

Condensation - 30 Days

Structural Issues - 24 Days

Other - N/A

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

NEW for 2025/26

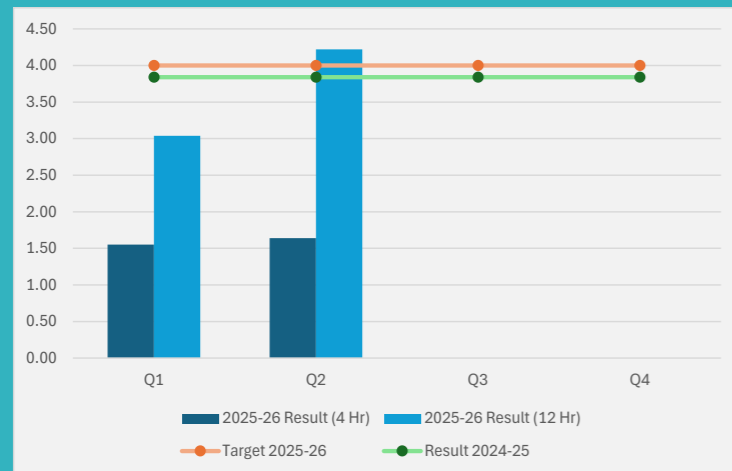
Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at year end

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

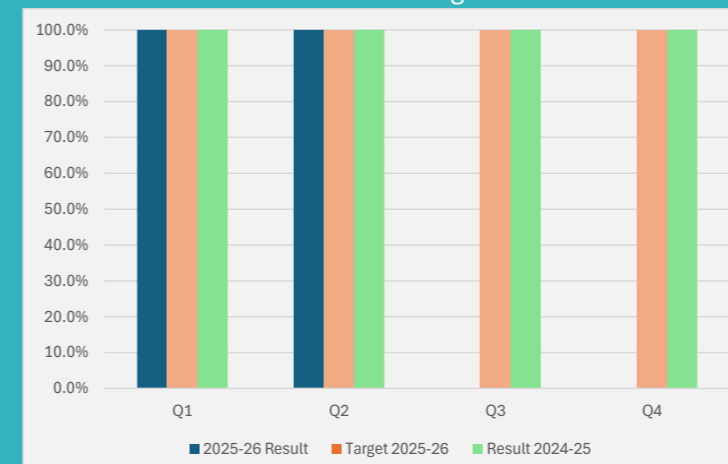
ARC 8 - Average length of time taken to complete emergency repairs (hours)



Commentary :

4 Hour emergency repairs have continued to be within target despite the small increase in average time from 1.55 hours to 1.64 hours. The average length of time to complete 12 hour emergency repairs has increased to 4.22 hours which is behind target.

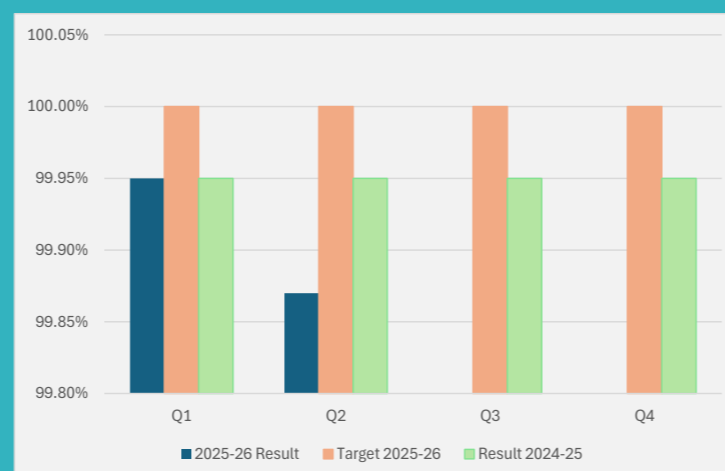
ARC 11 - Gas safety check compliance within 12 months of a gas appliance being fitted or its last check



Commentary :

Gas safety compliance remains 100%.

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



Commentary :

EICR compliance drops from 99.95% to 99.87%

*Commentary :*

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Housing & Communities

Major difference/decline (over 5% from target)

Minimal difference/decline (within 5% of target)

Meets or exceeds target

1.28%

% of lettable homes that became vacant in the last year

18.94 Days

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



34%

% of homeless lets as a percentage of overall lets

85.33%

% of new tenancies sustained for more than a year



95%

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



55%

Complaints Handling Satisfaction

3.61%

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

0.57%

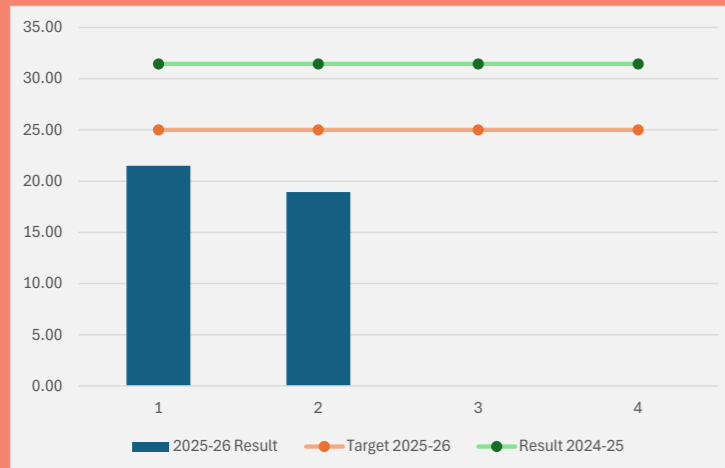
% of rent due lost through properties being empty during the quarter



£239,695

Factoring arrears £

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

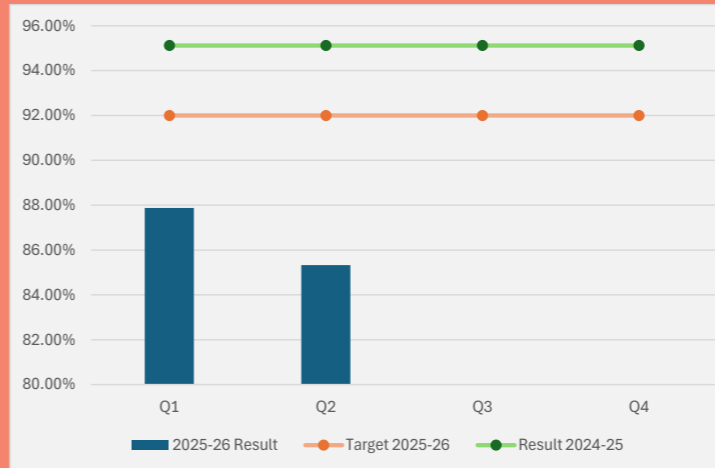


Commentary :

Average time to re-let properties continues to increase in Q2 with a figure of 18.94 Days.

This result ensures we are hitting our target and is an improvement on all 4 quarters last year.

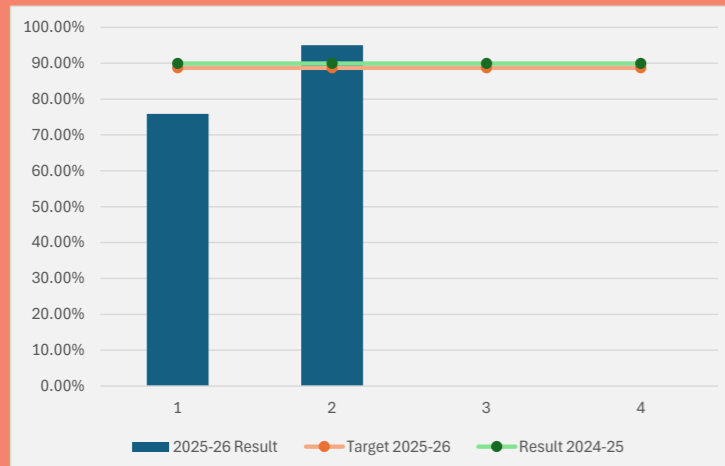
ARC 15 - % of new tenancies sustained for more than a year



Commentary :

Tenancy sustained has dropped again in Q2 from 87.88% to 85.33% this quarter.

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

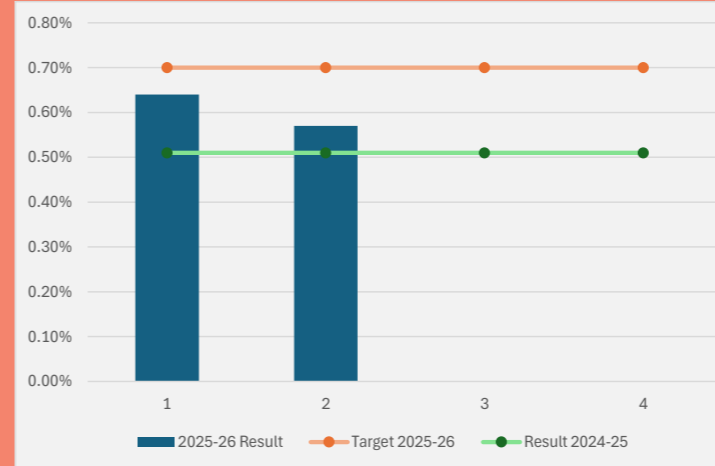


Commentary :

Percentage of ASB cases resolved has increased by 20.86% to 95%.

This figure exceeds our target of 88.7%

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

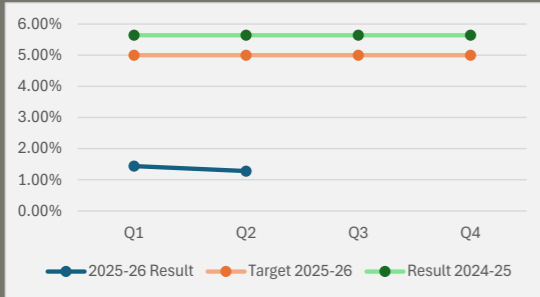


Commentary :

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

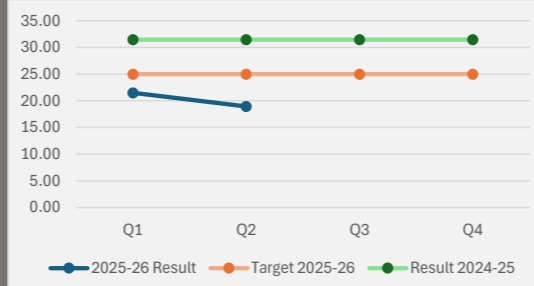
The Q2 result has improved to 0.57%.

ARC 16 - % of new tenancies sustained for more than a year



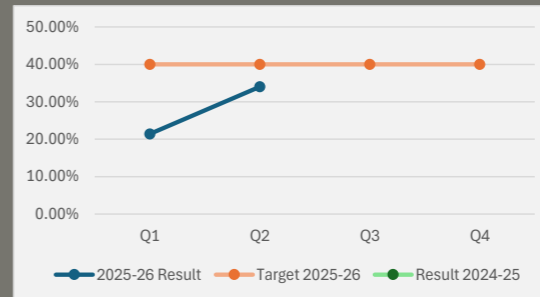
Commentary :

ARC 30 - Average length of time taken to re-let properties in the last year (exclusions applied)



Commentary :

ARC 15 - Number of ASB cases raised in the year which were resolved



Commentary :