

Satisfaction

Major difference/decline (over 5% from target)

Minimal difference/decline (within 5% of target)

Meets or exceeds target

69.7%

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



77%

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



61.1%

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

56.3%

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

79.8%

% of existing tenants satisfied with the quality of their home



70.2%

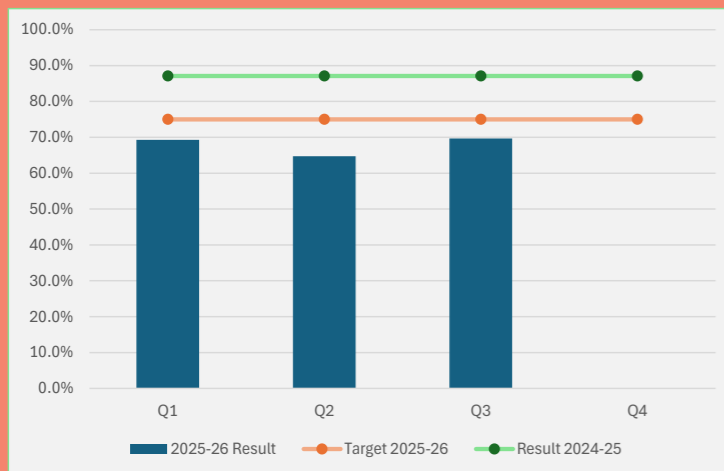
Latest repair satisfaction (SMS survey) (Transaction)

65.1%

% 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

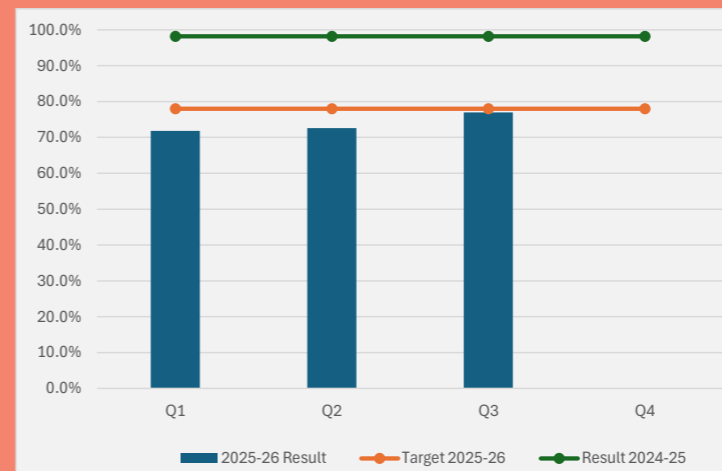


Commentary :

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 increased to 69.7% which is the highest quarterly figure so far.

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

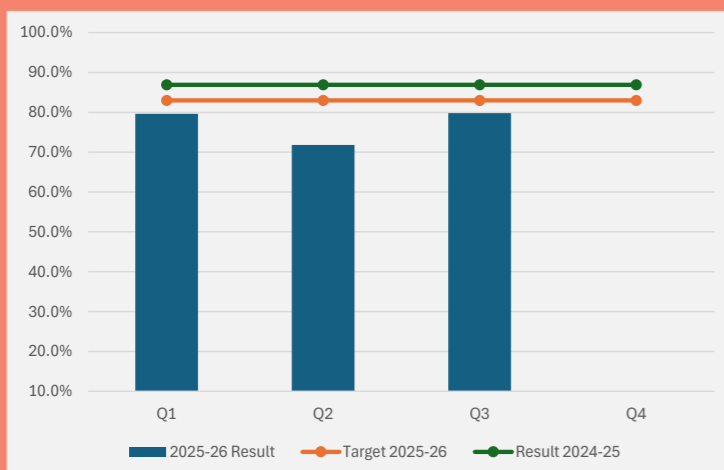


Commentary :

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

After a small increase last quarter, keeping tenants informed about services and decisions has seen a more significant increase in Q3, jumping 4.4% to 77% and almost reaching our target of 78%.

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

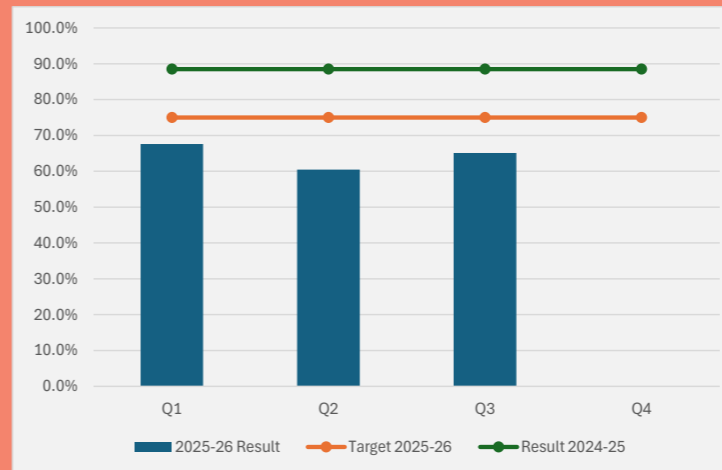


Commentary :

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

Q3 has reported 79.8% satisfaction with quality of home. This is up from 71.8% in Q2.

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

Whilst still off from our target, Q3 recorded an increase form Q2 of 4.6% to 65.1%.

Asset & Sustainability

No target

Major difference/decline (over 5% from target)

Minimal difference/decline (within 5% of target)

Meets or exceeds target

3 (4 Hr)

4.64 (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 - 10%

Structural Issues - 9%

Other - N/A

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

Condensation - 34 Days

Structural Issues - 27 Days

Other - N/A

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

0

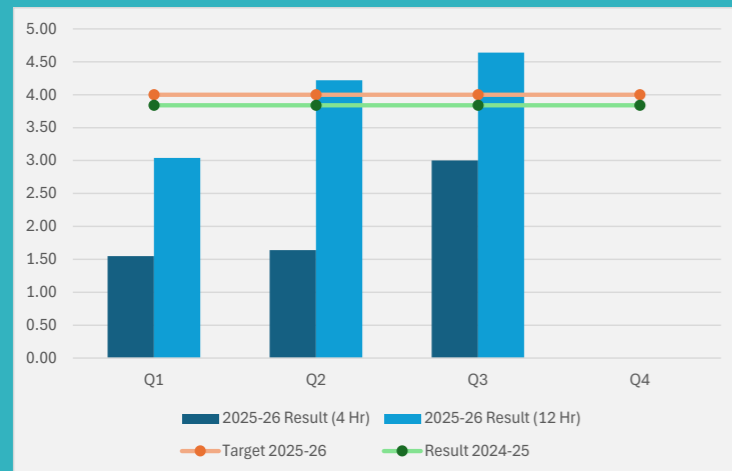
Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at year end

11 - end of year

2 - 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

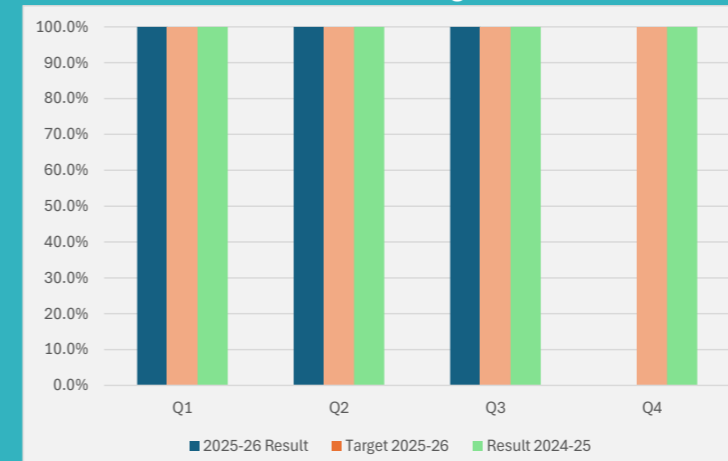
ARC 8 - Average length of time taken to complete emergency repairs (hours)



Commentary :

4 Hour emergency repairs have continued to be within target at 3 hours this quarter. 12 Hour emergency has again increased slightly to 4.64 Hours.

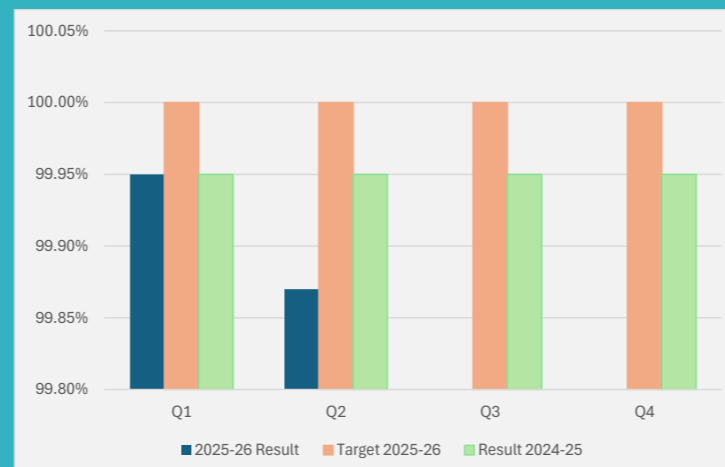
ARC 11 - Gas safety check compliance within 12 months of a gas appliance being fitted or its last check



Commentary :

Gas safety compliance remains 100%.

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



Commentary :

No change in EICR figures which remain at 99.87% for Q3.

Housing & Communities

Major difference/decline (over 5% from target)

Minimal difference/decline (within 5% of target)

Meets or exceeds target

3.88%

% of lettable homes that became vacant in the last year

19.1 Days

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



35.16%

% of homeless lets as a percentage of overall lets

90.7%

% of new tenancies sustained for more than a year



93.5%

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

60.2%

Complaints Handling Satisfaction



3.9%

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

0.43%

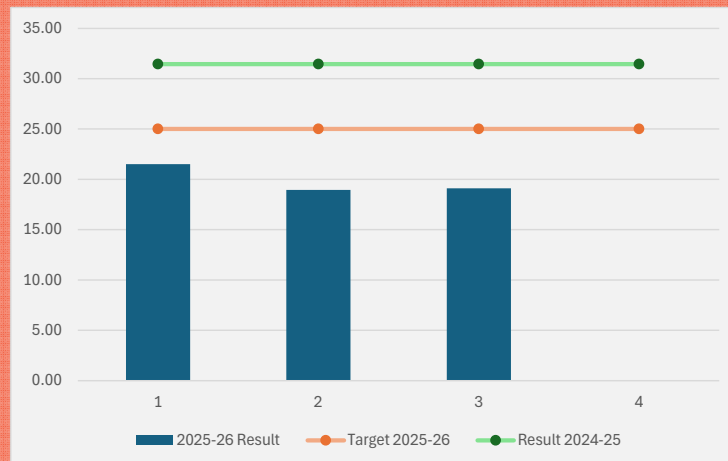
% of rent due lost through properties being empty during the quarter



£224,158

Factoring arrears £

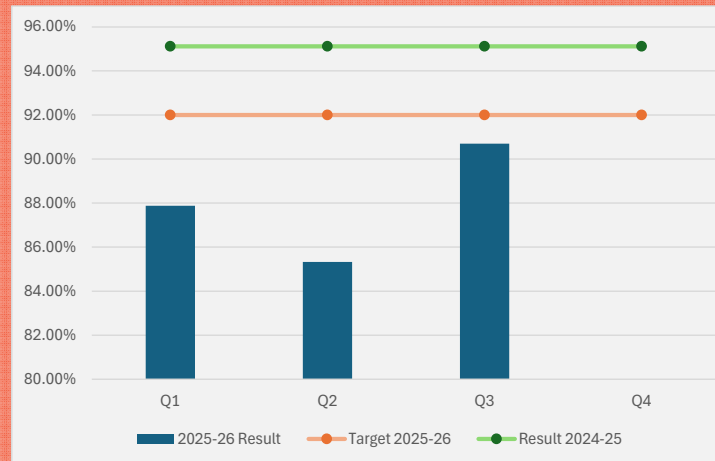
ARC 26 - Average length of time taken to re-let properties in the last year



Commentary :

Average time to re-let properties remains within target at 19.1 Days.

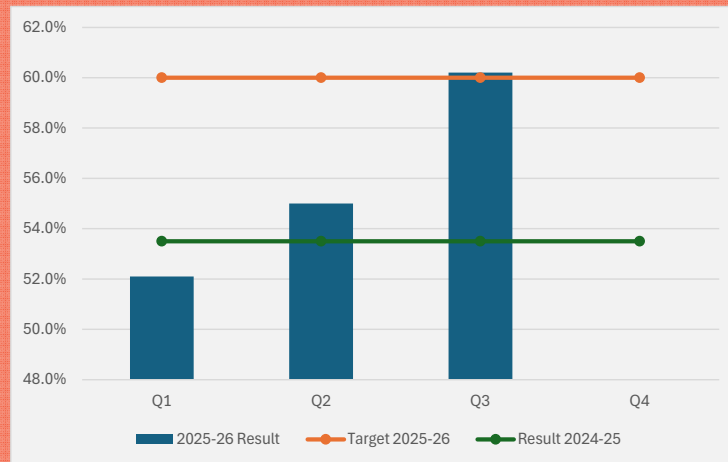
ARC 15 - % of new tenancies sustained for more than a year



Commentary :

Tenancy sustained has increased in Q3 from 85.33% to 90.7%

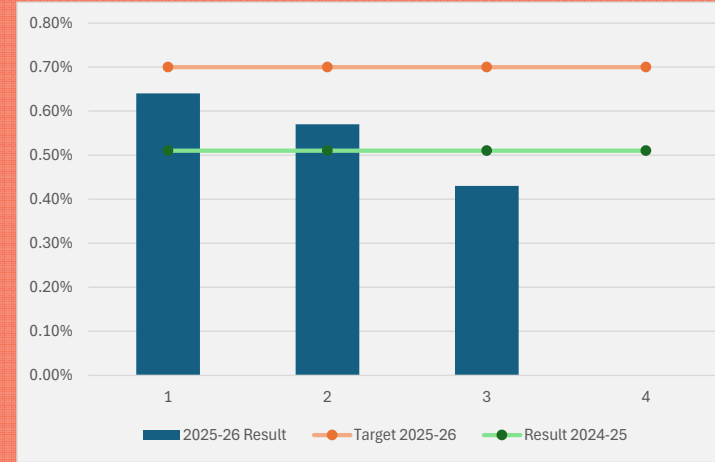
Complaints Handling Satisfaction



Commentary :

A gradual increase in complaints handling satisfaction performance has led to us hitting our target with 60.2% in Q3.

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%.

Further improvement is shown in Q3 as we record 0.43%