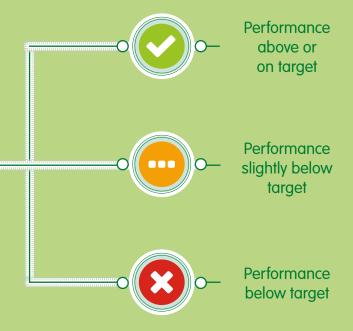
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How we are performing June 2024



live • grow • thrive • together

Performance Indicators (PIs)

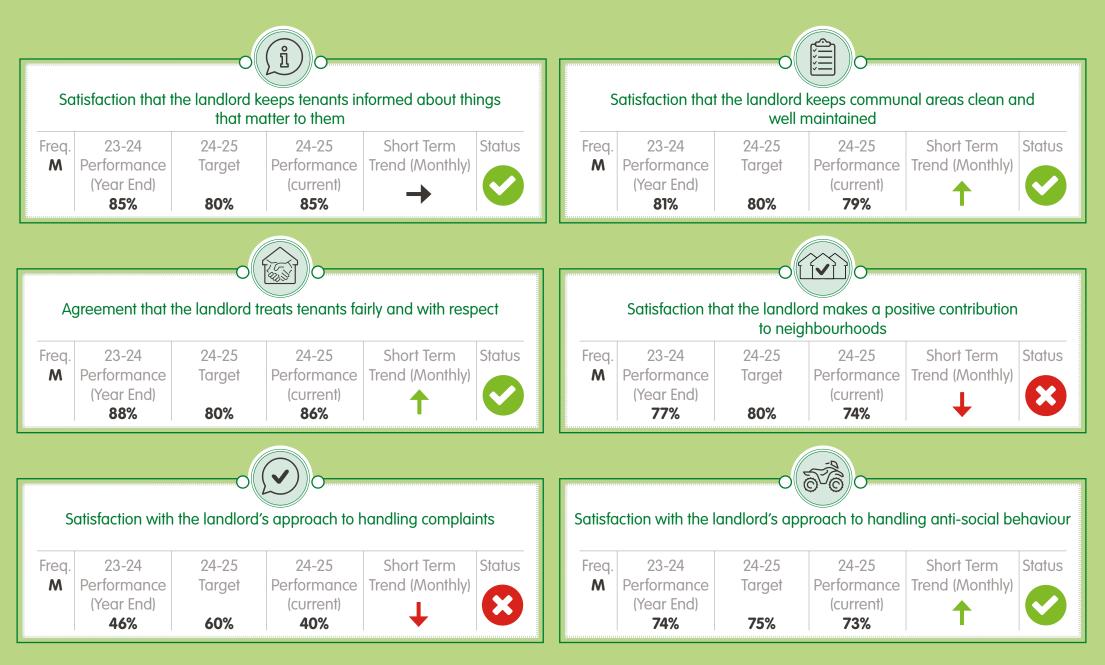
On the following pages we have set out our key performance indicators, showing current percentages, trends and targets.

Key

	Performance at or above expected level / tolerance	Ŧ	Performance deteriorating
	Performance slightly below expected level / tolerance	?	Data not available for trend
\mathbf{C}	Performance below expected level / tolerance	Q	Data reported quarterly
	Performance expectation to be set	Α	Date reported annually
1	Performance improving	Μ	Data reported monthly
→	Performance maintained	-	No performance expectation (contextual)



Tenant Satisfaction Measures (TSMs)



Complaints relative to the size of the landlord



Complaints responded to within Complaint Handling Code timescales

			ts responded to dling Code time				•		CHC nts responded to dling Code time		
Freq. M	23-24 Performance (Year End) 87.5%	24-25 Target 80.8%	24-25 Performance (current) 86.5%	Short Term Trend (Monthly)	Status	Fre M	q. 23-24 Performance (Year End) 91.3%	24-25 Target 72%	24-25 Performance (current) 75%	Short Term Trend (Monthly)	Status

Anti-social behaviour cases relative to the size of the landlord



Decent Homes Standard

	Homes the	at do not meet	the Decent Ho	omes Standard	
Freq.	23-24 Performance (Year End) 0.20%	24-25 Target 0%	24-25 Performance (current) 2.62%	Short Term Trend (Monthly) n/a	Status

Repairs in target

R	Repairs completed with target timescale: non-emergency repairs						Repairs completed with target timescale: emergency repairs					
Freq. M	23-24 Performance (Year End) 60.6%	24-25 Target 70%	24-25 Performance (current) 79.7%	Short Term Trend (Monthly)	Status	Fre N		24-25 Target 100%	24-25 Performance (current) 100%	Short Term Trend (Monthly)	Status	

Board Pls







SMT Pls



	Open Repairs						Average cost of a void property					
Repairs	23-24 Performance (Year End) n/a	24-25 Target –	24-25 Performance (current) 5,903	Short Term Trend	Status -		Voids	23-24 Performance (Year End) £4,668	24-25 Target £5,136	24-25 Performance (current) £2,662	Short Term Trend	Status