



# How we are performing

## March 2024



Performance  
above or  
on target

Performance  
slightly below  
target













Performance  
below target

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		Performance deteriorating
	Performance slightly below expected level / tolerance		Data not available for trend
	Performance below expected level / tolerance		Data reported quarterly
	Performance expectation to be set		Data reported annually
	Performance improving		Data reported monthly
	Performance maintained		No performance expectation (contextual)

# Tenant Satisfaction Measures (TSMs)




Overall satisfaction

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>80%</b>	<b>75%</b>	→	✘




Satisfaction that the home is well maintained

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>87%</b>	<b>77%</b>	→	✘




Satisfaction with repairs

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>86%</b>	<b>73%</b>	↓	✘




Satisfaction that the home is safe

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>82%</b>	<b>80%</b>	→	✔



Satisfaction with time taken to complete most recent repair

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>80%</b>	<b>65%</b>	→	✘



Satisfaction that the landlord listens to tenant views and acts upon them

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>87%</b>	<b>77%</b>	↑	✘



### Satisfaction that the landlord keeps tenants informed about things that matter to them

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>87%</b>	<b>85%</b>	↓	✓



### Satisfaction that the landlord keeps communal areas clean and well maintained

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>80%</b>	<b>81%</b>	↑	✓



### Agreement that the landlord treats tenants fairly and with respect

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>88%</b>	<b>88%</b>	→	✓



### Satisfaction that the landlord makes a positive contribution to neighbourhoods

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>80%</b>	<b>77%</b>	→	✗



### Satisfaction with the landlord's approach to handling complaints


Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>80%</b>	<b>46%</b>	→	✗




### Satisfaction with the landlord's approach to handling anti-social behaviour


Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>80%</b>	<b>74%</b>	→	✗

# Complaints relative to the size of the landlord




Number of stage 1 complaints received per 1,000 homes


Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>41.07</b>	<b>40.06</b>	n/a	





Number of stage 2 complaints received per 1,000 homes


Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>7.34</b>	<b>5.8</b>	n/a	

# Complaints responded to within Complaint Handling Code timescales





Stage 1 complaints responded to within Complaint Handling Code timescales


Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>80.8%</b>	<b>87.5%</b>		




Stage 2 complaints responded to within Complaint Handling Code timescales


Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	<b>72.2%</b>	<b>91.3%</b>		

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




Number of anti-social behavioural cases opened per 1,000 homes


Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>n/a</b>	<b>150.70</b>	<b>131.96</b>	<b>n/a</b>	





Number of anti-social behavioural cases that involve hate incidences opened per 1,000 homes

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>n/a</b>	<b>3.29</b>	<b>3.13</b>	<b>n/a</b>	

# Decent Homes Standard



Homes that do not meet the Decent Homes Standard

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>0%</b>	<b>0%</b>	<b>0.94%</b>		

# Repairs in target



## Repairs completed with target timescale: non-emergency repairs

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	n/a	<b>60.6%</b>	-	-



## Repairs completed with target timescale: emergency repairs

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	n/a	<b>100%</b>	-	-

# Salix Performance



% of customer service officers with satisfactory or above call quality monitoring score

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>100%</b>	<b>90.00%</b>	<b>94%</b>	↓	✓



% of repairs completed in a single visit

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>95.5%</b>	<b>92.0%</b>	<b>96.3%</b>	↓	✓



% of self-service transactions

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>84.26%</b>	<b>83.00%</b>	<b>84.14%</b>	↓	✓



% of repairs appointment kept

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>99.2%</b>	<b>99.0%</b>	<b>99.4%</b>	→	✓



% of digital transactions via MySalix

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>17.0%</b>	<b>n/a</b>	<b>14.7%</b>	-	-



% of general needs properties currently tenanted

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>99.4%</b>	<b>99.4%</b>	<b>99.59%</b>	→	✓





### % of sheltered properties currently tenanted

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>99.0%</b>	<b>98.3%</b>	<b>99.31%</b>	→	✓



### Average cost of a void property (including capital costs)

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>£3,809</b>	<b>£4,099</b>	<b>£4,668</b>	↓	✗



### Average managed re-let time (days)

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>42.54 days</b>	<b>40.00 days</b>	<b>37.18 days</b>	↑	✓



### Average void rent loss

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>0.84%</b>	<b>0.84%</b>	<b>0.81%</b>	↓	✓



### Average cost of a void property

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>£3,386</b>	<b>£3,554</b>	<b>£4,158</b>	↓	✗



### Rent arrears of current tenants as a percentage of rent due

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>1.57%</b>	<b>1.54%</b>	<b>1.66%</b>	↑	✓



Current and former rent and service charge collection rate  
(exc. arrears brought forward)

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>98.56%</b>	<b>98.56%</b>	<b>99.58%</b>	↑	✓



Number of open damp and mould cases

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>n/a</b>	<b>n/a</b>	<b>122</b>	-	-



Universal credit current and former collection rate  
(exc. arrears brought forward)

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>98.52%</b>	<b>98.52%</b>	<b>99.40%</b>	↑	✓



% of damp and mould cases treated within 4-week timescale  
(rolling 12 month)

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>n/a</b>	<b>n/a</b>	<b>80.27%</b>	↑	-



Average annual days lost per employee due to sickness absence

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>10.4 days</b>	<b>8.6 days</b>	<b>9.9 days</b>	→	✗



Average time to complete damp and mould case (rolling 12 month)

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>n/a</b>	<b>28 days</b>	<b>19.84 days</b>	↑	✓



**CLASS 1**

Total number of Class 1 Hazards identified YTD  
(opened and closed, rolling 12 month)

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	n/a	<b>5</b>	→	-



**CLASS 2**

Total number of Class 2 Hazards identified YTD  
(opened and closed, rolling 12 month)


Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	n/a	n/a	<b>2,140</b>	↓	-



Number of properties newly built, acquired or in development


Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>Q</b>	n/a	<b>100</b>	<b>311</b>	↑	✓

# Salix Compliance




**Gas safety checks\***

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	→	✓




**Lift safety checks\***

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	→	✓




**Fire safety checks\***

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	→	✓




**Asbestos checks (communal)\***

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	→	✓



**Water safety checks\***

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	→	✓



**Domestic electrical safety certificates in place (5 year)**

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>n/a</b>	<b>n/a</b>	<b>94.35%</b>	↓	-

\*PI is also a Tenant Satisfaction Measure (TSM)



### Domestic electrical safety certificates in place (10 year)

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>99.68%</b>	<b>100%</b>	<b>99.94%</b>	→	



### Home Safety Visits (HSV)

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
<b>M</b>	<b>n/a</b>	<b>25%</b>	<b>25.0%</b>	→	



## PSL property numbers

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
Q	108	140	126	↑	-



## PSL Average relet time (days)

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
Q	103.67 days	20 days	103 days	↓	✘



## % of PSL properties currently tenanted

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
Q	99.6%	99%	92.7%	↓	✘



## PSL - Gas Safety Checks

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
Q	100%	100%	100%	→	✔



## PSL rent arrears of current tenants as a % of rent due

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
Q	1.59%	10.42%	5.09%	↑	✔



## PSL - Fire Risk Assessment

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
Q	100%	100%	100%	→	✔



### PSL – Electrical Condition Reports (10 years)

Freq.	22-23 Performance	23-24 Target	23-24 Performance	Short Term Trend	Status
Q	100%	100%	100%	→	