

Performance Data Report Q4 2024-25







Q4 2024-25 Performance

Our target

Average let times for ECH properties

38 days <20 days

Average let times for housing properties

28 days <15 days



Narrative

In the quarter we have not achieved our target

We are not performing as well as last quarter

In the quarter we have not achieved our target

We are not performing as well as last quarter

Health and Safety Landlord Compliance





Narrative

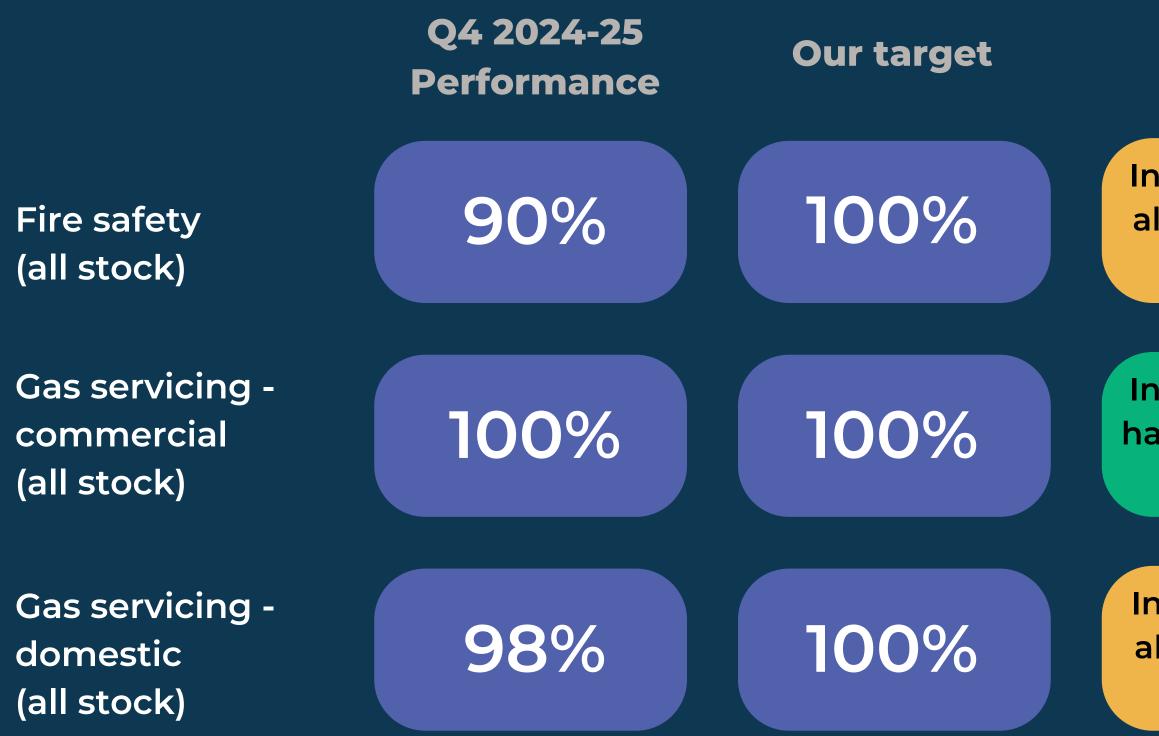
In the quarter we achieved our target We are performing better than the last quarter

In the quarter we almost achieved our target

In the quarter we achieved our target We are performing better than the last quarter

We are performing better than the last quarter

Health and Safety Landlord Compliance





Narrative

In the quarter we almost achieved our target We are performing worse than the last quarter

In the quarter we have achieved our target We are performing the same as the last quarter

In the quarter we almost achieved our target We are performing the slightly worse than last quarter

Health and Safety Landlord Compliance

Q4 2024-25 Performance

100%

Our target

100%

Legionella risk assessments (care and ECH settings)

Legionella risk assessments (sheltered housing) 100%



Narrative

In the quarter we achieved our target We are performing better than last quarter

In the quarter we achieved our target

We are performing better than last quarter

Health and Safety Landlord Compliance

Q4 2024-25 Performance

100%

Our target

100%

100%

Lift Safety (all stock)

Carbon monoxide alarms in place and maintained % (all stock)

98%



Narrative

In the quarter we achieved our target

We are performing better than last quarter

In the quarter almost achieved our target

We are performing better than last quarter





Narrative

In the quarter we almost achieved our target

In the quarter we did not achieve our target

In the quarter we almost achieved our target

In the quarter we acheived our target

We are performing worse than last quarter

We are performing worse than last quarter

We are performing better than last quarter

We are performing the same as last quarter

Aim: The Right Care and Support





Aim: The Right Care and Support





Narrative

In the quarter we achieved our target

In the quarter we achieved our target

In the quarter we achieved our target

In the quarter we almost achieved our target We are performing the same as the last quarter

We are performing the same as last quarter

We are performing the better than last quarter

We are performing slightly worse than last quarter Aim: A Good Quality of Life in the Community





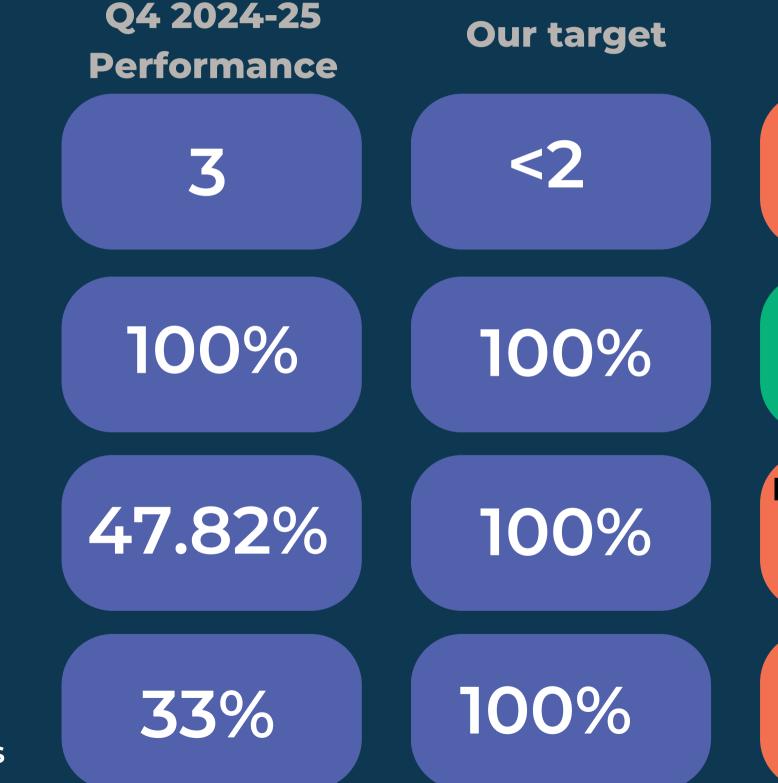
Aim: A Good Quality of Life in the Community

Complaints raised to second stage (number)

% of Stage 1 complaints acknowledged within 3 working days

% of Stage 1 complaints resolved within 10 working days

% of Stage 2 complaints resolved within 20 working days





Narrative

In the quarter we did not achieved our target

In the quarter we achieved our target

In the quarter we did not achieved our target

In the quarter we did not achieved our target We did not perform as well as the last quarter

We performed the same as last quarter

We did not perform as well as the last quarter

We did not perform as well as the last quarter

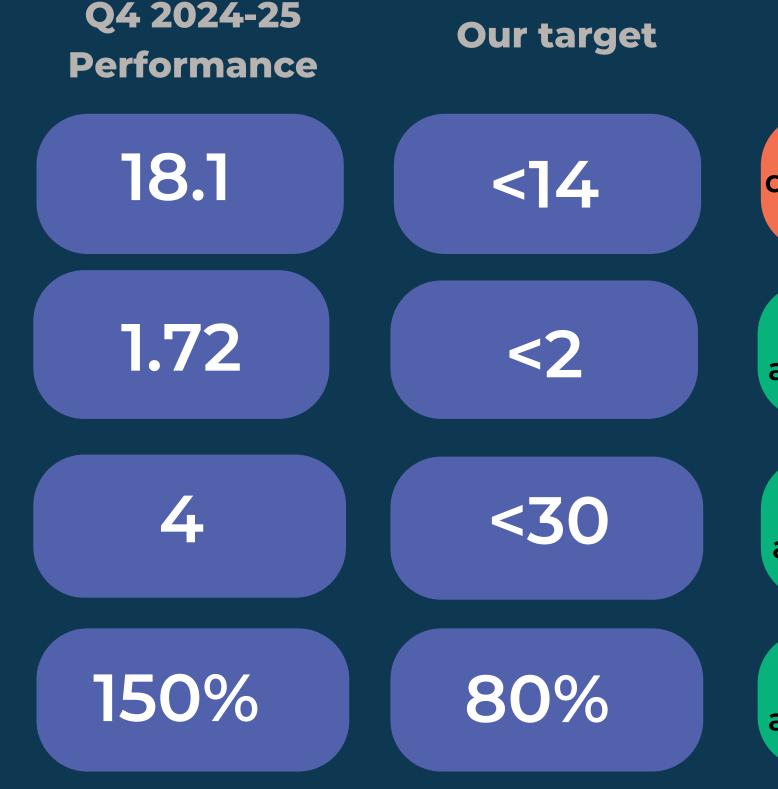
Aim: A Good Quality of Life in the Community

Number of housing complaints per 1000 homes (first stage)

Number of housing complaints per 1000 homes (second stage)

Number of ASB cases opened in the quarter

Number of ASB cases closed as resolved as % of ASB cases received







Narrative

In the quarter we did not achieve our target

We performed worse than the last quarter

In the quarter we achieved our target

We performed better than the last quarter

In the quarter we achieved our target

We performed better than the last quarter

In the quarter we achieved our target

We performed better than the last quarter