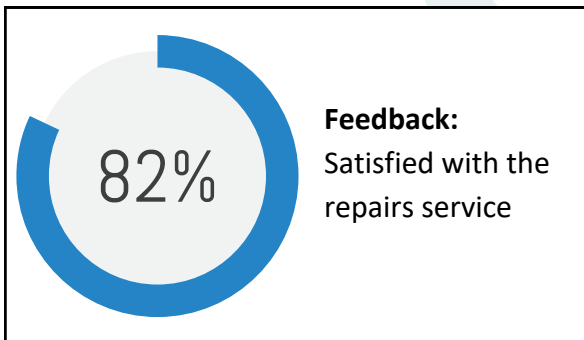
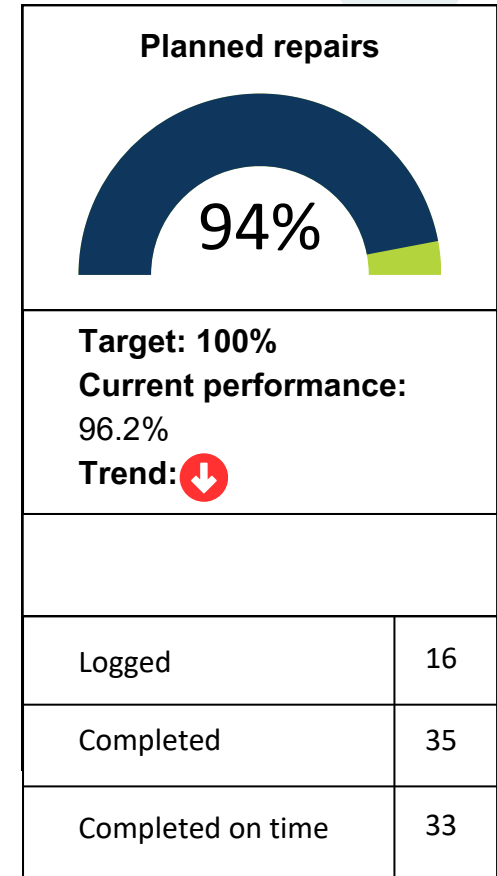
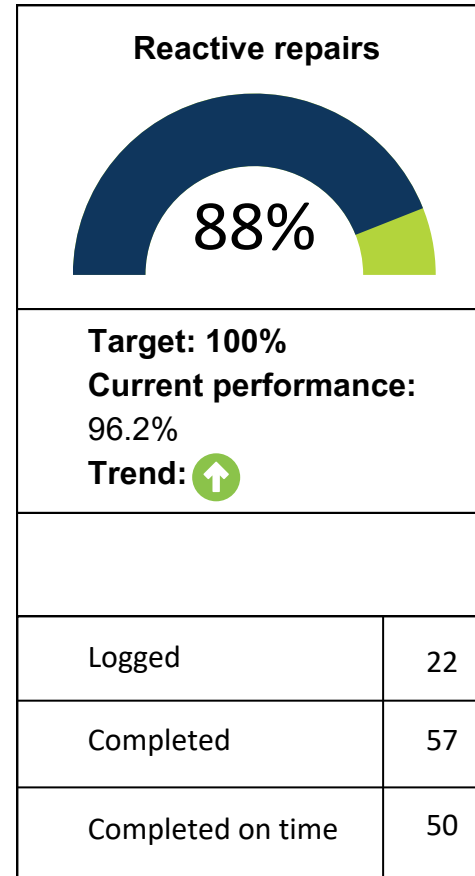
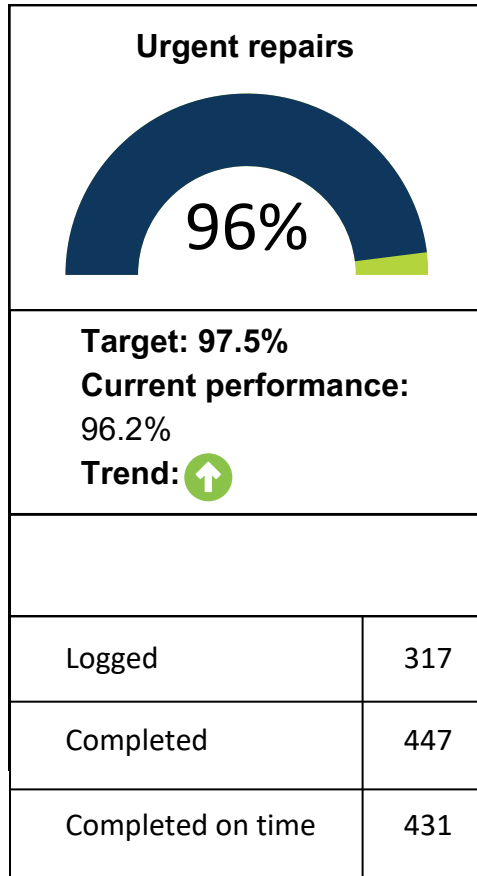
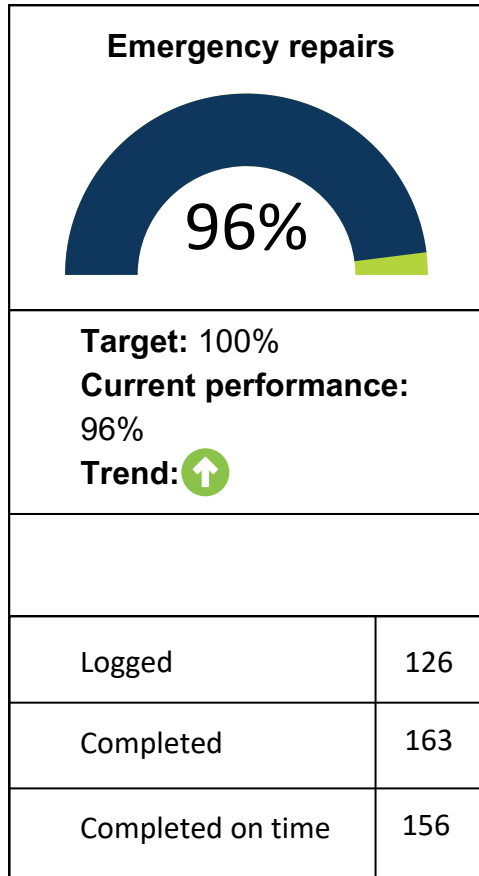


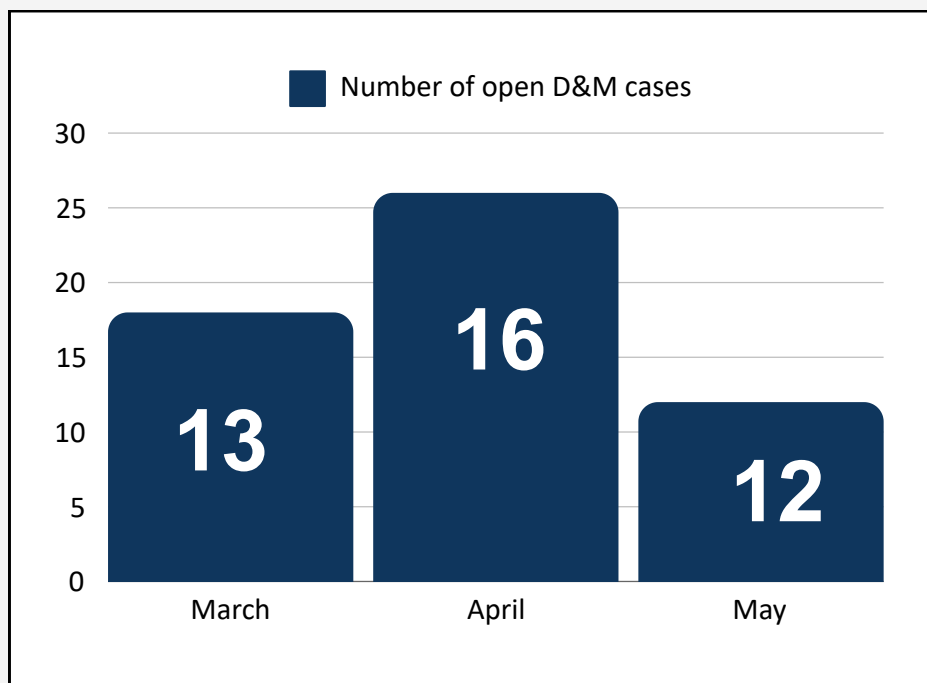
Quarter 1 2024-25 - Provide well maintained homes to our tenants (Repairs)



Comments on repairs performance:

- We are showing an upwards trend across 2 out of 3 areas of repairs being completed on time
- There are a lower than average number of reactive and planned repairs
- Looking at the actual numbers, performance is strong
- There is a need to improve our emergency repairs performance. Underperformance is being in-part by repairs being incorrectly coded as emergencies when they should be a lower priority.
- Weekly repairs performance meetings continue to monitor our position.

Quarter 1 2024-25 - Ensure we provide safe homes for our tenants (damp and mould)



100%

Damp and mould 3
month inspections
completed on time in
Q1

8

New reports of
damp and
mould in Q1

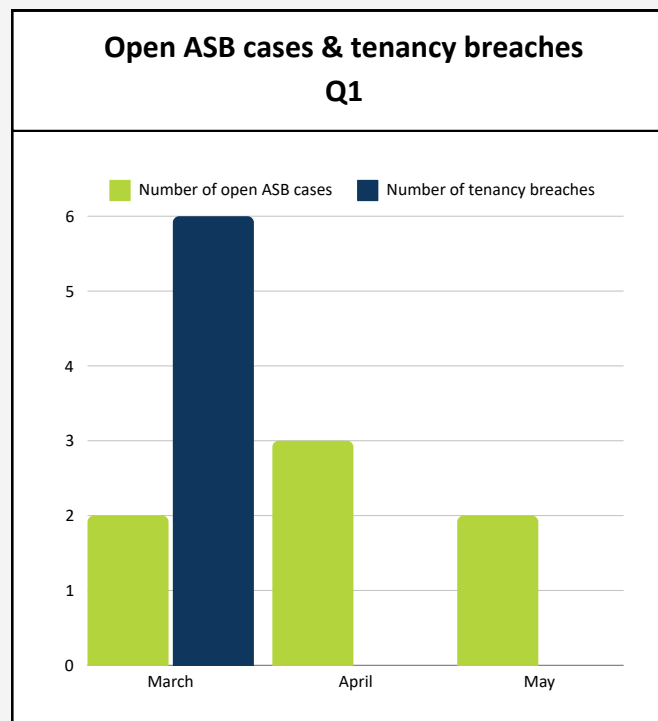
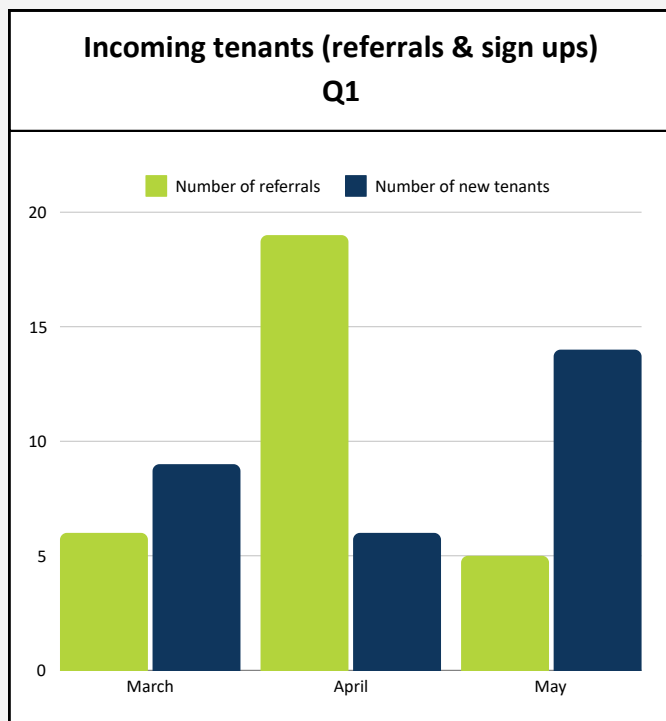
16

Damp and
mould cases
completed in Q1

Comments on damp and mould performance:

- The number of open damp and mould cases has reduced by the end of the Quarter. A trend we would expect to continue as seasonal pressures ease into the summer months.
- Newly introduced 3 month post-completion inspections are being completed efficiently.
- Damp and mould is monitored at every Board meeting and forms part of our compliance suite.

Quarter 1 2024-25 - Providing helpful and ca support to tenants (IHM)



113

Number of
property
inspections
completed IN Q1

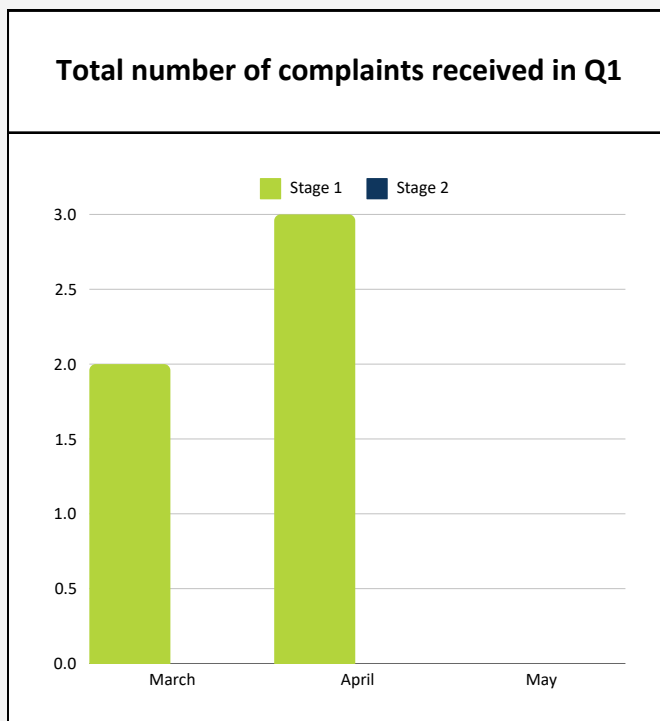
12

Tenancy
terminations in
Q1

Comments on housing management performance:

- The number of referrals increasing has been driven by us taking on a number of new properties in Q1, with business development going well.
- New resource has also been dedicated to increasing the number of referrals with a focus on increasing occupancy levels.
- Tenancy breaches are being acted upon swiftly to resolve issues for tenants and Support Provider partners alike.
- Open ASB cases continue to be monitored and are expected to be closed in Q2.

Quarter 1 2024-25 - Putting tenants at the heart of what we do (feedback)



100%

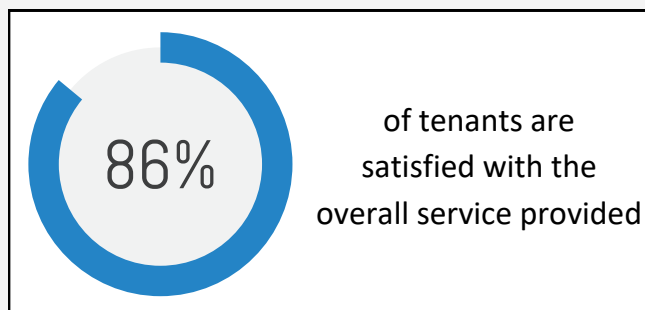
Complaints
responded to
on time

1

Member
enquiry
received
in April

20%

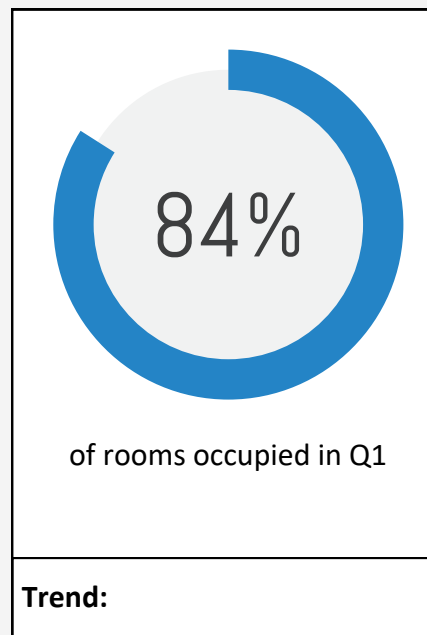
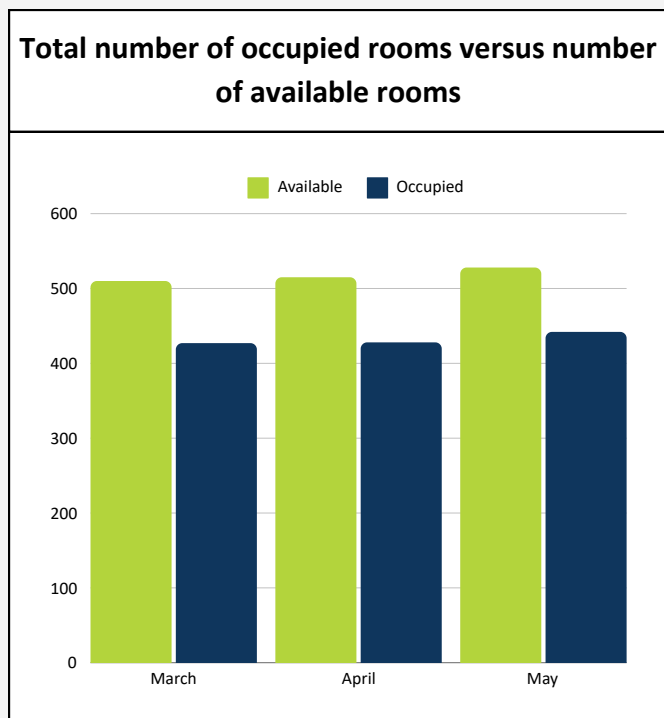
of Tenant
satisfaction
surveys
completed
(cumulative)



Comments on feedback performance:

- We have experienced an increase in the number of complaints received this year compared to 2023-24. We believe this to be the result of the increased awareness we have created around the complaints process, both with managing agent staff and directly, with tenants and Support Providers.
- We see the increase in complaints as an opportunity to drive service improvements by addressing any shortcomings in service provision.
- We have commenced Easy Read perception surveys with all tenants. This is a running target, where we aim to get as close to 100% by the end of the year.
- We are pleased to be performing well, with 86% tenants satisfied with the overall service we provide.

Quarter 1 2024-25 - Deliver our services in a sustainable way, achieving value for money (occupancy)



85

Average number
of
unoccupied rooms

105

Average number
of
unlettable rooms

Comments on occupancy performance:

- On average, 85 rooms were unoccupied. This position has remained largely static. This has however been influenced by the amount of new business in Q1. Our actual position has been improving across the quarter as a result of the dedicated resource allocated to filling empty rooms.
- We are building stronger relationships with Commissioners and Support Providers across the country that can form partnerships with us to fill empty rooms with tenants that are in need of homes.
- There was an average of 105 rooms that were classed as “unlettable”. This could be because major works are required, we do not have a suitable Support Provider partner or they are listed for disposal.