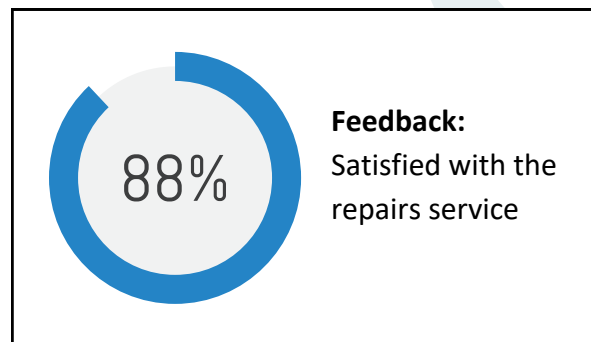
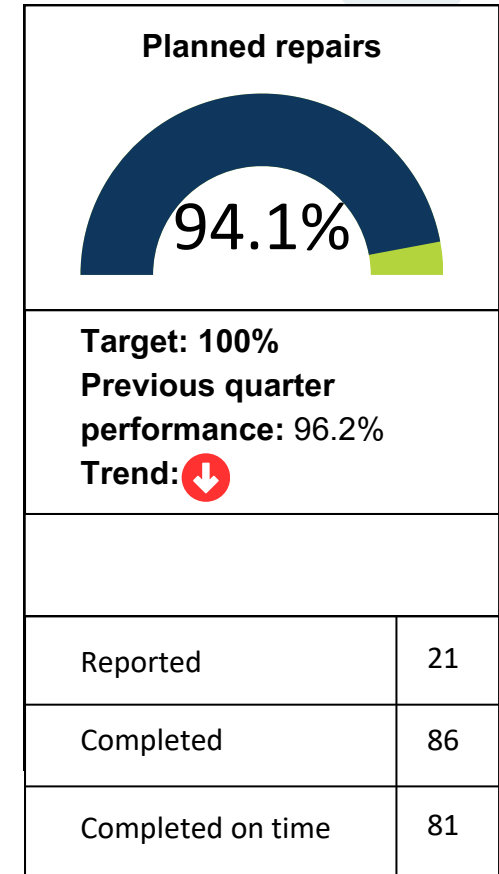
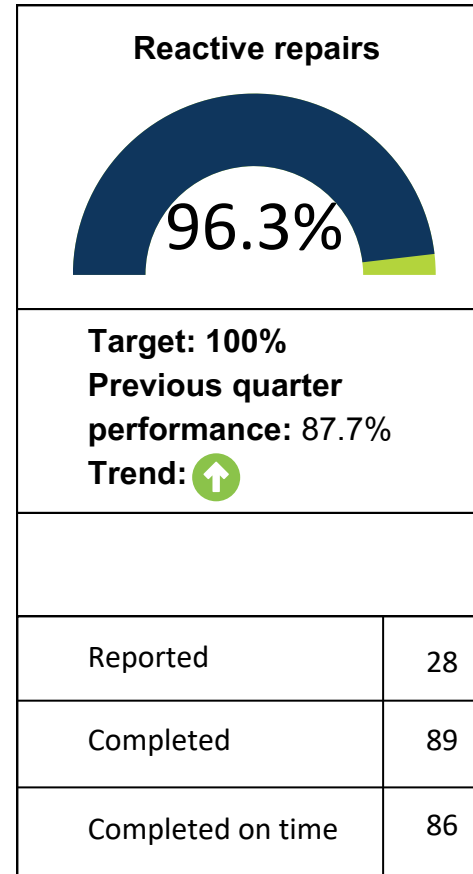
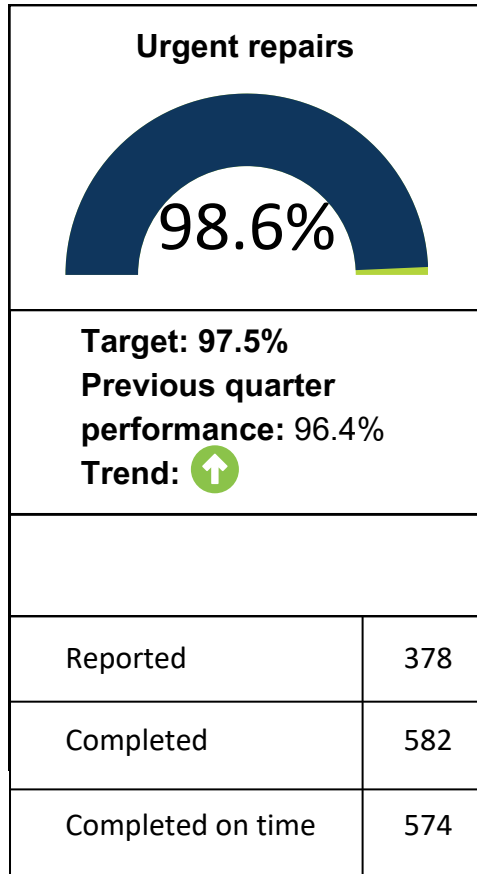
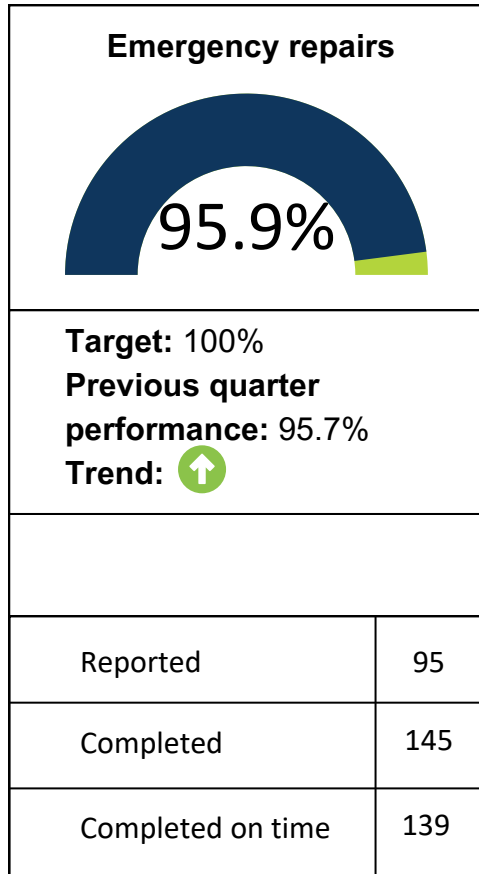


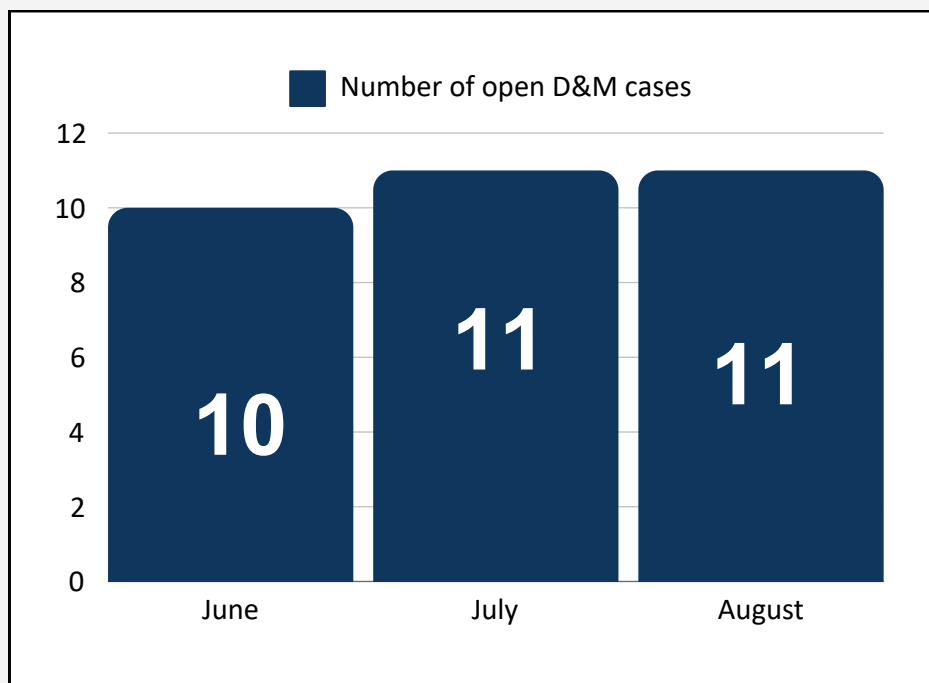
Quarter 2 2024-25 - Provide well maintained homes to our tenants (Repairs)



Comments on repairs performance:

- Performance on repairs being delivered on time improved in 3 out of 4 categories
- We continue to see less reactive and planned repairs being reported
- There is still a need to improve performance as all indicators are currently off target
- New dedicated resources for FPHA have been allocated within the managing agent to focus on our repairs activity
- The Repairs Review has now been completed, with recommendations currently being progressed

Quarter 2 2024-25 - Ensure we provide safe homes for our tenants (damp and mould)



100%

Damp and mould 3
month inspections
completed on time in
Q2

14

New reports of
damp and mould
in Q2

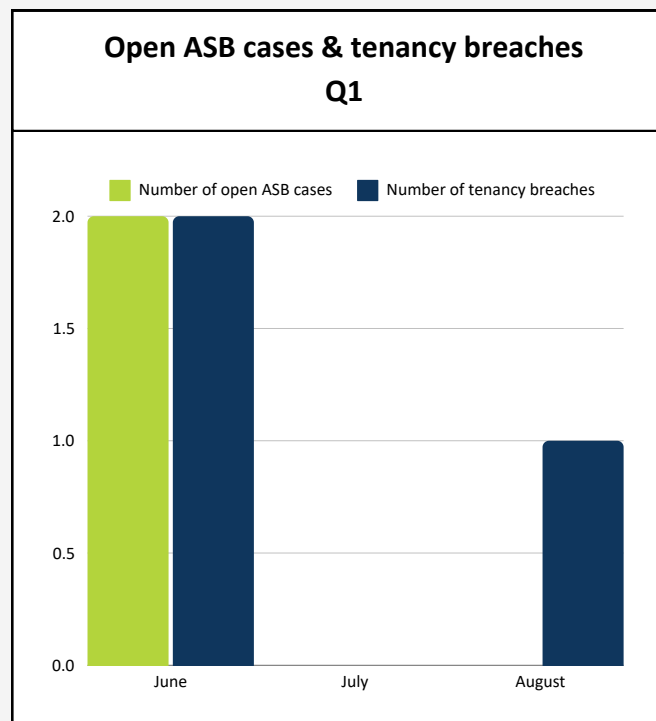
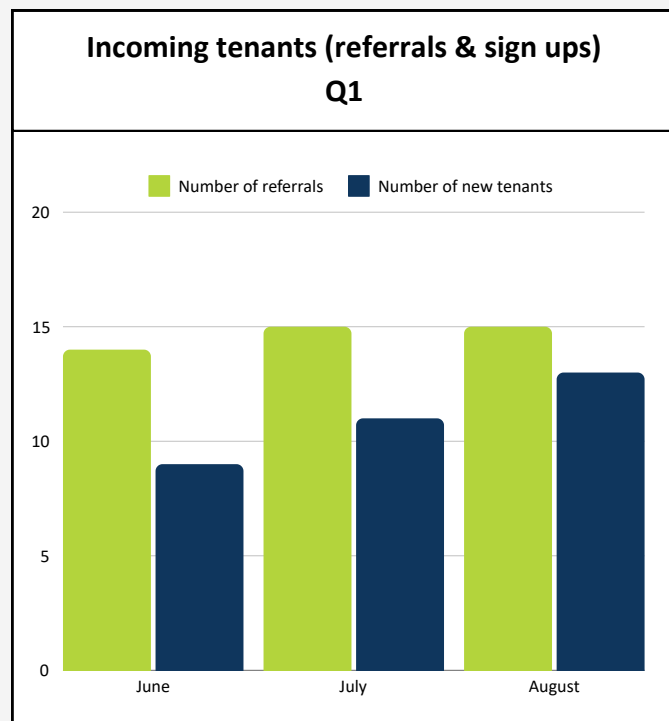
21

Damp and
mould cases
completed in Q2

Comments on damp and mould performance:

- The number of open damp and mould cases has continued to reduce over the quarter, with an average of 11 open cases compared to 14 in Q1.
- 3-month inspections are being completed to time, with outstanding issues being addressed.
- The number of new cases has not reduced as expected, but this could be in part due to the unusually wet weather experienced over the Summer months
- Housing Officers are now in possession of damp meters to support in property inspections

Quarter 2 2024-25 - Providing helpful and ca support to tenants (IHM)



91

Number of
property
inspections
completed in Q2

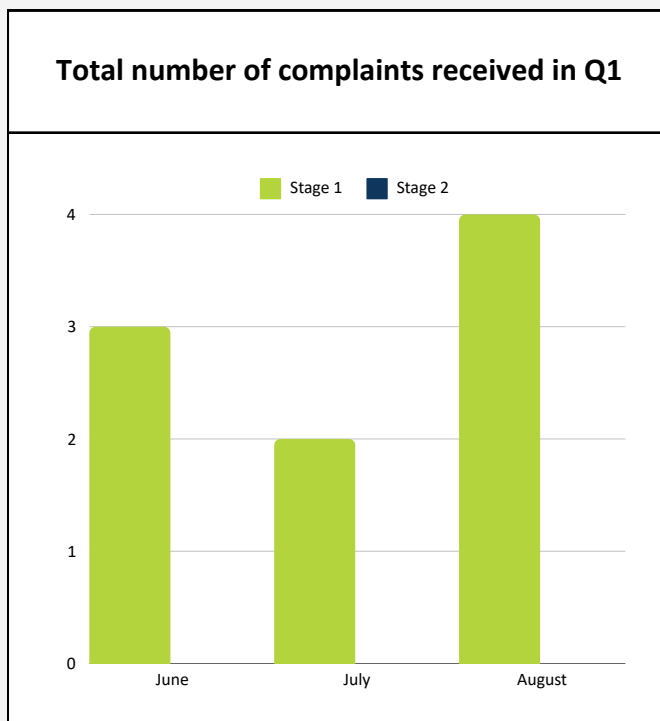
12

Tenancy
terminations in
Q2

Comments on housing management performance:

- The number of referrals continued to increase. This has predominantly been driven by the growth in new properties, but referrals for existing properties are also increasing over the Quarter.
- There were no tenancy breaches or ASB cases in July.
- A review of the Intensive Housing Management service is due to commence in Q3.
- We are collecting more tenant feedback that will be used to continually improve services.
- A new Housing Director has been recruited within the Managing Agent, along with the recruitment of more Housing Officers across the country.

Quarter 2 2024-25 - Putting tenants at the heart of what we do (feedback)



72%

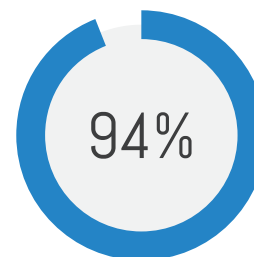
Complaints responded to on time

2

Member enquiries received in Q2

28%

of Tenant satisfaction surveys completed (cumulative)

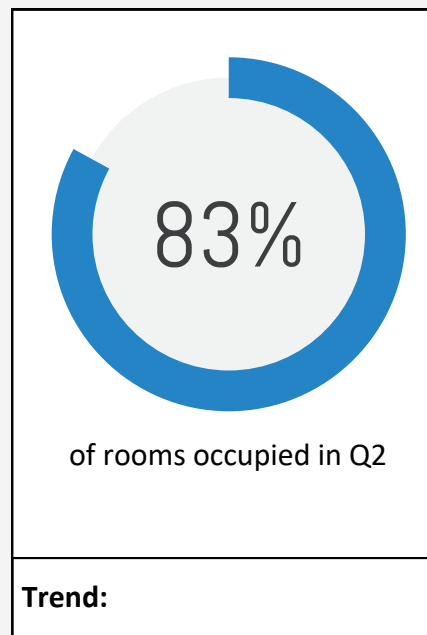
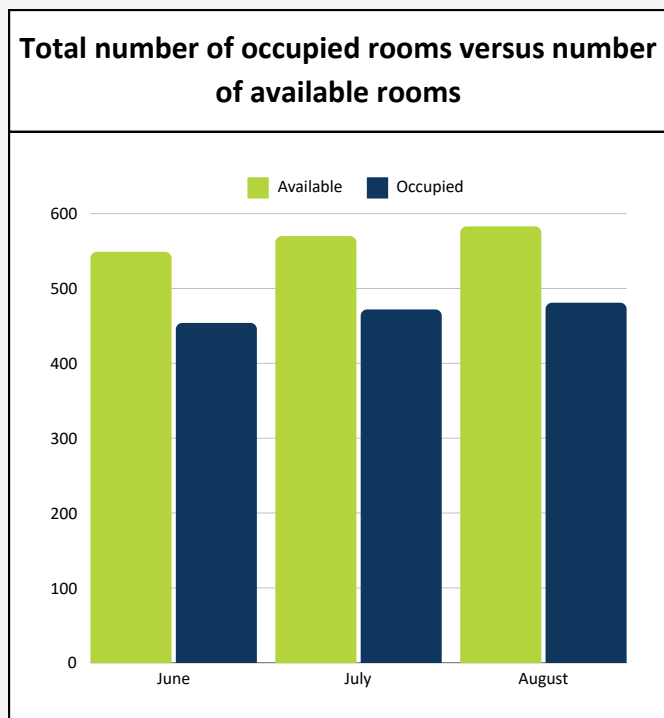


of tenants are satisfied with the overall service provided

Comments on feedback performance:

- Tenants are now able to participate in Easy Read surveys. We want to try and speak with all tenants before the end of February 2025.
- 94% tenants were satisfied with the overall service provided by FPHA in Q2. This compares favourably to peers both in SSH and the wider social housing sector.
- The percentage of complaints responded to on time has reduced across the Quarter. All late responses were subject to agreed extensions with the tenants, that were responded to within timescales. These were complex complaints that required further investigation.

Quarter 2 2024-25 - Deliver our services in a sustainable way, achieving value for money (occupancy)



98

Average number
of
unoccupied rooms

84

Average number
of
unlettable rooms

Comments on occupancy performance:

- The number of unoccupied rooms increased across Q2. This was driven by the volume of new business, with a number of properties in the “letting up” period.
- There has been a reduction in the number of unlettable rooms. A number of new Care Provider partners have been identified, bringing previously unlettable schemes back into service.
- The overall occupancy percentage has remained steady throughout the year. Efforts to increase referrals into existing schemes will continue, but this figure will always be influenced by the level of new business achieved at any time.