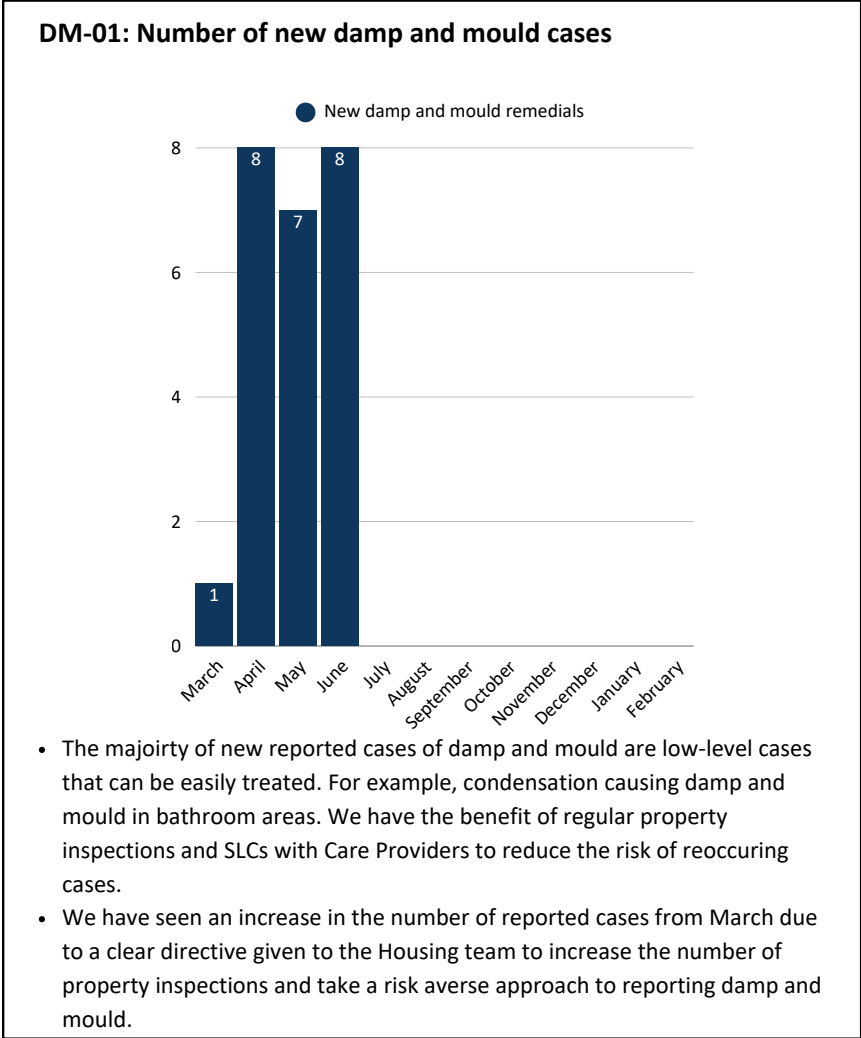
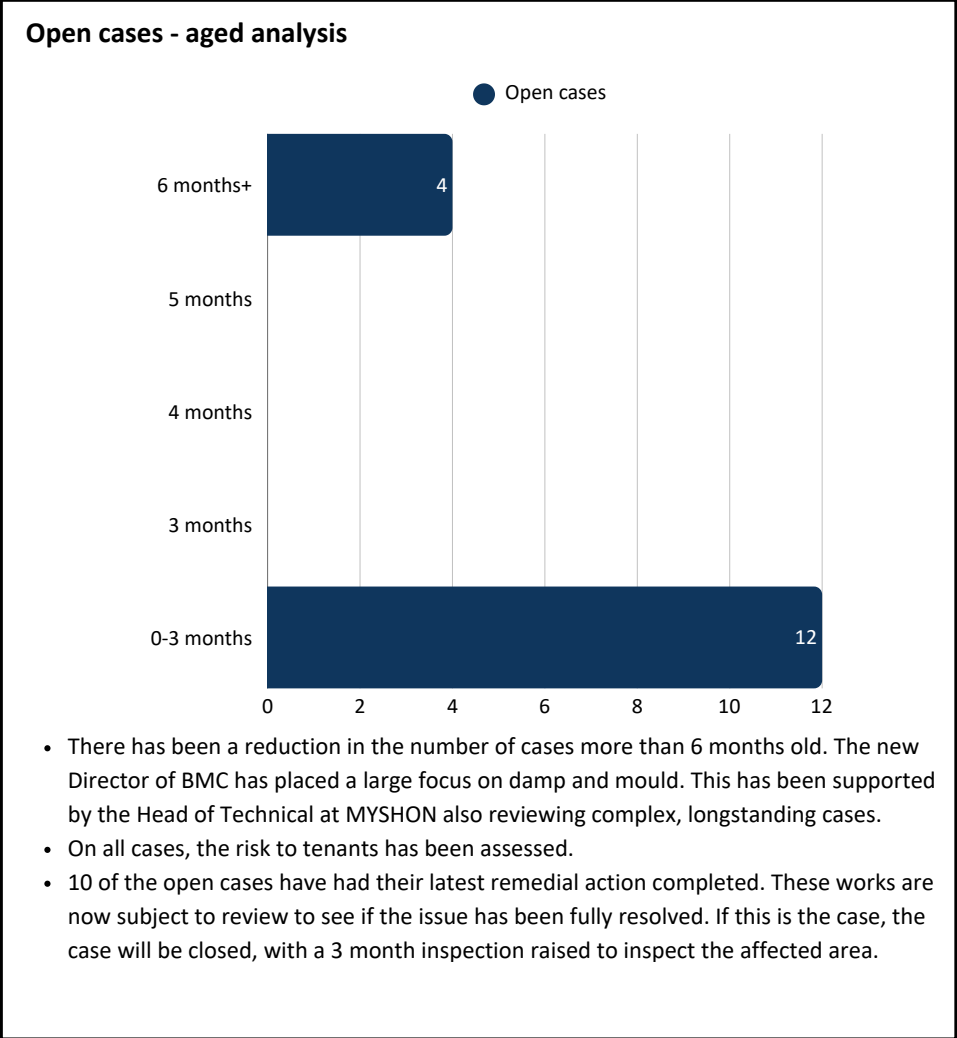


Quarter 1 2025 Performance Report

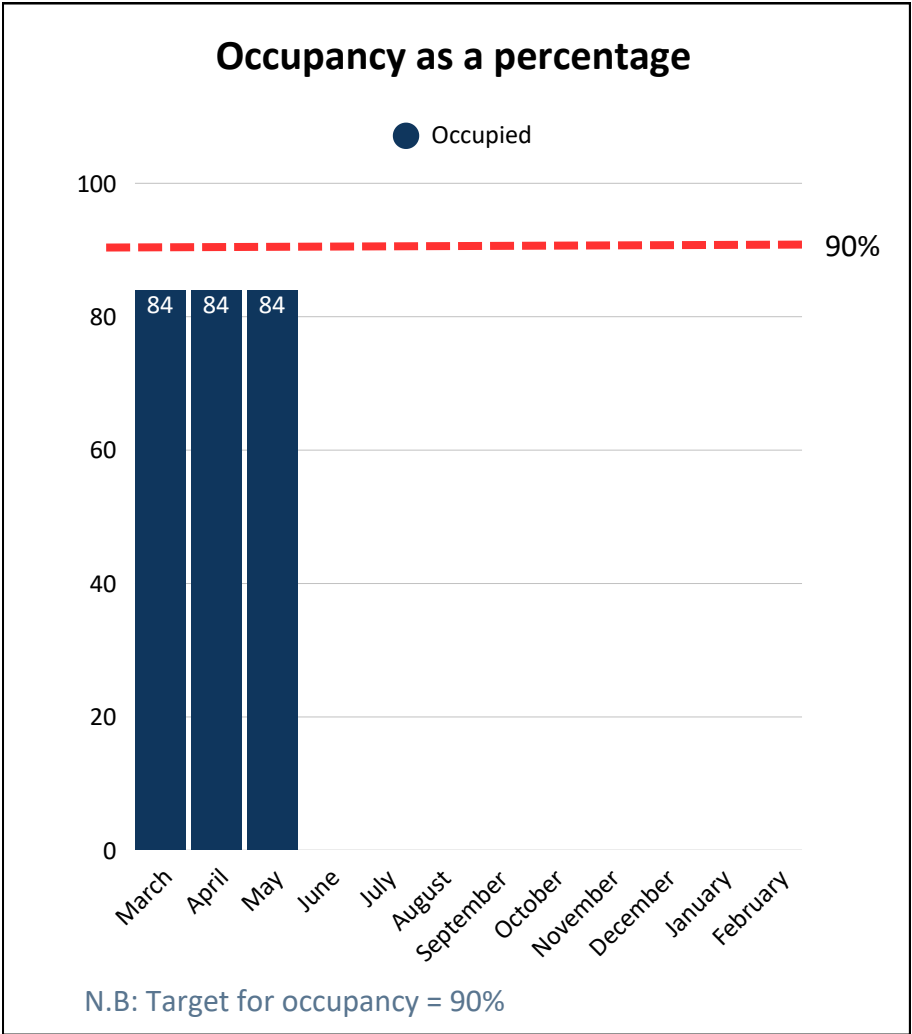
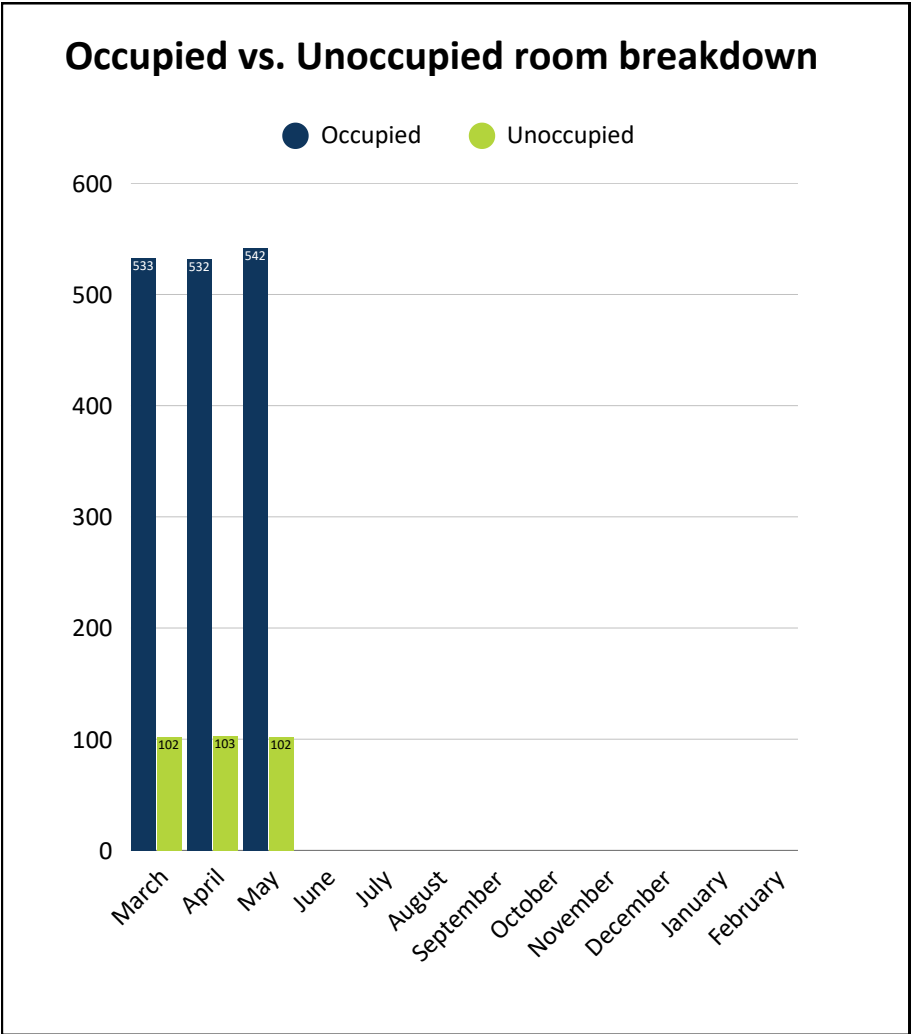
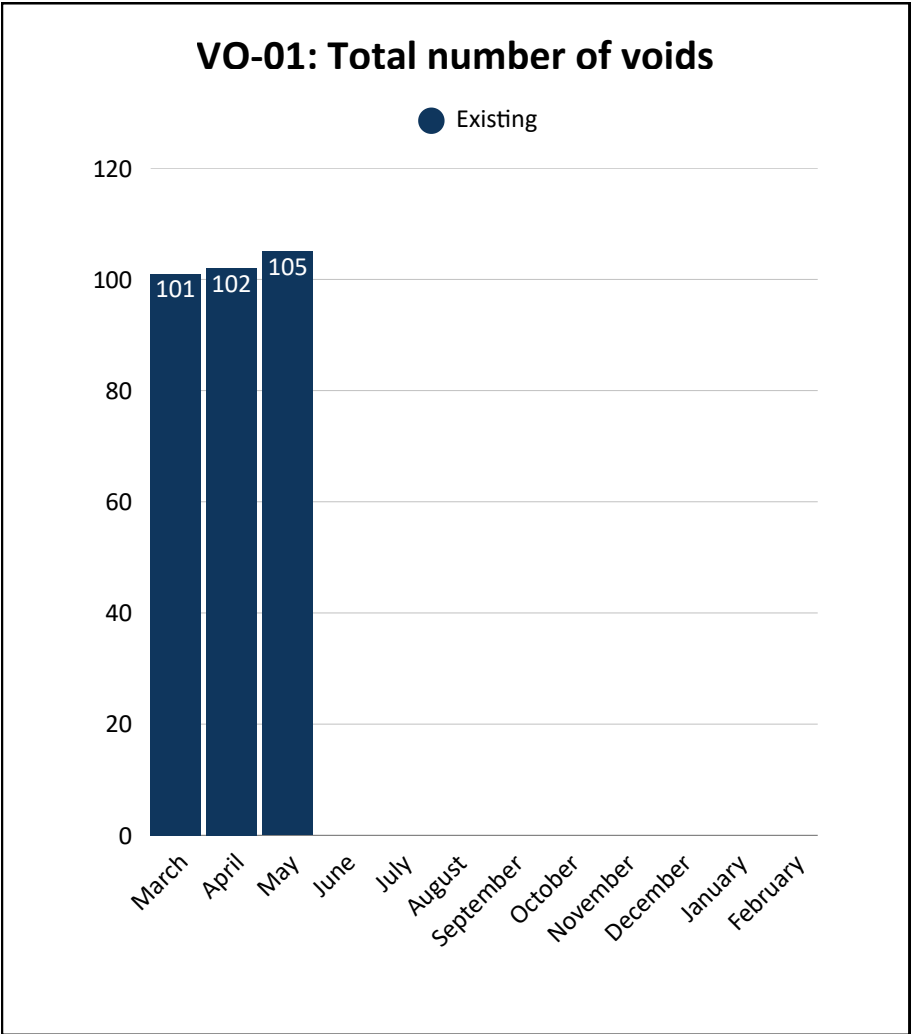
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**This report covers Quarter 1 of the 2025-26 reporting year.
This report is based on the performance figures provided by MYSHON and are subject to future review.**

Month	Number of open cases at month end	Trend
2024 year end	21	-
March	24	↑
April	26	↑
May	15	↓

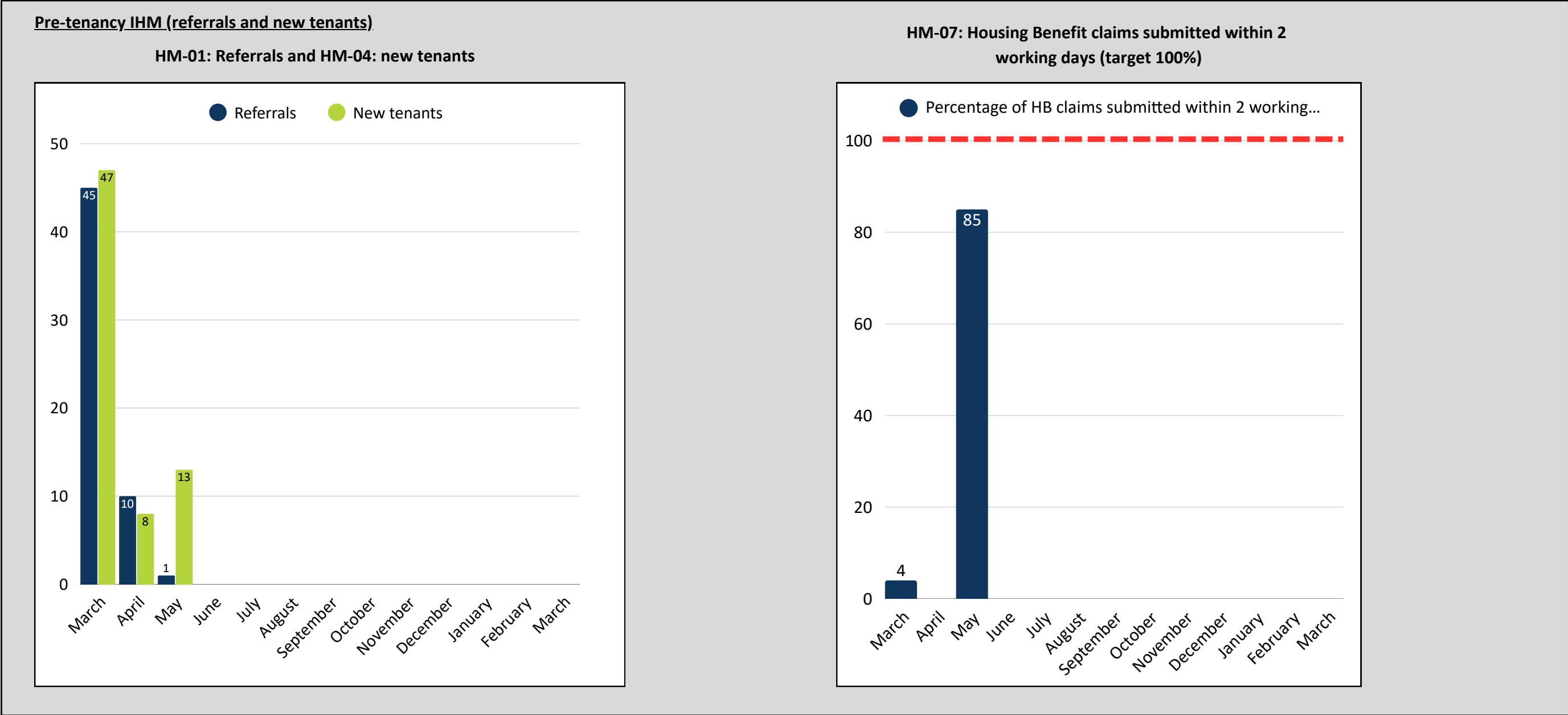


Performance	Impact	Assurance
<ul style="list-style-type: none">There has been an increase in the number of new reported cases each month from the beginning of the year. This is due to a clear directive being provided to the Housing team to increase the number and frequency of property inspections. This is coupled with us taking a risk averse approach to reporting damp and mould.The majority of cases reported are low-level, low risk cases. These can be easily treated with deep cleans or fungicidal washes. Often, we see high levels of condensation in bathrooms due to the increased use of bathrooms by our tenants. Where this is the case, we are exploring whether stronger extractor fans can improve ventilation.The longer standing cases are complex. These cases are predominantly within period properties. These properties are experiencing issues with failing components such as leaking roofs (in need of replacement) and rising damp from basements (damp course failing). These issues are down to the age of the property, but we are exploring ways to improve the detail in our stock condition surveys to better inform our life cycle and preventative, planned works.	<ul style="list-style-type: none">Awaab’s Law will come into force in October 2025. This will increase the level of scrutiny on RP’s management of damp and mould cases, particularly where vulnerabilities are known.This area will be subject to regulatory and legal enforcement from bodies such as the RSH, Housing Ombudsman, Health and Safety Exectuive and the Building Safety Regulator. We also receive scrutiny from other external partners such as CQC and the NHS who are looking for good standards within our properties and among our Support Provider partners.There are unlimited fines already in place to compensate tenants where cases of damp and mould have not been managed effectively.Where we have serious cases of damp and mould, tenants may need to be decanted, which can be a complex process and come at substantial cost to Adult Social Care and or our insurers for the properties.	<ul style="list-style-type: none">The review from the new Director of BMC at MYSHON has seen a reduction in the number of longstanding cases of damp and mould, which is positive. There is a continued focus on resolving these cases.The new Property Services Manager will increase our oversight and controls we have in place around the management of damp and mould ahead of the introduction of Awaab’s Law in October. This will include the creation of a revised damp and mould tracker (will also incorporate other necessary hazards under Awaab’s Law).Should the branded version of Fixflo progress, there is some new functionality being developed that we could choose to utilise if we are satisfied this will improve the accuracy of our reporting and overall quality of service in managing these cases.Weekly meetings for the management of outstanding repairs also provide oversight over any open cases.We are exploring the use of damp and mould surveyors as standard for more complex cases. This will remove the over reliance on contractors and introduce a way of working that is more akin to that of our wider compliance approach i.e. FRA is completed by one party, with remedials completed by another.

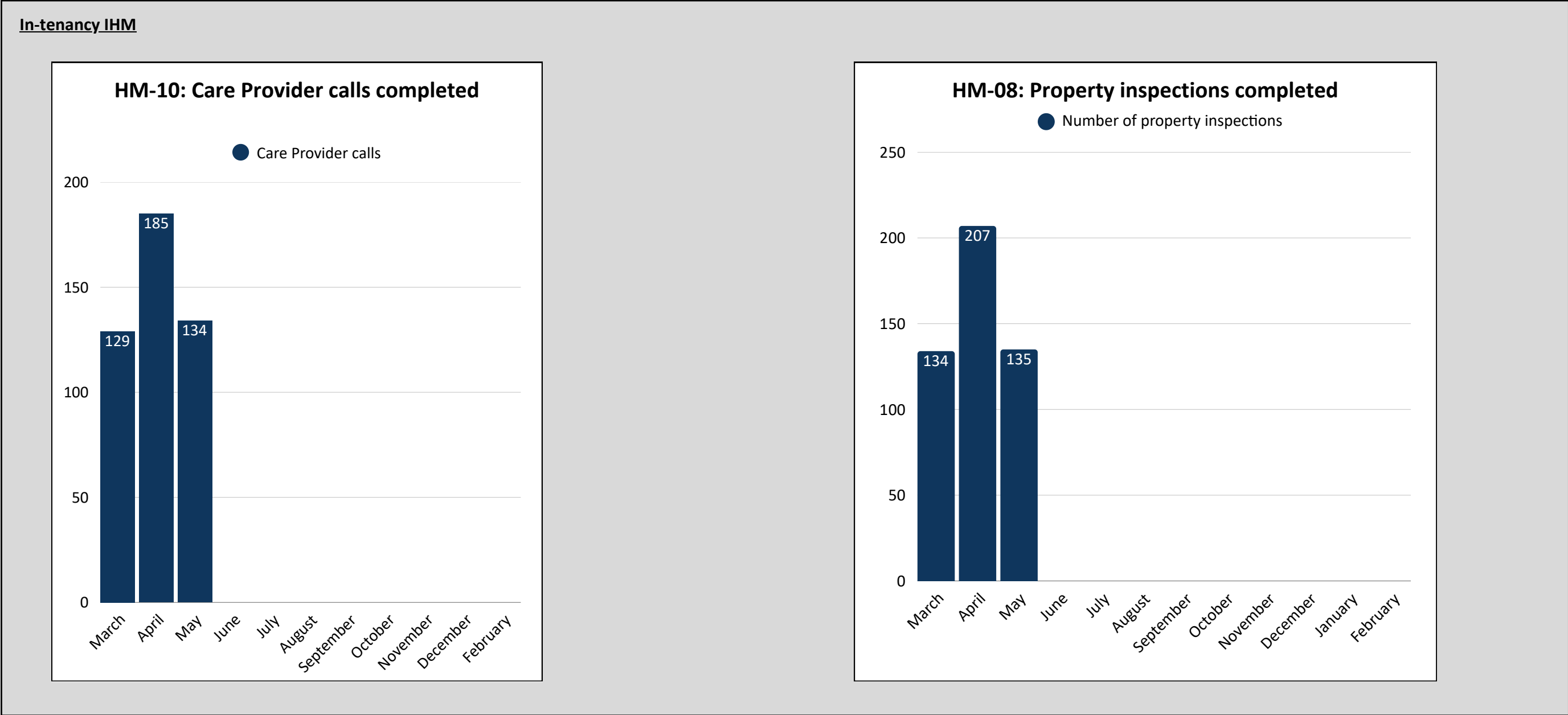


Month	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan
Occupancy as %	83.94	83.78	84.16	81.66	-	-	-	-	-	-	-

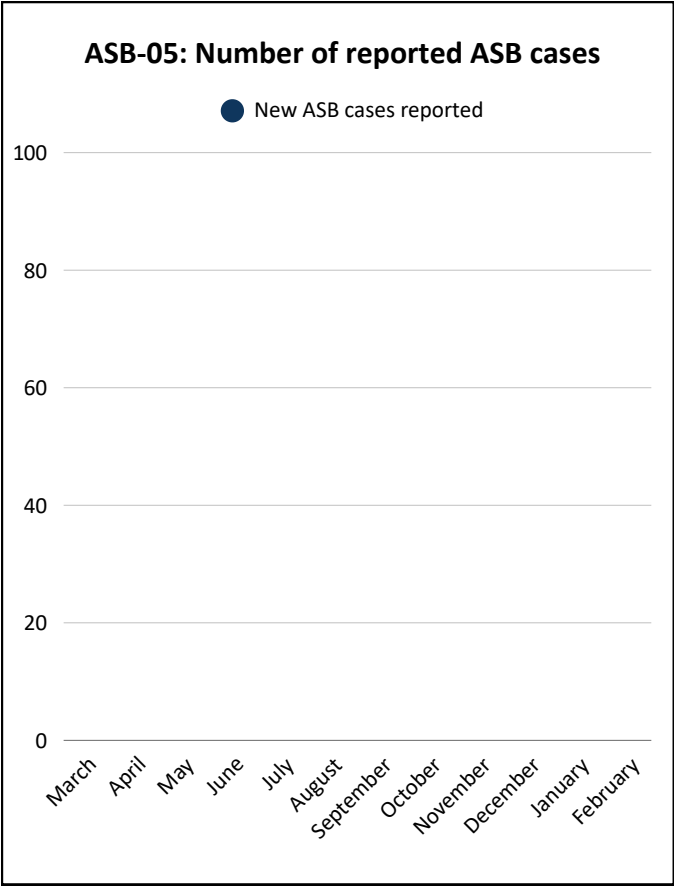
Performance	Impact	Assurance
<ul style="list-style-type: none">There was a slight decline in occupancy for June. This is the direct result of a number of new business opportunities coming into service within the month.There are currently delays in getting properties ready to let. There are flaws in the internal communication within MYSHON. The Housing team are responsible for conducting void inspections and producing void reports for the Helpdesk to then action and book in necessary repairs. At this point, our void properties can fall foul to the same issues affecting the wider repairs service, which remains a priority for us to address.The quality of the void inspections and associated reports do not meet the required standard. Improvements have been suggested as part of the initial review by our Senior Housing Manager. These are being considered by MYSHON and a new void process is expected to be launched in August. There was an absence of process before this point, which again impacted turnaround times for voids.There have been discrepancies in the occupancy data which are largely the result of a lack of internal communication within MYSHON, along with a training requirement for the systems and policies, to ensure that the reporting position is accurate and in keeping with our definitions.	<ul style="list-style-type: none">Strong void performance is a critical measure for the organisation and the superior landlords that we work with. We now have regular meetings with all of the larger superior landlords as standard, where occupancy is reported on. This gives them greater assurance around how voids are being managed by FPHA and MYSHON day-to-day.It is also critical for the Support Providers we work with to ensure that services are financially viable and good places to live for tenants.Failure to have strong performing occupancy levels has a financial and reputational impact on us as an organisation. This financial impact also extends to our partners who become liable for voids usually 3 months after a room has been marked as “lettable”.Where we have consistently low occupancy levels within shared properties, there could also be a risk that those properties are disposed of by the superior landlord, placing settled tenants in those properties at risk.	<ul style="list-style-type: none">We are currently looking to refine our new business process. This will help to ensure support is in place for new properties with generating referrals and completing tenancy sign ups. Both elements need to be completed and administrated in a timely manner, so as not to create a lag on overall occupancy.A detailed void report is produced for comment at each monthly performance meeting. This is produced directly by FPHA using the raw data. This is then provided to MYSHON to manually check and provide assurance on the current position and any outstanding actions. There will be a greater focus on timelines for void completions.There is a new void process due to be launched within MYSHON in August.A designated member of staff from the Helpdesk now has day-to-day oversight over FPHA voids. We will continue to support this individual through our regular monitoring.Complex voids are subject to FPHA intervention whether that be to meet with local authorities or support providers around generating referrals or meeting with superior landlords to advise on best approaches for occupying the property. This will, on occasion, also include options appraisals for disposal (where appropriate).



Performance	Impact	Assurance
<p>Referrals and new tenants</p> <ul style="list-style-type: none">The number of referrals has returned to a steady level following the spike in March which was due to the Milewood portfolio going live.The majority of referrals continue to stem from new business properties (properties held for less than 3 months). More needs to be done to generate referrals with Support Providers for longer term voids. <p>Housing Benefit claims</p> <ul style="list-style-type: none">There is still an underperformance on the number of Housing Benefit claims submitted within 2 working days of tenancy sign-up.Feedback from the Housing team suggests that on occasion, there are issues with Support Providers informing us of new referrals and move-ins within acceptable timeframes.Tenants in new business properties can also experience delays in claims being submitted, as properties can go live in short timescales, meaning the Housing Officer is unable to attend within this timeframe.There have been staffing shortages in London/ SE where much of this activity has taken place.	<p>Referrals and new tenants</p> <ul style="list-style-type: none">Delays to receiving/ generating referrals impacts our occupancy levels at properties. This not only has a financial impact in the income we receive, but it also impacts our reputation with superior landlords.It is the expectation that we achieve a minimum 90% occupancy across all our properties.There is a need to understand the reasons behind any lack of referrals at particular properties or with certain care providers, so issues can be swiftly addressed. <p>Housing Benefit claims</p> <ul style="list-style-type: none">Failure to submit housing benefit claims in a timely manner impacts upon our income streams and ultimately places the tenant in rent arrears. Delays are common in processing applications within local authorities, so it is important that these are not added to by slow administration and submission on our part.	<p>Referrals and new tenants</p> <ul style="list-style-type: none">The referral process has been reviewed by the Senior Housing Manager. This has generated a number of recommendations in process development for MYSHON to consider. We are awaiting their feedback on these changes.We have asked for clarification on the discrepancy between new tenant sign ups and the number of referrals received.Regular meetings with Support Providers are being set up directly with FPHA to understand their referral pipeline and take on board any feedback.Occupancy is a standing item in meetings with the larger superior landlords. <p>Housing Benefit</p> <ul style="list-style-type: none">Monthly checks continue to take place, with reports produced from the raw data held in the housing management system. These are shared with MYSHON for comment ahead of the monthly performance meeting.Fortnightly arrears meetings with us, allow us to query longstanding cases, where there may have been issues with bringing cases into payment or suspensions on their account for any reason.



Performance	Impact	Assurance
<ul style="list-style-type: none">• The number of Support Provider calls and property inspections continues to outperform the numbers completed in 2024-25, which is positive.• The increased activity does however, create a number of follow on actions including repairs that need to be recorded and actioned appropriately. This has increased the workload into Helpdesk who are managing these repairs and some other queries. Within this, it has been highlighted that there has been a lack of training provided to the Housing team on how to report repairs correctly, which creates issues in managing these repairs later on in the process.• The quality of the infromation gathered during these activities continues to require improvement. The level of detail provided within the property inspection reports is inconsistent, with a lack of training highlighted again as a potential cause of this inconsistency.• There is now an exception report used by the Group Operations Director to monitor any non-completions. The staffing shortages in London/ SE have led to some property inspections not being completed. This exception report also requires some refinement to ensure all properties are picked up within the report.• Further development work is needed in the new housing management system to record tenant interaction from these activities.	<ul style="list-style-type: none">• A lack of engagement with Care Providers can lead to issues being unidentified. Proactive management is required to protect our reputation, build strong partnerships and ensure that tenants remain satisfied with the quality of our service.• Tenancy sustainment can decline without effective intensive housing management.• Property inspection reports also contribute to our understanding of property condition, managing H&S and providing evidence against the Home Standard.• A lack of or poor quality of evidence of intensive housing management will be scrutinised by Housing Benefit departments. New regulation due to emerge from the Supported Housing Regulatory Oversight Act will also likely increase this scrutiny further. There is a need to improve the evidencing of these activities to be able to demonstrate the intensive housing management delivery on a consistent basis.	<ul style="list-style-type: none">• Copies of the Support Provider calls and property inspection reports are automatically synced onto our FPHA Sharepoint site on a daily basis.• Our Senior Housing Manager completes monthly sample checks of the reports. Any inconsistencies and issues are highlighted and escalated to the Group Operations Director.• Further discussion on the required improvements for these activities are set as a standing item at the monthly performance meeting with MYSHON.• Our proposed mandatory training requirements document that was provided to MYSHON in 2024 is now being reviewed by the new Head of HR at MYSHON.



	March	April	May	June	July	August
ASB-01: Number of open cases	5	5	0		-	-

	September	October	November	December	January	February
ASB-01: Number of open cases	-	-	-	-	-	-

8

Tenancy breaches
YTD

Trends/ Learning from ASB YTD

- The identification and management of antisocial behaviour has been challenging for the Housing team. Due to the nature of our tenants’ vulnerabilities, behaviour that would be considered antisocial in a general needs setting may be stemming from their disability and or mental ill health.
- There is a need to provide training to the Housing team on the Equalities Act and ASB management in general to ensure that we are providing a service that meets the needs of our tenants.

Performance	Impact	Assurance
<ul style="list-style-type: none">There were 2 new ASB cases reported in June. The 5 open cases have now been closed following consultation with the Support Providers and or tenants/ complainants.Many of the open cases remain difficult to fully resolve due to the nature of the behaviour. Where serious concerns are raised because the behaviour of that individual presents a risk to themselves or others and their Support Provider is unable to manage it, these cases are being escalated to our operational team for further discussion on next steps.Currently, there is one serious case under our management, that we have repeatedly escalated to Social Workers and the Support Provider involved. A s.21 notice has been issued to try and allow for more appropriate accommodation and support to be offered to the tenant involved.There is a need to improve the Housing team’s knowledge on identifying and managing ASB among our tenant group.MYSHON also hold a centralised ASB tracker that has been found to have some discrepancies and issues whereby the reporting process does not necessarily end with cases being properly recorded onto the tracker. Not all tenancy breaches have been recorded which has led to some enforcement action being delayed. This is now being addressed.	<ul style="list-style-type: none">ASB remains under close scrutiny from the Regulator and also, the Housing Ombudsman. This is a central theme for complaint across the sector. This is mirrored within reasons for our complaints from last year, particularly from neighbours to our properties and within some blocks we manage. Improvements here could reduce the number of complaints received.Any shortcomings in the management of ASB or tenancy breaches can jeopardise placements, putting tenancies at risk. The behaviour can also impact upon other tenants in shared properties or in some cases, neighbours.It should be noted that our TSM feedback has highlighted that there remains a lack of understanding on what ASB is among our tenants. This can complicate the management of ASB.	<ul style="list-style-type: none">Operating under an Intensive Housing Management model means that there is frequent contact with tenants and Support Providers. These interactions are recorded on property inspection reports and Support Provider calls. Whilst there are improvements to be made on these activities, they do act as an additional line of defence in identifying any missed cases of ASB or safeguarding.We are holding more regular discussions on complex cases, where the Housing team have benefitted from the knowledge and experience of our Senior Housing Manager.No s.21 or other legal action is permitted without the approval of our operational team.MYSHON have introduced more regular internal meetings to monitor and progress tenancy breaches. This should reduce the risk of legal deadlines being missed within s.21 timeframes.

Q1 2025 Performance report Complaint Handling		Strategic Objective: Putting tenants at the heart of what we do Consumer Standard: Transparency, Influence and Accountability Standard	
<div>CO-09: Complaints received</div> <div><div>Stage 1</div><div>Stage 2</div></div> <div><div>2</div><div>3</div></div>		<div>CO-11: Complaints on time (target 100%)</div> <div><div>On time</div><div>Late</div></div> <div><div>2</div><div>2</div><div>1</div><div>1</div></div>	
		<div>CO-12:Complaints responded to on time YTD</div> <div><div>Late 37%</div><div>On time 63%</div></div>	
		<div>10</div> <div>Stage 1 complaints received YTD</div> <div>£1200</div> <div>Compensation paid YTD</div> <div>(N.B. There is one further case due compensation TBC)</div>	
<div>Trends/ Learning from Complaints</div> <div><div>100% of complaints received this reporting year have been in relation to property services (repairs and cyclical maintenance e.g. gardening).</div><div>We have seen a reoccurrence of complaints about gardening not being completed. This was a trend in the complaints from 2024-25. Assurances provided by MYSHON to make improvements to the gardening programme have not resulted in improvements to the service. Moving forward, we will be introducing closer monitoring and controls (where possible) to the gardening programme and other cyclical maintenance. A review has now taken place to ensure that all eligible properties are receiving the correct service and in a timely manner.</div><div>There is a need to improve the contractor controls that are in place to ensure that we are able make assessments of the quality of repairs completed, challenging this where necessary.</div><div>Reminders should be issued to Support Providers and MYSHON staff about the available routes to make complaints. One of the late responses was due to a lack of understanding around the complaints process, which resulted in the complaint being received late by us. This was an error on MYSHON’s part which has now been clarified.</div><div>More can be done to analyse and make good use of the feedback we are receiving in our TSM surveys and Support Provider calls to address shortcomings in service delivery that are leading to dissatisfaction.</div></div>			
Performance <div><div>During the reporting period (May and June) there were two complaints responded to outside of timescales. One was due to an administrative error within MYSHON, whereby the new member of staff had not been informed of the process and timescales for referring complaints onto us to investigate and respond to. This now been addressed. The second late complaint was an oversight, which was responded to the following day, with an apology issued to the complainant. This was accepted and steps have been put in place to monitor this more effectively in future.</div><div>Other complaints showing as late YTD have all been subject to agreed extensions which were then responded to within timescales.</div><div>We continue to see an increase in the number of complaints received this year compared to previous years. We are aware that the issues identified within the Repairs review last year and subsequent data review this year are contributing to the increase in complaints. Complainants are unhappy with the delays to repairs and the communication whilst repairs are in progress. Until these issues are addressed, it is anticipated that the number of complaints continue to increase.</div></div>		Impact <div><div>Emerging regulation will place even stronger emphasis on the quality of our repairs service, ensuring repairs are completed within timescales and to a satisfactory standard for tenants. As this is a main theme of our complaints YTD, we should be mindful that new regulation and legislation will introduce greater scrutiny, public awareness and the use of stronger enforcement powers where providers underperform.</div><div>Financially, the amount paid to complainants in discretionary payments is increasing. We have a consistent methodology for calculating these payments which was previously supported by the Board. However, as the number of complaints increase, it is reasonable to assume that the amount of discretionary payments paid out will also increase.</div><div>High levels of dissatisfaction among our tenants and partners presents a risk with the sustainability of our homes. Service levels are also scrutinised by the likes of the CQC. Failure to provide good services that tenants are satisfied with could result in placements failing in extreme cases.</div><div>Reputationally, to continue growing, we are somewhat reliant on good service delivery and satisfaction levels.</div></div>	
		Assurance <div><div>We are currently compliant with the Housing Ombudsman Complaint Handling Code as evidenced in our annual self-assessment. This was agreed at the last Board meeting in March and published on our website.</div><div>Complaints are continue to be managed entirely by oursevles and responded to directly by FPHA.</div><div>The recruitment of the new Property Services Manager has increased our oversight of the repairs service, a main area for complaints this year. Weekly repairs monitoring meetings continue to look for any backlog in repairs and delays that are being incurred.</div><div>Manual checks of performance reporting for repairs are also highlighting potential issues where there are issues or delays with repairs. These can then be addressed sooner than what was being done previously.</div><div>Expectations are being reset with contractors delivering the works on FPHA’s behalf. The increased scrutiny we are provided will help to move away from contractors that are unable to meet our timescales for repairs completions or our quality standards.</div><div>Feedback from our Easy Read TSM surveys continues to be monitored on a monthly basis to pick up any concerns, along with the completion of transactional repairs satisfaction surveys.</div></div>	