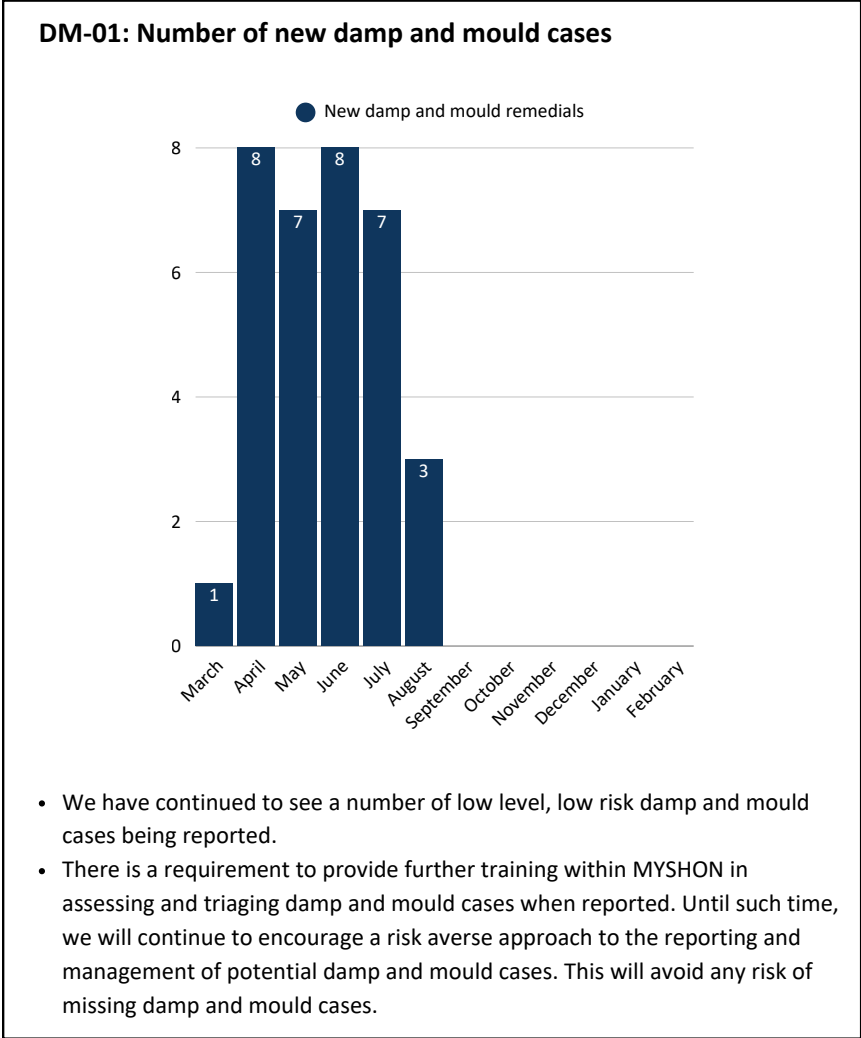
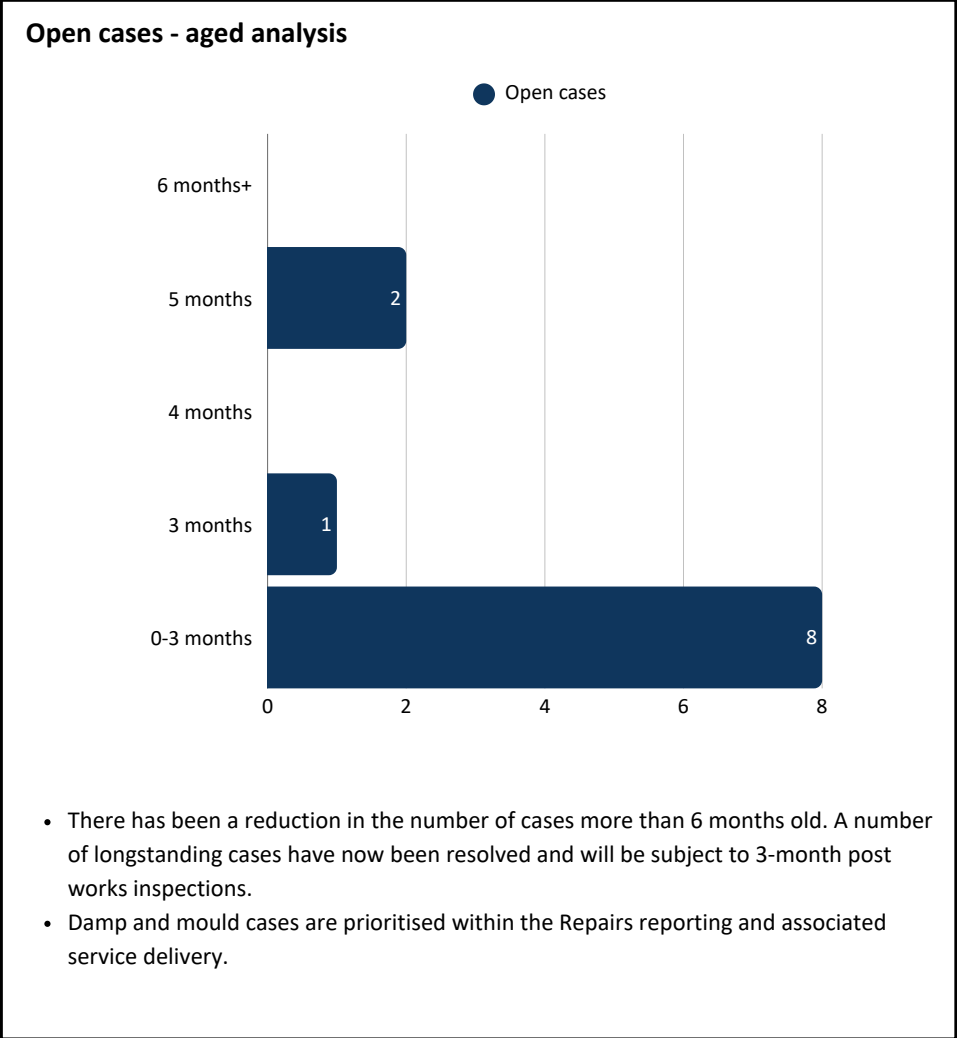


Quarter 2 2025 Performance Report

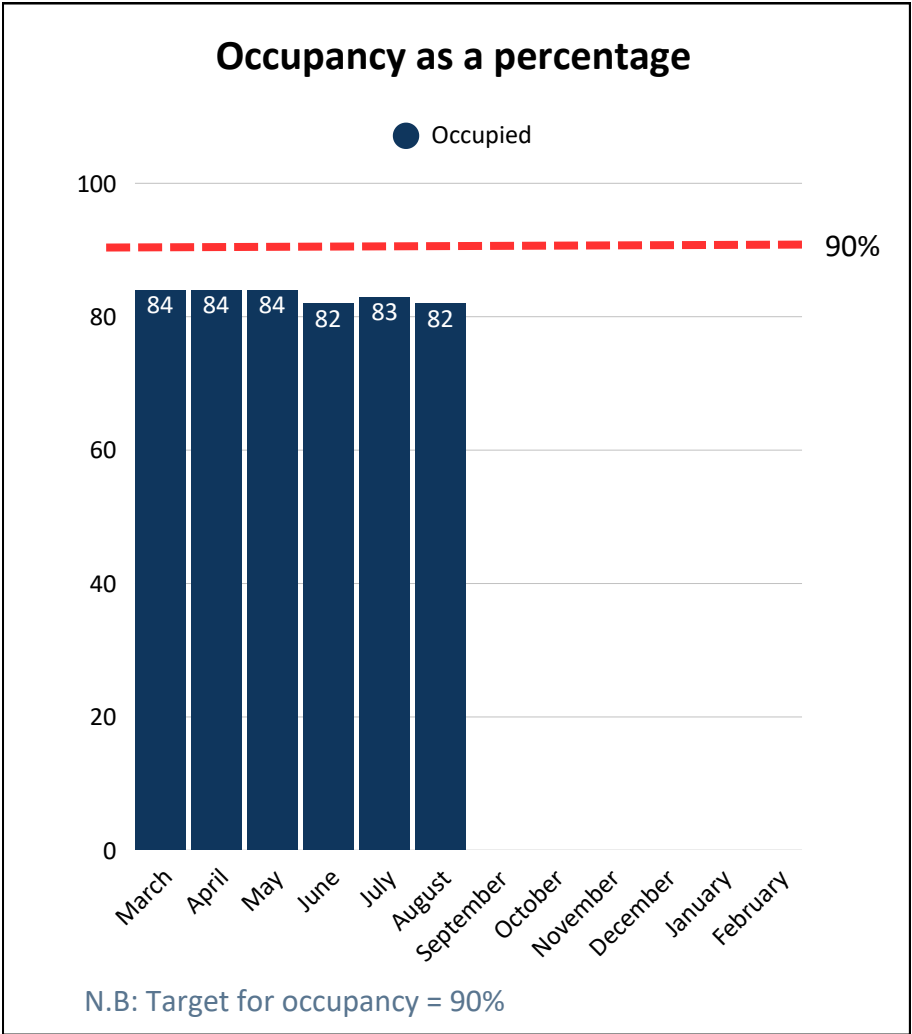
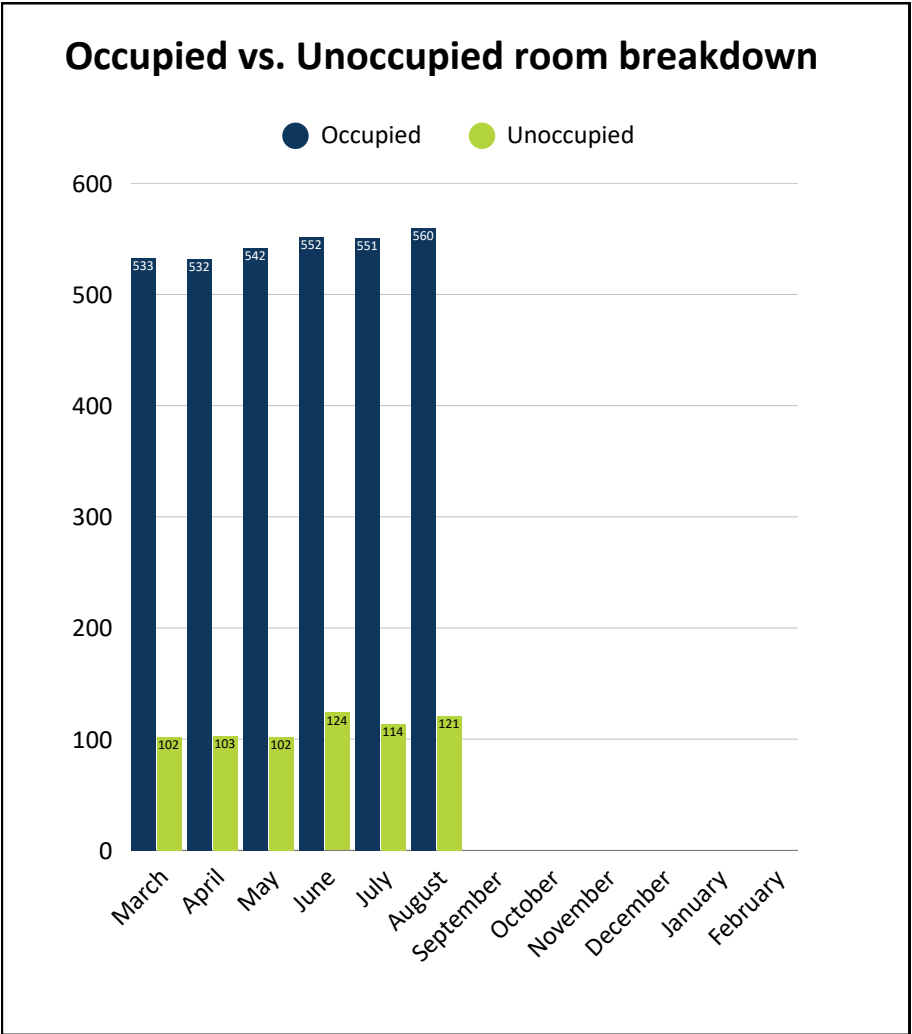
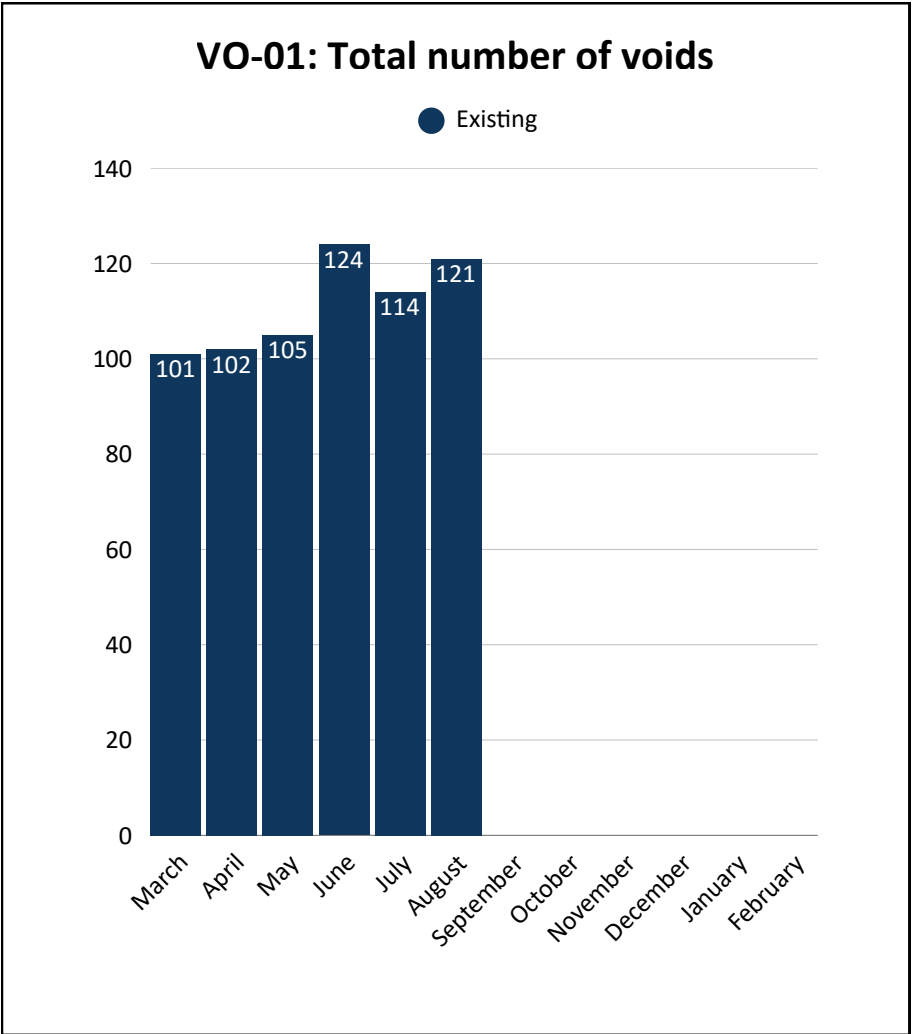
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This report covers the period 1 March 2025 to 31 August 2025.
This report is based on the performance figures provided by MYSHON and are subject to future review.

Month	Number of open cases at month end	Trend
2024 year end	21	-
March	24	↑
April	26	↑
May	15	↓
June	16	↑
July	10	↓
August	11	↑

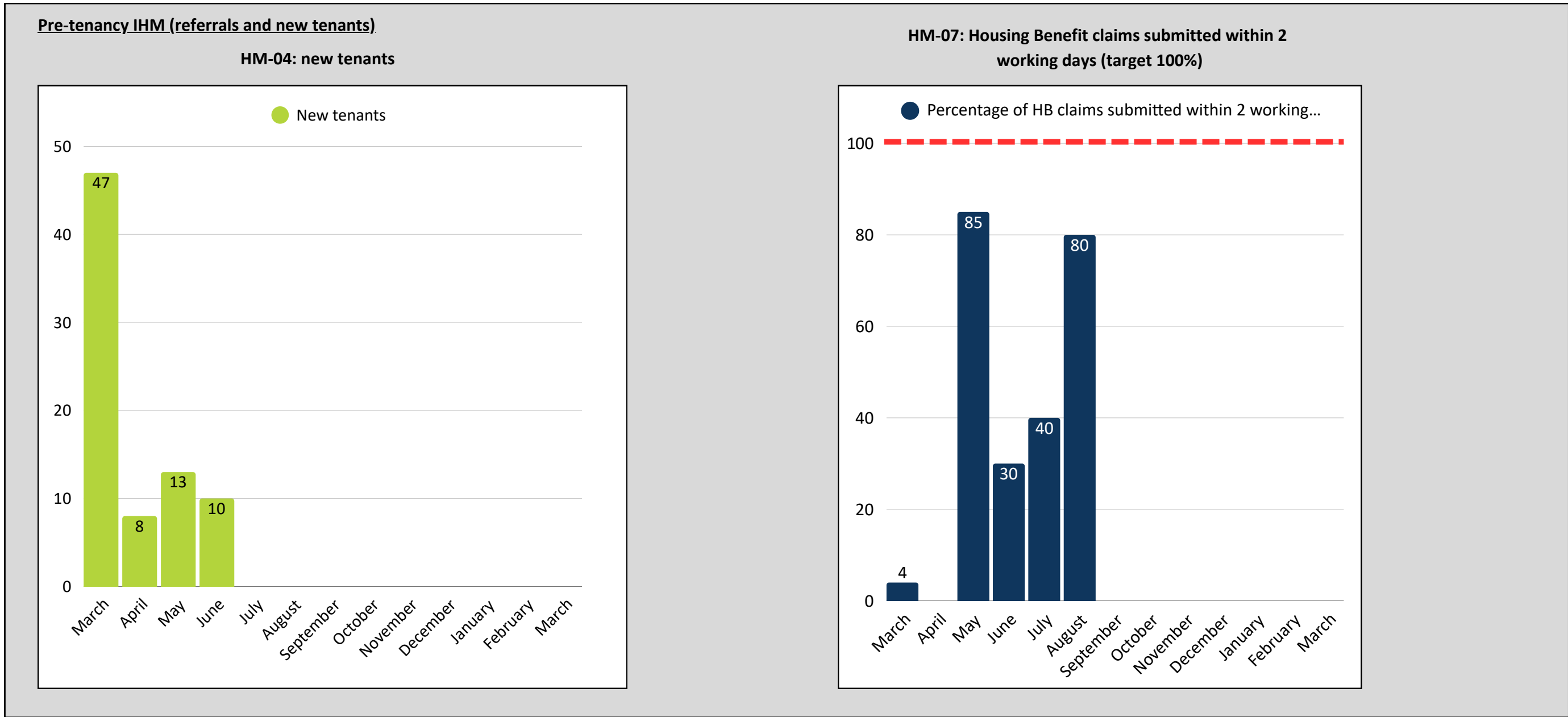


Performance	Impact	Assurance
• We are beginning to see a reduction in the number of cases being reported. We anticipate that this could increase in line with seasonal changes. • Most cases that are reported continue to be low level, low risk cases. • There has been a reduction in the number of longstanding cases. This has been the result of a proactive effort within MYSHON to resolve and complete remedial works. These cases tended to be more complex in nature, requiring structural works, usually to roofs or basements that could be quite intrusive. These situations are sensitive as they impact on tenants and Support Providers.	• 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 Executive 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.	• Our Head of Property Services has now developed a new process and form for the reporting of damp and mould cases. This also has a better reporting tool attached to it, to keep track of any open cases. • The new reporting form focuses more on recording the vulnerabilities of tenants and produces a person centred risk score. • The above work has been completed in line with the expectations of Awaab’s Law to help demonstrate compliance with this from 1 October 2025. • Board have approved amendments to the Damp and Mould Policy in keeping with Awaab’s Law. • We are retaining responsibility for reporting on damp and mould, analysing the raw data on this provided each month by MYSHON. • We are currently looking at other advancements that can help in the identification of damp and mould including the introduction of sensors. This will increase our resilience to damp and mould, adopting a more proactive approach. • Our Head of Property Services is personally monitoring the number of cases and conducting reviews of complex cases.

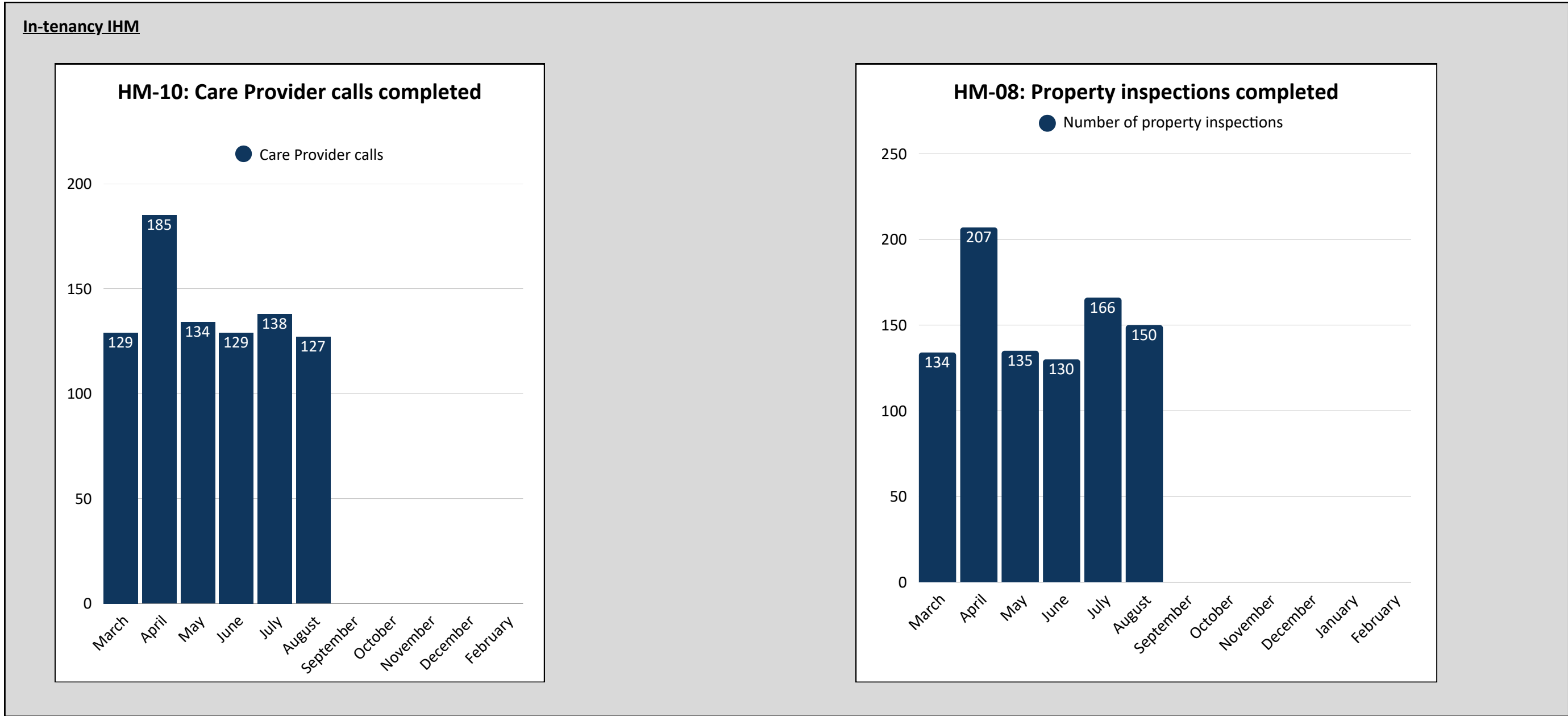


Month	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan
Occupancy as %	83.94	83.78	84.16	81.66	82.86	82.23	-	-	-	-	-

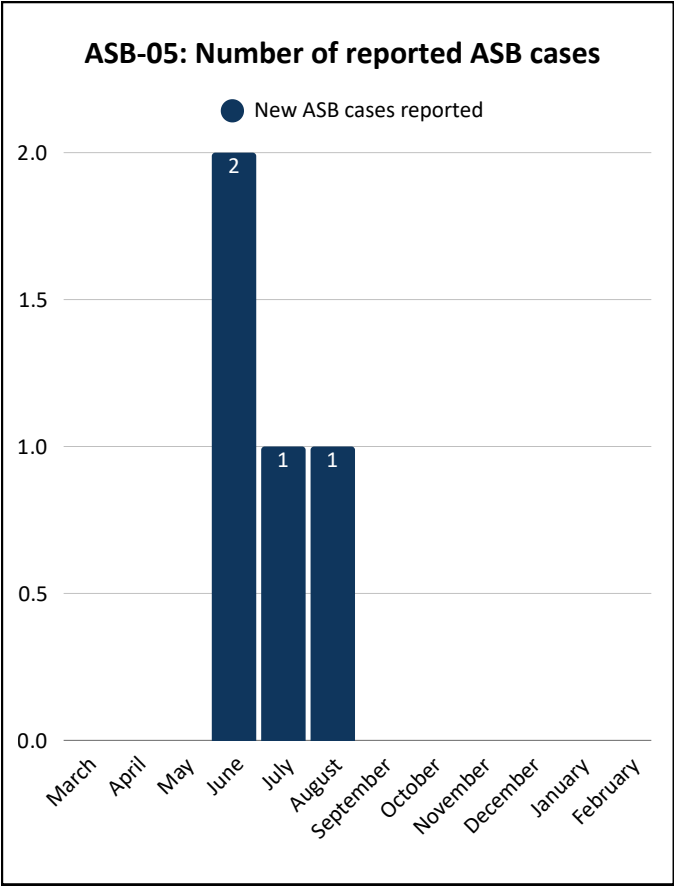
Performance	Impact	Assurance
- Occupancy has remained largely stable throughout the year. Slight decreases in occupancy are attributable in the main to the volume of new business gained in any one month. These properties have lead times to fill and we continue to take on new properties. - We have also seen some minimal reductions as a result of two properties becoming wholly void in the reporting period. - Underperforming counterparties: - Hibiscus Homes - issues with the Care Provider being able to generate referrals - JM Holdings - subject to tribunal so unable to fill final room - Vector Care - issues with Care Provider generating referrals - All other properties are continuing to fill, albeit slowly.	- 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.	- There is now a robust process in place across the majority landlords we work with to review void properties. Where properties have been void for longer than 6 months, they are now subject to options appraisals as standard (should this not have been done already). - We are proactively meeting with Commissioners for wholly void properties and low occupancy properties to gather feedback and inform the potential development of the scheme. - We have monthly occupancy meetings with MYSHON to track through referrals and any challenges in filling properties. We have a clear line of escalation within this process established now, with us taking the lead on engaging with Support Providers and Commissioners in complex cases. - We also meet regularly with superior landlords to update on occupancy and discuss any potential challenges being experienced.



Performance	Impact	Assurance
New tenants - The majority of new tenants continue to come from recent new business we have onboarded. There needs to be a concerted effort to generate referrals for existing properties, for which we have established a new reporting and escalation process. We will play a much more active role and have been doing so already in generating referrals and providing support to MYSHON. - There have been some issues with delays to referrals being processed which have had knock-on effects in submitting Housing Benefit claims. Housing Benefit claims - The percentage of Housing Benefit claims submitted within 2 days of the renancy start date has improved over the last 2 months which is pleasing. - The Housing team are beginning to work under new processes and there are exception reports being generated so that the Group Operations Director and wider management team have clearer oversight over the claims being submitted and any issues. - There have also been delays getting claims into payment.	New tenants - 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. Housing Benefit claims - 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.	New tenants - The referral process has now been reviewed by the Group Operations Director at MYHSON. We are optimistic that the new process and associated controls will help to manage the referrals in a more efficient manner. - MYSHON are also working to recruit to vacant posts in London and the South East whcih have contributed to the delays we have experienced. Housing Benefit - Changes to the onboarding process have been worked on with MYSHON which should see the timeframes for submitting Housing Benefit claims continue to improve. This includes accessing tenant information in advance of sign ups where we have existing tenants in new business properties. - A new report for claims in progress has been developed and is reported on a monthly basis, before being discussed at length with MYSHON. They have also worked to improve their own internal reporting and an escalation process for reviewing in progress claims will be provided to us for review ahead of the next monthly performance meeting in October.



Performance	Impact	Assurance
- The number of Support Provider calls has now stabilised and is regularly performing at levels we would expect. There is still a need to improve the quality and consistency of the information we receive on these calls, but this is something that we will work jointly with MYSHON on to deliver. - The number of property inspections has also continued to increase closer to expected levels. This has been an area of focus for the Group Operations Director. As with the Support Provider calls, there is still a need to continually improve the quality and consistency of the information within these reports. Another identified area for improvement is in ensuring all repairs and issues are recorded in a timely manner and actioned appropriately and in accordance with FPHA policies.	- 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.	- Copies of the Support Provider calls and property inspection reports are automatically synced onto our FPHA Sharepoint site on a daily basis. - Regular sample checks are still being completed by our Head of Housing. Issues and trends identified are then reported directly to the Group Operations Director. This process has resulted in some noticeable improvements in some of the forms being submitted. - We have met with the new Head of HR from MYSHON to understand the mandatory training programme that is going to be introduced. We are awaiting the final version of this to be produced ahead of the next monthly performance meeting in October. We have fed into this having shared our preferred mandatory training which has been developed in line with the Consumer Standards. Completion rates for training can then be reported as part of the Performance Reporting Framework. - Recruitment to vacant Housing Officer posts within MYSHON will also support the delivery of more property inspections.



	March	April	May	June	July	August
ASB-01: Number of open cases	5	5	0	2	3	4

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

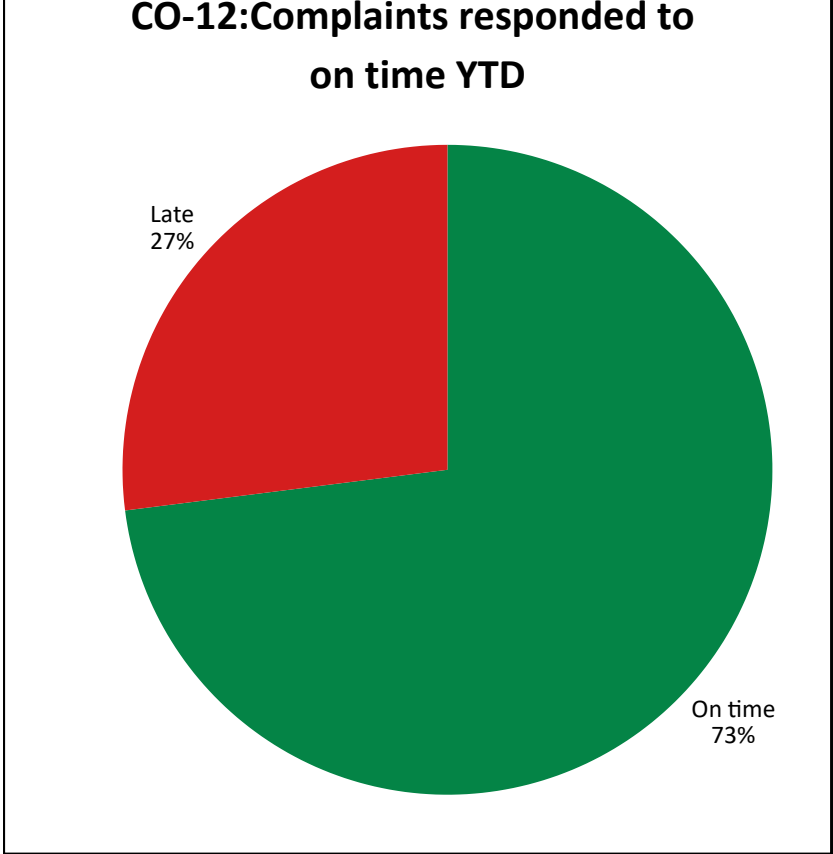
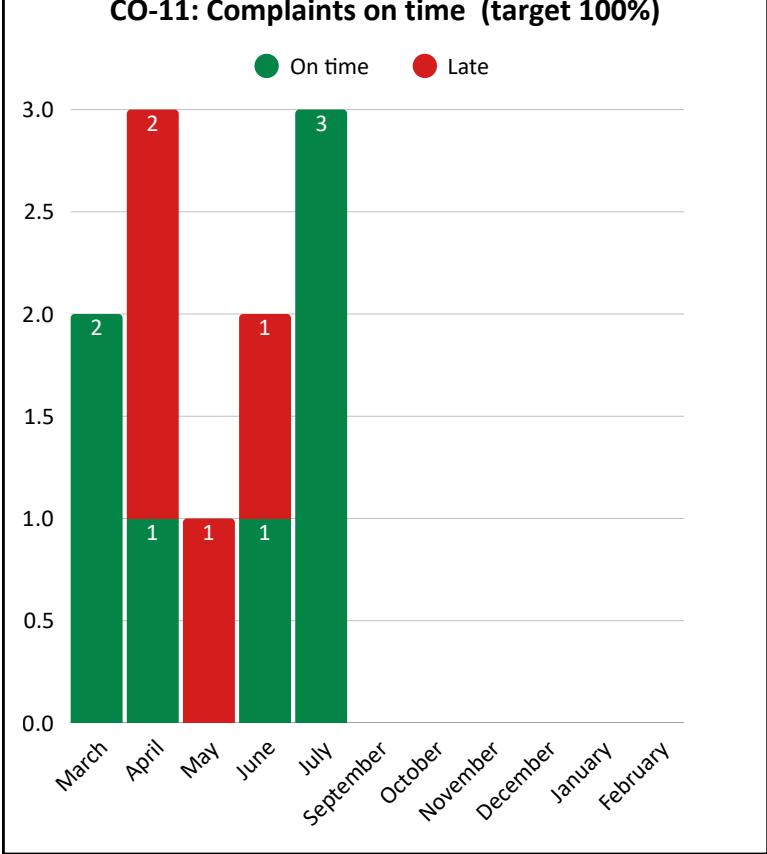
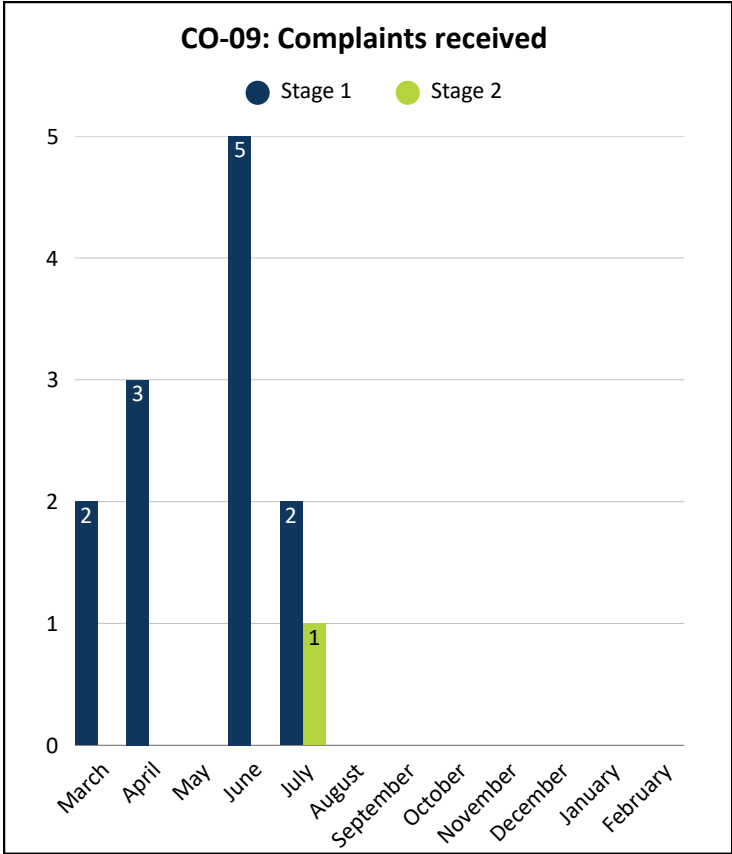
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Tenancy breaches
YTD

Trends/ Learning from ASB YTD

- There continues to be a need to provide training to the Housing team on identifying and managing alleged ASB with our tenant group, as this can be extremely complex and challenging.
- We are currently dealing with one serious repeat ASB case in particular, which is now subject to a Court of Protection application and capacity assessment. Eviction proceedings are underway and we have been working closely with multiagency partners to resolve the situation at the earliest opportunity.

Performance	Impact	Assurance
- The number of open ASB cases has remained largely the same over the last two months. These cases are all being managed as per MYSHON’s process, with warning letters and or legal proceedings in progress as required. - There has been an increase in the number of mental health services we have taken on in London which has generated some of the new ASB cases. We are meeting regularly with the Support Provider in question and the Housing team remain in constant contact to resolve the ASB at the earliest opportunity. However, due to the complex needs of this tenant group, it is not always possible to resolved. In instances like this, we always adopt a multiagency approach alongside the Support Provider and the local authority to source alternative accomodation as required for the tenant. - There is still a need to introduce our person centred risk assessments for ASB, as well as our feedback survey. We hope to be able to launch both of these elements later this year once th new Housing Management system goes live. This is expected later this month.	- 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.	- 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.



12

Stage 1 complaints received YTD

£1200

Compensation paid YTD

(N.B. There is one further case due compensation TBC)

Trends/ Learning from Complaints

- 100% of complaints received this reporting year have been in relation to property services (repairs and cyclical maintenance e.g. gardening).
- We are aware of the ongoing issues with the performance of the repairs service and we continue to manage this through the contract and regular performance meetings.
- Recent improvements have been seen in the performance around repairs being completed on time. There have been steps introduced to review the performance of specific contractors and reset expectations around the timeliness of service delivery.
- There have also been reviews into the categorisation of repairs to help manage the expectations of tenants and also better manage the delivery from contractors. New contractors have been taken on that are better equipped to deliver within the required timeframe.
- New quality assurance checks are being put in place to ensure works are completed to expected standards.

Performance	Impact	Assurance
• We received our first Stage 2 complaint in July 2025. This was in relation to ongoing delays to repairs which had already been reviewed at Stage 1 of our complaints process. MYSHON had not delivered the repairs as agreed in the response within a timely manner. This has now been fully resolved and the tenant is satisfied with the works that have been completed. • 100% of complaints received across the reporting period relate to delays to repairs being completed. • No cmlplaints were received in August. • Responses sent and recorded as late YTD have all been subject to agreed extensions with the complainant as per our Complaints Policy and the Housing Ombudsman Complaint Handling Code.	• 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. • 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. • 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. • Reputationally, to continue growing, we are somewhat reliant on good service delivery and satisfaction levels.	• Our Head of Property Services is providing much closer management of the repairs performance. New performance monitoring meetings have been introduced and there is a regular presence at the MYSHON offices to support the required improvements amongst the team. • MYSHON have completed a review of their existing contractors, introducing new contractors where required in a drive to improve performance. • Processes have been amended to improve the speed at whcih we are able to receive quoaations and the quality of information contained within the quotes themselves. The Head of Property Services has provided greater technical scruitny of the quaotes in an effort to deliver a right first time service. • The changes to the performance reporting for repairs that have brought greater accuracy to the repairs delivered in timescales metrics will also assist in reducing the number of complaints.



- Learning from Easy Read TSM surveys**
- We are continuing to investigate why the response rate is lower than last year YTD. Housing Officers are now stating where tenants do not have capacity to answer or are unable to participate, along with a reason as to why. Where it is not capacity based, we expect Housing Officers to continue to invite tenants to participate.
 - Feedback has been largely positive.
 - All TSMs are showing as 100% “happy” due to the methodology that is applied. It should be noted that tenants also have the option to respond with “neither happy or unhappy” which produces a neutral impact score on the overall satisfaction level we record. This is tempered by the review of the qualitative data provided by tenants as to why they have provided that answer.
 - The one area that has been highlighted by one tenant as something they are unhappy with, was the length of time taken to complete their most recent repair.
 - We have also introduced a question on complaints handling for this year. We had one tenant say they had complained, but they were happy with the way the complaint had been handled.

Performance	Impact	Assurance
• We are still experiencing a lower completion rate than last year. Housing Officers are continuing to offer the opportunity to participate, but this needs to be more consistent across the whole Housing team. There are gaps in some parts of the country. • Satisfaction levels on completed surveys remain good and we continue to also receive good qualitative feedback. • More could be done to improve on the learning from feedback, but due to the low numbers on completions, it can be difficult to form conclusions and trends.	• Understanding what tenants think of our services is incredibly important. There is an expectation from the Regulator that providers are regularly receiving feedback and reporting on this back to tenants. • Later this year, we will be required to complete another full TSM collection from applicable tenants. The Easy Read surveys are separate to this and provide us with greater insight across all our tenant base. Having a high volume of completions on the Easy Read surveys offers a better point of comparison to the full collection, as more tenants are able to provide their feedback and successfully answer the questions. • Feedback from tenants should be used to improve services and challenge our performance. Without this insight, it can be hard to deliver service improvements that are informed by the needs and wants of tenants. • Completions of these surveys can also act as evidence of our Intensive Housing Management service, as the Housing team would be having in-depth discussions with the tenants about the services they receive and how they can be improved.	• This is a standing agenda item at the monthly performance meetings with MYSHON. We are continuing to work with the Group Operations Director to try and increase the number of surveys being offered and completed. • The formal TSM collections are due to be completed before the end of the calendar year. • Results from the surveys are reviewed every month as part of the monthly performance meetings and pre-meetings with the Group Operations Director.