How we are performing

2025-2026 Quarter 1 April-June



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We are committed to providing transparent, accurate, and reliable information about performance.

#### **Performance Indicators**

On the following pages we have set out our key performance indicators, showing current percentages, trends and targets.

#### Key

- Performance on or above target
- Performance slightly below target
- Performance below target
- Performance improving
- Performance maintained
- Performance deteriorating

\*TSM - Tenant Satisfaction Measure. TSMs are intended to be a tool to allow tenants to scrutinise their landlord's performance, give insights to the landlord on where they might look to improve their service, and provide a source of intelligence to the regulator on how well landlords are meeting the outcomes of the new consumer standards.

Compliance

Homes not meeting the Decent Homes Standard (TSM)

Target - 0.0%



Homes with a valid gas safety record (TSM)

**Target - 100%** 





Homes with a valid electrical installation condition report

Target - 100%



Homes for which all required fire safety risk assessments have been carried out (TSM)

**Target - 100%** 



100%

Asbestos safety checks completed (TSM)

**Target - 100%** 



Water safety checks completed (TSM)

**Target - 100%** 





Lift safety checks completed (TSM)

**Target - 100%** 











82.4%

Homes with energy rating of Band C and above

Target - 81%



96.2%

Emergency repairs completed within target timescale (TSM)

Target - 99%



68.6%

Non-emergency repairs completed within target timescale (TSM)

Target - 90.4%

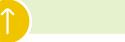




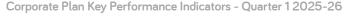
Damp, mould and condensation as a % of homes

Target - 2%









# **Housing Services**

Number of new homes developed or acquired (year-end actual)

Target - 32

7.7%

Tenancy turnover

Anti-social behaviour cases per 1,000 homes (TSM)

Target - 6.8

Target - 6.8

Tenancy turnover

Target - 6.8

Tenancy turnover

Target - 6.8

Target - 6.8

# Complaints



#### **Tenant Satisfaction**

87.4%

Satisfaction with the overall service provided (TSM)

Target - 85%



85.0%

Satisfaction with repairs service (last 12 months) (TSM)

Target - 85%



80.5%

Satisfaction with time taken to complete most recent repair (last 12 months) (TSM)

Target - 82%



86.3%

Satisfaction that home is well maintained (TSM)

Target - 85%



89.1%

Satisfaction that the home is safe (TSM)

Target - 89%



75.6%

Satisfaction that the landlord listens to tenant views and acts upon them (TSM)

Target - 77.5%



85.2%

Satisfaction that the landlord keeps tenants informed about things that matter to them (TSM)

Target - 85%



Agreement that the landlord treats tenants fairly and with respect (TSM)

Target - 88.2%



51.3%

Satisfaction with approach to handling complaints (TSM)

Target - 50%



Satisfaction that the landlord keeps communal areas clean and well maintained (TSM)

Target - 85%



78.9%

Satisfaction that landlord makes a positive contribution to the neighbourhood (TSM)

Target - 80%



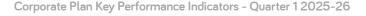
Satisfaction with the landlords approach to handling anti-social behaviour (TSM)

Target - 65%









### **Financial**



# **Colleagues**

