How we are performing

2025-2026 Quarter 2 July-Sept



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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%** 







# **Repairs Service**

82.6%

Homes with energy rating of Band C and above

Target - 81%



98.6%

Emergency repairs completed within target timescale (TSM)

Target - 99%



72.3%

Non-emergency repairs completed within target timescale (TSM)

Target - 85% (Year End Target - 90.4%)

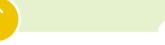




Damp, mould and condensation as a % of homes

Target - 2%







# **Housing Services**

28 Number of new homes developed or acquired (year-end forecast) Target - 32

Tenancy turnover Target - 6.5%

Anti-social behaviour cases per 1,000 homes (TSM) Target - 13.5 (Year End Target - 27)

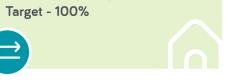
Anti-social behaviour cases (involving hate incidents) per 1.000 homes Target - 0.9 (Year End Target - 1.7)

## **Complaints**

13.0 Stage 1 complaints per 1,000 homes (TSM) **Target - 10.6** (Year End Target - 20)

Stage 2 complaints per 1,000 homes (TSM) Target - 1.7 (Year End Target - 2.9)

Stage 1 complaints responded to within Housing Ombudsman's timescales (TSM) **Target - 100%** 



Stage 2 complaints responded to within Housing Ombudsman's timescales (TSM) **Target - 100%** 

#### **Tenant Satisfaction**

88.5%

Satisfaction with the overall service provided (TSM)

Target - 85%



86.7%

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

Target - 85%



85.1%

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

**Target - 79%** 

(Year End Target - 82%)



87.4%

Satisfaction that home is well maintained (TSM)

Target - 85%



89.9%

Satisfaction that the home is safe (TSM)

Target - 89%



76.3%

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

Target - 76.7%

(Year End Target - 77.5%)



86.2%

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

Target - 85%



90.7%

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

Target - 87.5%

(Year End Target - 88.5%)



47.7%

Satisfaction with approach to handling complaints (TSM)

Target - 50%



87.6%

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

Target - 85%



81.5%

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

Target - 80%



63.9%

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

Target - 63.5%

(Year End Target - 65%)







#### **Financial**



## **Colleagues**

