



Quarterly Performance Report

Q1, 01 April – 30 June



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Investing in your homes

We are committed to ensuring we offer safe, quality properties.

This year we are planning to spend over **£48M** on our existing homes, our investment programme is based on Housing 21's enhanced Property Standards:



Kitchens are replaced every **20–25 years**



Bathrooms are replaced every **20–25 years**



All properties will have an **Energy Performance Certificate (EPC) C or above**



All schemes will have a **digital emergency call system** installed



Communal areas at schemes will have **design led makeovers**, which are inspected every **eight to ten years** to assess their condition

Performance at end of Q1, 2025

Kitchens

99.6%

Target: 100%
2 schemes
outstanding

Bathrooms

99.2%

Target: 100%
4 schemes
outstanding

EPC C (scheme)

99%

Target: 100%
11 schemes
outstanding

Digital Call

85.8%

Target: 100%
before digital
switchover.
73 schemes
outstanding

Makeovers

93%

Target: 100%
36 schemes
outstanding

What we are doing to improve

Property standards have predominantly been met. Overall, our existing properties meet the standards, with an investment programme designed to maintain them. Newly acquired properties are being brought up to standard, with each scheme having a bespoke five-year investment plan.

The 36 outstanding makeovers are on newly acquired schemes, of which 25 have been recently decorated but not to our property standards.

You can find out more about our property standards in our Financial Statement.

Newly acquired properties

Our last acquisition was in September 2024 when we acquired **1,567** Midland Heart homes which was one of our biggest acquisitions. We are committed to investing and improving our acquired properties and we have spent **£813,000 in quarter one** on improving acquired homes.



Want to know more?

You can access our full Financial Statement on our website or by speaking to your local manager.

Filling empty homes

Properties that become vacant are then prepared in readiness for a new resident. The goal is to minimise this period to reduce rent loss.



During this time we complete essential repair works and safety checks on the empty home to make sure that it meets our property standards.

With support from residents, we are reviewing our allocations process. We're working to improve how we communicate with potential residents about what to expect when moving into a Housing 21 property. Our aim is to ensure that each person is matched with a home that meets their needs, supporting both comfort and independence, helping to create sustainable tenancies.

How many homes were vacant in that quarter?*

	Our Target is 251 per month
April	197
May	212
June	199

How many days does it take us on average to fill an empty home?

	Our Target is 25 days
April	25 days
May	24 days
June	26 days

*1.1% of homes in Q1. Our Target: 1.2 % of homes

Rent, service charges and financial support



98.4% of rent is paid on time. We have **1.6%** arrears which is unpaid charges from current residents.

Ways to pay

Method	Percentage of residents
Direct Debit	71%
Our Direct Debit Target	95%

Rent and service charge collection is positive, with 98.4% of payments received on time and 1.6% currently in arrears. This reflects the commitment of our residents and the systems in place to support them. While 71% of residents now pay by direct debit, we're working towards a target of 95% and exploring the introduction of "any day" direct debits to make payments even more convenient.

Financial support for residents



- Helping Hands Applications: **342**
- Total of **£46,439** Helping Hands funds received by residents
- Produced a new Money Advice Guide
- Money Advice Sessions held during Resident Conferences
- Promoted access to Housing Perks, which offers a wide range of discounts at mainstream retailers

We understand that financial pressures can affect anyone, and our local managers are on hand to offer tailored support. They help residents access benefits and other forms of assistance, ensuring no one is left to struggle alone. Through the Helping Hands Fund, money has been distributed to residents facing hardship, providing vital relief when it's needed most.

Repairs

Here are our repair statistics for Q1

Our repairs turnaround times:



28 days

for Routine
(6,789 in total)



7 days

for Urgent
(4,919 in total)



24hrs

for Emergency
(3,728 in total)



Housing 21 recognises the importance of a timely and value for money repairs service. We have recently appointed a data analyst to help us better understand our performance and how we can improve. We will work with residents to develop these improvement plans.

Performance on urgent repairs is generally weaker, likely due to incorrect categorisation of repair priorities. Routine repairs are often wrongly logged as urgent which on top of being costly, can cause delays.

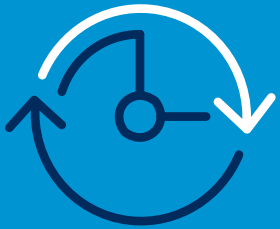
The main causes of delays in urgent repairs are:

- Delayed by agreement (43%)
- Parts required (34%)
- Late contractor attendance (11%)

The new repairs survey is now being sent to residents, which will allow us to better monitor further improvements for repairs.



Average time taken



93% Routine Repairs
completed within 28 Days
Our Target is 90%

76% Urgent Repairs
completed within 7 days
Our Target is 80%

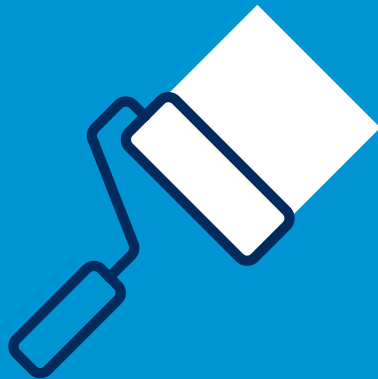
Q1 – 96% Emergency
Repairs completed
within 24 hours
Our Target is 90%

Main reasons we get called to a repair



No.1

Plumbing/
Heating



No.2

General handy
person



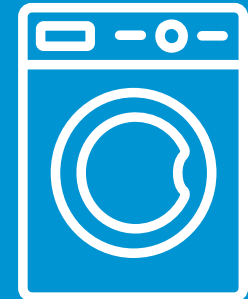
No.3

Electrical



No.4

Gas



No.5

White goods

Complaints

Here are our complaints statistics for Q1

We operate a two stage complaints procedure. Once a resident has exhausted our internal procedure, they may escalate to the Housing Ombudsman for mediation or formal investigation.



- Total New Complaints: **65**
- Stage One Complaints: **57**
- Stage Two Complaints: **8**

The Housing Ombudsman requests evidence of a complaint and our relationship with the resident.

Determinations: Where the Housing Ombudsman has determined an outcome on a case.

- Six new enquiries from the Housing Ombudsman

We received one determination. The complaint related to employee conduct, our handling of reports of anti-social behaviour and our handling of the associated complaint.

The Housing Ombudsman found that we had offered reasonable redress in relation to the employee conduct complaint. There were no findings of maladministration.



Themes of complaints

- Ongoing repairs issues
- Employee conduct
- Rent and service charges

Target for responding to complaints

- In Q1 we met 100% of our timescales
- 10 working days to respond to stage one
- 20 working days to respond to stage two

Scan the QR code to link to the full complaints report:



Acting on complaints

- ✓ Keep residents informed about repairs, absences, and decisions
- ✓ Ensure strict compliance with key access, visit notifications, and data handling
- ✓ Act promptly on contractor performance concerns
- ✓ Avoid repeated failures and escalate early
- ✓ Understand individual resident preferences and vulnerabilities
- ✓ Improving staff training to ensure consistent standards





Keeping you and your home safe

Anti-social Behaviour (ASB)

ASB and nuisance cases are opened for matters that meet the Crime and Policing Act definition of ASB: “Conduct that has caused or is likely to cause harassment, alarm or distress to any person.”

A hate crime incident is recorded for any incident or crime that is perceived to be motivated by hostility or prejudice based on a person's; race, sexual orientation, disability, religion, gender identity.

Number of ASB Cases: **63**

Number of Hate Crimes: **1**

Top five themes

- Neighbour disputes
- Aggressive behaviour
- Abusive language
- Harassment
- Noise nuisance

How are we improving?

- ✓ Launching a new policy as well as tools and training to support colleagues
- ✓ Enhanced guidance for residents
- ✓ Recruited two specialist roles



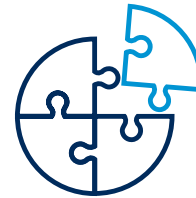
Safeguarding

Safeguarding is the process of protecting a person's health, wellbeing, and human rights to enable them to live free from harm, abuse, and neglect.

We support and monitor safeguarding concerns which also covers: Hoarding, Domestic Abuse and Self neglect.

In Q1 we supported 423 safeguarding concerns

Safeguarding concerns are raised for a variety of reasons for residents, employees, and visitors. Everyone has the right to live free from abuse and neglect. Preventing abuse or neglect happening is a key safeguarding principle that we make part of everyday practice across teams to ensure individuals feel safe at home and are supported in the way they want to be.



How are we improving the support we offer to residents

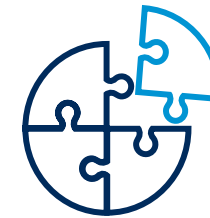
- ✓ Development of an exploitation toolkit in progress; to include information related to complex needs
- ✓ New risk assessment tool for residents at risk of going missing is now available
- ✓ Safeguarding champions to be provided with further training in exploitation and cuckooing
- ✓ Alcohol use disorders training now available for employees
- ✓ Improving awareness of alcohol restrictions
- ✓ We are aware that we are under reporting Hate Crime incidents and will be awareness raising and improving how we report these



Health, Safety and Property compliance

We aim to conduct Property and People visits once a year to help ensure residents homes are safe and resident information is up to date. Our Target is 100%.

- **100% of gas safety checks have been carried out**
- **100% of fire risk assessments have been carried out**
- **99.38% of Asbestos Reinspections carried out**
 - 1 scheme, contractor attended as planned, further survey completed in July
 - 1 scheme visit rearranged due to access and completed in July
- **100% of legionella risk assessments have been carried out**
- **99.88% of communal passenger lift safety checks have been carried out**
 - 1 lift inspection couldn't be completed on time because it had to be shut down (isolated) to complete a repair. The repair and inspection are now complete



How we are responding to new legislation

- ✓ **As part of our compliance to Awaab's Law, which comes into effect on 27 October 2025, we are looking at how we improve the way we report and respond to damp and mould**
- ✓ **We are providing additional training and guidance for colleagues and contractors**
- ✓ **We have created a new explanation video for residents. Scan the QR code below to watch it!**



Resident voice

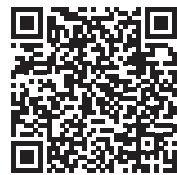
89% Resident Satisfaction. Our Target is 95%

95% Care Satisfaction

Top five themes arising through resident engagement feedback for areas of improvement

- Communications
- Scheme facilities
- Car parking
- Garden
- Maintenance of properties

Scan the QR code to view the latest Tenant Satisfaction Survey results:



Your local scheme reports are also available through your scheme web page or by talking to your local manager.



Our people

Number of employees

4,110

Average number of days lost to sickness per employee

10 (Target: 9)

Employees that left the organisation (in the last 12 months)

13% (Target: 15%)

Mandatory training compliance

78% (Target: 95%)



Improved training for employees

We've upgraded our Learning Hub to make training easier and clearer. Employees are now encouraged to refresh their skills, especially those who've been with us a while. The system sends automatic reminders and shows progress in a simple dashboard. Training is now a must for passing probation.

Supporting health and wellbeing

Time off due to illness, especially long-term, remains our biggest challenge. We're helping managers spot issues early and support employees. Mental health is the main reason people are absent, so we've partnered with groups like The Wellbeing of Women, Andy's Man Club, and WageStream, which helps staff access their pay early to ease money worries. We've also improved our employee survey to learn more about wellbeing and take action where it's needed.



Quarterly spotlight: Keeping your data safe

The aim is to monitor, detect, respond to, and mitigate cybersecurity threats in real time, keeping residents' data safe and secure.

We're excited to share that we have officially received our Cyber Essentials certification, by IASME, which is a cyber security certification company.

Cyber Essentials is a UK government-backed scheme that sets out a framework of fundamental security measures to guard against the most common cyber threats. It's designed to help organisations protect their data and systems from breaches, theft and loss.

The benefits of having the accreditation:

1. It strengthens our defences against basic cyber-attacks and reduces the risk of data loss
2. It confirms we meet vital cybersecurity standards

3. It reinforces our commitment to cyber and data security across the organisation

It's normal for all organisations to remain vigilant when it comes to cybersecurity. Attempts are common across every sector. At Housing 21, we've successfully blocked five attempted cyber attacks thanks to the robust protections we have in place and the proactive approach of our teams.



Number of unsuccessful cyber attacks: **Five**



Scan the QR Code to find out more about our Resident Privacy Policy.

Building new homes

Total number of new properties completed in Q1



94

100%
on Target

Types of property



Extra Care:

54



Retirement
Living:

40



Apartments:

80



Bungalows:

14



38

Shared Ownership

56

Rented



Target

to complete 400 new homes in 2025/26



Housing 21 in the news

Sources of media coverage

25× Press releases

Good news stories proactively issued to the press

4× Comment pieces

Opinion pieces in news publications led by Housing 21 leaders

8× Reactive statements

Responses provided to media upon request

Collectively: 46 pieces of media coverage

Print, digital and broadcast media



Want to hear more?

To read all the latest news visit our website and click news.

Sentiment of media coverage

32× Positive

Good news stories linked to Housing 21

- The development of Aldaniti Court
- Blind resident embarks on fundraising challenge
- First cohort of students graduate from the Housing Academy

1× Negative

Articles that could potentially negatively impact Housing 21's reputation

- Residents upset at the closure of Somers Court

13× Balanced

A factual non-biased report linked to Housing 21

- The closure of Ash Grange and Oak Grange
- C2 Consumer Standards Rating

Thank you for reading



We welcome your feedback and questions about this report. Please scan the QR code and complete a short feedback survey to share your views.

OR email us: communications@housing21.org.uk

Emergency contact and repairs

- Appello emergency contact:
Tel: 0333 321 6450
- National Gas Emergency Service:
Tel: 0800 111 999

Complaints

- Housing 21: Tel: 0303 123 1622
enquiries@housing21.org.uk
www.housing21.org.uk/contact-us
- Housing Ombudsman:
Tel: 0300 111 3000
info@housing-ombudsman.org.uk
PO Box 1484, Unit D, Preston, PR2 0ET
www.housing-ombudsman.org.uk

Housing@21



Let us know about your experience living with Housing 21; leave us a review on Trustpilot.

