



Quarterly Performance Report

Q1

01 April – 30 June 2026/27



Contents

We're committed to being open and honest about what we are doing well and where we need to make improvements.

03 Investing in your homes

05 Filling empty homes

06 Rent, service charges and financial support

08 Repairs

10 Complaints

12 Compliments

13 Keeping you and your home safe

14 Safeguarding

15 Health, Safety and Property Compliance

16 Resident voice

17 Our people

18 Keeping your data safe

19 Housing 21 in the news



Investing in your homes

We're committed to ensuring we offer safe, quality properties.

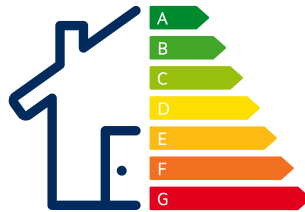
In the year 2026/27 we have spent **£7,484,000** on our existing homes. Our investment programme is based on Housing 21's enhanced property standards:



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 the end of Q1, 2026/27

Kitchens 100% Target:100% Schemes outstanding: 0 ✓ (Last year: 2)	Bathrooms 99.8% Target:100% Schemes outstanding: 1 ✓ (Last year: 4)	Energy Rating, EPC C or above 99.7% Target:100% Properties outstanding: 65 (Last year: 11 schemes)	Digital emergency call system 81.9% Target:100% Schemes outstanding: 57 ✓ (Last year: 73)	Makeovers 94.6% Target:100% Schemes outstanding: 28 ✓ (Last year: 36)
---	---	--	---	---

What we are doing to improve

Property standards are largely being met across our portfolio. Our existing homes continue to comply with the required standards, supported by an ongoing investment programme to maintain and improve them. Newly acquired properties are also being upgraded, with each scheme benefiting from a tailored five-year investment plan to bring them fully up to standard.

The 28 outstanding makeovers are on newly acquired schemes, of which 23 have been decorated but not to our property standards.

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 in and improving our acquired properties and we have spent **£2,533,000** in Q1 on improving acquired homes.



Filling empty homes



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

During Q1 we continued to let empty homes quickly and efficiently. On average, homes were empty for 25 days before being re-let, which was better than our target.

This helped reduce lost rental income and meant homes were made available to residents sooner. We also continued to carry out all the necessary safety checks and quality standards before residents moved in.

By allocating homes promptly to people whose needs are best matched to the property available, we are helping residents settle into suitable homes, maintain their independence, and support, sustainable neighbourhoods.

How many homes were vacant in Q1?

	2026/27	2025/26
April	183 ✓	197
May	186 ✓	212
June	195 ✓	199
Average per month	188 homes ✓	203 homes

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

	2026/27	2025/26
April	27 ⬆	25
May	27 ⬆	24
June	22 ✓	26
Average per month	25 homes —	25 homes

Rent, service charges and financial support



During Q1 **98.6%** ▲ (98.4% last year) of rent was paid on time. We had **1.4%** ▼ (1.6% last year) arrears which is unpaid charges from current residents.

The way residents pay

	2026/27	2025/26
Direct Debit	76% ▲	71%
Our Direct Debit Target 95%		

We encourage residents to choose Direct Debit which reduces the risk of missing payments.

The Resident Trust Fund was launched in early 2026 to support resident, scheme and community led initiatives that enhance wellbeing, inclusion, and community resilience. The fund is structured around five categories:

- Scheme Investment
- Cost of Living Initiatives

- Health and Wellbeing Campaigns
- Digital and Social Inclusion
- Community Empowerment and Engagement

232 applications were received.

A total of **£295,000** was awarded with a further **£101,000** committed to ongoing projects.

Successful applications included:

- Exercise equipment and exercise classes
- Games and games equipment
- Garden projects
- Winter warmth projects
- Games and craft sessions
- Day trips
- Memorial Wall/ Garden space dedicated for reflection



Financial support for residents

- Helping Hands Applications: **321**
- Total of **£64,655.17** Helping Hands funds received by residents in Q1.
- Promotion of the Helping Hands scheme during December led to a noticeable rise in applications.

Our Helping Hands offer was expanded in July 2026 to permanently include Household Packs following a successful pilot. This enhancement enables colleagues to refer eligible residents moving into a Housing 21 property without essential household items, ensuring they have the resources needed to settle into their new home successfully. Packs contain more than 28 essential items, including bedding, bathroom necessities, cleaning products and kitchen equipment.

Helping Hands applications continue to be predominantly from Retirement Living schemes, while the overall quality of submissions has continued to improve. To further enhance service delivery and

provide greater clarity for colleagues, we are currently reviewing the Helping Hands policy, ensuring residents receive the right support at the right time and that resources are targeted where they can have the greatest impact.

We are also working towards achieving the Dogs Trust Pet Friendly Housing Accreditation, highlighting our commitment to helping people keep their pets when moving into a Housing 21 home. This is supported by our in-house Pet Champion, who offers guidance to residents dealing with pet loss and bereavement. As more residents seek support for pet-related needs, we have expanded our Helping Hands offer to reflect the important role pets play in wellbeing, companionship and helping people maintain their tenancy.



Want to know more?

For more information on Financial Support scan the QR code to visit our website.

Repairs

Here are our repair statistics for Q1. Total repairs **16,515**

Our repairs turnaround times:



Routine
Eight days ✓

(12.1 days for last year)

7,727 in total



Urgent
Five days ✓

(7.1 days for last year)

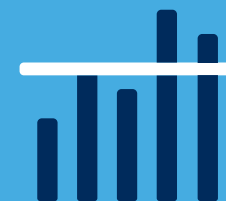
5,665 in total



Emergency
Two days ✓

(3.6 days for last year)

3,126 in total



£197

Average cost
of a repair

Average time taken



95% ✓ Routine Repairs
completed within 28 Days
(93% for last year)
Our Target is 90%

81% ✓ Urgent Repairs
completed within seven days
(76% for last year)
Our Target is 80%

95% ✓ Emergency Repairs
completed within 24 hours
(96% for last year)
Our Target is 95%



Main reasons we were called to a repair this quarter



No.1

**Carpentry
and joinery**



No.2

**Electrical
work**



No.3

**Emergency
call system**



No.4

**Handyperson
tasks**



No.5

Plumbing

Repairs survey

In Q1, **89%** of residents expressed overall satisfaction with the repairs service.

- **93%** satisfied with treatment of their homes during the repair
- **91%** satisfied with the ease of reporting the repair
- **90%** satisfied with attitude of contractors
- **89%** satisfied with the time taken for repairs to be complete
- **86%** satisfied with the repair being done right first time

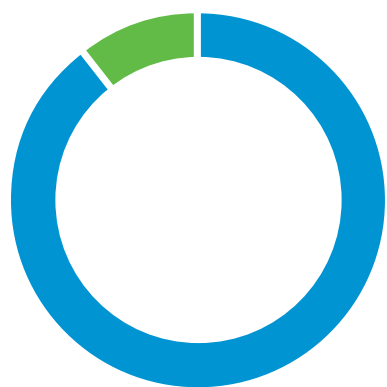
- **93%** residents happy with the quality of work
- **84%** satisfied with the time taken before work began

Overall, repair performance was good this quarter. The greatest demand was for carpentry and joinery, electrical repairs, emergency call systems, handyperson services, and plumbing, so these areas should remain the focus for resources and preventative maintenance.

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: 86 
(65 last year)

● **Stage One Complaints: 77** 
(57 last year)

● **Stage Two Complaints: 9** 
(8 last year)



Target for responding to complaints

- To meet 100% of our timescales
- 10 working days to respond to stage one
- 20 working days to respond to stage two

During Q1 we responded to **99%** of complaints within our published timescales, while **87%** were acknowledged within target. This is a new measure we introduced this quarter and has helped us identify opportunities to improve how quickly complaints are recognised and acknowledged.

The most common themes this quarter were:

- **Repairs and maintenance** – particularly delays, repeat repairs and communication about appointments and progress.

- **Housing services** – where residents wanted clearer communication and better explanations of decisions.
- **Employee conduct** – including how concerns were handled, communication and customer service.

Residents also raised concerns about finance, care, heat networks and anti-social behaviour. Every complaint is reviewed to help us understand where we can improve.



What we're doing about it

- **Improving communication** – reviewing complaint guidance and templates to provide clearer explanations and more consistent updates throughout the complaints process.
- **Recognising complaints sooner** – strengthening colleague guidance, resources and training so concerns are identified and acknowledged as early as possible.
- **Making decisions more consistent** – updating our Compensation Policy in line with the latest Housing Ombudsman guidance, including heat networks, and developing a compensation calculator to support fair and consistent outcomes.
- **Sharing learning across Housing 21** – using complaint themes to improve services, strengthen decision-making and reduce repeat issues.

Housing Ombudsman

During the quarter, we received nine new enquiries from the Housing Ombudsman and three determinations. There were no findings of maladministration, providing assurance that where service failings were identified, appropriate action and redress had already been taken.



Compliments

To better understand and build on what is working well, Housing 21 is now tracking compliments alongside complaints. During Q1, **171 compliments** were received from residents and their families, with feedback largely recognising the kindness, professionalism and care shown by colleagues.

Almost three-quarters of compliments (**130**) were directed at individual managers, employees or teams, highlighting the impact of frontline employees. Residents also praised the quality-of-care services, housing services and contractor support.

Compliments increased throughout the quarter, rising from around **51** in April and **52** in May to **68** in June, suggesting growing resident satisfaction and engagement.

Resident comments described services as “second to none”, praised employees as “earth angels”, and highlighted colleagues who “genuinely care”.



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.”

We have changed how we report ASB to include all types of matters that are reported to us including low level nuisance.

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.

Here are our ASB statistics for Q1

Number of ASB Cases: 252  (63 last year)

Number of Hate Crimes: Two  (one last year)

Top five themes

- Neighbour disputes
- Neighbour noise
- Aggressive behaviour
- Harassment
- Disorderly behaviour

How are we improving?

We are continuing to improve how we respond to Anti-social behaviour (ASB) by working closely with our complaints team to identify lessons learned and embed continuous improvement across our services.

We are also upgrading our case management system to support more effective and consistent handling of ASB cases.

In preparation for changes being introduced through the Crime and Policing Act in 2026, we are reviewing and updating our policies and procedures. This will help ensure Housing 21 is ready to make full use of new and enhanced powers available to social landlords, enabling us to respond more effectively to ASB and support safer communities for residents.



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.

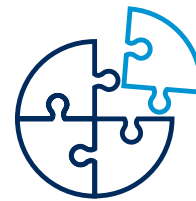
In Q1 we supported
363  **safeguarding concerns**
(423 last year)

Whilst safeguarding concerns have declined, there has been an increase in neglect and acts of omission cases and risk of harm to self, including walking with purpose.

“Acts of omission cases” means situations where a person's basic needs were not met, not because someone deliberately harmed them, but because something important was missed, forgotten, or not done.

“Walking with purpose” is a respectful safeguarding term meaning:

- A person is walking around with intent, but may not understand where they are going.
- They may leave a safe area, wander into unsafe spaces, or become lost.



How we're keeping residents safe

Q1 safeguarding data shows a high number of hoarding and sexual safety concerns, highlighting the growing complexity of the support some residents need in their own homes. To help address this, Housing 21 is developing a sexual safety framework to strengthen how these concerns are identified and managed. Employees will also continue to receive training on hoarding to improve their confidence and skills when supporting residents with more complex needs.



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% completion of gas safety checks have been carried out**
- **100% completion of fire risk assessments have been carried out**
- **95.24% completion of asbestos reinspection surveys have been carried out**

All asbestos management and reinspection surveys have been completed. We were awaiting updated documentation from the asbestos contractor for 15 reinspection surveys.

- **99.63% completion of legionella risk assessments have been carried out**

Two water hygiene risk assessments were delayed due

to property access issues; these have now been completed.

- **99.88% completion of communal passenger lift safety checks have been carried out**

One safety check is outstanding as the affected lift is under repair.

How are we improving?

We are working closely with our asbestos contractor to reduce delays in receiving survey documentation. For the affected lift, both repair and replacement options are being considered. Stairlifts have been provided as a temporary solution while the passenger lift remains out of service.



Awaab's Law

As part of our compliance to Awaab's Law, which came into effect on 27 October 2025, we are actively improving the way we report and respond to damp and mould.

- Total investigations rated as an Emergency Hazard = **1**
- Total investigations rated as a Significant Hazard = **14**
- Emergency Hazard completed on time (24 hrs) = **100%**
- Significant Hazard completed on time (10 days) = **93%**



Resident voice

91%  **Resident Satisfaction.**
(89% last year)

Our Target is 95%

95% **Care Satisfaction**

In Q1, we received 253 comments from local managers, including 168 from Extra Care and 85 from Retirement Living.

Of these, 195 were positive, 36 were neutral and 22 were negative.

Positive feedback was primarily focused on local communications (109 comments), with residents praising events, visits and opportunities to be involved in decision-making. Other positive themes included employees (34 comments), with many residents recognising the support provided by employees; funding opportunities (13 comments), particularly through the Resident Trust Fund; and gardens (12 comments), highlighting both their use and recent improvements.

Negative feedback covered a range of themes, including doors, windows and entrances (four comments) and facilities (three comments). Common concerns included limited parking availability and a desire for more varied ways to provide feedback, with residents highlighting the importance of maintaining both digital and paper-based options.

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



Our people

Total no. of employees

4,118 
(4,110 last year)

Average number of days lost to sickness per employee

10.4

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

11.8% 
(13% last year)

Percentage of training completed

95% 
(78% last year)

How are we improving?

Our workforce remains stable at **4,118 employees**. Mandatory training compliance is currently **95%**, with the small drop reflecting the annual refresher training cycle. This training helps ensure employees have the latest knowledge and skills to do their jobs safely and effectively. We will continue to encourage colleagues to complete all required training on time.

Sickness absence over the last 12 months is 10.4 days per employee, which is above our target of 9 days. We are continuing to support employee wellbeing and

attendance, particularly for those with long-term health conditions. We are also promoting wellbeing initiatives and look forward to working with our new occupational health provider from October 2026.

Employee turnover is **11.8%**, which shows that our workforce remains relatively stable. We continue to focus on attracting, developing, and retaining talented employees. Recent work has included improving our employee benefits and recognising colleagues' contributions through our annual recognition events.



Keeping your data safe

We're continuing to make better use of Microsoft's security tools by improving our current setup and adding new protections for Housing 21's data, devices, accounts, email and web content. Our aim is to identify and respond to cybersecurity threats quickly, helping to keep residents' data safe and secure.

To support this, we have completed several key activities, including renewing our Cyber Essentials certification for a further year, demonstrating our ongoing commitment to good cyber security practices.



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



Number of unsuccessful malicious cyberattacks:

Four ✓ (Five last year)





Housing 21 in the news



Sources of media coverage

16x Press releases

0x Comment pieces

3x Reactive statements

Collectively: 70 pieces of media coverage

In print, digital and broadcast media

Sentiment of media coverage

Three percent balanced = two (13 last year)

- Wisbech: Somers Court retirement flats plan set to go-ahead



Want to hear more?

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

97% Positive = 68 (32 last year)

- £10.6m cohousing scheme unveiled in Birmingham
- Derelict plot in Birmingham revived after decades with cohousing scheme
- Housing 21 employees take part in The Great Tommy Sleep Out
- Grand opening of Fern Meadows marks major step forward for Extra Care Housing in Oxfordshire
- Ground-breaking ceremony held for multi-million-pound housing development on outskirts of Boston
- Housing 21 and Deeley Construction partner on extra care project
- Launch event for 13 two-bedroom bungalows and 43 one and two-bedroom apartments at retirement living scheme in Doncaster

0% Negative = 0 (One last year)

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

Housing21



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

