



Quarterly Performance Report

Q2

01 July – 30 September 2025/26



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

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Investing in your homes

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

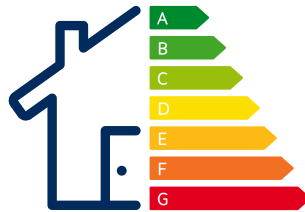
This year we are planning to spend over **£48m** on our existing homes, our investment programme is based on Housing 21's enhanced Property Standards:



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 the end of Q2, 2025

Kitchens

99.8%

Target: 100%
1 scheme
outstanding

Bathrooms

99.2%

Target: 100%
4 schemes
outstanding

EPC C or above (scheme)

99.6%

Target: 100%
71 properties
outstanding

Digital call

87.5%

Target: 100%
before digital
switchover.
65 schemes
outstanding

Makeovers

93.3%

Target: 100%
35 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 35 outstanding makeovers are on newly acquired schemes, of which 24 have been recently decorated but not to our property standards.

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

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 **£1.87m in Q2** on improving acquired homes.



Want to know more?

Speak to your local manager or you can access our full Financial Statement by scanning the QR code.

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 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 how we allocate properties. We're working to improve how we communicate with future 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 Q2?*

July	179
August	193
September	172
Average per month	181 homes

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

July	25 days
August	24 days
September	26 days
Average per month	25 days

*0.87% of homes in Q2. Our Target: 1.2 % of homes (251 per month)

Rent, service charges and financial support



During Q2 **98.3%** of rent was paid on time.

We had **1.7%** arrears which is unpaid charges from current residents.

Ways to pay

Method	Percentage of residents
Direct Debit	76%
Our Direct Debit Target	95%





Financial support for residents

- Helping Hands Applications: **228**
- Total of **£33,853** Helping Hands funds received by residents in Q2
- We have been exploring a partnership with Policy in Practice to access the Better Off Calculator. This calculator means residents can follow simple steps to see how much money they are eligible for. It also allows residents to see how changes in household budget can affect their income
- Working with Scotia Gas Networks' (SGN) in the South region to maximise income for financially vulnerable households in fuel poverty
- Planning events for November to promote Talk Money Week with residents

Rent and service charge collection is positive, with 98.3% of payments received on time and 1.7% currently in arrears. This reflects the commitment of our residents and the systems in place to support them. While 76% 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.

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.



Want to know more?

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



Repairs

Here are our repair statistics for Q2

Our repairs turnaround times:



28 days

for Routine
(14,251 in total)



7 days

for Urgent
(12,694 in total)



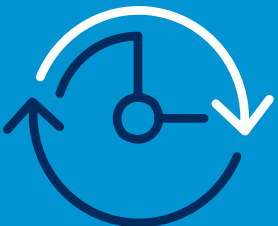
24hrs

for Emergency
(7,372 in total)

Our routine repairs are the most common type of repairs. Alongside emergency repairs they continue to be on target, however urgent repairs were behind target for Q2.

Due to changing weather conditions we expect more repairs to be reported to us and costs to increase.

Average time taken



92% Routine Repairs
completed within 28 Days
Our Target is 90%

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

94% Emergency
Repairs completed
within 24 hours
Our Target is 95%



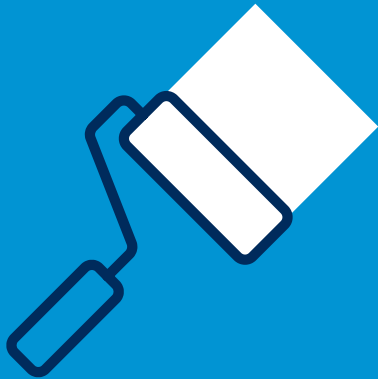
We're gathering insights on resident satisfaction with repairs through a monthly telephone survey. This involves selecting a sample of residents who've recently had a repair completed. Satisfaction is currently 95%. There is especially high satisfaction around the ease of reporting a repair (92%), treatment of home (92%) and the attitude of the contractors (91%).

Main reasons we were called to a repair this quarter



No.1

Plumbing/
Heating



No.2

General handy
person



No.3

Electrical



No.4

Gas



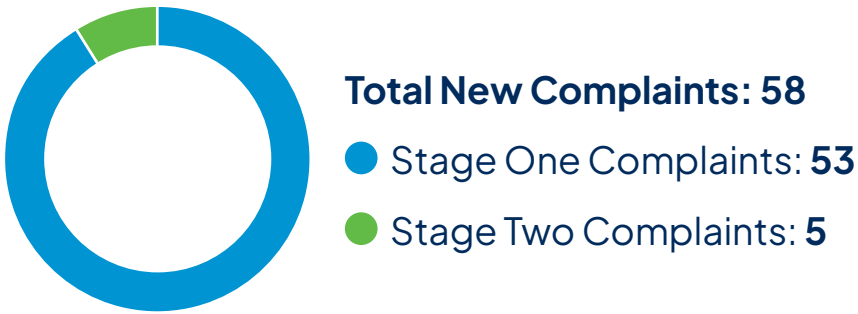
No.5

Emergency
Call System

Complaints

Here are our complaints statistics for Q2

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.



Themes of complaints

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

Target for responding to complaints

- In Q2 we met 100% of our timescales
- 10 working days to respond to stage one
- 20 working days to respond to stage two

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.

- Two new enquiries from the Housing Ombudsman

We received two determinations. There were no findings of maladministration. Complaint one related to parking restrictions

at a scheme, the resident’s rent account, a community bike project and damage to a carpet following a leak. The Housing Ombudsman found that Housing 21 had offered reasonable redress in relation to all areas. Complaint two related to service charges and record keeping. The Housing Ombudsman found no maladministration but there was a service failure due to the loss of a tenancy agreement. An apology was ordered.

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





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 Q2

Number of ASB Cases: **195**

Number of Hate Crimes: **9**

Top five themes

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

How are we improving?

- ✓ Working with specialist ASB providers to join a national ASB benchmarking forum
- ✓ Enhancing our ASB reporting system to improve reporting and functionality
- ✓ Developing new ASB reporting that will allow our teams to use data in a more meaningful way



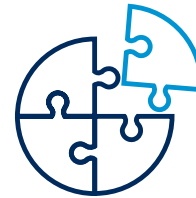
Safeguarding

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 Q2 we supported 424 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 we are improving the support we offer to residents

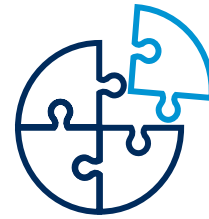
- ✓ Additional safeguarding training launched during quarter two for employees
- ✓ We prepared materials for National Safeguarding Week in November 2025, which includes local discussions with residents to raise awareness, and focus sessions for employees on matters such as professional curiosity, hoarding, domestic abuse and cuckooing



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**
- **99.77% of Asbestos Reinspections carried out**
 - 2 schemes, contractor rearranged date and completed in October
 - 2 schemes surveys were completed and the paperwork was outstanding. This has now been received
- **100% of legionella risk assessments have been carried out**
- **100% of communal passenger lift safety checks have been carried out**



How we are responding to new legislation

- ✓ **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**
- ✓ **We have provided additional training and guidance for colleagues and contractors**
- ✓ **A reminder of the explanation video for residents. Scan the QR code below to watch it!**



Resident voice

89% Resident Satisfaction.
Our Target is 95%

95% Care Satisfaction

Areas of improvement identified through resident engagement and feedback:

- Communications
- Issues with scheme exterior
- Maintenance of properties and gardens
- Sub-themes included:
 - Variety of options for resident engagement
 - More face-to-face meeting opportunities
 - Garden related issues
 - Lack of car parking spaces
 - Windows and doors

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

4,140

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

95% (Target: 95%)

Employee retention

We're working hard to keep our teams stable and well-supported by reducing employee turnover and helping new employees settle in.

Over the last quarter, we've introduced several initiatives to help with this, including:

- Running the annual Employee Survey to listen to employee feedback and make improvements
- Sharing clearer information about the benefits available to employees
- Launching a new management training module, Leading Employees to Thrive, focused on wellbeing, inclusion, and professional growth

These efforts help us create a more supportive and consistent working environment for everyone.

Employee training

We're committed to helping all employees grow their skills through ongoing learning and access to formal qualifications. Our mandatory training sets the basic standard everyone needs to meet.

Recently, we reviewed and updated our training to make sure it's relevant and meets current expectations. As a result, compliance has improved significantly.

We continue to offer regular refresher training and promote extra learning opportunities.

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 making the most of our Microsoft security tools by improving existing settings and adding new ones to better protect Housing 21 data, devices, accounts, email, and web content.

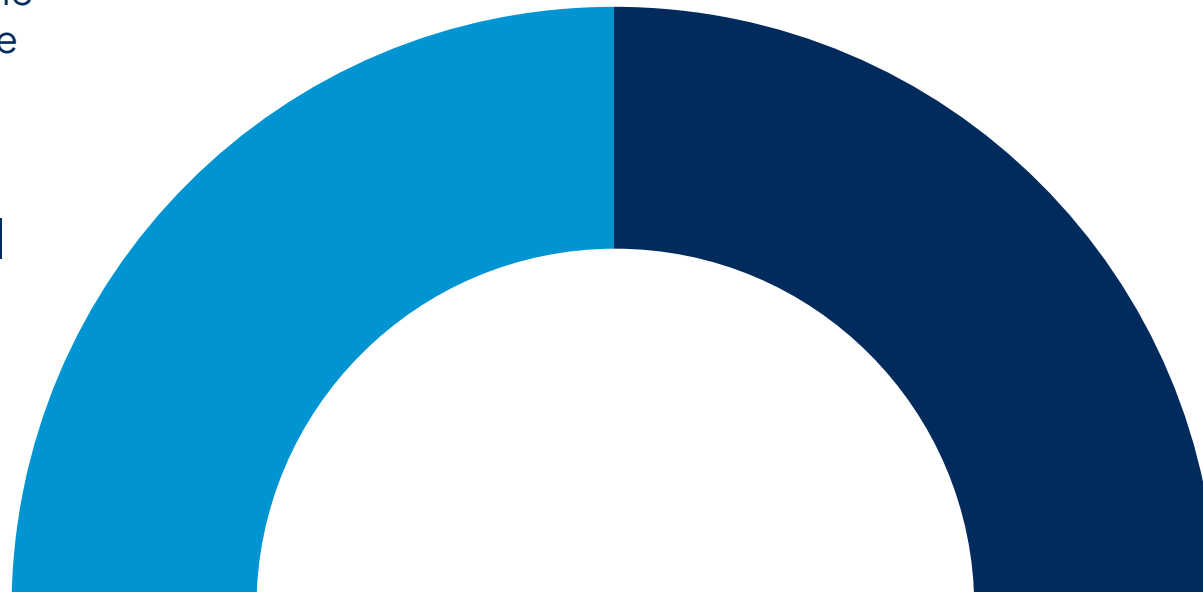
It's normal for organisations to remain vigilant when it comes to cybersecurity. Attempts are common across every sector. At Housing 21, we've successfully blocked two attempted cyber attacks this quarter thanks to the robust protections we have in place and the proactive approach of our teams.



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



Number of unsuccessful cyber attacks: **Two**



Building new homes

Total number of new properties completed in Q2



60 100% on Target

Types of property



Extra Care:

60



Retirement Living:

0



Apartments:

60



Bungalows:

0



15 Shared Ownership

45 Rented



Our total number of homes = 24,004



Housing 21 in the news



Sources of media coverage

48x Press releases

Good news stories proactively issued to the press

10x Comment pieces

Opinion pieces in news publications led by Housing 21 leaders

28x Reactive statements

Responses provided to media upon request

Collectively: 86 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

12x Balanced

- Disused site in Blackpool presumed to belong to Housing 21
- Residents at Seagrave Court will no longer receive extra care services

72x Positive

- Work begins on Gateshead retirement living scheme
- Open Day success at Housing 21's Extra Care scheme in Faringdon
- Rupali Court, Housing 21's cohousing scheme in Birmingham, celebrates construction milestone
- Extra Care scheme reveals £440,000 transformation

2x Negative

- Plans for 42 affordable homes for over-55s in Wisbech

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.

