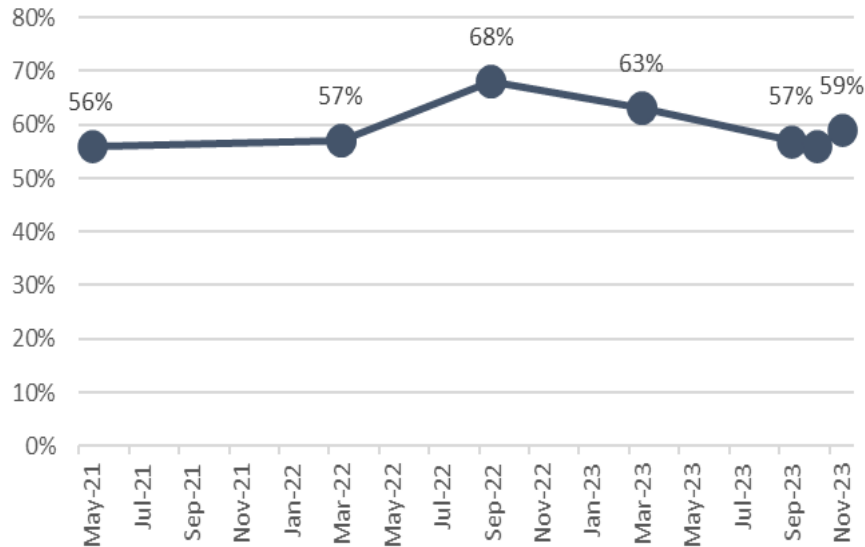


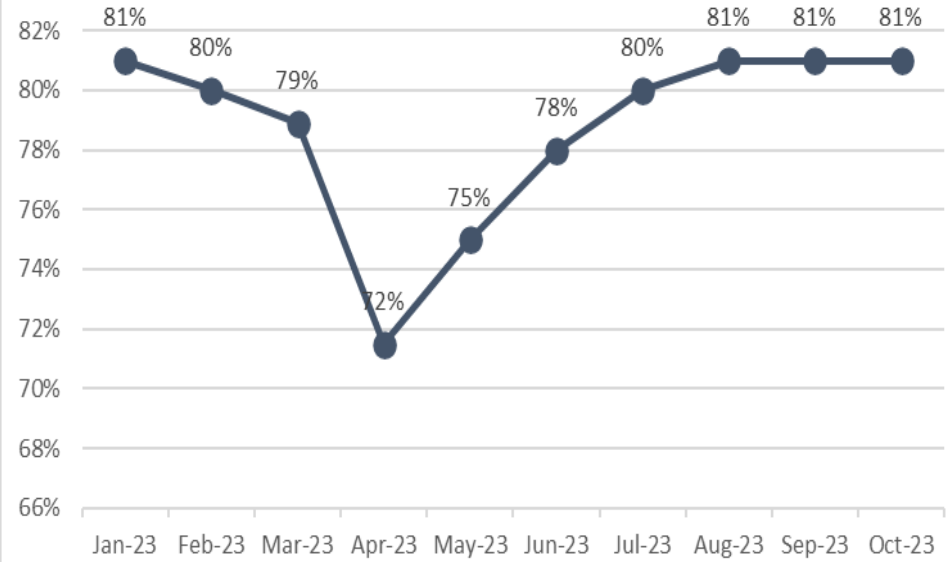
**Newlon Housing Trust
Performance Summary
December 2023**

Reliable Repairs

Satisfied with Repairs Service

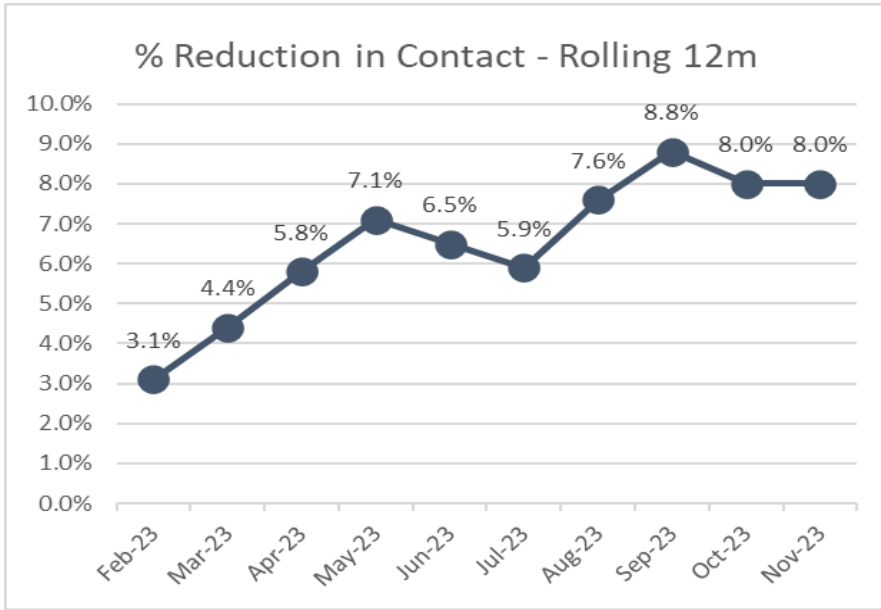


Repairs in Target



	Sep-22	Mar-23	Sep-23	Oct-23	Nov-23
Satisfied with time taken to complete last repair (Renters)	64%	61%	52%	54%	56%

Easy to Deal With



Contact Channel Share			
Jun-Aug	29.6%	36.5%	33.9%
Sep-Nov	32.9%	38.0%	29.1%

% of Complaints Escalated:

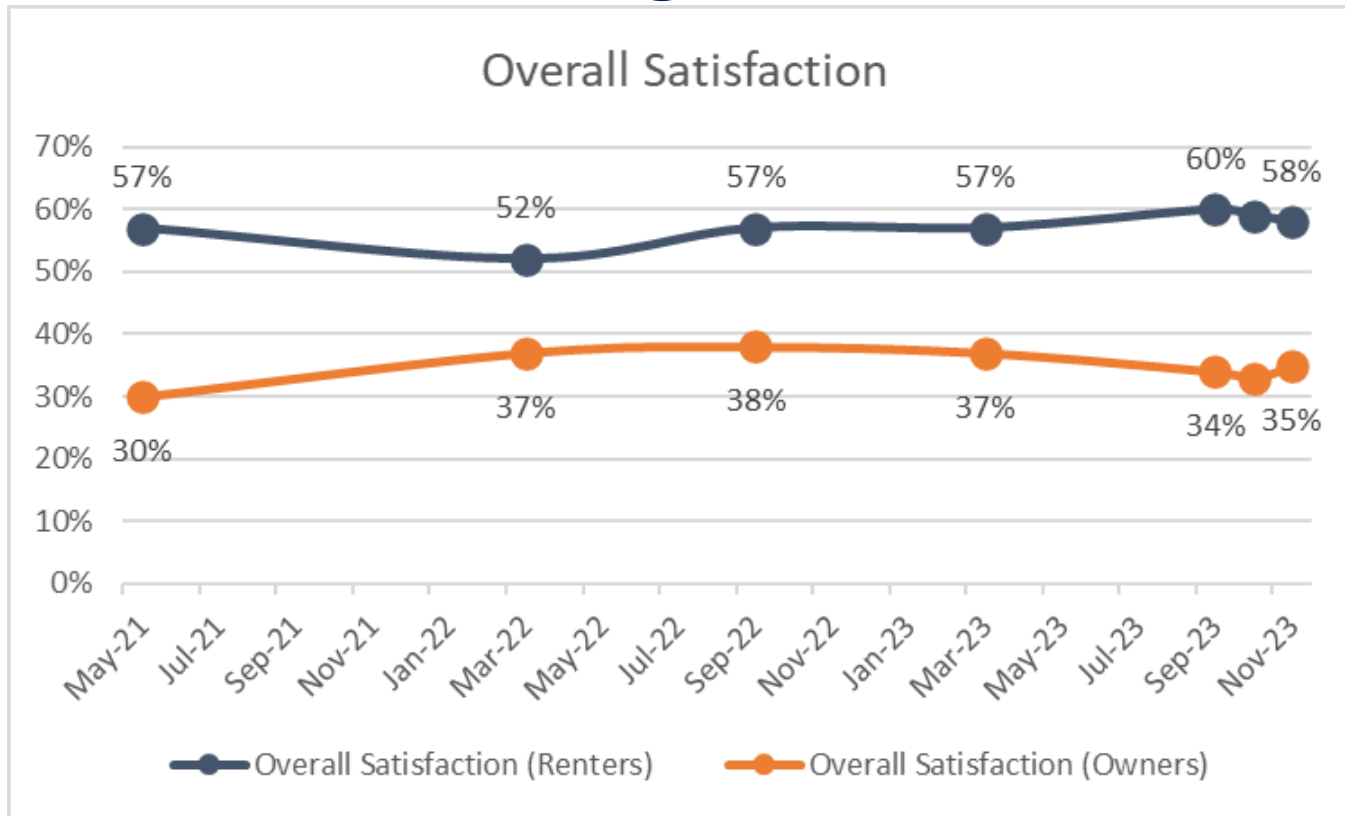
22% (-2%) vs Target 10%

Negative Ombudsman Determinations:

44.5% (-1.5%) vs Target 30%

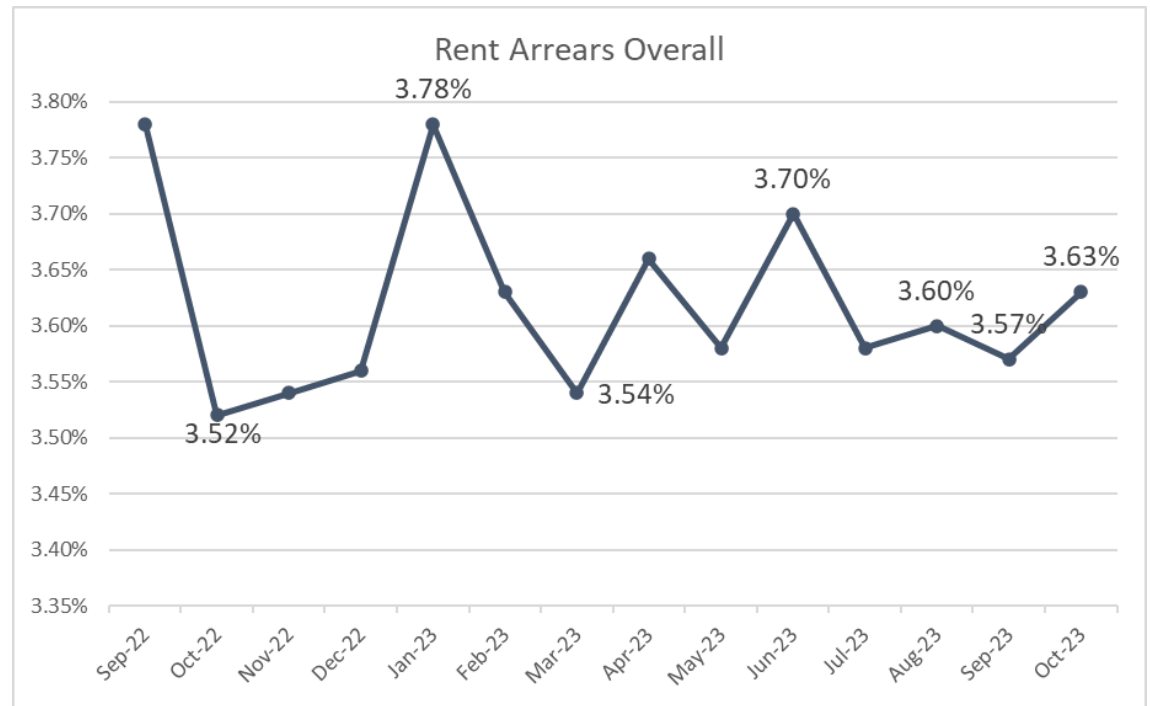
	July	Aug	Sept	Oct	Target	Status
% of Stage 1 Complaints Responded to in Target	97	100	98	95	98	
% of Stage 2 Complaints Responded to in Target	95	100	100	100	100	

Respectful and lasting resident relationships



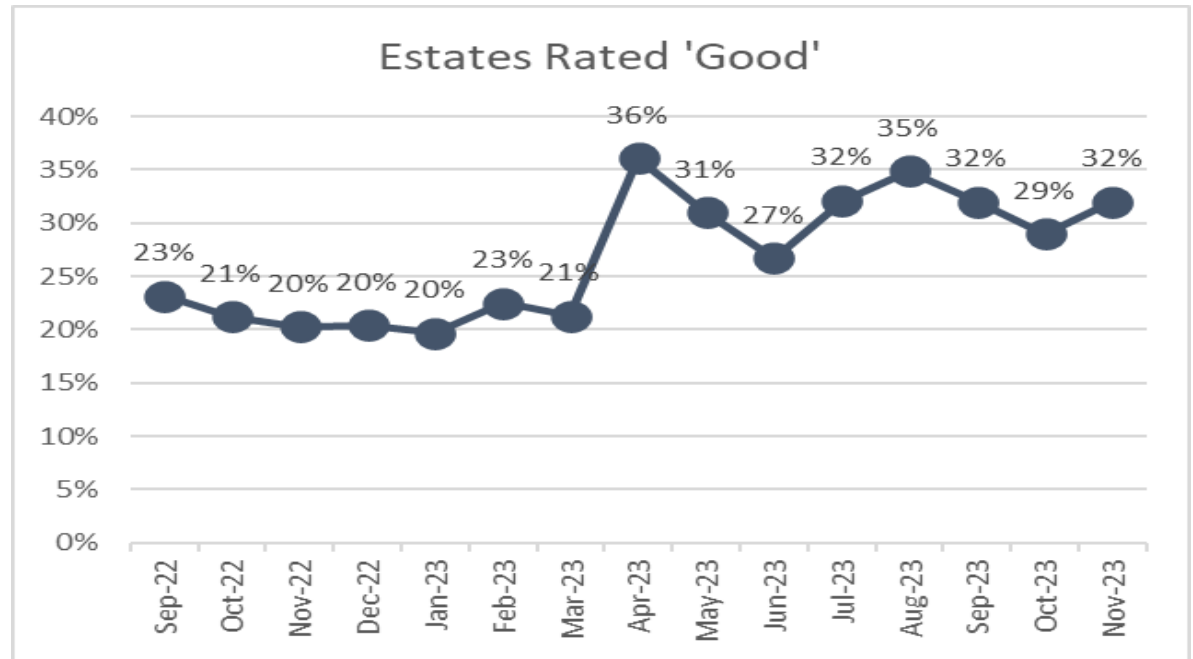
Overall		Favourable %	Neutral %	Negative %
% of Staff that think Services improving	Sept 2023	69	26	5
	March 2023	58	33	9
	March 2022	47	37	15

Respectful and lasting resident relationships











	Group	Sep-22	Mar-23	Sep-23	Oct-23	Nov-23
Satisfied that we listen to tenants' views and act on them	Renters	52%	53%	48%	49%	50%
	Owners	29%	24%	24%	21%	23%
Satisfied that we keep tenants informed about things that matter to them	Renters	64%	70%	70%	70%	68%
	Owners	57%	43%	49%	45%	40%
Satisfied that we treat tenants fairly and with respect	Renters	64%	64%	72%	70%	68%
	Owners	57%	47%	52%	50%	51%

Improving our Places



	Group	Sep-22	Mar-23	Sep-23	Oct-23	Nov-23
Satisfied Communal Areas are Clean and Maintained	Renters	56%	70%	62%	63%	62%
	Owners	51%	42%	50%	53%	51%
Satisfied with Contribution to Improving Neighbourhood	Renters	46%	48%	69%	66%	64%
	Owners	26%	22%	37%	36%	37%
Handling of Anti-Social Behaviour	Renters	49%	44%	54%	56%	57%
	Owners	28%	22%	24%	22%	22%

Quality Homes

	Jul	Aug	Sept	Oct	Target	Status
% of Properties with Valid Gas Safety Certificate	99.95	99.87	99.77	99.82	100	
% of tenanted homes with a 5 year Electrical Test Certificate	96.33	96.28	96.28	94.26	100	
% of properties with a valid Fire Risk Assessment	100	100	100	100	100	
Fire risk actions overdue (High/Critical)	101	104	108	113	0	
% of properties with a valid Water Safety Certificate	100	100	100	100	100	
Water safety actions overdue (High/Critical)	0	0	0	0	0	
% of lifts safe	100	100	100	100	100	
Asbestos Resurveys	90	111	82	78	75	

Homes Improved YTD:

1168 vs Target 924

% meeting Decent Homes:

99.98% vs Target 100%

% rented homes with an EPC:

87.2% vs Target 91%

	Group	Sep-22	Mar-23	Sep-23	Oct-23	Nov-23
Satisfied that Newlon provides a home that is safe	Renters	69%	70%	65%	66%	67%
	Owners	52%	55%	42%	42%	41%
Satisfied that Newlon provides a home that is well-maintained	Renters	60%	63%	59%	59%	58%