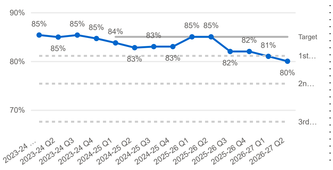
2026-27 Q2 - Board - Customer Experience

*Benchmarks are provided by Housemark - they compare PCH's performance with other social housing providers across the UK.
Each quartile represents a quarter of the providers who provide that data. Where possible the latest Benchmark quartile boundaries are shown on the charts.

TSM Respondents Very or Fairly Satisfied with the Overall Landlord (%)



80%

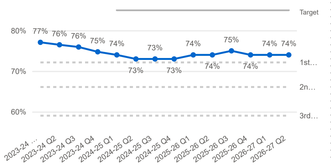
Target: 85% (-5% ▲)

Prev Qtr: 81% (-1% ↘)

Prev Year: 85% (-5% ↘)

Benchmark*: 2nd Quartile

TSM Respondents very or fairly satisfied that their landlord listens to tenant views and acts upon them (%)



74%

Target: 85% (-11% ●)

Prev Qtr: 74% (+0% →)

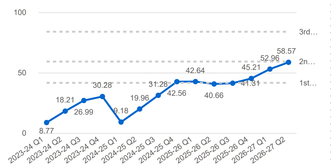
Prev Year: 74% (+0% →)

Benchmark*: 1st Quartile

TSM Number of Stage One complaints received per 1,000 homes

Lower is better

843 Stage 1 TSM tenant complaints received on a rolling 12 months with 214 received in Q2.



58.57

Target: Not Available

Prev Qtr: 52.96 (+5.61 ↗)

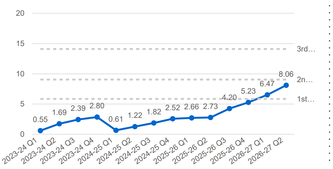
Prev Year: 40.66 (+17.91 ↗)

Benchmark*: 2nd Quartile

TSM Number of Stage Two complaints received per 1,000 homes

Lower is better

116 Stage 2 tenant complaints received on a rolling 12 months and 10 cases in September.



8.06

Target: Not Available

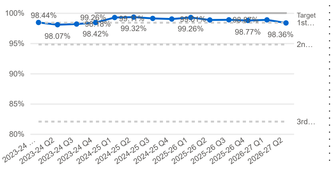
Prev Qtr: 6.47 (+1.59 ↗)

Prev Year: 2.73 (+5.33 ↗)

Benchmark*: 2nd Quartile

TSM Stage One complaints responded to within the Housing Ombudsman's Complaint Handling Code (%)

Based on rolling 12-months to September 2026 - 13 TSM Stage 1 complaints responded out of time. 7 cases went out of time in Q2.



98.36%

Target: 100.00% (-1.64% ▲)

Prev Qtr: 98.87% (-0.51% ↘)

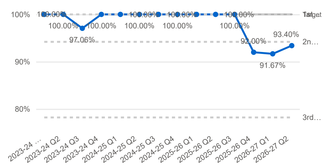
Prev Year: 98.85% (-0.49% ↘)

Benchmark*: 2nd Quartile

TSM Stage Two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescale (%)

Based on rolling 12-months to September 2026 - 7 TSM Stage 2 complaints responded out of time, with 2 complaints went out of time in Q2.

In July 2 TSM complaints responded out of time. Of these, one received in April, resident agreed extension - relates to damp and mould, several repairs and decanting. The other case relates to roof leak, damp and mould issue. Initial delays due to resident's work arrangements.



93.40%

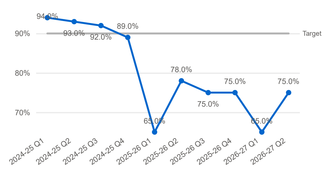
Target: 100.00% (-6.60% ▲)

Prev Qtr: 91.67% (+1.73% ↗)

Prev Year: 100.00% (-6.60% ↘)

Benchmark*: 3rd Quartile

Calls received by the Contact Centre answered (%)



75.0%

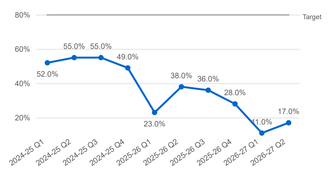
Target: 90.0% (-15.0% ●)

Prev Qtr: 65.0% (+10.0% ↗)

Prev Year: 78.0% (-3.0% ↘)

Benchmark*: Not Available

Calls Answered by the Contact Centre within 60 seconds (%)



17.0%

Target: 80.0% (-63.0% ●)

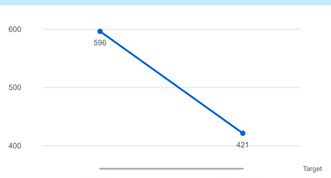
Prev Qtr: 11.0% (+6.0% ↗)

Prev Year: 38.0% (-21.0% ↘)

Benchmark*: Not Available

Average time taken to answer inbound telephone calls

Lower is better



421

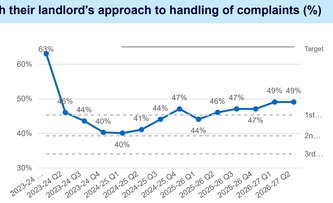
Target: 360 (+61 ●)

Prev Qtr: 596 (-175 ↘)

Prev Year: Not Available

Benchmark*: Not Available

TSM Complainants very or fairly satisfied with their landlord's approach to handling of complaints (%)



49%

Target: 65% (-16% ●)

Prev Qtr: 49% (+0% →)

Prev Year: 46% (+3% ↗)

Benchmark*: 1st Quartile

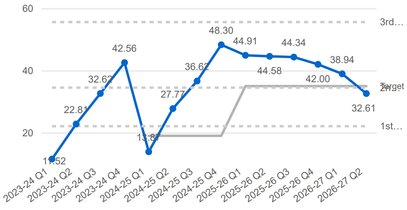
2026-27 Q2 - Board - Neighbourhoods and Lettings

*Benchmarks are provided by Housemark - they compare PCH's performance with other social housing providers across the UK.
Each quartile represents a quarter of the providers who provide that data. Where possible the latest Benchmark quartile boundaries are shown on the charts.

TSM Number of anti-social behaviour cases opened per 1,000 homes

Lower is better

487 cases received on a rolling 12-months to September 2026, with102 received in Q2.



32.61

Target: 35.00 (-2.39 ▲)

Prev Qtr: 38.94 (-6.33 ↘)

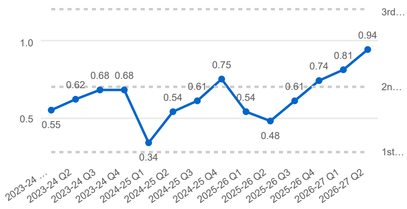
Prev Year: 44.58 (-11.97 ↘)

Benchmark*: 2nd Quartile

TSM Number of anti-social behaviour cases for hate incidents opened per 1,000 homes

Lower is better

14 cases received in rolling 12 months to September 2026 and 4 cases received in Q2.



0.94

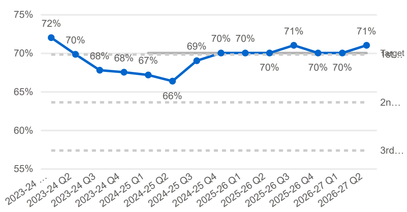
For Information Only

Prev Qtr: 0.81 (+0.13 ↗)

Prev Year: 0.48 (+0.46 ↗)

Benchmark*: 3rd Quartile

TSM Respondents very or fairly satisfied with their landlord's approach to handling of anti-social behaviour (%)



71%

Target: 70% (+1% ☑)

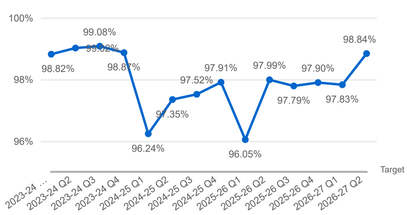
Prev Qtr: 70% (+1% ↗)

Prev Year: 70% (+1% ↗)

Benchmark*: 1st Quartile

Residents very or fairly satisfied with the handling of their anti-social behaviour complaint - transactional YTD (%)

September in month 100% (20/20)



98.84%

Target: 95.00% (+3.84% ☑)

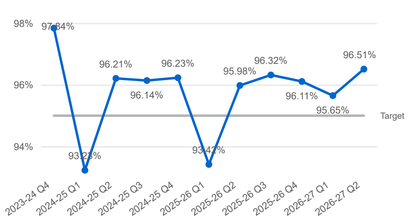
Prev Qtr: 97.83% (+1.01% ↗)

Prev Year: 97.99% (+0.85% ↗)

Benchmark*: Not Available

Residents very or fairly satisfied with the outcome of their ASB complaint - transactional YTD (%)

September in month = 100% (20/20)



96.51%

Target: 95.00% (+1.51% ☑)

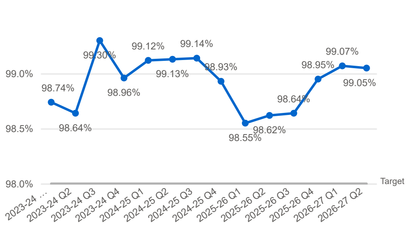
Prev Qtr: 95.65% (+0.86% ↗)

Prev Year: 95.98% (+0.53% ↗)

Benchmark*: Not Available

Tenancy Sustainment at 12 months (%)

845 terminations and 8 lettings



99.05%

Target: 98.00% (+1.05% ☑)

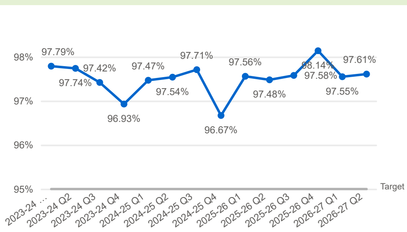
Prev Qtr: 99.07% (-0.02% ↘)

Prev Year: 98.62% (+0.43% ↗)

Benchmark*: Not Available

Tenancy Sustainment at 24 months (%)

1713 lettings and 41 terminations



97.61%

Target: 95.00% (+2.61% ☑)

Prev Qtr: 97.55% (+0.06% ↗)

Prev Year: 97.48% (+0.13% ↗)

Benchmark*: Not Available

2026-27 Q2 - Board - Repairs and Maintenance

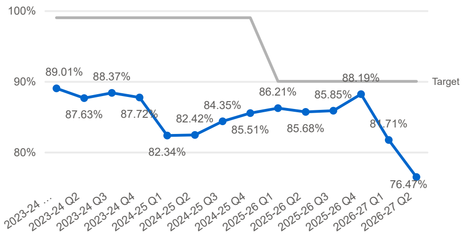
*Benchmarks are provided by Housemark - they compare PCH's performance with other social housing providers across the UK.
Each quartile represents a quarter of the providers who provide that data. Where possible the latest Benchmark quartile boundaries are shown on the charts.

In-month performance indicates we have stabilised the service, and there are emerging signs of improvement.

The focus for Q2 has continued to be reducing outstanding works (WIP), improving data quality and having clear processes in place to prevent future backlogs. Reporting has been improved and we have employed a performance coach to support managers with the skills needed to make informed decisions about their work areas and take action to mitigate and address underperformance.

In a bid to improve collaboration around scheduling, the Repairs Assistants have been moved into trade-specific teams, supported by a centralised Trade Support Team. We go into Q3 in a better position with improved data, better reporting, and clearer processes as we move into phase two and make stepped improvements in our performance towards year-end.

All Responsive Repairs Completed in Timeframe YTD (%)



76.47%

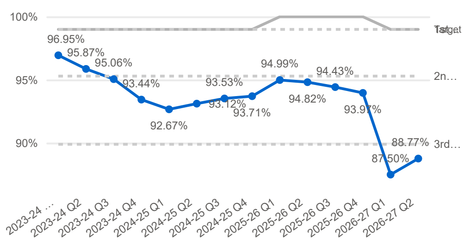
Target: 90.00% (-13.53% ●)

Prev Qtr: 81.71% (-5.24% ↘)

Prev Year: 85.68% (-9.21% ↘)

Benchmark*: Not Available

TSM Emergency Repairs Completed Within Published Timeframe YTD (%)



88.77%

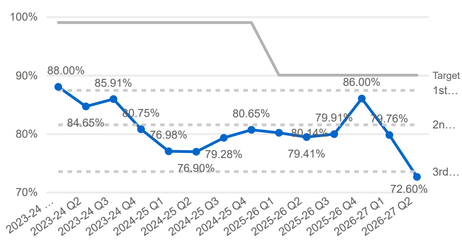
Target: 99.00% (-10.23% ●)

Prev Qtr: 87.50% (+1.27% ↗)

Prev Year: 94.82% (-6.05% ↘)

Benchmark*: 4th Quartile

TSM Non-Emergency repairs completed within target timescale (%)



72.60%

Target: 90.00% (-17.40% ●)

Prev Qtr: 79.76% (-7.16% ↘)

Prev Year: 79.41% (-6.81% ↘)

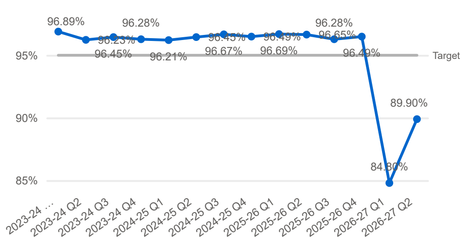
Benchmark*: 4th Quartile

Tenants Satisfied with the Repairs Service (Transactional) - YTD (%)

Was your repair fixed? = 88.3%

How satisfied were you with your repair operative? = 91.4%

Overall = 89.9%



89.90%

Target: 95.00% (-5.10% ▲)

Prev Qtr: 84.80% (+5.10% ↗)

Prev Year: 96.65% (-6.75% ↘)

Benchmark*: Not Available

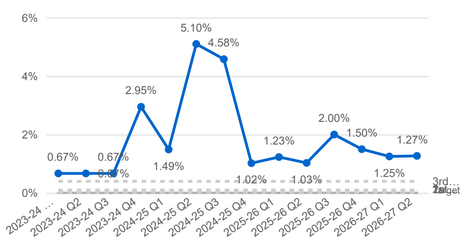
TSM homes that do not meet the Decent Homes Standard (%)

Lower is better

September 183 Total DHS failures 1.27% Current %

Increase in DHS % due to a slight increase in CAT1 Hazards. A desktop data review of components will continue throughout October, adding to current 2026/27 programme and future programmes wherever possible. A desktop review of all CAT1 hazards will also continue throughout October.

Q2 Status - Work to manage newly identified hazards is continuing maintaining a stable position. The most significant themes continue to be Falls Between Levels, primarily relating to window restrictors, and Falls on



1.27%

For Information Only

Prev Qtr: 1.25% (+0.02% ↗)

Prev Year: 1.03% (+0.24% ↗)

Benchmark*: 4th Quartile

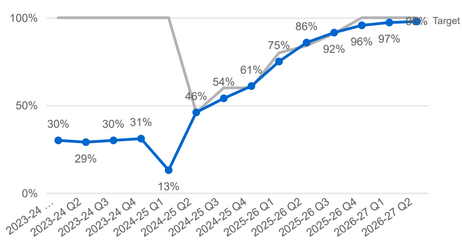
Stock condition surveys completed less than five years ago (%)

At the end of Q2, we had 320 homes remain outstanding for an Stock Condition Survey (SCS). The SCS team with the help of the No Access Co-ordinators are working through the 340 remaining properties by contacting through various methods.

Breakdown of the current no access homes:

· 66 homes with a first no access appointment booked

· 35 homes with a second no access appointment booked and



98%

Target: 100% (-2% ▲)

Prev Qtr: 97% (+1% ↗)

Prev Year: 86% (+12% ↗)

Benchmark*: Not Available

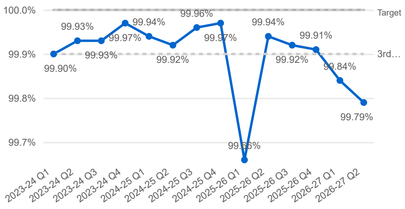
2026-27 Q2 - Board - Building Safety Compliance

*Benchmarks are provided by Housemark - they compare PCH's performance with other social housing providers across the UK.
Each quartile represents a quarter of the providers who provide that data. Where possible the latest Benchmark quartile boundaries are shown on the charts.

TSM Properties with a Gas Supply and a Valid Landlord's Gas Safety Check (%)

There are thirty properties without a valid gas check at the end of September 2026. Four of these were completed by the 2nd October. Eleven are being progressed through the courts and legal processes. Six are due to invalid gas certificates. The remainder are being followed up by the Gas Team in liaison with Housing Management etc.

All laundries with gas appliances and gas communal heating systems in blocks have valid gas safety checks.



99.79%

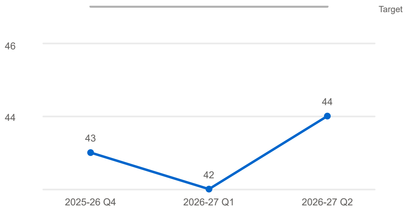
Target: 100.00% (-0.21% ▲)

Prev Qtr: 99.84% (-0.05% ↘)

Prev Year: 99.94% (-0.15% ↘)

Benchmark*: 4th Quartile

Number of solid fuel appliances with a valid 6 monthly sweep service certificate/report



44

Target: 47 (-3 ▲)

Prev Qtr: 42 (+2 ↗)

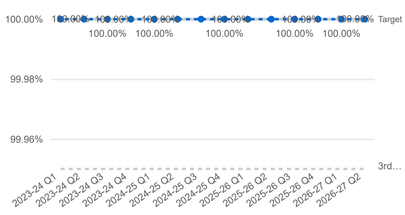
Prev Year: Not Available

Benchmark*: Not Available

TSM Fire risk assessments completed as a percentage of assessments required YTD (%)

We have 209 fire risk actions outstanding at the end of Q2 (159 were raised, with 188 closed during the period). 50 actions are overdue. The overdue actions are broken down as follows: 41 actions within Door Inspection Leasehold/Iso for Leasehold; 6 actions within Door Inspection Leasehold/So for Leasehold; 2 actions within Repair/Replace Fire Door/Frame for Leasehold; 1 action within Arson for Housing.

During Q2, the number of open fire actions moved from 238 to 209, with 159 new actions raised and 188 completed. This resulted in a net reduction of 29 open actions. Completion levels were sufficient to offset new



100.00%

Target: 100.00% (+0.00% ☑)

Prev Qtr: 100.00% (+0.00% →)

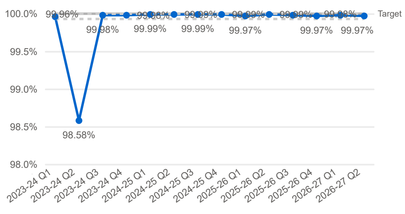
Prev Year: 100.00% (+0.00% →)

Benchmark*: 1st Quartile

TSM homes with compliant asbestos management plans (%)

There are 4 properties outstanding an asbestos management survey.

All of the properties are in the no access procedure.



99.97%

Target: 100.00% (-0.03% ▲)

Prev Qtr: 99.98% (-0.01% ↘)

Prev Year: 99.99% (-0.02% ↘)

Benchmark*: 3rd Quartile

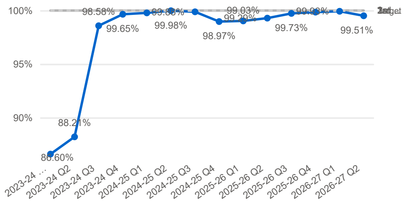
TSM Legionella Risk Assessments Completed (%)

99.51% of homes that legally require an LRA have one in place. There are 29 individual properties which are located in a block that required an LRA as of 31st August 2026:

4 are with the no access team

25 are newly acquired, new build properties

The local performance indicator which measures the percentage of all stock with an LRA is currently at 98.33%. This consists of 241 outstanding properties that are due to have an individual LRA and are currently on programme to be scheduled. I have provided 150



99.51%

Target: 100.00% (-0.49% ▲)

Prev Qtr: 99.93% (-0.42% ↘)

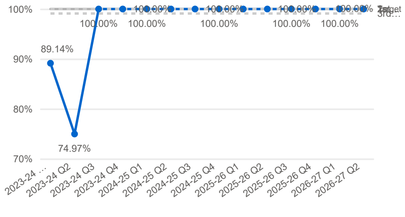
Prev Year: 99.29% (+0.22% ↗)

Benchmark*: 4th Quartile

TSM homes for which all required communal passenger lift safety checks carried out (%)

24 / 24 compliant.

(27 / 27 including Plumer lifts)



100.00%

Target: 100.00% (+0.00% ☑)

Prev Qtr: 100.00% (+0.00% →)

Prev Year: 100.00% (+0.00% →)

Benchmark*: 1st Quartile

TSM homes with a valid 5-year electrical safety certificate (%)

There are 112 properties with an out of date 5-year electrical test

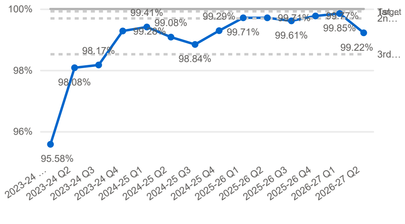
89 of these properties are with the no access team and in the legal process

2 of these properties are on appointment one

15 of these properties are on appointment two

1 of these properties is void within the tower block and remaining void for the foreseeable

5 of these properties have had an electrical test



99.22%

Target: 100.00% (-0.78% ▲)

Prev Qtr: 99.85% (-0.63% ↘)

Prev Year: 99.71% (-0.49% ↘)

Benchmark*: 3rd Quartile

2026-27 Q2 - Board - Damp and Mould

*Benchmarks are provided by Housemark - they compare PCH's performance with other social housing providers across the UK.
Each quartile represents a quarter of the providers who provide that data. Where possible the latest Benchmark quartile boundaries are shown on the charts.

Q2 saw an improvement in all reported damp and mould measures but required standards are not being met consistently. The root cause relates to record keeping around case management and completion evidence, which is being addressed urgently by a cross-organisational task-and-finish group to improve data quality and reporting as we head into the busier Winter period. This will give stronger visibility of current cases, their progress (including cases at risk of breaching timescales) and rapid identification of poor data quality. As with repairs, the Damp and Mould Team are being supported by a performance coach to enhance skills around data-led decision making and action. Once this is in place this will be widened to the additional hazards in Awaab's Law Phase Two which come into effect from the end of November 2026.

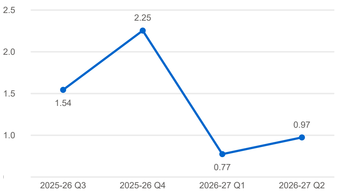
Awaab's Law - New emergency hazards (CAT 1) within 24 hours per 1,000 properties

Lower is better

September in-month: 0.97

Number of Emergency Hazards Raised: 14

YTD: Number of Emergency Hazards Raised: 103



0.97

Target: Not Available

Prev Qtr: 0.77 (+0.20 ↗)

Prev Year: Not Available

Benchmark*: Not Available

Awaab's Law - emergency hazards (CAT 1) resolved within 24 hours YTD (%)

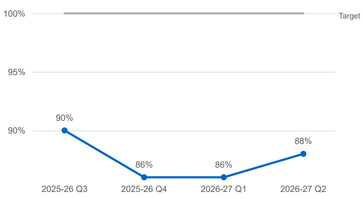
YTD: 88% (59/67) September in-month: 86% (6/7).

Of the 8 out of time, 3 in April::

1. Out of time due to tenant request and rescheduling. Now completed.

2. Planned in by Trade Support for 10/04. No Capacity withing target – carpenter. Now completed.

3. Contact centre raised an emergency - this is unusual as a HHSRS inspection not completed. CC have then planned in for 15th April. Now completed.



88%

Target: 100% (-12% ●)

Prev Qtr: 86% (+2% ↗)

Prev Year: Not Available

Benchmark*: Not Available

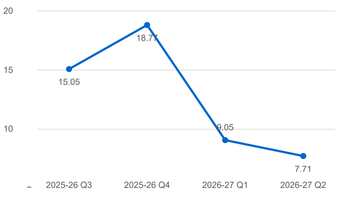
Awaab's Law - New significant damp and mould hazards reported per 1,000 properties

Lower is better

September in-month: 7.71

Number of Significant DM Hazards Raised: 111

YTD: Number of Significant DM Hazards Raised: 724



7.71

Target: Not Available

Prev Qtr: 9.05 (-1.34 ↘)

Prev Year: Not Available

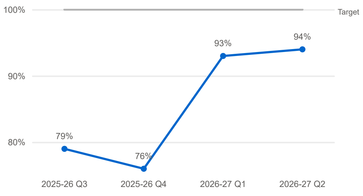
Benchmark*: Not Available

Awaab's Law - significant damp and mould hazards investigated within 10 working days (%)

YTD: 94% (445/471) September in-month: 93% (86/92)

September: 6 OOT

3 OOT, 3 cases were delayed due to process and system control issues, including missed appointment bookings, insufficient audit trails and inspections being inadvertently shelved, with enhanced oversight and monitoring controls now implemented to mitigate future risk.



94%

Target: 100% (-6% ▲)

Prev Qtr: 93% (+1% ↗)

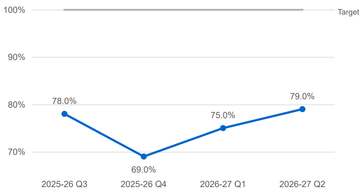
Prev Year: Not Available

Benchmark*: Not Available

Awaab's Law - For all damp and mould inspections, percentage where a report has been shared with the tenant within 3 working days (%)

YTD: 468 inspections completed 370 reports sent within 3 working days

September in-month: 75% 92 inspections completed (not incl. leasehold), 69 reports sent within 3 working days.



79.0%

Target: 100.0% (-21.0% ●)

Prev Qtr: 75.0% (+4.0% ↗)

Prev Year: Not Available

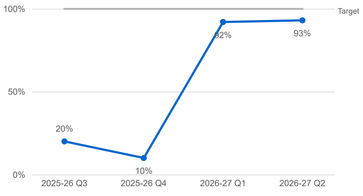
Benchmark*: Not Available

Awaab's Law - significant damp and mould repairs initiated within 5 working days (%)

The definition of this KPI has been updated. It now measures the time from inspection completed to repair raised, rather than inspection completed to first repair completed as previously defined from 'works initiated/action taken.

YTD: 93% (399/427) September in-month: 91% (77/85)

Of the 85 cases requiring remedial works post inspection in September, 77 had steps taken to begin works (works raised) within 5 working days.



93%

Target: 100% (-7% ▲)

Prev Qtr: 92% (+1% ↗)

Prev Year: Not Available

Benchmark*: Not Available

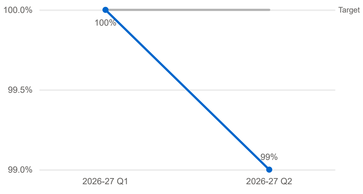
Awaab's Law - Work physically started within 12 weeks (%)

YTD: 99% 301/304

September in-month: (98%) 90/92

Of the 92 remedial works physically initiated in September, 90 were initiated within 12 week

1 OOT due to capacity. 1 OOT due to tenant's request.



99%

Target: 100% (-1% ▲)

Prev Qtr: 100% (-1% ↘)

Prev Year: Not Available

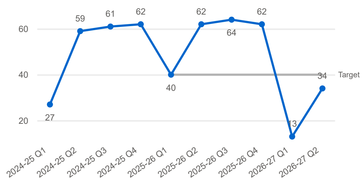
Benchmark*: Not Available

Average working days to complete remedial works in relation to damp and mould YTD

Lower is better

Inspection Time = 5 Days

Repair Time = 29 Days



34

Target: 40 (-6 ☑)

Prev Qtr: 13 (+21 ↗)

Prev Year: 62 (-28 ↘)

Benchmark*: Not Available

2026-27 Q2 - Board - Business Metrics

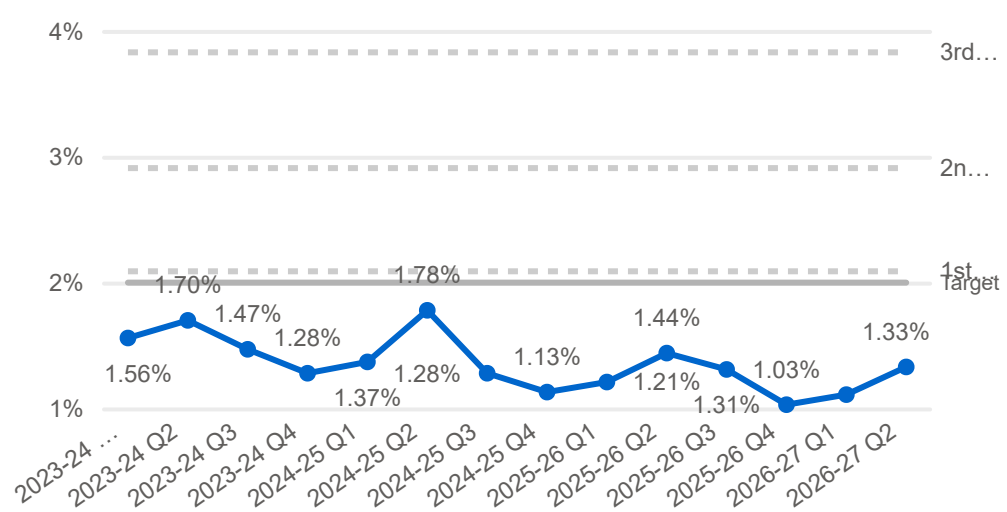
*Benchmarks are provided by Housemark - they compare PCH's performance with other social housing providers across the UK.
Each quartile represents a quarter of the providers who provide that data. Where possible the latest Benchmark quartile boundaries are shown on the charts.

Current Tenant Rent Arrears as a % of Annual Rent Debit (based on Actual Arrears) (%)

Lower is better

Week 26: Arrears £1,055,380. Projected Debit: £79,403,438. This indicator is measured aligning with other financial indicators.

ear to date the financial inclusion officers have generated extra income of £169,603 and helped 145 tenants, as a result of support to claim benefits and other financial support. The Support Fund value used for this period is £75,304 which assisted 302 tenants (compared to same period last year of £54,630 helping 218 tenants)..



1.33%

Target: 2.00% (-0.67% ☑)

Prev Qtr: 1.11% (+0.22% ↗)

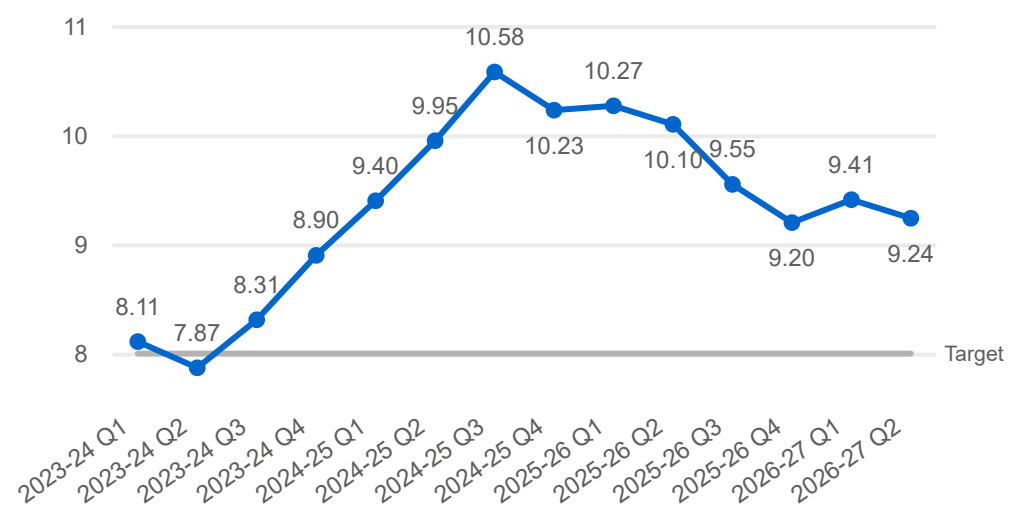
Prev Year: 1.44% (-0.11% ↘)

Benchmark*: 1st Quartile

Average Days Sickness per FTE (annualised)

Lower is better

Sickness absence reduced this quarter, consistent with the seasonal pattern seen during the same period last year. This may partly reflect lower levels of short-term seasonal illness during the summer months, alongside increased annual leave.



9.24

Target: 8.00 (+1.24 ⬢)

Prev Qtr: 9.41 (-0.17 ↘)

Prev Year: 10.10 (-0.86 ↘)

Benchmark*: Not Available

Number of new affordable homes completed and handed over (year to date)

Completions: A total of 19 homes were completed during Q2 2026/27, comprising 12 Social Rent and 7 Shared Ownership homes. The completed homes wer delivered across the following developments:

- Alphington, Exeter – 6 Social Rent homes
- Sherford, Countryside – 3 Shared Ownership homes
- Sherford, Linden – 6 Social Rent homes
- Treledan Phase 2 (Bloor) – 4 Shared Ownership homes

87

Target: 245 (-158 ⬢)

Prev Qtr: 68 (+19 ↗)

Prev Year: 35 (+52 ↗)

Benchmark*: Not Available

2026-27 Q2 - Board - Voids

*Benchmarks are provided by Housemark - they compare PCH's performance with other social housing providers across the UK.
Each quartile represents a quarter of the providers who provide that data. Where possible the latest Benchmark quartile boundaries are shown on the charts.

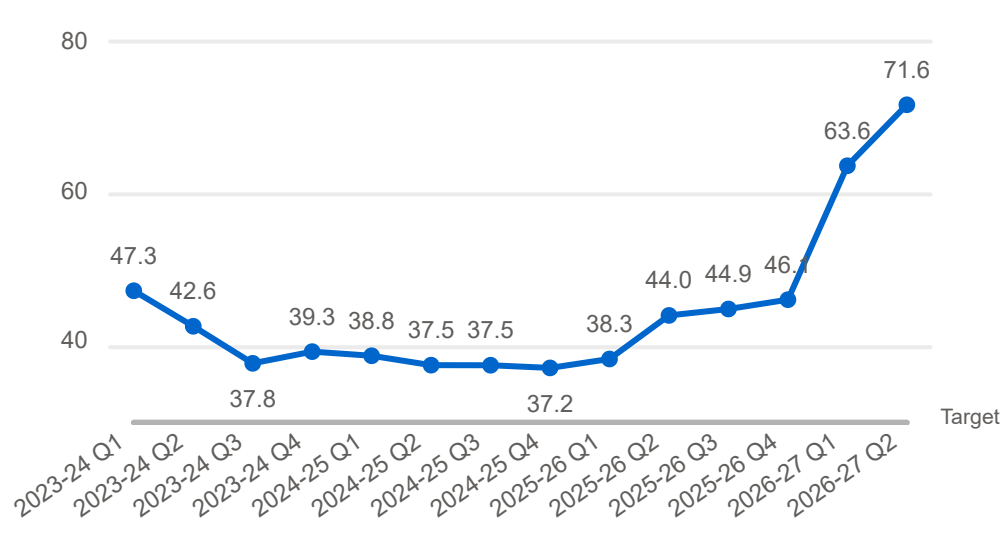
Void performance remains a key area of focus, with improvement activity across both void repairs and lettings. During the quarter, void repairs work in progress reduced significantly from around 120-130 properties to 65, reflecting the impact of targeted recovery actions and improved operational control. Alongside this, a dedicated lettings improvement plan is accelerating the progression of available homes through advertising, offers, acceptance and sign-up, with 97 properties in the active Ready to Let cohort at the reporting date. The combined focus is on reducing the number of empty homes, improving turnaround times and increasing re-let performance, while maintaining compliance, service standards and value for money.

Average number of days to re-let void property (all types)

Lower is better

Year to date cumulative split: Repairs 48.45 days, Letting 23.15 days

In month September 2026: Overall 74.95 days, Repairs 44.69 days, Letting 30.26 days



71.6

Target: 30.0 (+41.6 ●)

Prev Qtr: 63.6 (+8.0 ↗)

Prev Year: 44.0 (+27.6 ↗)

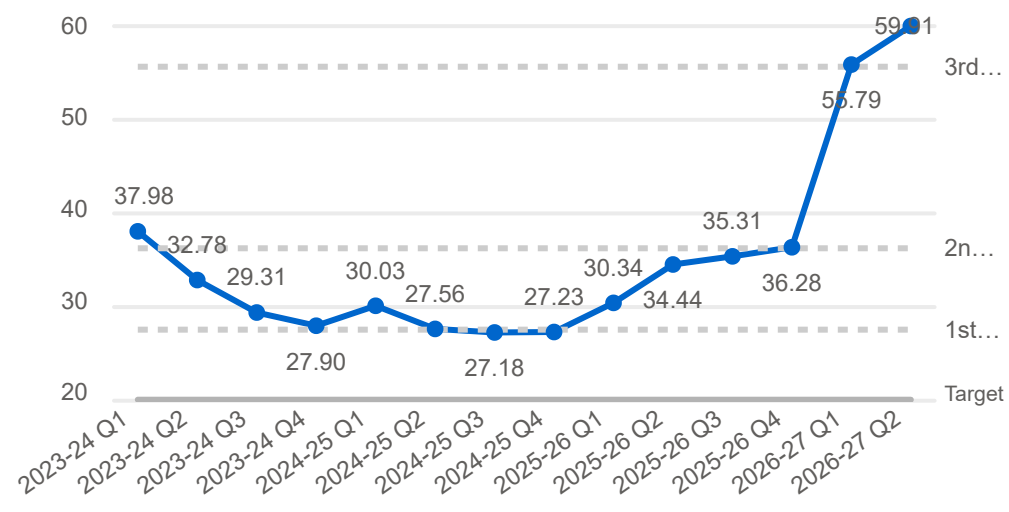
Benchmark*: Not Available

Average Number of Days to Re-Let Routine Void Property YTD

Lower is better

Year to date: Repair time 33.80 days, Letting time 26.07 days

In Month September 2026: Overall 68.50 days, Repair time 31.17 days, Letting time 37.08 days



59.91

Target: 20.00 (+39.91 ●)

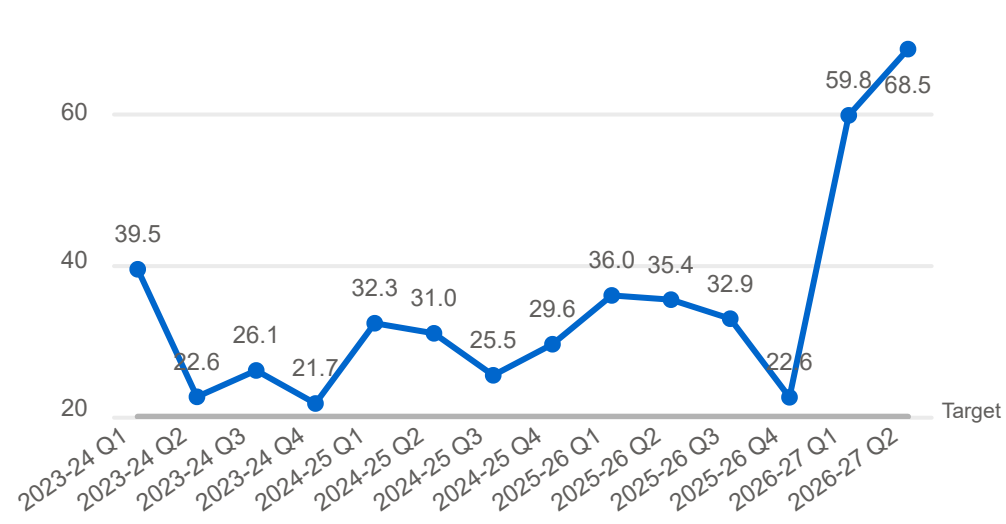
Prev Qtr: 55.79 (+4.12 ↗)

Prev Year: 34.44 (+25.47 ↗)

Benchmark*: 4th Quartile

Average Number of Days to Re-Let Routine Void Property - In Month

Lower is better



68.5

Target: 20.0 (+48.5 ●)

Prev Qtr: 59.8 (+8.7 ↗)

Prev Year: 35.4 (+33.1 ↗)

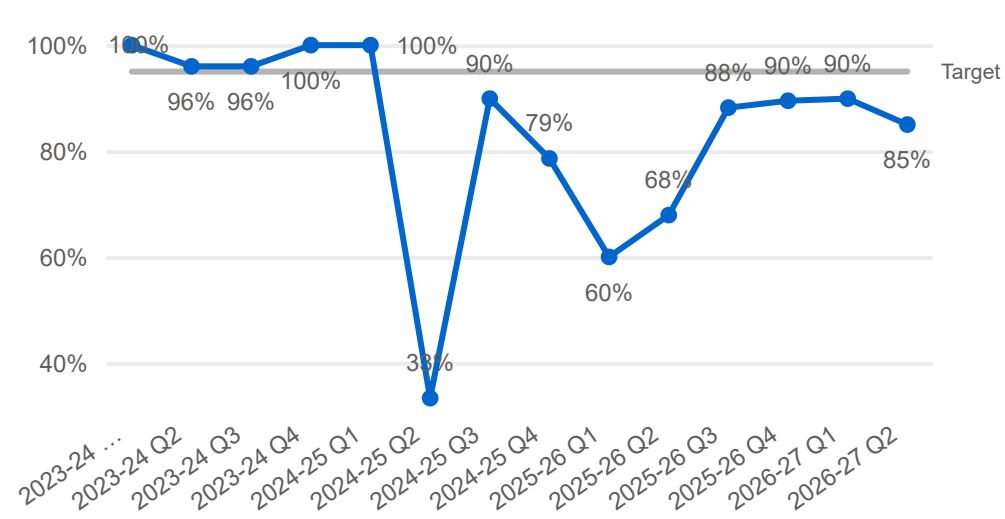
Benchmark*: Not Available

Respondents satisfied with the overall condition of their new home (%)

17/20 Satisfied

2 Fairly dissatisfied, 1 neither satisfied nor dissatisfied

Feedback presents a mixed view of property condition at letting. The main concern is the presence of defects and the perceived lack of timely rectification, including issues affecting fixtures, a door and visible cracking. Cleanliness was also inconsistent: one respondent described poor cleaning, while another reported that the property was neat and tidy. Positive feedback included satisfaction with the size of the rooms and a good standard of presentation in one property. Overall,



85%

Target: 95% (-10% ●)

Prev Qtr: 90% (-5% ↘)

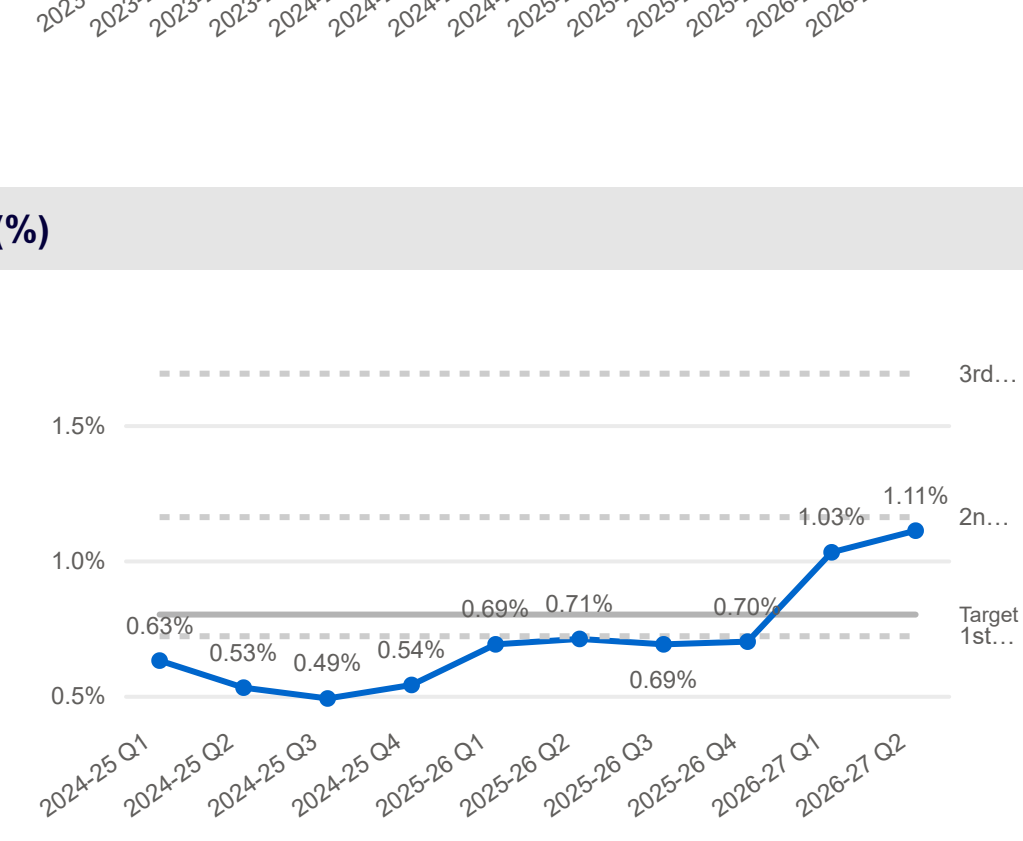
Prev Year: 68% (+17% ↗)

Benchmark*: Not Available

Rental income lost due to vacant properties (%)

Lower is better

Total Debit (incl. Void Loss) £41,723,914 & Void Rent Loss (excluding void properties assigned for sale) = £462,551. Number of Residential Void Properties = 478. Average Void Rent Loss Per Property: £967.68 which is a difference of -0.62% when compared to the previous months Void Rent Loss per Property of £973.72. Figures taken during a reporting week to align with other report indicators.



1.11%

Target: 0.80% (+0.31% ●)

Prev Qtr: 1.03% (+0.08% ↗)

Prev Year: 0.71% (+0.40% ↗)

Benchmark*: 2nd Quartile