2026-27 Q1 - Board

Summarised Performance by Category

Customer Experience



Neighbourhoods and Lettings



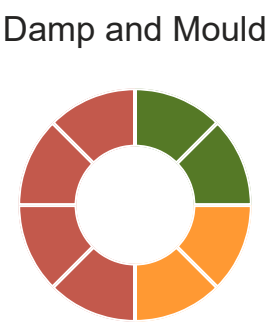
Repairs and Maintenance



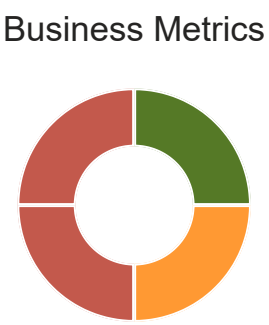
Building Safety Compliance



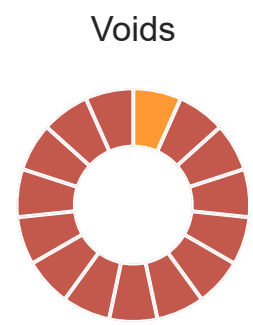
Damp and Mould



Business Metrics



Voids



Met or Exceeded Target

Name	KPI	Target
Average working days to complete remedial works in relation to damp and mould YTD	13	40
Tenancy Sustainment at 12 months (%)	99.07%	98.00%
Tenancy Sustainment at 24 months (%)	97.55%	95.00%
Residents very or fairly satisfied with the handling of their anti-social behaviour complaint - transactional YTD (%)	97.83%	95.00%
Current Tenant Rent Arrears as a % of Annual Rent Debit (based on Actual Arrears) (%)	1.11%	2.00%

Furthest From Target

Name	KPI	Target
Average Number of Days to Re-Let Routine Void Property - In Month	59.8	20.0
Average number of days to re-let void property (all types)	63.6	30.0
Calls Answered by the Contact Centre within 60 seconds (%)	11.0%	80.0%
TSM homes that do not meet the Decent Homes Standard (%)	1.25%	0.00%
Average Number of Days to Re-Let Routine Void Property YTD	55.79	20.00

Improved Since Previous Quarter

Name	KPI	Prev Qtr
Average working days to complete remedial works in relation to damp and mould YTD	13	62
Awaab's Law - New emergency hazards (CAT 1) within 24 hours per 1,000 properties	0.77	2.25
Awaab's Law - New significant damp and mould hazards reported per 1,000 properties	9.05	18.77
Awaab's Law - significant damp and mould repairs initiated within 5 working days (%)	92%	10%
Number of non-routine voids at month-end	10	64

Declined Since Previous Quarter

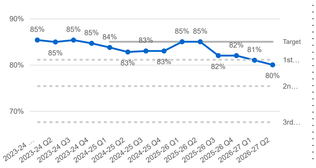
Name	KPI	Prev Qtr
Average age of current non-routine voids at month-end (days)	113	38
Average age of current routine voids at month-end (days)	38	21
Average Number of Days to Re-Let Routine Void Property - In Month	59.8	22.6
Number of new affordable homes completed and handed over (year to date)	68	180
Number of routine voids at month-end	119	36

2026-27 Q1 - 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 (%)

Overall satisfaction remains very high and well above the sector median of 74% - the key drivers of satisfaction continue to be quality of the repair service which is starting to impact as we have seen a small reduction in overall satisfaction. The Better Repairs Programme seeks to address the issues being raised by residents around the length of time for a repair to be done, constant chasing and inconsistent communications.



81%

Target: 85% (-4% ▲)

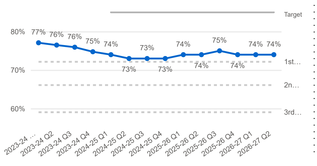
Prev Qtr: 82% (-1% ↘)

Prev Year: 85% (-4% ↘)

Benchmark*: 2nd Quartile

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

This metric is stable at 74% - residents report that staff are mostly reliable and take action, and there is high sentiment that we listen to residents' views. There are comments relating to feeling ignored or not listened to and reports that record keeping is poor and needs improving.



74%

Target: 85% (-11% ●)

Prev Qtr: 74% (+0% →)

Prev Year: 74% (+0% →)

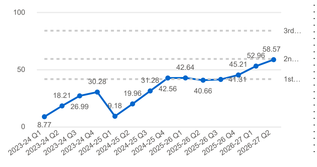
Benchmark*: 1st Quartile

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

Lower is better

761 Stage 1 TSM tenant complaints received on a rolling 12 months with 82 received in June.

Stage one complaints have increased by 23% on a rolling 12-month basis and 52.96 per 1,000 stock. Although this is below the median for the sector, this is not where we aspire to be. Outstanding repair work continues to be the largest theme and appointment-related complaints increasing following the TotalConnect go-live and migration of over 8,000 jobs.



52.96

Target: Not Available

Prev Qtr: 45.21 (+7.75 ↗)

Prev Year: 42.64 (+10.32 ↗)

Benchmark*: 2nd Quartile

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

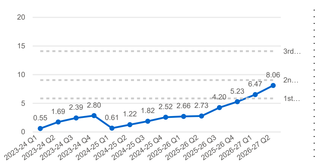
Lower is better

93 Stage 2 tenant complaints received on a rolling 12 months and 13 cases in June.

All types of Stage 2 complaints increased marginally to 13 in June, compared with 12 in May and 8 in April, representing 13% of all complaints. Although this reflects a continued increase in escalations, the Stage 2 upheld rate reduced significantly to 38.5%, compared with 58.3% in May, suggesting that more escalated complaints are being resolved appropriately at Stage 1 or are not resulting in findings of service failure.

The increase in escalations continues to reflect a combination of more complex customer cases, higher customer expectations and sustained operational pressures, particularly within repairs and housing services. However, the reduction in the upheld rate provides assurance that complaint handling and decision-making remain robust.

Overall, complaint volumes remain stable, but continued investment in service improvement, proactive communication and frontline capacity will be essential to reduce avoidable demand, improve customer experience and prevent unnecessary escalation.



6.47

Target: Not Available

Prev Qtr: 5.23 (+1.24 ↗)

Prev Year: 2.66 (+3.81 ↗)

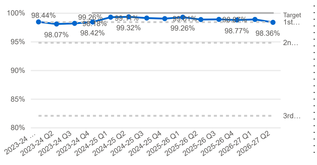
Benchmark*: 2nd Quartile

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

Based on rolling 12-months to June 2026 - 8 TSM Stage 1 complaints responded out of time. No TSM complaints responded out of time in Q1.

Performance remains strong at 98.87% within timescale.

Across the rolling 12 months, for all types of Stage 1 complaints 11 cases were out of time, of which: 5 were agreed with the resident The remainder were due to delayed logging or complex cross-service investigations In Q1 April to June 2026 we received 249 tenant complaints and all Stage 1 complaints closed were responded in time.



98.87%

Target: 100.00% (-1.13% ▲)

Prev Qtr: 98.77% (+0.10% ↗)

Prev Year: 99.26% (-0.39% ↘)

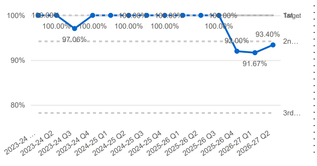
Benchmark*: 1st Quartile

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

Based on rolling 12-months to June 2026 - 6 TSM stage 2 complaints responded out of time. No TSM complaints responded out of time in Q1.

Performance reduced to 91.67%. Across the rolling 12 months, 6 cases were out of time. In Q1 April to June 2026 we received 29 tenant complaints tenant complaints and all Stage 2 complaints were responded in time.

All Stage 2 extensions were agreed with residents and evidenced, highlighting a broader sector challenge driven by case complexity. The focus remains on ensuring quality and accurate resolution over speed.



91.67%

Target: 100.00% (-8.33% ▲)

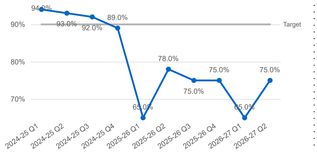
Prev Qtr: 92.00% (-0.33% ↘)

Prev Year: 100.00% (-8.33% ↘)

Benchmark*: 3rd Quartile

Calls received by the Contact Centre answered (%)

Call answer rates reduced from 75% to 65% and average waiting times increased from around 8 minutes to more than 17 minutes due to increased demand from residents chasing repairs and appointments following the implementation of the new system. The demand is broadly similar in July but at the time of writing the report, call answering had risen to 70% - this is as a result of bringing some additional resources into the contact centre to help with the uptick in demand.



65.0%

Target: 90.0% (-25.0% ●)

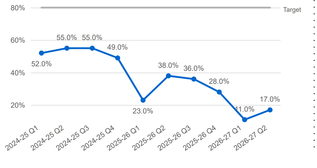
Prev Qtr: 75.0% (-10.0% ↘)

Prev Year: 65.0% (+0.0% →)

Benchmark*: Not Available

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

Due to the increased demand in the contact centre following the implementation of TotalConnect, timely call answering fell to 12% with the average waiting time for June being 12 minutes. This highlights that current capacity is insufficient to meet demand, especially with a service standard to answer within 60 seconds.



11.0%

Target: 80.0% (-69.0% ●)

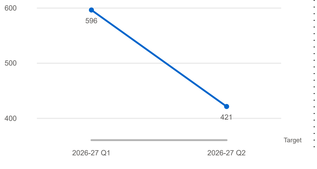
Prev Qtr: 28.0% (-17.0% ↘)

Prev Year: 23.0% (-12.0% ↘)

Benchmark*: Not Available

Average time taken to answer inbound telephone calls

Lower is better



596

Target: 360 (+236 ●)

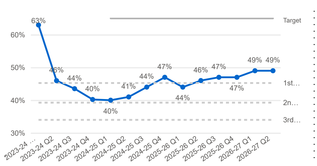
Prev Qtr: Not Available

Prev Year: Not Available

Benchmark*: Not Available

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

There has been a 22% improvement in satisfaction with complaint handling over the past two years as a result of the changes made to how we deal with complaints. This work is continuing alongside service improvements through the Better Repairs Programme targetting a 50% reduction in complaints relating to outstanding repairs because we are delivering in line with our service standard.



49%

Target: 65% (-16% ●)

Prev Qtr: 47% (+2% ↗)

Prev Year: 44% (+5% ↗)

Benchmark*: 1st Quartile

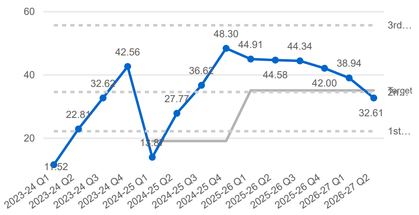
2026-27 Q1 - Board - Neighbourhoods and Lettings

*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

As we continue to roll-out our Good Neighbourhood Management Policy and supporting processes, we are beginning to make better use of data and intelligence to understand demand, identify hotspot areas and target resources effectively. Using this approach to tackle anti-social behaviour, we have seen a reduction in the number of overall cases, falling to just under 39 cases per 1,000 homes on a rolling 12-month basis – this was almost 45 per 1,000 homes at the same point in the previous year.



38.94

Target: 35.00 (+3.94 🔴)

Prev Qtr: 42.00 (-3.06 ↘)

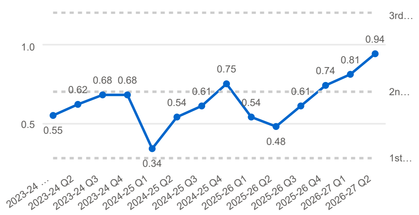
Prev Year: 44.91 (-5.97 ↘)

Benchmark*: 3rd Quartile

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

Lower is better

12 cases received in rolling 12 months to June 2026 and 3 cases received in Q1.



0.81

For Information Only

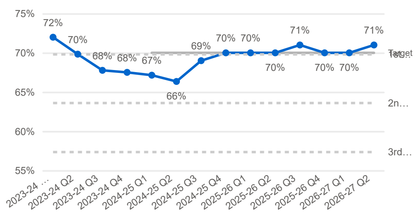
Prev Qtr: 0.74 (+0.07 ↗)

Prev Year: 0.54 (+0.27 ↗)

Benchmark*: 3rd Quartile

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

Performance is sustained for this measure; now we have a fully appointed management team within Thriving Neighbourhoods, this enables us to ensure the right level of resource is targeted to each patch and service is consistent across our operational areas in line with the Good Neighbourhood Management Policy.



70%

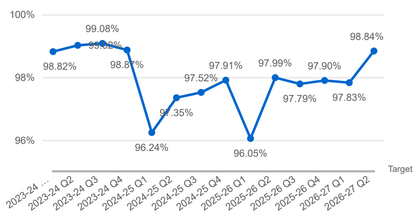
Target: 70% (+0% ☑)

Prev Qtr: 70% (+0% →)

Prev Year: 70% (+0% →)

Benchmark*: 1st Quartile

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



97.83%

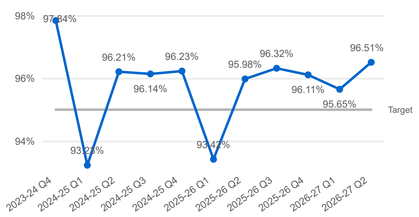
Target: 95.00% (+2.83% ☑)

Prev Qtr: 97.90% (-0.07% ↘)

Prev Year: 96.05% (+1.78% ↗)

Benchmark*: Not Available

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



95.65%

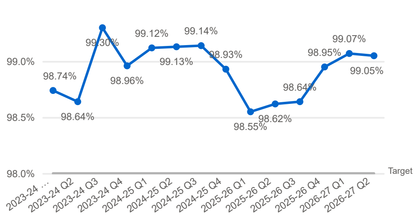
Target: 95.00% (+0.65% ☑)

Prev Qtr: 96.11% (-0.46% ↘)

Prev Year: 93.42% (+2.23% ↗)

Benchmark*: Not Available

Tenancy Sustainment at 12 months (%)



99.07%

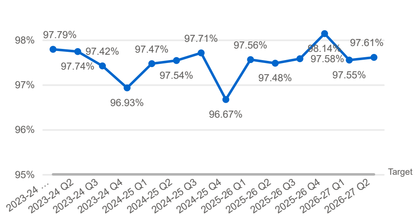
Target: 98.00% (+1.07% ☑)

Prev Qtr: 98.95% (+0.12% ↗)

Prev Year: 98.55% (+0.52% ↗)

Benchmark*: Not Available

Tenancy Sustainment at 24 months (%)



97.55%

Target: 95.00% (+2.55% ☑)

Prev Qtr: 98.14% (-0.59% ↘)

Prev Year: 97.56% (-0.01% ↘)

Benchmark*: Not Available

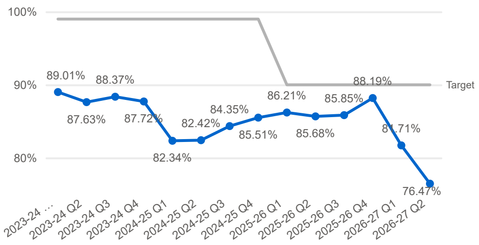
2026-27 Q1 - Board - Repairs and Maintenance

*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.

All Responsive Repairs Completed in Timeframe YTD (%)

Q1 has been an especially challenging month for repairs with reported performance reducing to 81.7% of jobs delivered within our service standard. This is split between 87.5% for emergency jobs and 79.7% for non-emergencies. Compared to the same period last year, we have seen a 10% increase in demand for repairs but we completed 19% fewer jobs which has resulted in a higher than usual level of open repair jobs.

Repair delivery has also been impacted by our decision to book jobs outside of our service standard in the lead up to the implementation of TotalConnect, meaning that residents had a fixed appointment agreed with them rather than the dynamic scheduler booking the job at a potentially inconvenient time. Satisfaction remains high at 89%.



81.71%

Target: 90.00% (-8.29% ▲)

Prev Qtr: 88.19% (-6.48% ↘)

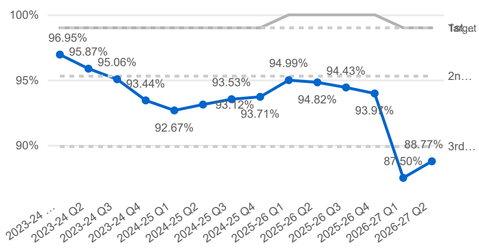
Prev Year: 86.21% (-4.50% ↘)

Benchmark*: Not Available

TSM Emergency Repairs Completed Within Published Timeframe YTD (%)

Q1 has been an especially challenging month for repairs with reported performance reducing to 81.7% of jobs delivered within our service standard. This is split between 87.5% for emergency jobs and 79.7% for non-emergencies. Compared to the same period last year, we have seen a 10% increase in demand for repairs but we completed 19% fewer jobs which has resulted in a higher than usual level of open repair jobs.

Repair delivery has also been impacted by our decision to book jobs outside of our service standard in the lead up to the implementation of TotalConnect, meaning that residents had a fixed appointment agreed with them rather than the dynamic scheduler booking the job at a potentially inconvenient time. Satisfaction remains high at 89%.



87.50%

Target: 99.00% (-11.50% ●)

Prev Qtr: 93.97% (-6.47% ↘)

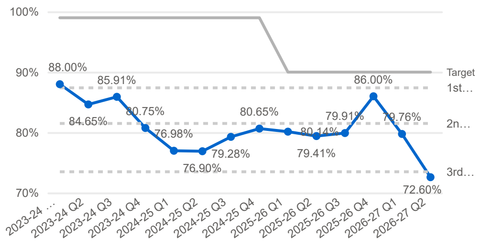
Prev Year: 94.99% (-7.49% ↘)

Benchmark*: 4th Quartile

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

Q1 has been an especially challenging month for repairs with reported performance reducing to 81.7% of jobs delivered within our service standard. This is split between 87.5% for emergency jobs and 79.7% for non-emergencies. Compared to the same period last year, we have seen a 10% increase in demand for repairs but we completed 19% fewer jobs which has resulted in a higher than usual level of open repair jobs.

Repair delivery has also been impacted by our decision to book jobs outside of our service standard in the lead up to the implementation of TotalConnect, meaning that residents had a fixed appointment agreed with them rather than the dynamic scheduler booking the job at a potentially inconvenient time. Satisfaction remains high at 89%.



79.76%

Target: 90.00% (-10.24% ●)

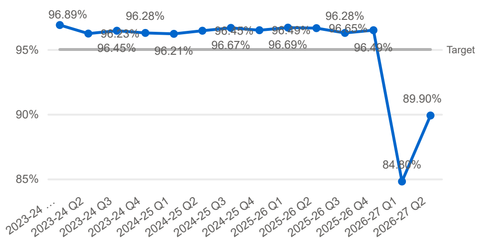
Prev Qtr: 86.00% (-6.24% ↘)

Prev Year: 80.14% (-0.38% ↘)

Benchmark*: 3rd Quartile

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

Despite challenges with meeting our service standard, satisfaction following a repair remains high. We are in the process of improving our approach to transactional satisfaction which will give us more insight and sentiment analysis to align with our TSM reporting.



84.80%

Target: 95.00% (-10.20% ●)

Prev Qtr: 96.49% (-11.69% ↘)

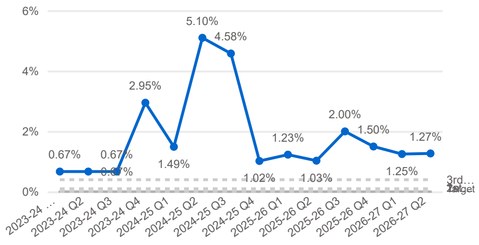
Prev Year: 96.69% (-11.89% ↘)

Benchmark*: Not Available

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

Lower is better

Work to manage newly identified hazards is continues, remaining focused on addressing long-standing cases and resolving barriers to completion, including no access and resident refusal. The most significant themes continue to be Falls Between Levels, primarily relating to window restrictors, and Falls on Stairs, including missing bannisters and handrails. These cases remain subject to active management, prioritisation and cross-team oversight, with progress on remediation informing both compliance assurance and investment planning activity. Work is underway to prepare for the upcoming next phase of Awaab's Law which takes further hazards into account, requiring us to triage and respond within strict legally binding timescales.



1.25%

For Information Only

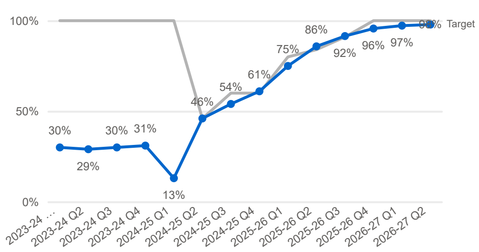
Prev Qtr: 1.50% (-0.25% ↘)

Prev Year: 1.23% (+0.02% ↗)

Benchmark*: 4th Quartile

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

At the end of June, we had 389 homes without an up-to-date stock condition survey. In Q1 through our access procedure 149 Properties were successfully accessed for survey. Currently 60 homes have a 1st no access appointment booked and 58 homes with 2nd no access appointment booked and 3 homes have been passed to legal to deal with through the courts. We are in the process of arranging appointments with the remaining tenants.



97%

Target: 100% (-3% ▲)

Prev Qtr: 96% (+2% ↗)

Prev Year: 75% (+22% ↗)

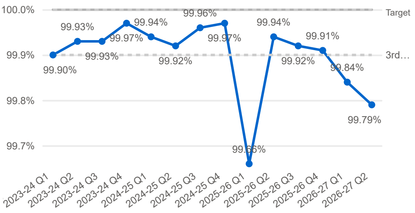
Benchmark*: Not Available

2026-27 Q1 - 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 23 properties without a valid Gas Certificate at the end of June. Of these PCH are progressing legal action on 6. A Further 11 are because of various tenant issues delaying access which are being progressed with Tenancy Management as appropriate. 6 have appointments / resolutions planned for July.



99.84%

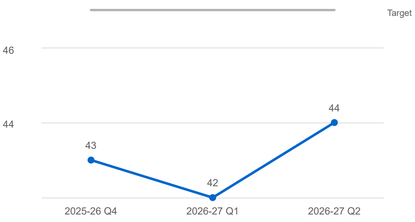
Target: 100.00% (-0.16% ▲)

Prev Qtr: 99.91% (-0.07% ↘)

Prev Year: 99.66% (+0.18% ↗)

Benchmark*: 4th Quartile

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



42

Target: 47 (-5 ●)

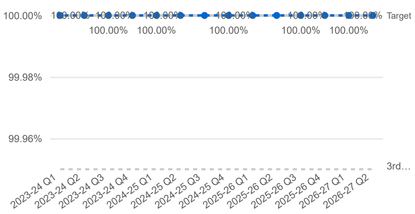
Prev Qtr: 43 (-1 ↘)

Prev Year: Not Available

Benchmark*: Not Available

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

100% of blocks requiring a Fire Risk Assessment have a current assessment in place. During Q1, 157 fire safety actions were verified as complete. A total of 69 actions remained overdue, of which 62 related to leasehold fire door inspections, with these cases subject to targeted review and escalation. PCH is commissioning an independent review of its fire risk assessment methodology and templates and exploring a Primary Authority Partnership with Devon and Somerset Fire and Rescue Service to provide additional consultation, audit and assurance.



100.00%

Target: 100.00% (+0.00% ☑)

Prev Qtr: 100.00% (+0.00% →)

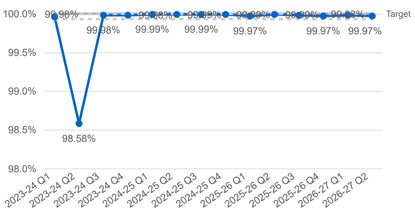
Prev Year: 100.00% (+0.00% →)

Benchmark*: 1st Quartile

TSM homes with compliant asbestos management plans (%)

There are 3 properties outstanding an asbestos management survey.

All of the properties are in the no access procedure.



99.98%

Target: 100.00% (-0.02% ▲)

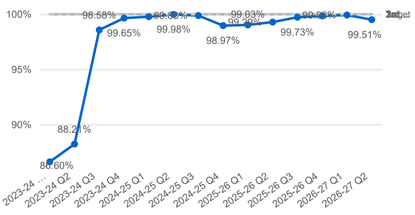
Prev Qtr: 99.97% (+0.01% ↗)

Prev Year: 99.97% (+0.01% ↗)

Benchmark*: 3rd Quartile

TSM Legionella Risk Assessments Completed (%)

There are 4 individual properties which are located in a block that required an LRA as of 30th June 2026. 3 are with the no access team and 1 requires re-raising and booking in.



99.93%

Target: 100.00% (-0.07% ▲)

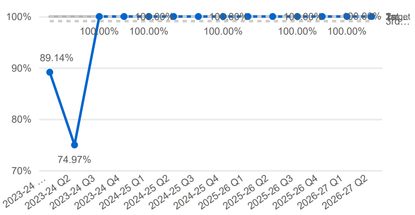
Prev Qtr: 99.85% (+0.08% ↗)

Prev Year: 99.03% (+0.90% ↗)

Benchmark*: 4th Quartile

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

All passenger lifts had been surveyed / inspected during the period.



100.00%

Target: 100.00% (+0.00% ☑)

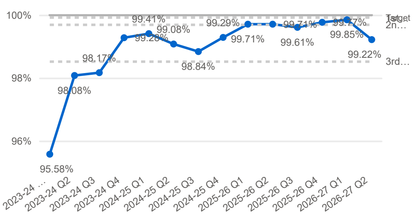
Prev Qtr: 100.00% (+0.00% →)

Prev Year: 100.00% (+0.00% →)

Benchmark*: 1st Quartile

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

There were 21 properties without a 5-year electrical test, 13 are with the no access team, in the legal process, 4 are with the no access team, at the beginning stages of the legal process, 2 have appointments booked for July and a further 2 are void and have recently moved from leaseholder to PCH ownership.



99.85%

Target: 100.00% (-0.15% ▲)

Prev Qtr: 99.77% (+0.08% ↗)

Prev Year: 99.71% (+0.14% ↗)

Benchmark*: 2nd Quartile

2026-27 Q1 - 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.

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

Lower is better

June in-month: 0.77

Number of Emergency Hazards Raised: 11

YTD: Number of Emergency Hazards Raised: 59



0.77

Target: Not Available

Prev Qtr: 2.25 (-1.48 ↘)

Prev Year: Not Available

Benchmark*: Not Available

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

YTD: 86% (32/37) June in-month: 88% (7/8)

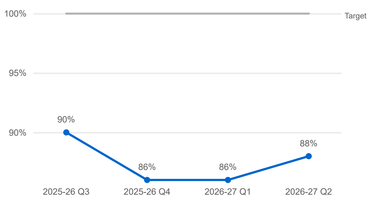
Of the 5 out of time, 3 in April::

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.

May and June - 2 out of time not relating to damp and mould.



86%

Target: 100% (-14% ●)

Prev Qtr: 86% (+0% →)

Prev Year: Not Available

Benchmark*: Not Available

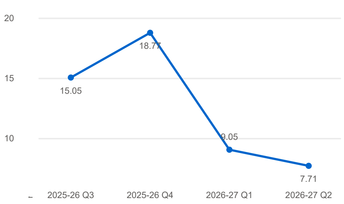
Awaab's Law - New significant damp and mould hazards reported per 1,000 properties

Lower is better

June in-month: 9.05

Number of Significant DM Hazards Raised: 130

YTD: Number of Significant DM Hazards Raised: 415



9.05

Target: Not Available

Prev Qtr: 18.77 (-9.72 ↘)

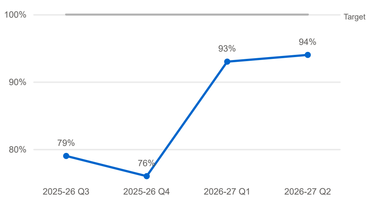
Prev Year: Not Available

Benchmark*: Not Available

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

YTD: 93% (215/231) June in-month: 93% (87/94)

Of the 7 investigations in June completed beyond the 10 day target, were all at the request of the residents who requested appointments to be moved.



93%

Target: 100% (-7% ▲)

Prev Qtr: 76% (+17% ↗)

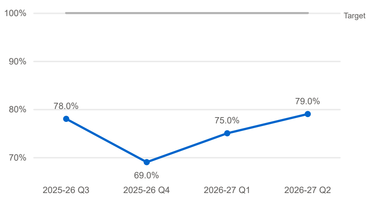
Prev Year: Not Available

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: 231 inspections completed 174 reports sent within 3 working days

June in-month: 66% 91 inspections completed, 60 reports sent within 3 working days



75.0%

Target: 100.0% (-25.0% ●)

Prev Qtr: 69.0% (+6.0% ↗)

Prev Year: Not Available

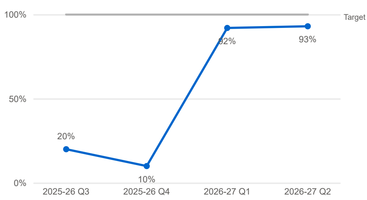
Benchmark*: Not Available

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: 69% (145/209) June -in-month: 72% (61/85)

Of the 85 cases requiring remedial works post inspection in June, 61 had steps taken to begin works (works raised) within 5 working days.



92%

Target: 100% (-8% ▲)

Prev Qtr: 10% (+82% ↗)

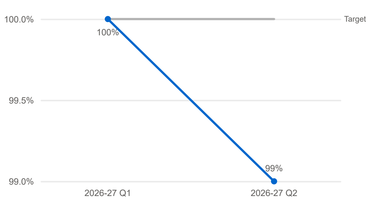
Prev Year: Not Available

Benchmark*: Not Available

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

YTD: 100% (21/21) June in-month: (100%) 16/16

Of the 16 remedial works physically initiated in May, 16 were initiated within 12 weeks.



100%

Target: 100% (+0% ☑)

Prev Qtr: Not Available

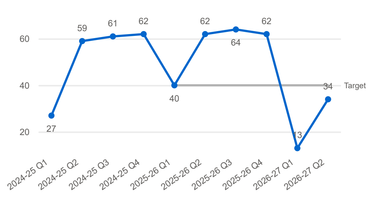
Prev Year: Not Available

Benchmark*: Not Available

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

Lower is better

The average time taken to complete remedial works for Q1 is 13 days - we are completing works much quicker than previously however we are seeing sentiment from residents stating that we are not addressing the root cause of the damp, and that repairs are more superficial. This is being reviewed as part of the Better Repairs Programme to ensure we address the issue entirely, and have stronger cost controls in this area.



13

Target: 40 (-27 ☑)

Prev Qtr: 62 (-49 ↘)

Prev Year: 40 (-27 ↘)

Benchmark*: Not Available

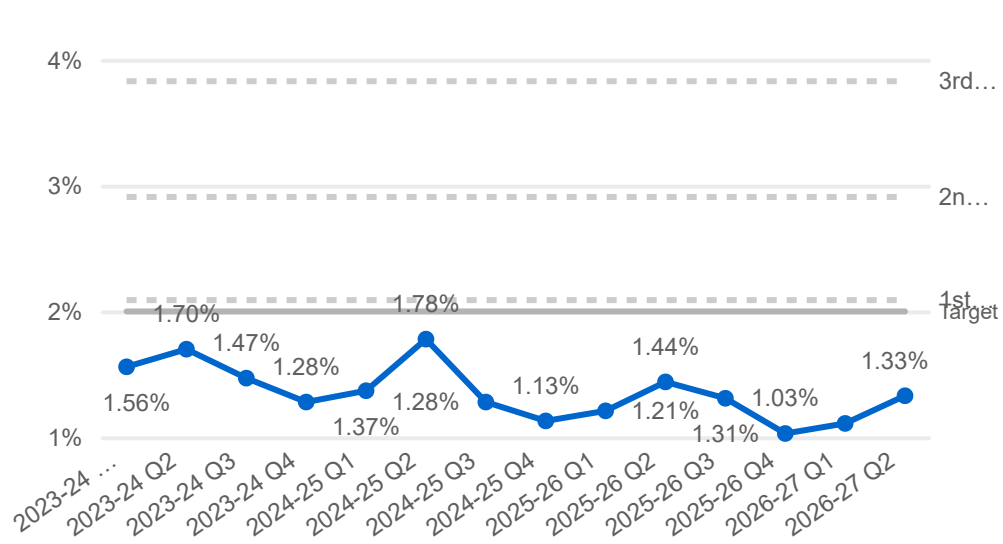
2026-27 Q1 - Board - Business Metrics

*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

Our rent arrears continue to be some of the lowest in the sector. Year to date the financial inclusion officers have generated extra income of £43,696 and helped 70 tenants, as a result of support to claim benefits and other financial support. The Support Fund value used for this period is £28,222 which assisted 117 tenants (compared to same period last year of £24,015 helping 98 tenants). There was one rent eviction in Q1. Tenant in 3 bed house affected by 25% tax when children removed. The tenant did not engage with the Rents Team to reduce the arrears or downsize. Tenancy Management also investigated ASB associated with the property.



1.11%

Target: 2.00% (-0.89% ☑)

Prev Qtr: 1.03% (+0.08% ↗)

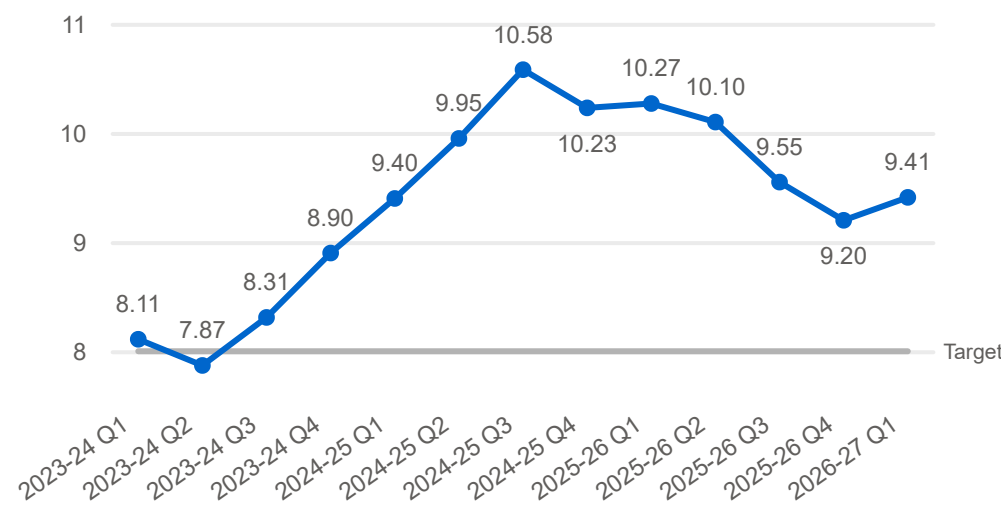
Prev Year: 1.21% (-0.10% ↘)

Benchmark*: 1st Quartile

Average Days Sickness per FTE (annualised)

Lower is better

The number of days absence per employee has increased slightly this quarter by 0.21 days per employee. We have had a number of employees who were on long term sick during this period. For the same period last year the absence was 10.27 days per employee. Excluding leavers, the average number of days absent was 7.28.



9.41

Target: 8.00 (+1.41 ⬢)

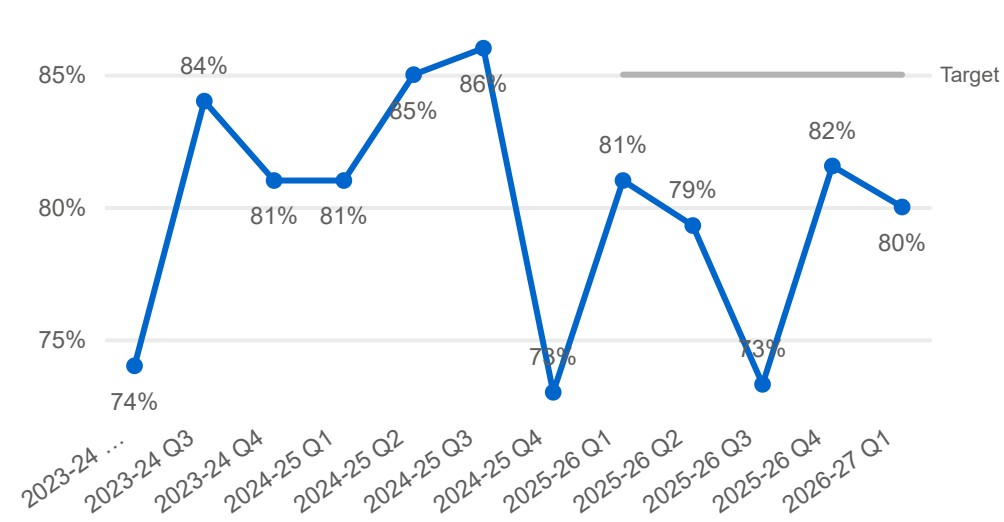
Prev Qtr: 9.20 (+0.21 ↗)

Prev Year: 10.27 (-0.86 ↘)

Benchmark*: Not Available

Staff very or fairly satisfied with PCH as their employer (%)

Employee satisfaction has reduced by 1.55% in the previous quarter. The NPS score is 24.2 which is considered Positive. Satisfaction is positive for 82% of teams and lowest in teams that have had the most significant changes in the way they work / leadership, which is reflected in the overall results.



80%

Target: 85% (-5% ▲)

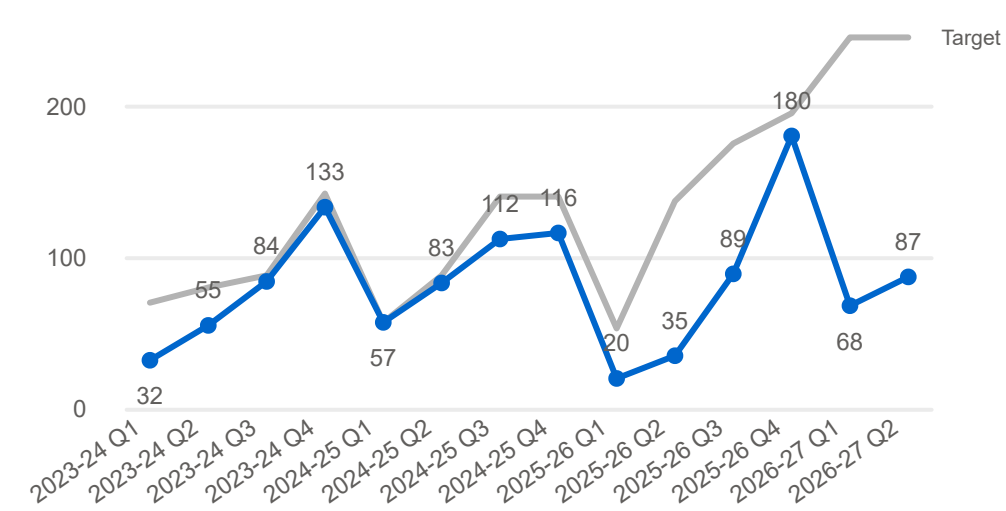
Prev Qtr: 82% (-2% ↘)

Prev Year: 81% (-1% ↘)

Benchmark*: Not Available

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

A total of 68 homes were completed during Q1, providing a strong foundation for the year ahead and reflects continued progress across the development programme. 1,351 homes have received approval against the Growth Strategy target of 1,500 homes with a robust pipeline and several additional schemes expected to be presented to the approval process in the coming months.



68

Target: 245 (-177 ⬢)

Prev Qtr: 180 (-112 ↘)

Prev Year: 20 (+48 ↗)

Benchmark*: Not Available

2026-27 Q1 - 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.

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

Lower is better

Year to date cumulative split: Repairs 45.24 days Letting 18.35 days

In month June 2026: Overall 66.78 days Repairs 47.78 days Letting 19 days



63.6

Target: 30.0 (+33.6 ●)

Prev Qtr: 46.1 (+17.5 ↗)

Prev Year: 38.3 (+25.3 ↗)

Benchmark*: Not Available

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

Lower is better

Re-letting times increased significantly in Q1 reflecting a growing backlog and extended repair and letting times. The main drivers are repair delays and a large increase in new home handovers. Whilst new homes do not directly affect this KPI, they add demand to the lettings team. To address this, some voids have been passed to a contractor to clear the backlog while we review internal processes and management oversight of voids.



55.79

Target: 20.00 (+35.79 ●)

Prev Qtr: 36.28 (+19.51 ↗)

Prev Year: 30.34 (+25.45 ↗)

Benchmark*: 4th Quartile

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

Lower is better



59.8

Target: 20.0 (+39.8 ●)

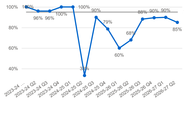
Prev Qtr: 22.6 (+37.2 ↗)

Prev Year: 36.0 (+23.8 ↗)

Benchmark*: Not Available

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

No surveys were completed in May as we are in the process of changing to a new external provider to undertake the surveys.



90%

Target: 95% (-5% ▲)

Prev Qtr: 90% (+0% ↗)

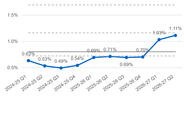
Prev Year: 60% (+30% ↗)

Benchmark*: Not Available

Rental income lost due to vacant properties (%)

Lower is better

Due to the high level of voids, the rent loss has exceeded the target, with the average rent lost per property standing at £746 - an increase of 28% compared to May's figure of £579.



1.03%

Target: 0.80% (+0.23% ●)

Prev Qtr: 0.70% (+0.33% ↗)

Prev Year: 0.69% (+0.34% ↗)

Benchmark*: 2nd Quartile

Number of routine voids at month-end

Lower is better



119

Target: Not Available

Prev Qtr: 36 (+83 ↗)

Prev Year: 25 (+94 ↗)

Benchmark*: Not Available

Number of non-routine voids at month-end

Lower is better



10

Target: Not Available

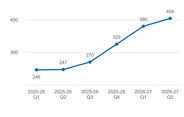
Prev Qtr: 64 (-54 ↘)

Prev Year: 70 (-60 ↘)

Benchmark*: Not Available

Total number of voids at month end

Lower is better



380

Target: Not Available

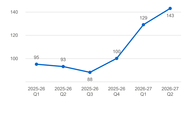
Prev Qtr: 325 (+55 ↗)

Prev Year: 246 (+134 ↗)

Benchmark*: Not Available

Total Voids for let (routine and non-routine) at month-end

Lower is better



129

Target: Not Available

Prev Qtr: Not Available

Prev Year: Not Available

Benchmark*: Not Available

Average age of current routine voids at month-end (days)

Lower is better



38

Target: Not Available

Prev Qtr: 21 (+17 ↗)

Prev Year: 20 (+18 ↗)

Benchmark*: Not Available

Average age of current non-routine voids at month-end (days)

Lower is better



113

Target: Not Available

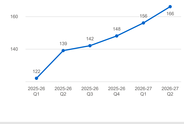
Prev Qtr: 38 (+75 ↗)

Prev Year: 36 (+77 ↗)

Benchmark*: Not Available

Number of permanent not for let (held) voids at month-end

Lower is better



156

Target: Not Available

Prev Qtr: 148 (+8 ↗)

Prev Year: 122 (+34 ↗)

Benchmark*: Not Available

Number of temporary not for let (held) voids at month-end

Lower is better



38

Target: Not Available

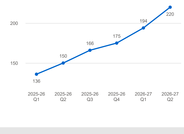
Prev Qtr: 27 (+11 ↗)

Prev Year: 14 (+24 ↗)

Benchmark*: Not Available

Total number of 'not for let' voids at month-end

Lower is better



194

Target: Not Available

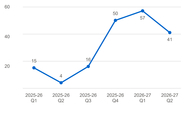
Prev Qtr: 175 (+19 ↗)

Prev Year: 136 (+58 ↗)

Benchmark*: Not Available

Number of new build voids at month-end

Lower is better



57

Target: Not Available

Prev Qtr: 50 (+7 ↗)

Prev Year: 15 (+42 ↗)

Benchmark*: Not Available