2025-26 Q2 - Board Report

Summarised Performance by Category

Customer Experience

Neighbourhoods and Lettings

Repairs and Maintenance

Building Safety Compliance

Business Metrics

Met or Exceeded Target

Name	KPI	Target
Stock condition surveys completed less than five years ago (%)	86%	84%
Tenants Satisfied with the Repairs Service (Transactional) - YTD (%)	96.65%	95.00%
TSM Respondents Very or Fairly Satisfied with the Overall Landlord (%)	85%	85%
Rental income lost due to vacant properties (%)	0.71%	0.80%
Current Tenant Rent Arrears as a % of Annual Rent Debit (based on Actual Arrears) (%)	1.44%	2.00%

Furthest From Target

Name	KPI	Target
Average time taken to complete remedial works in relation to damp and mould (days)	62	40
Number of new affordable homes completed and handed over (year to date)	35	137
Average Number of Days to Re-Let Routine Void Property YTD	34.44	20.00
TSM Complainants very or fairly satisfied with their landlord's approach to handling of complaints (%)	46%	65%
TSM Number of Stage Two complaints received per 1,000 homes	2.73	2.00

Improved Since Previous Quarter

Name	KPI	Prev Qtr
Number of new affordable homes completed and handed over (year to date)	35	20
Stock condition surveys completed less than five years ago (%)	86%	75%
TSM homes that do not meet the Decent Homes Standard (%)	1.03%	1.23%
TSM Complainants very or fairly satisfied with their landlord's approach to handling of complaints (%)	46%	44%
TSM Number of anti-social behaviour cases for hate crime opened per 1,000 homes	0.48	0.54

Declined Since Previous Quarter

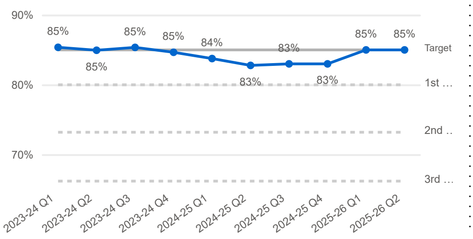
Name	KPI	Prev Qtr
Average time taken to complete remedial works in relation to damp and mould (days)	62	40
Rental income lost due to vacant properties (%)	0.71%	0.69%
Current Tenant Rent Arrears as a % of Annual Rent Debit (based on Actual Arrears) (%)	1.44%	1.21%
Average Number of Days to Re-Let Routine Void Property YTD	34.44	30.34
TSM Number of Stage Two complaints received per 1,000 homes	2.73	2.66

2025-26 Q2 - Customer Experience

*Benchmarks are provided by Housemark - they compare PCH's performance with over 350 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 (%)

Performance in the overall satisfaction with PCH as landlord remains very high as we enter Q3. Survey responses have revealed a mixed sentiment; many express positive experiences highlighting helpfulness and responsiveness of staff, particularly in repairs. However there are also notable concerns from some respondents regarding communication and delays with repairs, notably a lack of follow up and updates on reported issues. There are also frustrations with our ASB handling and a perceived decline in community spirit in some areas.



85%

Target: 85% (+0% ☑)

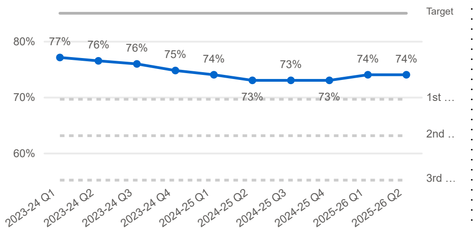
Prev Qtr: 85% (+0% →)

Prev Year: 83% (+2% ↗)

Benchmark*: 1st Quartile

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

The perception score has remained the same as for Q1; customer comments relating to this theme are balanced - most residents report having a good experience and talk positively about PCH, stating they feel listened to but some report that we need to take action and do what we promise to.



74%

Target: 85% (-11% ●)

Prev Qtr: 74% (+0% →)

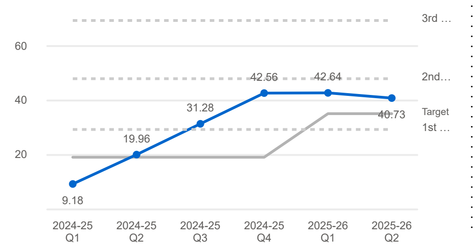
Prev Year: 73% (+1% ↗)

Benchmark*: 1st Quartile

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

Lower is better

There has been a small increase YTD in complaints; the majority relate to repairs, specifically our ability to correctly diagnose and send the correct trade operative to the residents' home. This is further confirmed through the commentary received as part of our customer perception surveys. To address this we are sending all of our contact centre staff on specific diagnostic training along with wider cross-departmental training to improve the quality of triaging repairs and move toward completing more jobs at the first visit.



40.73

Target: 35.00 (+5.73 ●)

Prev Qtr: 42.64 (-1.91 ↘)

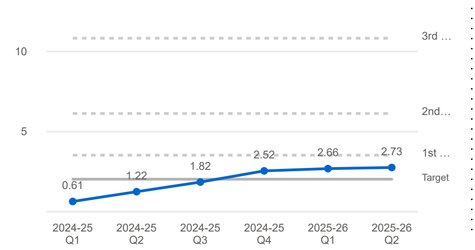
Prev Year: 19.96 (+20.77 ↗)

Benchmark*: 2nd Quartile

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

Lower is better

The number of complaints being escalated to stage two has increased by 11; with the introduction of our new centralised Customer Care Team overseeing the quality of responses to letters at stage one we anticipate a reduction in stage two complaints as we respond more appropriately and uphold complaints where we have clearly failed to meet our expected standards.



2.73

Target: 2.00 (+0.73 ●)

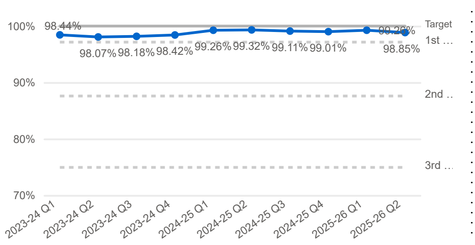
Prev Qtr: 2.66 (+0.07 ↗)

Prev Year: 1.22 (+1.51 ↗)

Benchmark*: 1st Quartile

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

Based on rolling 12-months October 2024 to September 2025. Six stage 1 complaints responded out of time.



98.85%

Target: 100.00% (-1.15% ▲)

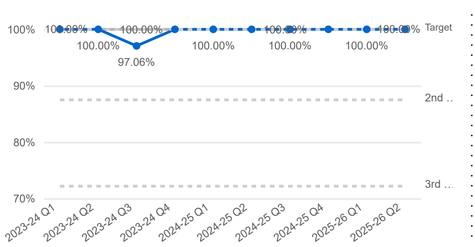
Prev Qtr: 99.26% (-0.41% ↘)

Prev Year: 99.32% (-0.47% ↘)

Benchmark*: 1st Quartile

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

All stage two complaints were responded to within the timescales.



100.00%

Target: 100.00% (+0.00% ☑)

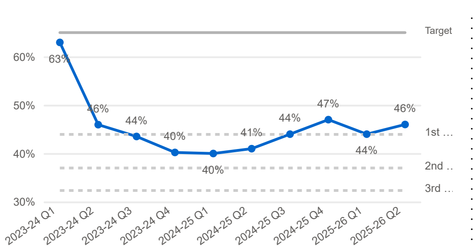
Prev Qtr: 100.00% (+0.00% →)

Prev Year: 100.00% (+0.00% →)

Benchmark*: 1st Quartile

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

We have seen a positive increase in perception of our approach to handling of complaints. There continue to be comments relating to us not following up on complaints and communication during a complaint investigation. A new Customer Experience structure has been approved in the past quarter which will centralise and strengthen our resources to not only handle complaints more effectively, but also follow up the agreed actions post-complaint to ensure we do what we promise and learn lessons from the feedback we get from residents.



46%

Target: 65% (-19% ●)

Prev Qtr: 44% (+2% ↗)

Prev Year: 41% (+5% ↗)

Benchmark*: 1st Quartile

2025-26 Q2 - Neighbourhoods and Lettings

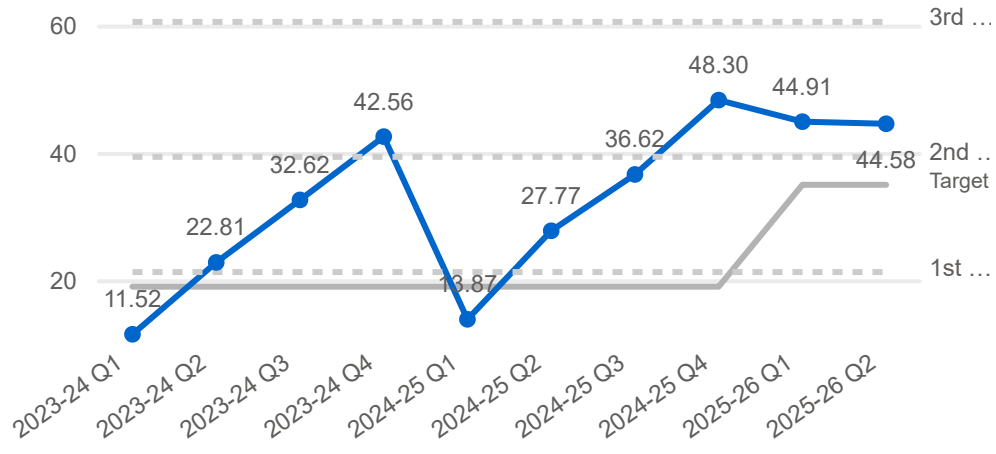
*Benchmarks are provided by Housemark - they compare PCH's performance with over 350 social housing providers across the UK.
Each quartile represents a quarter of the providers who provide that data. Where possible the latest Benchmark quartile boundaries are shown on the charts.

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

Lower is better

There has been a slight reduction in the number of ASB cases reported to us over the past quarter although it remains above our target.

During the quarter the CFC agreed a range of policies relating to ASB and Good Neighbourhood Management making it clearer to residents what constitutes ASB and what is considered normal household noise.
Additionally we have carried out a full review of patches based on intelligence of what we know about our neighbourhoods and have allocated the right level of resources to each patch so we are better placed to address individual neighbourhood needs. This will be



44.58

Target: 35.00 (+9.58 ⬢)

Prev Qtr: 44.91 (-0.33 ↘)

Prev Year: 27.77 (+16.81 ↗)

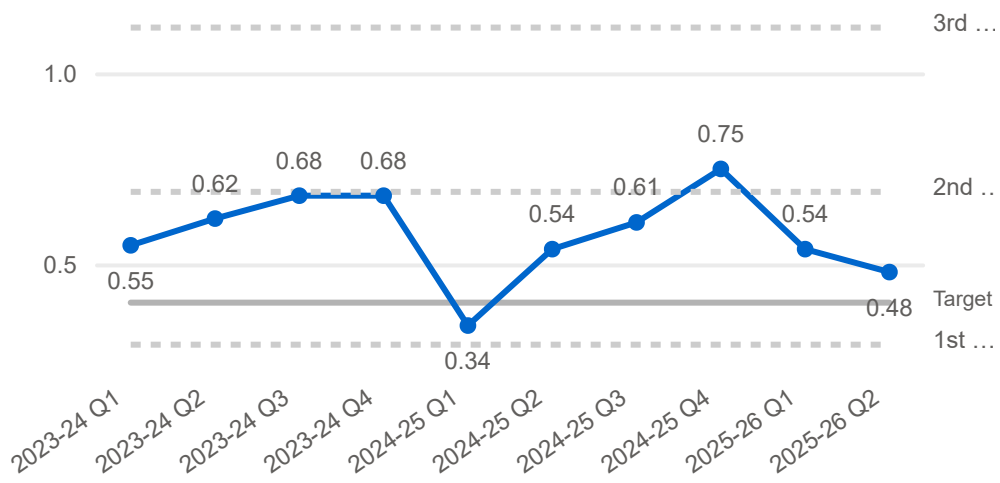
Benchmark*: 3rd Quartile

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

Lower is better

7 cases received on a rolling 12-months October 2024 - September 2025.

2 cases received in Q2.



0.48

Target: 0.40 (+0.08 ⬢)

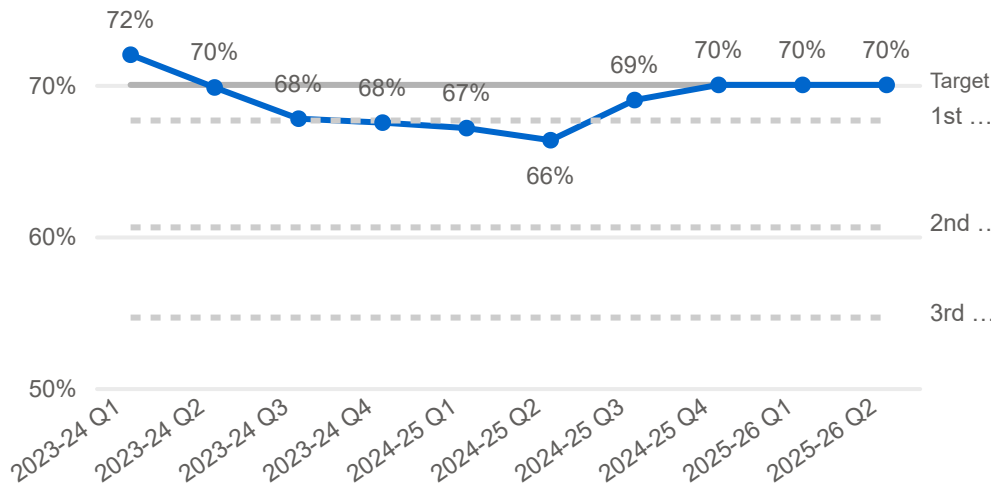
Prev Qtr: 0.54 (-0.06 ↘)

Prev Year: 0.54 (-0.06 ↘)

Benchmark*: 2nd Quartile

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

Performance remains the same for perception of our ASB service; there is a mix of comments from respondents with reports of good outcomes to noise nuisance after following the advice of the Housing Officer and also empathy that ASB is hard to police on estates. More negative comments relate to PCH taking a long time to resolve issues and that we need to speed up the process.



70%

Target: 70% (+0% ☑)

Prev Qtr: 70% (+0% →)

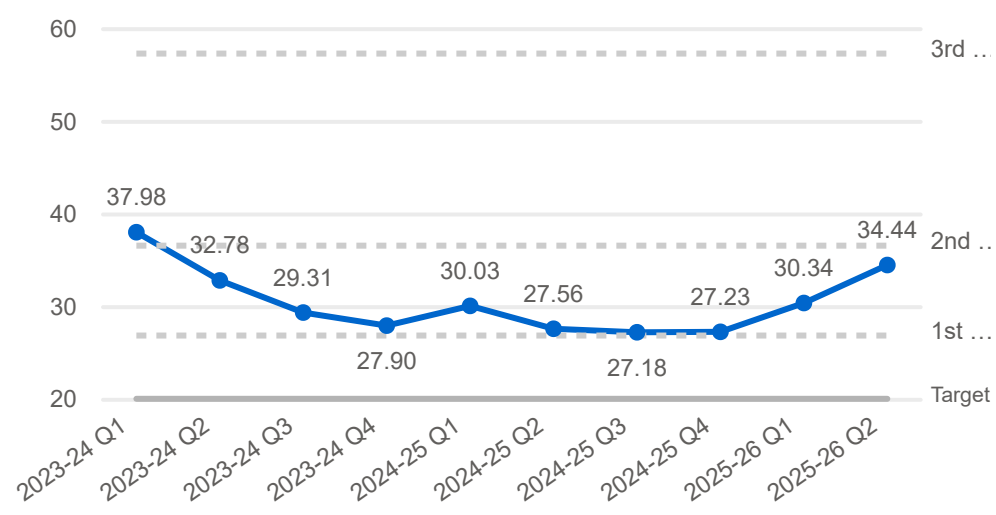
Prev Year: 66% (+4% ↗)

Benchmark*: 1st Quartile

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

Lower is better

The average number of days to re-let empty homes year to date is 34.44 days. The reason for this is because of delays to the lettings process, in particular with pre-tenancy assessments due to annual leave and sickness over the summer period. We also continue to support the Local Authority to house homeless individuals and families which can result in delays due to complex personal issues and a need to provide intensive support to get all of the required evidence and documentation complete prior to letting.



34.44

Target: 20.00 (+14.44 ⬢)

Prev Qtr: 30.34 (+4.10 ↗)

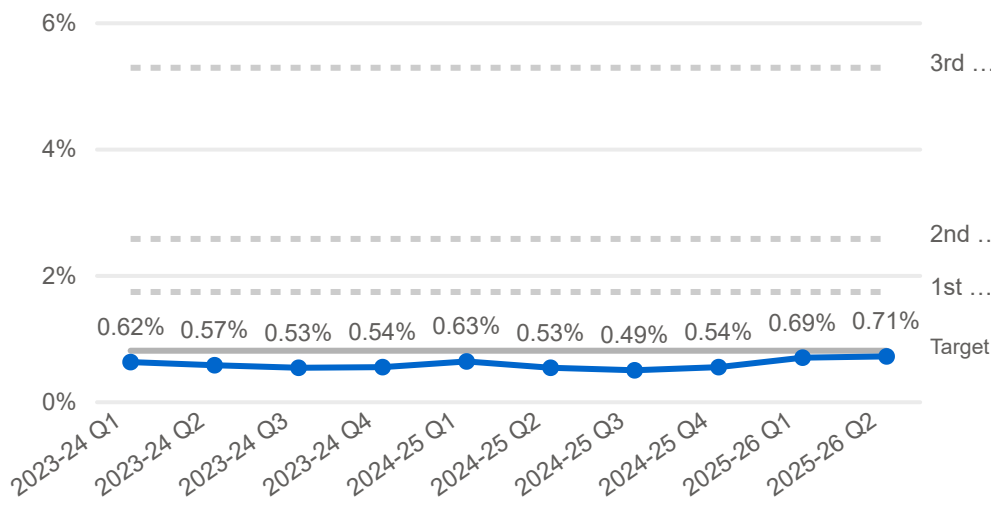
Prev Year: 27.56 (+6.88 ↗)

Benchmark*: 2nd Quartile

Rental income lost due to vacant properties (%)

Lower is better

The total Void Rent Loss (excluding void properties assigned for sale) was £279,646 YTD.



0.71%

Target: 0.80% (-0.09% ☑)

Prev Qtr: 0.69% (+0.02% ↗)

Prev Year: 0.53% (+0.18% ↗)

Benchmark*: 1st Quartile

2025-26 Q2 - Repairs and Maintenance

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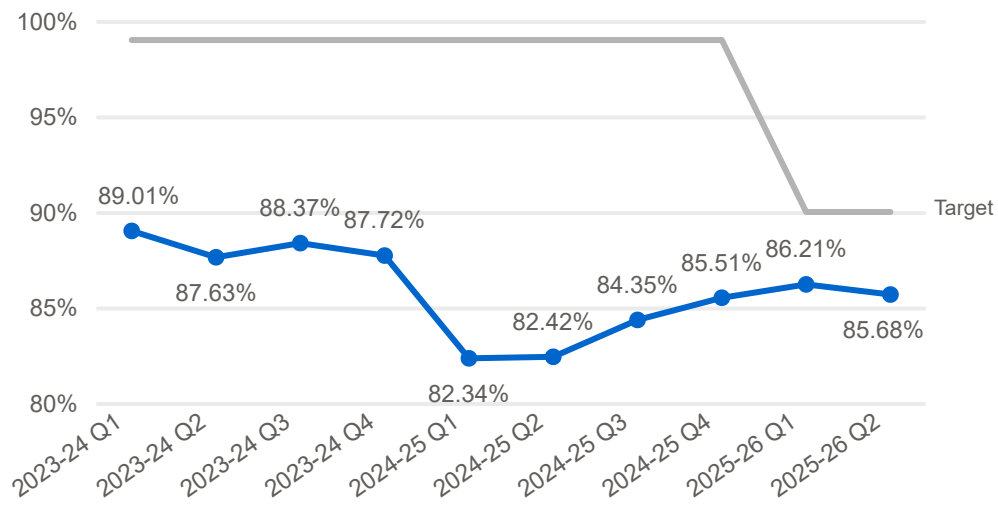
All Responsive Repairs Completed in Timeframe YTD (%)

There was a slight reduction in non-emergency repairs over the quarter, although in September we achieved over 80% with the in-month position.
The majority of jobs completed outside our service standard were at the request of the resident (236)followed by a lack of capacity internally (76) with plumbing having the majority (70). This has highlighted the need to further enhance scheduling and managing operative finish times more proactively. Additionally we need a more proactive and dedicated access protocol to reduce the number going out of time at residents' request.
Almost 95% of emergencies were dealt with within 24h which is broadly comparable to the position at the end of June 2025. With the advent of Awaab's Law coming into effect at the end of October, we are finalising our approach to emergency hazards including improved reporting and case management to proactively manage jobs that are in jeopardy of going out of time. This will be a manual process initially but with the implementation of TotalConnect the system will not permit booking of jobs out of time and have built-in dashboarding functionality



85.68%

Target: 90.00% (-4.32% ▲)

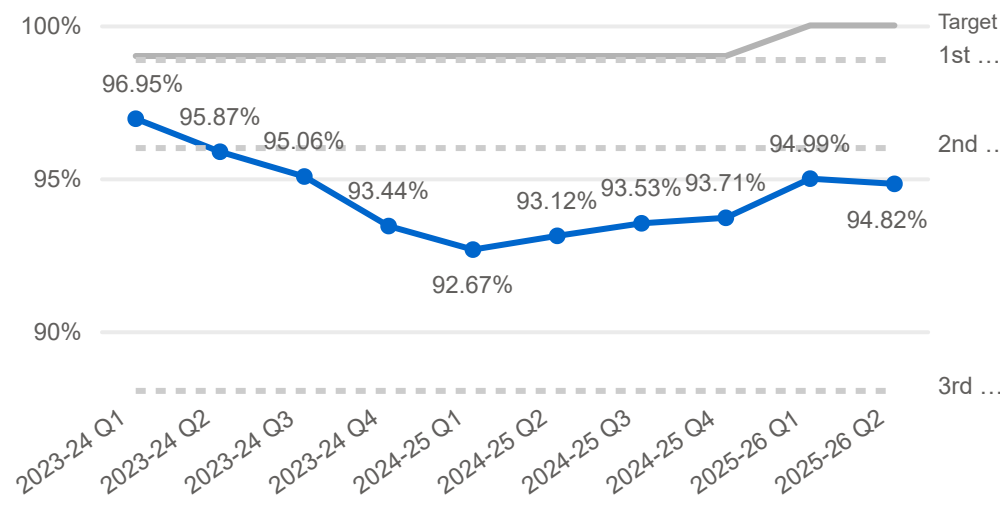
Prev Qtr: 86.21% (-0.53% ↘)

Prev Year: 82.42% (+3.26% ↗)

Benchmark*: Not Available

TSM Emergency Repairs Completed Within Published Timeframe YTD (%)

Almost 95% of emergencies were dealt with within 24h which is broadly comparable to the position at the end of June 2025. With the advent of Awaab's Law coming into effect at the end of October, we are finalising our approach to emergency hazards including improved reporting and case management to proactively manage jobs that are in jeopardy of going out of time. This will be a manual process initially but with the implementation of TotalConnect the system will not permit booking of jobs out of time and have built-in dashboarding functionality



94.82%

Target: 100.00% (-5.18% ▲)

Prev Qtr: 94.99% (-0.17% ↘)

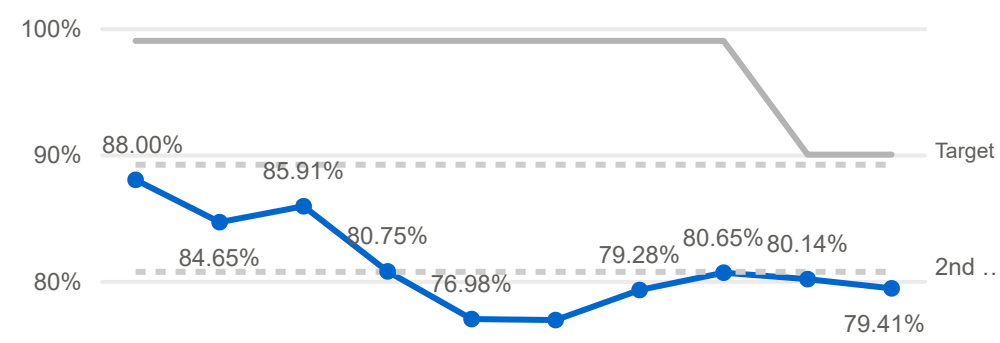
Prev Year: 93.12% (+1.70% ↗)

Benchmark*: 3rd Quartile

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

There was a slight reduction in non-emergency repairs completed within timeframe over the quarter, although we did see an improvement in September where we achieved over 80%.

The majority of jobs completed outside our service standard were at the request of the resident (236) followed by a lack of capacity internally (76) with plumbing having the majority (70). This has highlighted the need to further enhance scheduling and managing operative finish times more proactively. Additionally we need a more proactive and dedicated access protocol to reduce the number going out of time at residents' request



79.41%

Target: 90.00% (-10.59% ⬢)

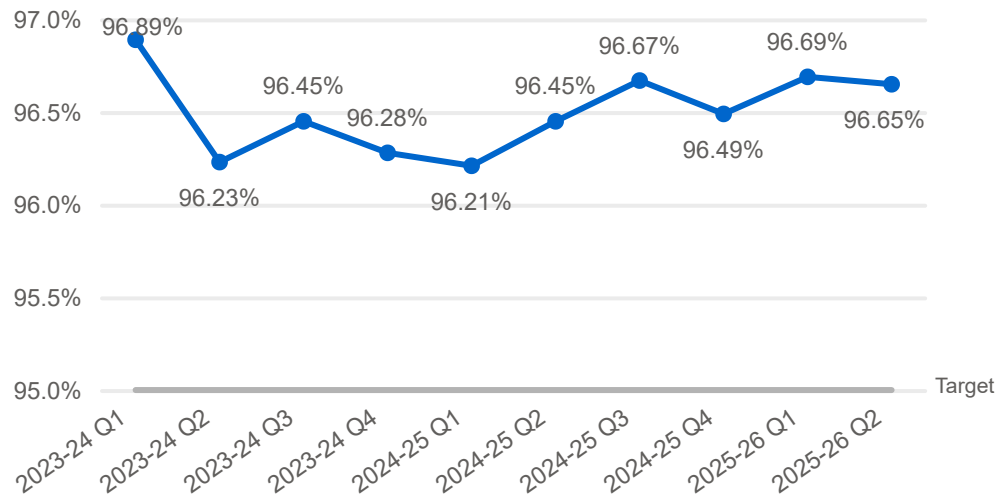
Prev Qtr: 80.14% (-0.73% ↘)

Prev Year: 76.90% (+2.51% ↗)

Benchmark*: 3rd Quartile

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

Satisfaction remains high and above target for residents who have received a repair during the past quarter.



96.65%

Target: 95.00% (+1.65% ☑)

Prev Qtr: 96.69% (-0.04% ↘)

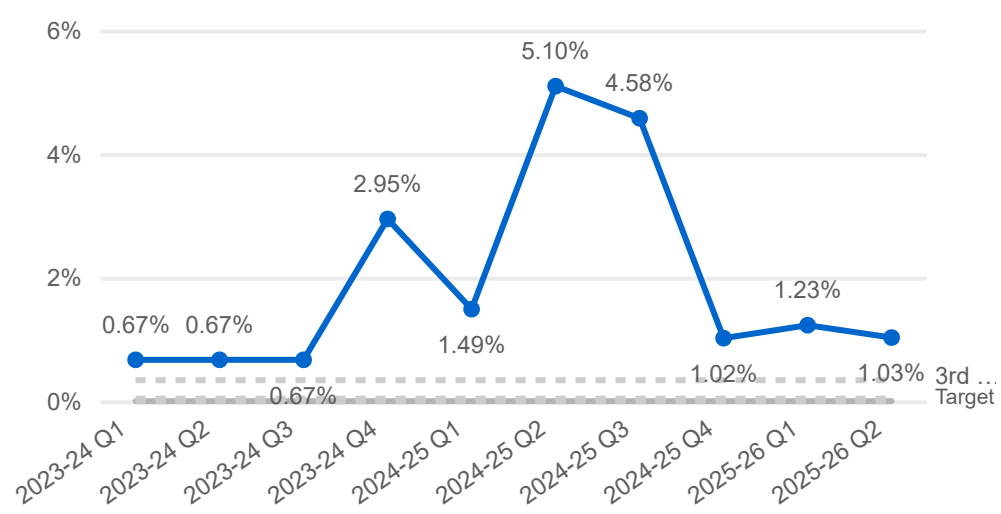
Prev Year: 96.45% (+0.20% ↗)

Benchmark*: Not Available

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

Lower is better

We saw a reduction in homes that do not meet the minimum standard to 1.03% which equates to 147 homes. This is a reduction of 30 failures from the previous quarter. These cases continue to be managed proactively both strategically and operationally with clear target dates in place for work completion. The damp and mould team specifically have been challenged to resolve all existing cases prior to 27/10/2025 when Awaab's Law comes into effect so we have the capacity to address new notifications within the prescribed timescales.



1.03%

Target: 0.00% (+1.03% ⬢)

Prev Qtr: 1.23% (-0.20% ↘)

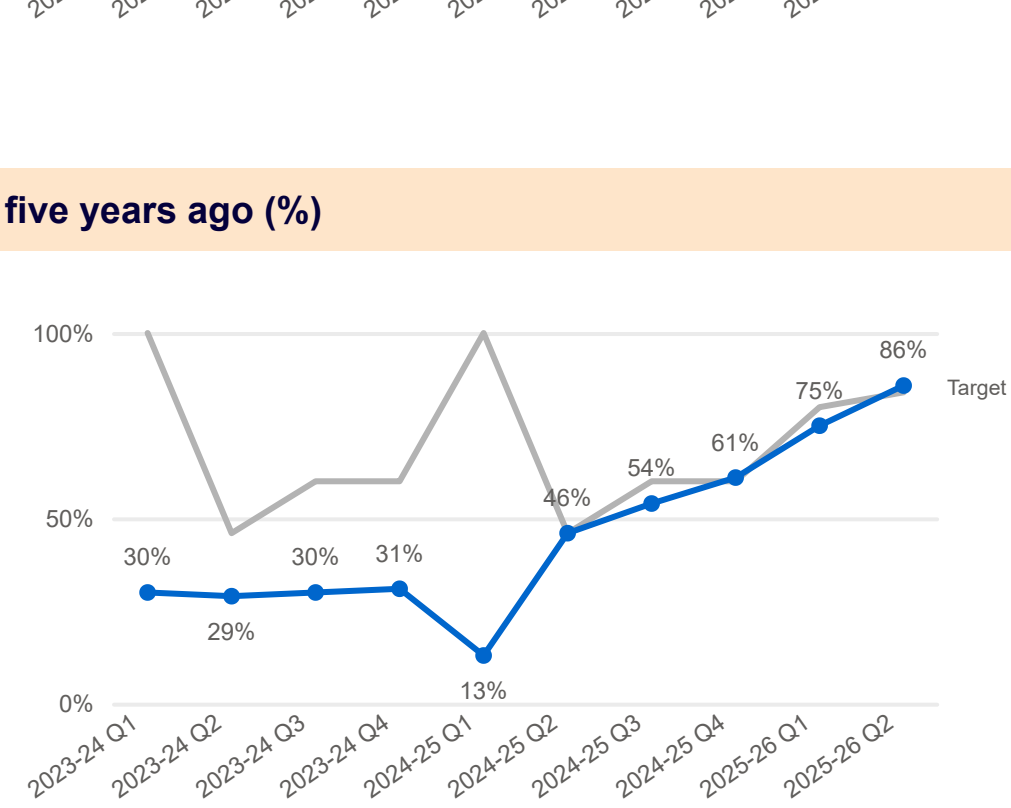
Prev Year: 5.10% (-4.07% ↘)

Benchmark*: 4th Quartile

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

Almost 84% of homes have a stock condition survey from within the past five years. As we approach the remaining 15% we are experiencing issues with gaining access for some homes.

To assist us in agreeing an appointment with the resident



86%

Target: 84% (+2% ☑)

Prev Qtr: 75% (+11% ↗)

Prev Year: 46% (+40% ↗)

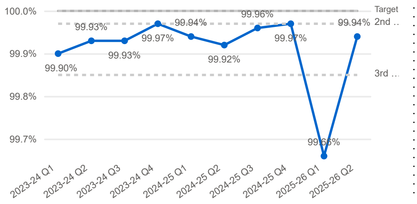
Benchmark*: Not Available

2025-26 Q2 - Building Safety Compliance

*Benchmarks are provided by Housemark - they compare PCH's performance with over 350 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 (%)

At the end of Q2 there were nine properties without a valid gas safety certificate. One had an appointment for the 1st October, one is being dealt with by Housing Management and the remaining seven are being dealt with through legal processes.



99.94%

Target: 100.00% (-0.06% ▲)

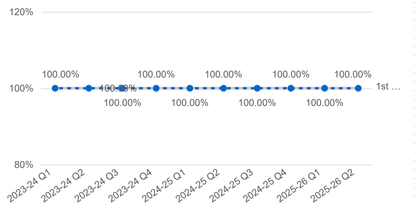
Prev Qtr: 99.66% (+0.28% ↗)

Prev Year: 99.92% (+0.02% ↗)

Benchmark*: 3rd Quartile

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

All blocks requiring a fire risk assessment have one; we have 203 fire risk actions outstanding (166 were raised during the quarter and 183 were closed including some carried forward). 56 actions are overdue; all relating to leaseholder doors and are actively being mitigated through actions from the Fire Safety and Leasehold Teams.



100.00%

Target: Not Available

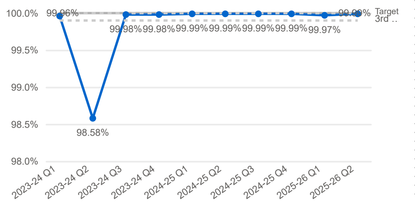
Prev Qtr: 100.00% (+0.00% →)

Prev Year: 100.00% (+0.00% →)

Benchmark*: 1st Quartile

TSM homes with compliant asbestos management plans (%)

There are 2 properties outstanding an asbestos management survey. Both properties are with our no access team who are preparing legal proceedings.



99.99%

Target: 100.00% (-0.01% ▲)

Prev Qtr: 99.97% (+0.02% ↗)

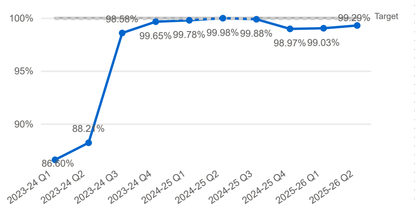
Prev Year: 99.99% (+0.00% →)

Benchmark*: 3rd Quartile

TSM Legionella Risk Assessments Completed (%)

99.29% of homes that legally require an LRA have one in place. There is 1 individual supported housing property which is currently with the HO as a disrepair and concern case. The tenant is not engaging with the support we put in place so we will be pursued through legal channels and apply for an injunction/possession order.
There are also 42 individual properties which are located in a block that required an LRA as of 30th September 2025, broken down as follows:

- 23 are booked for October
- 3 have since been completed
- 5 have been referred to the No Access Team for follow up
- The remaining properties need to be re-booked



99.29%

Target: 100.00% (-0.71% ▲)

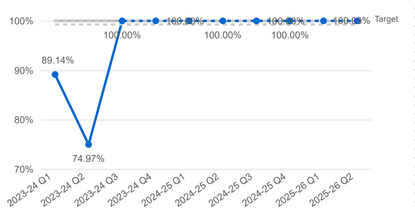
Prev Qtr: 99.03% (+0.26% ↗)

Prev Year: 99.98% (-0.69% ↘)

Benchmark*: 4th Quartile

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

All lift safety checks have been carried out as planned during the quarter.



100.00%

Target: 100.00% (+0.00% ☑)

Prev Qtr: 100.00% (+0.00% →)

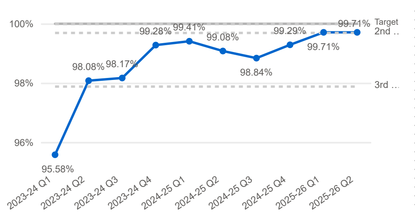
Prev Year: 100.00% (+0.00% →)

Benchmark*: 1st Quartile

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

There are 41 properties with an out of date/missing 5-year electrical test:

- 29 out of date properties are in the no-access procedure
- 2 are Long Term Void and not to be re-let
- 8 are at Marlborough House and are not to be re-let
- 2 are newly acquired and have been updated with an electrical test date since the snapshot



99.71%

Target: 100.00% (-0.29% ▲)

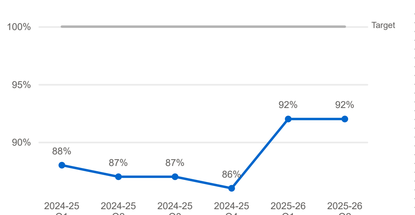
Prev Qtr: 99.71% (+0.00% →)

Prev Year: 99.08% (+0.63% ↗)

Benchmark*: 2nd Quartile

Damp and mould inspections completed within 14 days (%)

We have sustained performance at 92% for Q2 and are inspecting homes on average within nine days of being notified. With the introduction of Awaab's Law coming into effect in late October, we have reviewed our processes and we have developed a case management tracker with a workflow that sets out a pathway for emergency damp inspections for severe cases or where the resident has vulnerabilities and for those where the risk is significant but not life threatening which will continue to have a target of 14 days. This will be in place ahead of the deadline along with a full reporting suite.



92%

Target: 100% (-8% ▲)

Prev Qtr: 92% (+0% →)

Prev Year: 87% (+5% ↗)

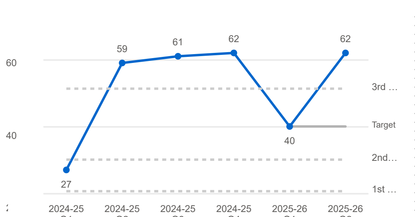
Benchmark*: Not Available

Average time taken to complete remedial works in relation to damp and mould (days)

Lower is better

The YTD end to end figure for completing damp and mould works has increased to 62 days with inspections taking an average of 9 days and the works 53 days.

The works required to remediate damp have been complex and extensive which is reflected in a £470k overspend on the annual budget.



62

Target: 40 (+22 ●)

Prev Qtr: 40 (+22 ↗)

Prev Year: 59 (+3 ↗)

Benchmark*: 4th Quartile

2025-26 Q2 - Business Metrics

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

Lower is better

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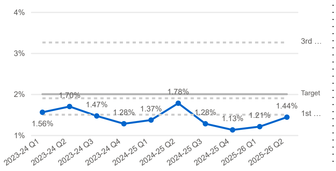


1.44%

Target: 2.00% (-0.56% ☑)

Prev Qtr: 1.21% (+0.23% ↗)

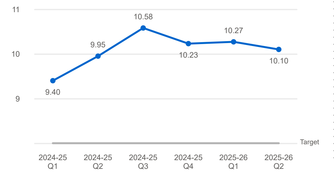
Prev Year: 1.78% (-0.34% ↘)

Benchmark*: 1st Quartile

Average Days Sickness per FTE (annualised)

Lower is better

Absence has slightly reduced by 0.17 days per employee this quarter. According to CIPD, the UK average is 9.4 days in 2025, with the highest absence trends in the public sector at 13.3 days. Absence continues to be a mixture of long- and short-term absence with long term absence being predominant. The primary reasons for long term absence include serious health conditions and mental health issues. PCH has been active in managing these cases and providing comprehensive support to affected employees. Efforts have included the implementation of tailored return-to-work programs, regular health assessments, and mental health support initiatives. These measures aim to facilitate a smoother transition back to work for employees and ensure ongoing support during their recovery.



10.10

Target: 8.00 (+2.10 ●)

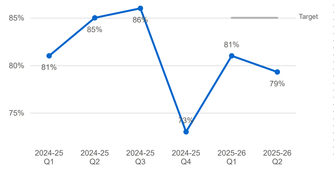
Prev Qtr: 10.27 (-0.17 ↘)

Prev Year: 9.95 (+0.15 ↗)

Benchmark*: Not Available

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

Satisfaction has reduced by 1.7% this quarter. Key themes for negative sentiment were around Communication, Leadership and Levels of workload. A new communications strategy has been agreed by Board and an internal communications post is being recruited to. Regular meetings have been set up with Leaders and People & Culture to discuss areas of concern and support improvements. The Leadership Development programme commences in November which both EMT & SMT are attending.



79%

Target: 85% (-6% ▲)

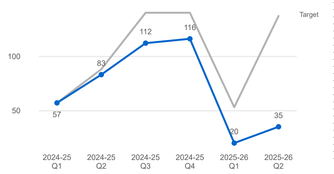
Prev Qtr: 81% (-2% ↘)

Prev Year: 85% (-6% ↘)

Benchmark*: Not Available

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

A total of 15 homes were completed in Q2 of 2025/26. This includes 7 shared ownership homes from the Barratt David Wilson development at Treledan, and an additional 8 homes at Sherford delivered by Linden Homes (comprising 6 Shared Ownership and 2 Social Rent units). This brings the total number of handovers for the year to 35 homes, representing 18% of the annual target.



35

Target: 137 (-102 ●)

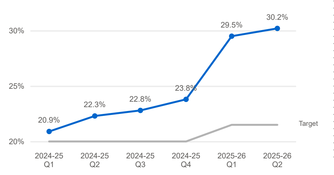
Prev Qtr: 20 (+15 ↗)

Prev Year: 83 (-48 ↘)

Benchmark*: Not Available

Operating Margin (%)

During the past Quarter, our operating Margin remained higher than expected due to lower costs than anticipated on day-to-day operating costs and planned external decorating works. This matrix is expected to reduce to target by the year end as a greater volume of expenditure is expected to commence later in the year.



30.2%

Target: 21.5% (+8.7% ☑)

Prev Qtr: 29.5% (+0.7% ↗)

Prev Year: 22.3% (+7.9% ↗)

Benchmark*: Not Available

EBITDA Interest cover (%)

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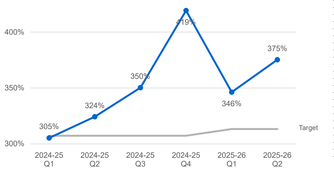

375%

Target: 313% (+62% ☑)

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Prev Year: 324% (+51% ↗)

Benchmark*: Not Available

Interest Cover: EBITDA (MRI) (%)

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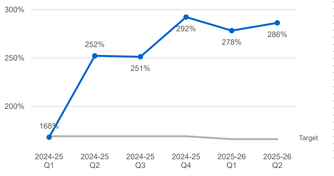

286%

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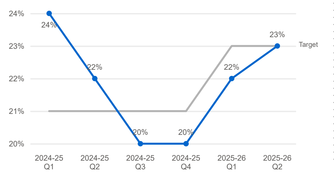

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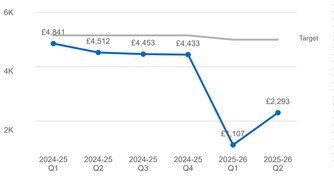

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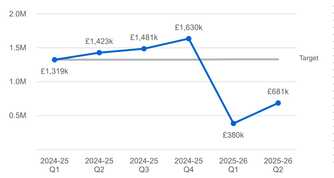

£681k

Target: £1,325k (-£644k ●)

Prev Qtr: £380k (+£301k ↗)

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Benchmark*: Not Available

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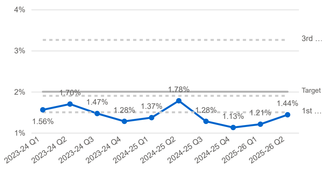

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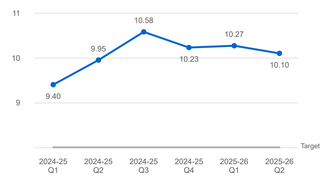

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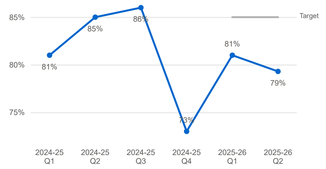

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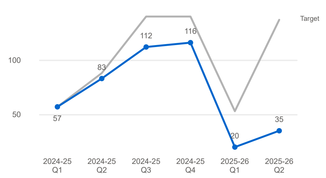

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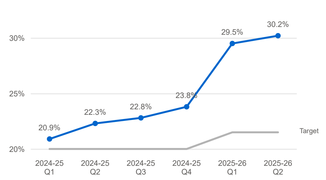

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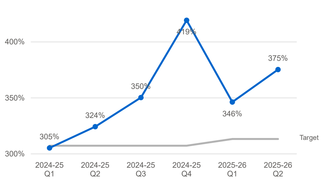

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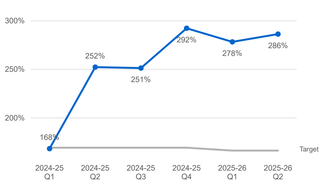

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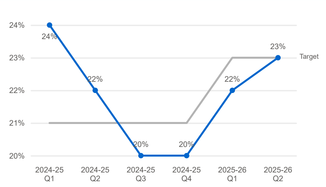

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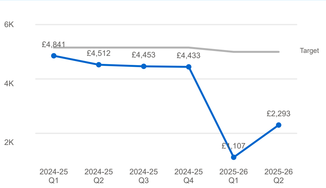

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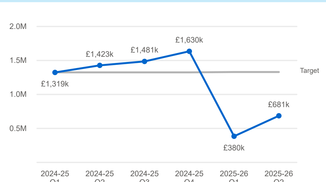

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